

**Mental Health and Addiction Services
Consumer Advocacy
Service 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 NSF Library	June 2009
Amended: clarified reporting requirements	February 2013
Amended: added MHC34S 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;">SERVICES PROVIDING CONSUMER LEADERSHIP SERVICES – CONSUMER ADVOCACY SERVICE MENTAL HEALTH AND ADDICTION SERVICES TIER THREE SERVICE SPECIFICATION MHC34F, MHC34S</p>
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This tier three service specification for Consumer Leadership Services, Consumer Advocacy Service (the Service), Mental Health and Addiction Services must be used in conjunction with tier one Mental Health and Addiction Services and tier two Services Providing Consumer Leadership Services service specifications.

4. Service Definition

The Service is an advocacy service provided by current or former mental health and/or addiction Service Users that provides:

- liaison between the person accessing services and the provider to facilitate the resolution of concerns or problems
- advocacy to enhance the Service user's empowerment
- advocacy to uphold the Service user's rights
- promotion of the Service user's needs and strengths
- when relevant, assistance in legal processes pertaining to the mental health legislation
- when relevant, assistance to people to access a range of social services
- information and access to other community resources and services
- information/explanation about the policies and protocols of services.

5. Service objectives

5.1 General

The Service objectives are:

- to provide goal and solution-centred advocacy that is underpinned by a philosophy of working with people accessing services who are searching for solutions to concerns or problems relating to their mental health or addiction treatment or support
- to provide a peer-to-peer service, advocating and advising Service Users from a lived experience perspective.

5.2 Māori Health

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

6. Service Users

The Service Users are eligible people of any age.

7. Access

7.1 Entry and Exit Criteria

Entry to the Service is on referral, including self-referral and community support services.

The Service should be actively promoted so that people are aware of and know how to access this Service.

8. Service Components

8.1 Processes

The following processes apply but not limited to advocacy and support.

8.2 Settings

The Service is provided in community or hospital based settings.

8.3 Key Inputs

This Service is provided by former or current mental health and/or addiction Service Users. It is expected that consumer advocates will be supported to access training relevant to their specific roles, which will include specific advocacy training.

9. 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 Refer and liaise as appropriate	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

10. Purchase Units and Reporting Requirements

10.1 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
MHC34F	Consumer advocacy service	An advocacy service provided by current or former mental health and/or addiction peer support service users.	FTE
MHC34S	Consumer advocacy service - Peer support	An advocacy service provided by current or former mental health and/or addiction peer support service users.	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 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.

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