

**Mental Health and Addiction Services
Asian, Migrant and
Refugee Mental Health -
Cultural Community
Support Work Service**

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	February 2013
Amended: added MHR96S 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. Updated HNZ Sector Operations reporting email address. 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@tewhatauora.govt.nz

Nationwide Service Framework Library web site [here](#)

3. Introduction

ASIAN, MIGRANT AND REFUGEE MENTAL HEALTH AND ADDICTION SERVICES

CULTURAL COMMUNITY SUPPORT WORK SERVICE

MENTAL HEALTH AND ADDICTION SERVICES

TIER THREE SERVICE SPECIFICATION

MHR96C, MHR96D, MHR96S

This tier three service specification for Asian, Migrant and Refugee Mental Health and Addiction Services - Cultural Community Support Work Service (the Service) must be used in conjunction with 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 Mental Health and Addiction Services - Cultural Community Support Work Service and its objectives in the delivery of the Service.

4. Service Definition

This Service is a non-clinical community based support service to assist the Service User and their family in identifying their support needs and using this information, will provide a key co-ordination role between the person, their family, the community, the services and the resources they wish to access and use.

The Service will include:

- facilitating a recovery plan with the Service User and include any other people that the Service User deems appropriate for the development of the plan
- provide a cultural assessment
- assist the Service User to access a range of services, including community based activities, social networks, health interventions, education, employment options, vocational and social services
- collaboration with Specialist clinical service provider, communicating from a non-clinical perspective clinical and cultural symptoms as identified and also provide a regular review of progress of the Service User and their family
- facilitating linkages to natural supports and strengths within the family and whānau and 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 be:

- person centred and responsive to individual Service User 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.

Supports must be in accordance with the Service User's documented clinical plan (as devised by the relevant responsible specialist clinician and team) and cultural management plan.

The Service will ensure that an appropriate support worker is assigned to the Service User, that is age, gender and culturally compatible.

Visits will normally be pre-arranged by mutual agreement between the Service User and support worker, but there should be flexibility to allow for unexpected needs.

5. Service Objectives

5.1 General

The objective of this Service is to provide a cultural support service by ethnic-specific community support workers that work with Mental Health and Addiction Service Users to support them in their recovery.

5.2 Māori Health

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

6. Service Users

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

7. Access

Referrals are received from the Community Mental Health Team.

8. Service Components

8.1 Processes

Cultural input is provided in the following processes: assessment; treatment, intervention and support; review process; and discharge.

8.2 Settings

The Service is provided in community and hospital based settings.

8.3 Key Inputs

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

Support workers will be required to meet qualifications of NZQA Level 4 Certificate in Community Support Work or equivalent and have the relevant experience and cultural competency. Ideally the support worker will be matched with the Service Users input, in areas of culture, religion, gender and language.

8.4 Pacific Health

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

9. Service Linkages.

Refer to the tier two Asian, Migrant and Refugee Services 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 apply to the Service.

PU Code	PU Description	PU Definition	Unit of Measure
MHR96C	Asian Migrant and Mental Health Addiction Cultural Support Service – Nurses & allied health staff	Cultural support service by ethnic-specific community support workers that work with Mental Health and Addiction Service Users to support them in their recovery. The service is provided by nurses and allied health staff.	FTE
MHR96D	Asian Migrant and Mental Health Addiction Cultural Support Service – Non-clinical staff	Cultural support service by ethnic-specific community support workers that work with Mental Health and Addiction Service Users to support them in their recovery. The service is provided by non-clinical staff.	FTE
MHR96S	Asian Migrant and Mental Health Addiction Cultural Support Service	Cultural support service by ethnic-specific community support workers that work with Mental Health and Addiction service users to support them in their recovery.	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>