

Adult Mental Health Services

Vocational Support

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
5.1 General.....	3
5.2 Māori Health	3
6. Service Users	3
7. Access	4
8. Service Components.....	4
8.1 Processes.....	4
8.2 Settings	4
8.3 Key Inputs	4
9. Service Linkages.....	4
10. Exclusions	4
11. Quality Requirements	4
12. Purchase Units	5
13. Reporting Requirements.....	6
14. Glossary	6
15. Appendices	6

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
Amended: Removal of unapproved Purchase Unit MHAK22F. Minor editing changes for consistency.	February 2011
Amended: clarified reporting requirements, purchase unit table completed.	February 2013
Amended: added MHA22S 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 -Vocational Support Service (the Service) is linked to tier one Mental Health and Addiction Specialist Services and tier two Adult Mental Health Services service specifications.

4. Service Definition

The Service includes employment and education support that is community-based and provides Service Users with the support, training and assistance necessary for them to gain employment.

The Service will also provide flexible ongoing support to help Service Users maintain their vocational goals. Service Users will be given as much responsibility as they are able to take for determining the content of the programme and the day-to-day running of the service.

The Service will provide a flexible and varied programme of activities that are determined largely by the individual needs of each Service User, and will provide a safe environment for the development of educational, employment and social skills.

The style of the Service will be such that:

- there is an emphasis on supporting the strengths of the Service Users and their families and whānau and significant others
- mental health workers will work together with the Service User to reach desirable outcomes for all
- the particular needs of Māori and Pacific peoples Service Users are met by the provision of culturally derived skills programmes
- wherever possible, relevant staff will be of Māori or Pacific Peoples descent.

5. Service objectives

5.1 General

To provide recovery-oriented vocational support services that will assist Service Users to attain their vocational goals.

5.2 Māori Health

Refer to the tier one Mental Health and Addiction Specialist 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

Referral to the Service is directly from the Service User, community mental health service or community support service.

8. Service Components

8.1 Processes

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

8.2 Settings

The Service is provided in community based settings.

8.3 Key Inputs

The Service is provided by staff with appropriate qualifications, competencies, skills and experience in meeting the education and employment support needs of people with serious mental health problems/disorders.

9. Service Linkages

Linkages include, but are not limited to those described in tier one Mental Health and Addiction Specialist Services and tier two Adult Mental Health Services 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 Definition	Unit of Measure
MHA22C	Vocational support service - Nursing and/or allied staff	A recovery-oriented vocational support service, provided by nurses and/or allied health staff to assist service users attain their vocational goals.	FTE
MHA22D	Vocational support service - Non-clinical staff	A recovery-oriented vocational support service, provided by non-clinical support staff to assist service users attain their vocational goals.	FTE
MHA22E	Vocational support service - Cultural staff	A recovery-oriented vocational support service, provided by cultural support staff to assist service users attain their vocational goals.	FTE
MHA22F	Vocational support service - Peer support staff	A recovery-oriented vocational support service, provided by cultural support staff to assist service users attain their vocational goals.	FTE
MHA22S	Vocational Support Services	A recovery-oriented vocational support service to assist service users attain their vocational goals.	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.
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