

**Mental Health and Addiction Services
Asian, Migrant and Refugee
Specialist Services
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	June 2010
Amended: clarified reporting requirements	March 2013
Amended: added MHR94S 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;">ASIAN, MIGRANT AND REFUGEE SERVICES - SPECIALIST SERVICES</p> <p style="text-align: center;">MENTAL HEALTH AND ADDICTION SERVICES</p> <p style="text-align: center;">TIER THREE SERVICE SPECIFICATION</p> <p style="text-align: center;">MHR94A, MHR94B, MHR94C, MHR94D, MHR94E, MHR94F, MHR94S</p>
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This tier three service specification for Asian, Migrant and Refugee - Specialist Services, 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 service specifications.

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

The populations served by the Asian, Migrant and Refugee Specialist Mental Health and Addiction Services will include people from refugee and migrant backgrounds from a wide range of countries and ethnic groups.

Generally, all clinical staff/mental health providers should possess the necessary skills to work effectively with clients who have cultural backgrounds other than their own. It is not uncommon that, there may be times when the Mental Health and Addiction service providers face clinical challenges while working with Service Users who are from a refugee or culturally and linguistically diverse migrant background. This group of Service Users may present with both mental illness and significant cultural issues that impact on their ability to access or participate in clinical mental health services.

4. Service Definition

The Mental Health and Addiction Service will act as a consultation resource to other health providers in mental health teams, in all mental health settings. The Service will also develop collaborative relationships with relevant local health and disability, and social service providers and community support groups in order to facilitate appropriate services for Service Users.

The Service will include:

- specialist clinical and cultural assessment and diagnosis
- cultural and support needs assessment in conjunction with the Specialist clinical team
- delivery of interventions, treatments and support to individuals aligned with an established individualised plan
- consultation and liaison service to other Mental Health and Addiction providers- (Mental Health and Addiction Provider remains principal case manager)
- collaboration with other health and social care agencies.

DHB Community Mental Health teams will remain responsible for:

- crisis services
- ensuring interpreters are available when required for clinical consultations.

5. Service Objectives

5.1 General

The objective of this Service is to provide a specialised clinical and cultural support service that meets the mental health and addiction needs of Asian, migrant and refugee people.

5.2 Māori Health

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

5.3 Service Users

The Service Users will be Asian, migrant or refugee people of all ages.

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

6. Access

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

7. Service Components

7.1 Processes

The processes include but are not limited to the following assessment; treatment, intervention and support; review process; and discharge.

7.2 Settings

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

7.3 Key Inputs

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

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

7.4 Pacific Health

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

8. Service Linkages

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

9. Purchase Units and Reporting Requirements

9.1 Purchase Unit (PU) Codes

Purchase Unit Codes are defined in the DHB and Ministry's Nationwide Service Framework Purchase Unit Data Dictionary. The following codes apply to this Service.

PU Code	PU Description	PU Definition	Unit of Measure
MHR94 A	Asian Migrant & Refugee Specialist Mental Health Service – Senior medical staff	Specialised clinical and cultural support service that meets the mental health and addiction needs of Asian, migrant and refugee people. The service will act as a consultation resource to other health providers in mental health teams, in all mental health settings and will also develop collaborative relationships with relevant local health and social service provider and community support. The service is provided by senior medical staff.	FTE
MHR94 B	Asian Migrant & Refugee Specialist Mental Health Service – Junior medical staff	Specialised clinical and cultural support service that meets the mental health and addiction needs of Asian, migrant and refugee people. The service will act as a consultation resource to other health providers in mental health teams, in all mental health settings and will also develop collaborative relationships with relevant local health and social service provider and community support. The service is provided by junior medical staff.	FTE
MHR94 C	Asian Migrant & Refugee Specialist Mental Health Service – Nurses & allied health	Specialised clinical and cultural support service that meets the mental health and addiction needs of Asian, migrant and refugee people. The service will act as a consultation resource to other health providers in mental health teams, in all mental health settings and will also develop collaborative relationships with relevant local health and social service provider and community support. The service is provided by nurses and allied health.	FTE
MHR94 D	Asian Migrant & Refugee Specialist Mental Health Service – Non-clinical staff	Specialised clinical and cultural support service that meets the mental health and addiction needs of Asian, migrant and refugee people. The service will act as a consultation resource to other health providers in mental health teams, in all mental health settings and will also develop collaborative relationships with relevant local health and social service provider and community support. The service is provided by non-clinical staff.	FTE

PU Code	PU Description	PU Definition	Unit of Measure
MHR94 E	Asian Migrant & Refugee Specialist Mental Health Service – Cultural staff	Specialised clinical and cultural support service that meets the mental health and addiction needs of Asian, migrant and refugee people. The service will act as a consultation resource to other health providers in mental health teams, in all mental health settings and will also develop collaborative relationships with relevant local health and social service provider and community support. The service is provided by cultural staff.	FTE
MHR94 F	Asian Migrant & Refugee Specialist Mental Health Service – Peer support	Specialised clinical and cultural support service that meets the mental health and addiction needs of Asian, migrant and refugee people. The service will act as a consultation resource to other health providers in mental health teams, in all mental health settings and will also develop collaborative relationships with relevant local health and social service provider and community support. The service is provided by peer support staff.	FTE
MHR94 S	Asian Migrant & Refugee Specialist Mental Health Service	Specialised clinical and cultural support service that meets the mental health and addiction needs of Asian, migrant and refugee people. The service will act as a consultation resource to other health providers in mental health teams, in all mental health settings and will also develop collaborative relationships with relevant local health and social service provider and community support.	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

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