

**Mental Health and Addictions
Services**

**Adult Community Support
Services**

Tier 3 Service Specification

September 2024

Contents

1. Status	2
2. Review History	2
3. Introduction	3
4. Service Definition	3
5. Service objectives	3
6. Service Users	4
7. Access	4
8. Service Components	4
8.1 Processes	4
8.2 Settings	4
8.3 Key Inputs	4
9. Service Linkages	5
10. Exclusions	5
11. Quality Requirements	5
12. Purchase Units and Reporting Requirements	5
13. Reporting	7
Glossary	7
Appendices	7

1. Status

Approved to be used for mandatory nationwide description of services to be provided.

MANDATORY RECOMMENDED

Recommended – these are centralized and recommended specifications to be used by Districts for purchasing services, they may be used to enable providers to transition to meeting a Mandatory specification over time. Districts are expected to move to a mandatory specification when renewing or varying an agreement].

2. Review History

Review History	Date
First Published on NSFL	June 2009
Amendments: Removal of unapproved Purchase Unit MHAK20D. Minor editing changes for consistency.	February 2011
Amended: clarified reporting requirements	February 2013
Amendments: added PU code MHA20DH Adult community support services- Non-Clinical Staff-unit of measure hour. Referenced DHB Paid Family Care Policy	June 2014
Amendments: added MHA20S purchase unit code, removed standard provider monitoring reporting tables. Minor editing.	April 2017
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
Consideration for next Service Specification Review	Within five years

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

This tier three service specification for Adult Mental Health Services - Adult Community Support Services (the Service) is linked to the tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

The Service includes the following: Home-based Support Services, Community Support Work and Support for Independence and must be used in conjunction with the District Health Board's (DHB's) Paid Family Care Policy (May 2014) and subsequent amendments.

4. Service Definition

The Service will include:

- facilitating a recovery plan with the Service User and include any other persons that the Service User deems appropriate for the development of this recovery plan
- where possible, provision of culturally preferred support options for the Service User
- assisting the Service User to access a range of services, including community-based activities, social networks, health intervention, education, employment options, vocational and social services
- when appropriate, collaboration with clinical mental health services
- facilitating, where appropriate, linkages to natural supports and strengths within the family and whānau
- facilitating linkages to natural supports and strengths with the wider community to improve independence
- when required, assisting the Service User to manage household tasks and activities of daily living, including personal care
- the Service will ensure that an appropriate support worker is assigned to the Service User, that is, age, gender and culturally compatible
- support hours 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
- able to provide choice, promote independence and value diversity
- aligned to community development
- aimed to have a family systems / whānau ora philosophy to facilitate ongoing sustainable recovery / whānau ora.

Active working relationships are established with other community agencies and where appropriate with community mental health services to ensure effective co-ordination of the Service User's recovery plan.

5. Service objectives

5.1 General

The Service is person centred and will provide flexible mobile community-based support services for Service Users who are living independently, but not necessarily alone, in their community. The Services are for people living with mental illness who require support in relation to family and whānau, community living, education, employment and self-management of their wellbeing.

The Service may be provided to individual Service Users or delivered as a group programme, or a combination of both individual and group activity.

5.2 Māori Health

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

6. Service Users

The Service Users are eligible adults as detailed in the tier two Adult Mental Health Services service specification.

7. Access

Referrals to the Service are from needs assessment / service co-ordination, community mental health teams, acute mental health inpatient services, self-referrals and referrals from whānau.

8. Service Components

8.1 Processes

The following processes apply but are not limited to: assessment, treatment, intervention and support, review process and discharge.

8.2 Settings

The Service is provided in a community based setting.

8.3 Key Inputs

The Service is provided by staff with appropriate attitudes, qualifications, competencies, skills and experience in meeting the support needs of people with experience of mental illness and who are acceptable to the Service User.

9. Service Linkages

Linkages include, but are not limited to the following described in tier one Mental Health and Addiction Specialist Services and tier two Adult Mental Health service specifications.

10. Exclusions

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

11. Quality Requirements

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

12. 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 Definitions	Unit of Measure
MHA20C	Adult community support services – Nurses & allied health staff	A person centred service for people living with mental illness who live independently but not necessarily alone in their community. The service provides support in relation to family-whanau, community living, education, employment and self-management of their wellbeing. The service is provided by nurses and/or allied health with appropriate training and qualifications to meet the support needs of people with mental illness.	FTE
MHA20D	Adult community support services – Non-clinical staff	A person centred service for people living with mental illness who live independently but not necessarily alone in their community. The service provides support in relation to family-whanau, community living, education, employment and self-management of their wellbeing. The service is provided by non-clinical support staff with appropriate training and qualifications to meet the support needs of people with mental illness.	FTE

PU Code	PU Description	PU Definitions	Unit of Measure
MHA20E	Adult community support services - Cultural staff	A person centred service for people living with mental illness who live independently but not necessarily alone in their community. The service provides support in relation to family-whanau, community living, education, employment and self-management of their wellbeing. The service is provided by cultural support staff with appropriate training and qualifications to meet the support needs of people with mental illness.	FTE
MHA20F	Adult community support services - Peer support staff	A person centred service for people living with mental illness who live independently but not necessarily alone in their community. The service provides support in relation to family-whanau, community living, education, employment and self-management of their wellbeing. The service is provided by peer support groups with appropriate training and qualifications to meet the support needs of people with mental illness.	FTE
MHA20DH	Adult community support services- Non-Clinical Staff-UoM hour	A person centred service for people living with mental illness who live independently but not necessarily alone in their community. The service provides support in relation to family-whanau, community living, education, employment and self-management of their wellbeing. The service is provided by non-clinical support staff with appropriate training and qualifications to meet the support needs of people with mental illness.	Hour
MHA20S	Adult Community Support Services	A person centred service for people living with mental illness who live independently but not necessarily alone in their community. The service provides support in relation to family-whanau, community living, education, employment and self-management of their wellbeing.	Service

Explanations of the units of measure (UOM) from the purchase unit table.

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.
Hour	Number of hours provided.
Service	Service purchased in a block arrangement uniquely agreed between the parties to the agreement

13. 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.

Unless otherwise specified in the agreement, the following reporting information will be emailed to The Performance Reporting Team at: 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.

14. Glossary

Not required

15. Appendices

Not required

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.nsfh.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services