

**Mental Health and Addiction Services
Consumer Resource and
Information
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 MHC35S purchase unit code, removed standard provider monitoring reporting tables.	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

**SERVICES PROVIDING CONSUMER LEADERSHIP-
CONSUMER RESOURCE AND INFORMATION SERVICE-
MENTAL HEALTH AND ADDICTION SERVICES
TIER THREE SERVICE SPECIFICATION
MHC35F, MHC35S**

This tier three service specification for Consumer Resource and Information Service (the Service) must be used in conjunction with tier one Mental Health and Addiction Services and tier two Services Providing Consumer Leadership service specifications.

4. Service Definition

The Service is provided by former or current users of mental health and/or addiction services and provides:

- up-to-date and accessible information, education and resources to Service Users and /or their family and whānau on recovery, harm reduction and how to get the best out of services
- support to people accessing services and their family and whānau
- development or maintenance of strong links with peer support networks
- information and support for access to health and social services, for example, primary health care, education, housing
- strong links with mental health services, addiction services and peer networks, and other community-based services
- active promotion of Service-User inclusion and integration into the community
- education to Service User groups and to community groups about mental health and addiction
- linkages to mental health and addiction workforce development programmes.

5. Service objectives

5.1 General

The Service provides accessible, recovery-oriented resources, information, education and networks.

Informal individual and group activities may be included as part of a community resource and information service.

5.2 Māori Health

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

6. Service Users

The Service Users may include other Service Users and other providers of mental health and addiction services who work with Service Users.

7. Access

7.1 Entry and Exit Criteria

Entry to the Service is by self-referral or any other referral source, including community support services.

The Service should be actively promoted to ensure people are aware of and able to access this resource.

8. Service Components

8.1 Processes

The processes that apply but not limited to include: advocacy, consultation and liaison.

8.2 Settings

This Service is provided in community based settings.

8.3 Key Inputs

The Service is provided by former or current mental health and/or addiction Service Users. People providing this Service should be supported to access training relevant to their specific roles.

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	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
MHC35F	Consumer Resource and Information Service	Service by peer support groups, former or current users of mental health and/or addiction services that provides up-to-date and accessible information, education and resources to Service Users and/or their family/whānau on recovery, harm reduction and how to get the best out of services support to people accessing services and their family/whānau. The service includes but not limited to developing strong links peer support networks.	FTE
MHC35S	Consumer resource and information service - Peer support	Service by peer support groups, former or current users of mental health and/or addiction services that provides up-to-date and accessible information, education and resources to service users and/or their family/whānau on recovery, harm reduction and how to get the best out of services support to people accessing services and their family/whānau. The service includes but not limited to developing strong links peer support networks.	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.nsf.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services