

**Mental Health and
Addictions Service –
Consumer Leadership
Services – Peer Support
Service for Adults
Service Specification
Tier 3**

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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 NSF Library	June 2009
Amended: clarified reporting requirements	March 2013
Amended: added MHC36S 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

This tier three service specification for Consumer Leadership Services- Peer Support Service for Adults (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 involves people with a lived experience of mental illness or addiction (peers) giving and receiving help based on key principles of respect, shared responsibility and mutual agreement regarding what is helpful for the Service User. The support is individualised to each person with the goals of engagement, modelling recovery and strengthening Service User involvement in the wider community.

The Service provides a relationship that:

- is strong, supportive and equitable with a focus on the Service User's needs
- enables the Service User to get a better understanding of their mental health or addiction problem
- supports the Service User in understanding, developing and implementing their own recovery
- supports and teaches coping mechanisms and strategies
- considers the Service User's mental, physical, spiritual and cultural needs
- promotes the Service User becoming an active member of their own community connecting/reconnecting with people and activities
- links the Service User with peer support networks
- provides information and assistance in accessing other mental health services education, employment, housing and any other government and non-government agencies.

5. Service objectives

5.1.1 General

- To provide recovery-oriented peer support, tailored to individual Service User needs.
- To enhance social supports and community involvement. This Service may be provided in a range of settings.

Formal and informal individual and group activities may be included as part of a programme

5.1.2 Māori Health

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

6. Service Users

The Service Users are eligible adults.

7. Access

7.1.1 Entry and Exit Criteria

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

8. Service Components

This Service is provided in community or hospital based settings.

8.1.1 Processes

The processes that are apply but not limited to include: advocacy, peer support.

8.1.2 Key Inputs

The Service is provided by peer support workers who will be assisted to access training relevant to their specific roles, which will include specific peer support qualifications/training.

Peer support workers should also have access to a range of supervision options, including peer supervision.

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
MHC36F	Peer Support Service- Adults	A recovery-oriented peer support service for people with a lived experience of mental illness or addiction (peers) giving and receiving help based on key principles of respect, shared responsibility and mutual agreement regarding what is helpful for the service user.	FTE
MHC36S	Peer support service - Adults	A recovery-oriented peer support service for people with a lived experience of mental illness or addiction (peers) giving and receiving help based on key principles of respect, shared responsibility and mutual agreement regarding what is helpful for the service user.	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:

Performance Reporting

Sector Operations

Ministry of Health

Private Bag 1942

Dunedin 9054

Email 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