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|  | **All District Health Boards**  |
| **SERVICES PROVIDING CONSUMER LEADERSHIP SERVICES –****CONSUMER ADVOCACY SERVICE** **MENTAL HEALTH AND ADDICTION SERVICES –** **TIER THREE****SERVICE SPECIFICATION** |
| STATUS: These service specifications may be amended to meet local agreement needs. | NON-MANDATORY |
| 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 |

**Note:** Contact the Service Specification Programme Manager, Service Commissioning, Ministry of Health to discuss proposed amendments to the service specifications and guidance in developing new or updating and revising existing service specifications.

Nationwide Service Framework Library web site <http://www.nsfl.health.govt.nz>

**SERVICES PROVIDING CONSUMER LEADERSHIP SERVICES –**

**CONSUMER ADVOCACY SERVICE**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER THREE SERVICE SPECIFICATION**

**MHC34F, MHC34S**

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.

**1. 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.

**2. Service Objectives**

**2.1 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.

**2.1 Māori Health**

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

**3. Service Users**

The Service Users are eligible people of any age.

**4. Access**

**4.1 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.

**5.1 Processes**

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

**5.2 Settings**

The Service is provided in community or hospital based settings.

**5.3 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.

**6. 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 |

**7. Purchase Units and Reporting Requirements**

**7.1** Purchase Unit (PU) Codes are defined in the DHB and Ministry’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 |

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| **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 |

**9.2 Reporting**

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 performance\_reporting@moh.govt.nz

The Performance Monitoring Reporting tables for the Mental Health and Addiction Service Specifications[[1]](#footnote-1) 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.nsfl.health.govt.nz/service-specifications/current-service-specifications/mental-health-and-addiction-services [↑](#footnote-ref-1)