

Mental Health And Addiction Services
Addiction Community
Support Service
Specification
Tier 3
September 2024

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1. Status

These service specifications may be amended to meet local agreement needs.

MANDATORY **RECOMMENDED**

2. Review History

Review History	Date
First Published on NSFL	January 2010
Amended: clarified reporting requirements	February 2013
Amended: added MHD73S purchase unit code, removed standard provider monitoring reporting tables. Minor editing.	April 2017
Consideration for next Service Specification Review	Within five years
Moved to Health NZ template. Updated links for PUDD and NSFL only. Amended DHB to become District/Region where appropriate. No other changes to content made.	September 2024

Note: In September 2024 a small programme of work moved all Service Specifications to Health New Zealand branded templates. No amendments were made to the body text or content of the Service Specification, so references to DHB, Ministry of Health or other pre-2022 reforms vocabulary will still exist. A larger programme of work to review and revise all Service Specifications is planned for late 2024 to early 2025.

Note: Contact the NSF Team, Te Whatu Ora | Health New Zealand to discuss proposed amendments to the service specifications and guidance in developing new or updating and revising existing service specifications. NSF@tewhatuora.govt.nz

Nationwide Service Framework Library web site [here](#)

3. Introduction

<p style="text-align: center;">ADDICTION SERVICES – COMMUNITY SUPPORT SERVICE MENTAL HEALTH AND ADDICTION SERVICES TIER THREE SERVICE SPECIFICATION MHD73C, MHD73D, MHD73S</p>
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This tier three service specification is for Addiction Services - Community Support Service (the Service) and must be used in conjunction with the tier one Mental Health and Addiction Services and tier two Addiction Services service specifications.

4. Service Definition

The Service is for people with alcohol and other drug problems, and those who may also have co-existing mental health issues, who have support needs related to community living and self-management of their health problems.

The Service will include:

- facilitating a plan with the Service User that confirms the identified support needs and actions to address. The Service User may include others such as family members in the development of this plan
- where possible, provision of culturally preferred support options for the Service User
- assisting the Service User to access a range of services related to community living, including community-based activities, social networks, health intervention, education, employment options, vocational and social services
- collaboration with community alcohol and drug service and where appropriate community mental health services
- facilitating, where appropriate, linkages to natural supports and strengths within the family/whānau and the wider community
- when required, supporting the Service User to manage household tasks and activities of daily living, including personal care
- interventions that are appropriate according to the Service Users assessed need, related problems and readiness for change. This may include referral to other services or agencies
- post treatment support to enhance recovery and reduce the risk of relapse
- ensuring that an appropriate support worker is assigned to the Service User, that is, age, gender and culturally compatible
- support hours that may be available seven days a week
- visits normally pre-arranged by mutual agreement between the Service User and support worker, but there should be flexibility to allow for unexpected needs
- documented support hours and service expectations that are clearly communicated to the Service User.

The Service will be:

- person centred and responsive to individual consumer needs
- recovery focused and enable the Service User to lead their own recovery in the context of alcohol and drug services

- able to provide choice, promote independence and value diversity.

5. Service objectives

To provide individual home based support and rehabilitation services for Service Users who have alcohol and other drug dependency including any co-existing mental health issues and who are living independently, but not necessarily alone, in the community.

5.1 Māori Health

Refer to tier one Mental Health and Addiction Services service specification.

5.2 Service Users

Refer to tier one Mental Health and Addiction Services service specification.

6. Access

6.1 Entry Criteria

Referral is from any source including self-referral. However this is subject to local District entry criteria.

7. Service Components

7.1 Processes

The processes include but are not limited to the following: engagement; assessment, information provision, consultation, liaison, advocacy, support, review process and discharge.

7.2 Settings

The Service may be provided in community, and home based settings.

7.3 Key Inputs

- A mix of staff with relevant skills and experience in providing community support for people with alcohol and other drug problems.
- Staff, preferably would have at a minimum Level 4 or the equivalent NZQA recognised qualification in Community Support Work or meet the Drug and Alcohol Practitioners Association Aotearoa New Zealand (DAPAANZ) requirements.
- Staff may also include people with lived experience of alcohol and other drug problems.

8. Service Linkages

Service Linkages

Linkages include, but are not limited to the following:

Service Provider	Nature of Linkage	Accountabilities
Other providers of Community Alcohol and drug services	Collaboration Networking	Work with other relevant service providers and agencies in the care of the Service User

9. Purchase Units and Reporting Requirements

9.1 Purchase units

Purchase Unit Codes are defined in Health New Zealand's Nationwide Service Framework Purchase Unit Data Dictionary. The following codes apply to this Service.

PU Code	PU Description	PU Definition	Unit of Measure
MHD73C	Alcohol and other drug – community support service – Nursing and allied health	Service to provide individual home based support and rehabilitation services for Service Users who have alcohol and other drug dependency including any co-existing mental health issues and who are living independently, but not necessarily alone, in the community. The service is provided by nursing and allied health staff.	FTE
MHD73D	Alcohol and other drug – community support service – Non-clinical staff	Service to provide individual home based support and rehabilitation services for Service Users who have alcohol and other drug dependency including any co-existing mental health issues and who are living independently, but not necessarily alone, in the community. The service is provided by non-clinical staff	FTE
MHD73S	Alcohol and other drug – community support service	Service to provide individual home based support and rehabilitation services for Service Users who have alcohol and other drug dependency including any co-existing mental health issues and who are living independently, but not necessarily alone, in the community.	Service

Unit of Measure	Unit of Measure Definition
FTE	Full-time equivalent staff member (clinical or non-clinical) involved in direct delivery of services to consumers. Exclude time that is formally devoted to administrative or management functions e.g. half-time coordination of a community team.
Service	Service purchased in a block arrangement uniquely agreed between the parties to the agreement

9.2 Reporting Requirements

The Provider must comply with the requirements of national data collections: PRIMHD.

Additional information to be reported and the frequency of collection are specified by the Funder in the Provider Specific Terms and Conditions as agreed with the Service Provider.

The information required by the Funder will be sent to:

Email: performance_reporting@health.govt.nz

The Performance Monitoring Reporting tables for the Mental Health and Addiction Service Specifications¹ may be used for performance monitoring if specified as agreed with the Funder.

¹ Performance Monitoring Reporting cluster tables for Mental Health and Addiction Services are published on the Nationwide Service Framework Library, Mental Health and Addiction Service specifications page, Downloads section www.nsf.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services