

# **Mental Health and Addiction Services**

## **Refugee Mental Health and Addiction 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 2010
<b>Amended:</b> clarified reporting requirements	February 2013
<b>Amended:</b> added MHR95S purchase unit code, removed standard provider monitoring reporting tables. Minor editing.	April 2017
<b>Amended:</b> updated service users definition	February 2019
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](mailto:NSF@tewhatuora.govt.nz)

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

### 3. Introduction

This tier three service specification for the Refugee Mental Health and Addiction Service, Mental Health and Addiction Service (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 other tier three Asian, Migrant and Refugee Mental Health service specifications.

This service specification defines the Services and their objectives in the delivery of the services, with particular emphasis on the unique effects and psychological consequences of trauma, torture, terror, loss of family and exile on mental health.

Resettlement and family reunification issues are pertinent as are the provision of appropriate treatment methodologies and the provision of appropriate cultural consultation and liaison services.

### 4. Service Definition

The Service will be a mental health and addiction service specifically for people of refugee backgrounds and will include but not be limited to:

- specialist assessment and diagnosis
- consultation
- ongoing monitoring of symptoms and regular review of progress and treatment at specified intervals
- provision of access to culturally safe services in accordance with needs of Service User
- attention to matters in relation to early intervention, maintenance of health, relapse prevention, problem prevention and promotion of good mental health
- provision of consultation and liaison services to primary care providers and other relevant health or social services agencies
- refugee concepts of mental health and health will be taken into consideration
- intervention and support including advocacy; review process; discharge.

The Service will be fully integrated with other mental health and addiction services.

The aim of the Service will be to:

- enhance the capacity of specialist clinical services to deliver culturally appropriate needs assessment and interventions for refugee people in mainstream settings
- ensure a consultation and liaison function is accessible
- deliver clinical and cultural support to identified individuals aligned with plan
- collaborate with other health and social care agencies to improve access to services for refugee people
- opportunities for refugee communities to contribute to and participate in service planning and development.

## **5. Service objectives**

### **5.1 General**

The objective of the Service is to provide a specialised cultural service for refugee people living in the community that increases their access to mental health and addiction assessment and treatment.

### **5.2 Māori Health**

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

## **6. Service Users**

The Service Users are refugees as defined in the tier two Asian, Migrant and Refugee Services service specification.

## **7. 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 and home based settings.

### **8.3 Key Inputs**

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

The key input for Services is the community clinical and cultural support workforce with specific attention to the needs of refugee people.

Staff will ideally be familiar with working with refugee communities.

## **9. Service Linkages**

Linkages include, but are not limited to the following:

Service Provider	Nature of Linkage	Accountabilities
Refugee communities Non-Government Organisation (NGO) Provider	Consultation Liaison Communication Networking	The service will develop and maintain active links with refugee communities and relevant NGOs. In particular these links will be used to enhance service access and collect formal feedback on service provision from these communities and NGO services

## 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
MHR95A	Refugee Mental Health and Addiction Service – Senior medical staff	Mental health and addiction service for refugee people living in the community that increases their access to mental health and addiction assessment and treatment. The service is provided by senior medical staff.	FTE
MHR95B	Refugee Mental Health and Addiction Service – Junior medical staff	Mental health and addiction service for refugee people living in the community that increases their access to mental health and addiction assessment and treatment. The service is provided by junior medical staff.	FTE
MHR95C	Refugee Mental Health and Addiction Service – Nurses & allied health	Mental health and addiction service for refugee people living in the community that increases their access to mental health and addiction assessment and treatment. The service is provided by nurses and allied health staff.	FTE
MHR95D	Refugee Mental Health and Addiction Service – Non-clinical staff	Mental health and addiction service for refugee people living in the community that increases their access to mental health and addiction assessment and treatment. The service is provided by non-clinical staff.	FTE

<b>PU Code</b>	<b>PU Description</b>	<b>PU Definition</b>	<b>Unit of Measure</b>
MHR95E	Refugee Mental Health and Addiction Service – Cultural staff	Mental health and addiction service for refugee people living in the community that increases their access to mental health and addiction assessment and treatment. The service is provided by cultural staff.	FTE
MHR95F	Refugee Mental Health and Addiction Service – Peer support	Mental health and addiction service for refugee people living in the community that increases their access to mental health and addiction assessment and treatment. The service is provided by peer support staff.	FTE
MHR95S	Refugee Mental Health and Addiction Service	Mental health and addiction service for refugee people living in the community that increases their access to mental health and addiction assessment and treatment.	Service

Explanations of the units of measure (UOM) from the purchase unit table.

<b>Unit of Measure</b>	<b>Unit of Measure Definition</b>
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](mailto:performance_reporting@health.govt.nz)

The Performance Monitoring Reporting tables for the Mental Health and Addiction Service Specifications<sup>1</sup> may be used for performance monitoring if specified as agreed with the Funder.

## 14. Glossary

Not required

## 15. Appendices

Not required

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<sup>1</sup> 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](http://www.nsfh.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services)