

Mental Health and Addiction Services

Consumer Leadership Service Specification

Tier 2

September 2024

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1. Status

It is compulsory to use this nationwide service specification when purchasing this service.

MANDATORY RECOMMENDED

2. Review History

| Review History | Date |
|---|-------------------|
| First published on NSF Library | June 2009 |
| Amended: Removal of unapproved Purchase Units (PU) MHCK36D, MHCK36F, MHCK37F. Minor editing changes for consistency. | February 2011 |
| Amended: minor wording changes for consistency with other service specifications page 2 and Section 10. PU change from MHC38F to MHC102 | February 2012 |
| Amended: clarified reporting requirements | March 2013 |
| Amended: added purchase units MHC “S” series | 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](#)

This tier two service specification for Services Providing Consumer Leadership (the Service) is the overarching document for the range of tier three service specifications for Services Providing Consumer Leadership. This service specification defines Services Providing Consumer Leadership and their objectives in the delivery of services.

This service specification must be used in conjunction with tier one Mental Health and Addiction Services service specification and their three Services Providing Consumer Leadership service specifications listed in section 11 below. Local District service specifications may also be included under this service specification as appropriate.

3. Introduction

Consumer leadership, advice and participation can make an important contribution to ensuring the mental health and addiction's sector is Service-user focused with an emphasis on recovery and wellness. People with a lived experience of mental illness or addiction need to be effectively involved in the planning, implementation and evaluation of mental health and addiction services at all levels.

Services that provide consumer leadership work in partnership with other clinical and non-clinical mental health and addiction services. These services can be provided directly by a District, as an external service or under the umbrella of another organisation.

Service specifications apply to both the mental health and addiction sectors. To be effective, those who are delivering these services must have a 'lived experience of recovery' in the sector they are working.

4. Service Definition

Services specifically refer to mental health and addiction services provided by people who identify as current or former mental health and/or addiction Service Users. These services place emphasis on the value of the lived experience and expertise of people with experience of mental illness or addiction.

Services that provide consumer leadership are based on the concepts of mutual support and the importance of shared experience. Tier three service specifications provide details on a range of those services. However, services led by consumers are not precluded from also providing other types of mental health and addiction services.

5. Service Objectives

5.1 General

The following Service objectives apply:

- to recognise consumers as key stakeholders in mental health and addiction services
- to build a culture of partnership between Service Users and providers through consumer participation
- to provide complementary resources for service providers and Service Users by consumer leadership and consumer led services
- to role model recovery and wellness helping to counter both internal and external stigma

- to support and promote recovery among others who are confronting the challenges of mental illness and / or addiction
- to involve a combined approach, through building strengths and resilience, advocacy, upholding Service Users' rights, providing advice, encouraging social integration and promoting optimal health of the individual or services.

With a wide workforce to draw upon, services providing consumer leadership have the potential to continue expanding. Along with a lived experience of mental illness, it is important that the consumer workforce is trained specifically for the roles they are working in. Training and professional development should be ongoing.

5.2 Māori Health

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

5.3 Service Users

The Service Users are eligible people of any age.

6. 4. Access

6.1 Entry Criteria

Access to services using referral processes are detailed in the specific tier three service specification.

7. Service Components

7.1 Processes

The following processes apply but are not limited to: engagement, consultation, liaison, advice and support.

7.2 Settings

The Service is provided in a community or hospital based setting.

7.3 Key Inputs

The Service User workforce.

8. Service Linkages

Linkages include, but are not limited to the following:

| Service Provider | Nature of Linkage | Accountabilities |
|---|---------------------------------------|---|
| Stakeholders of the mental health and addiction sector. | Communication and network mechanisms. | Mechanisms are in place to strengthen relationships with other providers in the sector and support the referral of Service Users to other services provided within the continuum. |

9. Exclusions

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

10. Quality Requirements

The Service must comply with the Provider Quality Standards described in the Operational Policy Framework¹ or, as applicable, Crown Funding Agreement Variations, contracts or service level agreements.

11. Purchase Units and Reporting Requirements

Purchase Unit Codes are defined in Health New Zealand's Nationwide Service Framework Purchase Unit Data Dictionary.

Specific reporting requirements apply at tier three service specifications.

11.1 Tier Three Service Specifications

This range of tier three service specifications for Consumer Leadership Mental Health and Addiction services has been developed to meet varied service needs.

| Title | Purchase Unit Codes |
|---|--|
| Consumer Leadership, Consultancy And Liaison | MHC33C, MHC33D, MHC33E, MHC33F, MHC33S |
| Consumer Advocacy Service | MHC34F, MHC33S |
| Consumer Resource And Information Service | MHC35F, MHC33S |
| Peer Support Service For Adults | MHC36F, MHC33S |
| Peer Support Service Children, Adolescent And Youth | MHCI37F, MHC33S |
| Community Phone Services | MHC102 |

¹ <https://www.health.govt.nz/about-us/new-zealands-health-system/overview-and-statutory-framework/accountability-arrangements>