

**Mental Health and Addiction Services
Asian, Migrant and Refugee
Cultural Support
Coordination Service**

Tier 3

November 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	June 2010
Amended: clarified reporting requirements	February 2012
Amended: added MHR97S 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

**ASIAN MIGRANT AND REFUGEE SERVICES –
CULTURAL SUPPORT COORDINATION SERVICE
MENTAL HEALTH AND ADDICTION SERVICES
TIER THREE SERVICE SPECIFICATION
MHR97C, MHR97D, MHR97E, MHR97S**

This tier three service specification for Asian, Migrant and Refugee Services - Cultural Support Coordination Service, Mental Health and Addiction Services (the Service) must be used in conjunction with the tier one Mental Health and Addiction Services and tier two Asian, Migrant and Refugee Mental Health Services service specifications. In addition, it is linked to a range of tier three Asian, Migrant and Refugee Mental Health Services service specifications.

The service specification defines Asian, Migrant and Refugee Services - Cultural Support Coordination Service and their objectives in the delivery of the Service.

4. Service Definition

This Service is a culturally specific service working in a mainstream setting, in partnership with mainstream services, more specifically mental health and addiction services.

Services will include:

- provision of clinical and cultural consultation
- provision of life skill counselling
- provision of psycho-education to Service Users and family members
- coordination of consultation with clinical cultural advisory roles
- communication and networking with other agencies
- promotion of mental health information to the Asian community
- coordination of translated resources.

5. Service Objectives

5.1 General

The objective of this Service is to provide a cultural coordination service that works in partnership with mainstream mental health and addiction clinical and support services that are grounded in knowledge, cultural perspectives and understanding.

5.2 Māori Health

Refer to tier one Mental Health and Addiction service specification.

6. Service Users

The Service Users will be Asian migrant or refugee people of all ages. Refer to tier two Asian, Migrant and Refugee Services service specification for the definitions.

7. 4. Access

Refer to the tier two Asian, Migrant and Refugee Services service specification.

8. Service Components

8.1 Processes

Refer to the tier two Asian, Migrant and Refugee Services service specification.

8.2 Settings

The Service is provided in community, home and hospital based settings.

8.3 Key Inputs

Refer to the tier two Asian, Migrant and Refugee Services service specification.

Staff will also identify with and ideally have lived experience of at least one cultural group (Asian, migrant, or refugee.)

8.4 Pacific Health

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

9. Service Linkages

Refer to the tier two Asian, Migrant and Refugee Mental Health and Addiction service specification.

10. Purchase Units and Reporting Requirements

10.1 Purchase Units

Purchase Unit (PU) Codes are defined in Health New Zealand's Nationwide Service Framework Purchase Unit Data Dictionary. The following codes are used in this Service.

PU Code	PU Description	PU Definition	Unit of Measure
MHR97C	Asian Migrant & Refugee Cultural Support Coordination Service Mental Health – Nurses & allied health	Cultural coordination service that works in partnership with mainstream mental health and addiction clinical and support services that is grounded in knowledge, cultural perspectives and understanding. The service is provided by nurses and allied health staff.	FTE

PU Code	PU Description	PU Definition	Unit of Measure
MHR97D	Asian Migrant & Refugee Cultural Support Coordination Service Mental Health – Non-clinical staff	Cultural coordination service that works in partnership with mainstream mental health and addiction clinical and support services that is grounded in knowledge, cultural perspectives and understanding. The service is provided by non-clinical staff.	FTE
MHR97E	Asian Migrant & Refugee Cultural Support Coordination Service Mental Health – Cultural staff	Cultural coordination service that works in partnership with mainstream mental health and addiction clinical and support services that is grounded in knowledge, cultural perspectives and understanding. The service is provided by cultural staff.	FTE
MHR97S	Asian Migrant & Refugee Cultural Support Coordination Service Mental Health	Cultural coordination service that works in partnership with mainstream mental health and addiction clinical and support services that is grounded in knowledge, cultural perspectives and understanding.	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

10.2 Reporting

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 <https://www.tewhātuora.govt.nz/health-services-and-programmes/nationwide-service-framework-library/about-nationwide-service-specifications/mental-health-and-addiction-service-specifications>