

**Mental Health and Addiction Services**  
**Family and Whānau**  
**Service Specification**  
**Tier 2**

**September 2024**

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## 1. Status

Approved to be used for mandatory nationwide description of services to be provided.

MANDATORY  RECOMMENDED

## 2. Review History

Review History	Date
Published on NSFL	November 2009
<b>Amended:</b> Removal of the unapproved MHAK03 Purchase Unit Code. Minor editing changes for consistency.	February 2011
<b>Amended:</b> minor wording changes for consistency with other service specifications page 2 and Section 10.	February 2012
<b>Amended:</b> clarified reporting requirements, completed PU table. Edited for consistency.	March 2013
<b>Amended:</b> added purchase units MHIW /MHW '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](mailto:NSF@tewhatuora.govt.nz)

Nationwide Service Framework Library web site [here](#)

### 3. Introduction

This tier two service specification, for Family and Whānau Service (the Service) is the overarching document for the range of tier three Family and Whānau Mental Health and Addiction service specifications. The purpose of the service specification is to define the services and their objectives in the delivery of a range of secondary and tertiary services for families and whānau, in the mental health and addictions sector.

This service specification must be used in conjunction with the tier one Mental Health and Addiction Services service specification and tier three Family and Whānau Mental Health and Addiction service specifications listed in section 10 below. Local DHB service specifications may also be included under this service specification as appropriate.

### 4. Service Definition

People who are ill are not ill in isolation (Mental Health Commission, 1998). Many families wish to be involved in assisting the recovery of their family member and are often the foundation for the enhancement of the person's inner strengths, support, security, and identity (Mental Health Commission, 2007). This requires mental health and addiction services to be proactive to facilitate and empower family and whānau in their role of supporting their family member.

Complimentary to Mental Health and Addiction services operating in a family and whānau inclusive way, family and whānau should have access to services that support and enhance their wellbeing. These services may include; information, education, advocacy, training and support. Services for family and whānau will recognise and build on the capacity of the family and whānau, and understand and affirm their experience of supporting someone with a mental illness or addiction. Where possible, evidence based best practice should be utilised. Providing both accessible information and responsive services will enable family and whānau to access the help they need to support their family member's recovery.

Organisations should value staff with personal skills and knowledge of a lived experience supporting a loved one with a mental illness or addiction.

### 5. Service Objectives

#### 5.1 Foster partnership between Mental Health and Addiction Services, the Service User and their family and whānau

Families and whānau can play a crucial role in recovery. The recovery process should be viewed as a partnership between the Service, Service User and family and whānau. This relationship should be based on mutual respect for the value and experience that each person brings. Active involvement and communication should occur at all stages.

#### 5.2 Engaging family, whānau within the Service Users recovery process

Services should create a welcoming environment that helps people feel at ease and promotes family and whānau role in recovery. Educating family and whānau on the recovery

process and providing them with skills and support will in turn allow families to support and promote their family member's recovery.

Services should create an environment where family and whānau can take up significant roles in promoting recovery. Family and whānau services should work with family and whānau in such a way that they feel heard, informed and supported.

### **5.3 Assists families to access resources**

Family and whānau will be made aware of community resources and services that are available to assist them. Family and whānau should have access to information, education, training and support to enhance their understanding and the ability to care and advocate for their family member.

### **5.4 Offer support and interventions to the family and whānau in the own right**

Services for family and whānau recognise that family members may themselves require support and interventions that are independent from their family member with a mental illness or addiction. Services will work to empower families and build their capacity and strength.

### **5.5 Responsive to needs of the family and whānau**

Services for family and whānau will recognise the role that culture, economics, and the wider communities plays in health and wellbeing. Families come from a range of cultures, and 'one size does not fit all' – families and whānau definitions need to be flexible enough to meet the needs of the range of cultures in this country.

### **5.6 Cultural diversity**

Family and whānau services are committed to family inclusion with families from other cultures. The services will be aware of the specific needs of families from culturally and linguistically diverse backgrounds who are caring for a relative living with a mental illness and/or addiction and will work to ensure service delivery is culturally appropriate, safe and supports positive outcomes.<sup>1</sup>

### **5.7 Māori Health**

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

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<sup>1</sup> The definition of family may be guided by the Service User. This can include relatives, whanau, partners, friends or others. The term 'whanau' is used throughout the document to mean both nuclear and extended family, either biological or chosen.

## 6. Service Users

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

## 7. Access

Entry and exit criteria specific to the Service are described in tier three service specifications.

## 8. Service Components

### 8.1 Processes

The processes are as described in the tier three Family and Whanau range of mental health and addiction service specifications.

### 8.2 Settings

The Service may be provided in community, home and hospital based settings.

### 8.3 Key Inputs

The key input for services is workforce.

### 8.4 Pacific Health

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

## 9. Service Linkages

Linkages include, but are not limited to the following:

Service Provider	Nature of Linkage	Accountabilities
Specialist Clinical teams	Collaboration Referral Liaison	Work collaboratively with specialist clinical teams including referral and liaison when necessary
Other health and social agencies	Collaboration Liaison	Establish relationships and referral pathways and liaison processes to promote timely access to health and social services

## 10. Exclusions

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

## 11. Quality Requirements

The Service must comply with the Provider Quality Standards described in the Operational Policy Framework<sup>2</sup> or, as applicable, Crown Funding Agreement Variations, contracts or service level agreements.

## 12. Purchase Units and Reporting Requirements

Purchase Unit (PU) Codes are defined in the DHB and the Ministry's Nationwide Service Framework Purchase Unit Data Dictionary.

Specific reporting requirements apply at tier three service specifications.

## 13. Tier Three Service Specifications

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

Title	Purchase Unit Codes
Family and whānau advisory service	MHW67C, MHW67D MHW67S
Family and whānau support, education, information and advocacy service	MHW68C, MHW68D MHIW68C, MHIW68D MHW68S

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<sup>2</sup> <https://www.health.govt.nz/about-us/new-zealands-health-system/overview-and-statutory-framework/accountability-arrangements>