

**Mental Health and Addiction
Services**

**Housing Co-Ordination
Service**

Tier 3 Service Specification

September 2024

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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: added MHA23D purchase unit	January 2012
Amended: clarified reporting requirements	February 2013
Amended: added MHA23S 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 Housing Coordination Service (the Service) is linked to tier one Mental Health and Addiction Services and tier two Adult Mental Health service specifications.

4. Service Definition

The Service will include any or all of the following for any person:

- consultation and liaison with mental health service providers in respect of availability of housing suitable for the person that best meets their identified needs
- co-ordination and/or management of access to, or exit from, support services with housing, supportive landlord arrangements, models of supported independent living (as agreed with the DHB and local service co-ordination services)
- liaison with other agencies and providers of housing, to maintain knowledge of available housing stock within the district.

The mental health service of the applicable DHB will have agreed to provide clinical treatment. People for whom this service is provided will generally not solely require sustained crisis/acute intervention and will not generally be an immediate risk of harm.

5. Service objectives

5.1 General

To ensure that people receiving interventions and support from mental health services are able to also access a range of housing options that assist them on their recovery path. The Service is provided to people who meet the criteria of a major mental health disorder and who have their usual place of residence in the geographical area for which this service is contracted.

5.2 Māori Health

Refer to 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 service specification.

7. Access

Referrals to the Service are from DHB mental health services for people requiring suitable housing following a comprehensive needs assessment that identifies specific levels of need

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 community based settings.

8.3 Key Inputs

Services provided by:

- Staff with qualifications and experience in the housing sector.
- Staff who are familiar with public and private housing arrangements and tenancy in New Zealand.
- Additional health and social sectors experience is preferred.

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 Definition	Unit of Measure
MHA23C	Housing coordination service- nursing and / or allied health staff	A service to ensure that people receiving interventions and support from mental health services are able to also access a range of housing options that assist them on their recovery path.	FTE
MHA23D	Housing coordination service- non clinical staff	A service provided by non clinical staff to ensure that people receiving interventions and support from mental health services are able to also access a range of housing options that assist them on their recovery path.	FTE
MHA23S	Housing Coordination Service	A service to ensure that people receiving interventions and support from mental health services are able to also access a range of housing options that assist them on their recovery path.	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.nsf.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services