

**Mental Health and Addiction
Service**

**Support, Education,
Information and Advocacy
Service**

Tier 3 Service Specification

September 2024

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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
Published on NSFL	January 2010
Amended: removed MHAKW68D and MHIKW68D purchase units.	August 2012
Amended: clarified reporting requirements, completed PU table. Edited for consistency	March 2013
Amended: added MHW68S and MHIW68S purchase unit code, removed standard provider monitoring reporting tables. Minor editing.	April 2017
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
Consideration for next Service Specification Review	Within five years

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 Family and Whānau - Support, Education, Information and Advocacy Service, (the Service) must be used in conjunction with the tier one Mental Health and Addiction Services and the tier two Family and Whānau service specifications.

For a specific service to infants, children, adolescents and youth, apply this service specification and the tier two Infant Child Adolescent and Youth service specification and select the specific purchase unit codes.

4. Service Definition

The Service is provided to family and whānau at the place they prefer and will be flexible in its hours to allow contact with family and whānau who work during the day. It is not a 24 hour service.

The Service will enhance the ability of family and whānau to support a person who has, or may be developing, a major mental illness or addiction.

The Service may include:

- provision of accurate information and education, about mental illness and/or addiction, mental health and/or addiction services, community agencies and supports, available to both Service Users and family and whānau
- the understanding and affirming of the personal, social and work-related impacts of mental illness and/or addiction, on family and whānau
- assistance with the development of strategies for the family and whānau to support the Service User, and themselves, before as well as during the recovery process.

These strategies may include, but are not limited to:

- communication, problem-solving and self-advocacy skills
- crisis planning, risk and safety
- liaison with other services eg, with mental health service
- family and whānau maintaining their own wellness
- referral of family and whānau to other community agencies or services
- advocacy and liaison with other service providers or agencies
- assessment of the families strengths, roles, responsibilities and support needs
- peer support networks (family to family) or support groups may be offered
- work in partnership with the relevant teams of District Health Board mental health and addiction services . For infant, child, adolescent and youth services, this would involve working closely with CAMHS

The family and whānau will be offered a range of time limited support options. The level of support and engagement will vary according to the particular needs and requirements of family and whānau. Service provision will include the development of a support plan, reflecting the issues and goals of the family and whānau, and transition planning for service exit. This will also include the role of the family and whānau in their family members relapse prevention plan.

5. Service objectives

5.1 General

To provide flexible support, education, information and advocacy to the family and whānau of mental health Service Users. This Service will acknowledge the high prevalence of co-existing disorders and will be flexible to support families and whānau of people who also have addiction issues.

To ensure family involvement in mental health and/or addiction services.

5.2 Māori Health

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

6. Service Users

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

Those people that access the Service will be people that are family and whānau members of those who are mental health or addiction Service Users.

7. Access

Refer to the tier two Mental Health of Older People service specifications.

8. Service Components

8.1 Processes

The processes include but are not limited to the following: engagement; assessment, information provision, consultation, liaison, advocacy, support, review process, and discharge.

8.2 Settings

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

8.3 Key Inputs

Services will be provided by family and whānau support workers with relevant qualifications and/or experience of supporting a family, whānau member with a mental illness or addiction.

8.4 Pacific Health

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

9. Service Linkages

Linkages are as described in Mental Health and Addiction Services tier one and Family and Whānau tier two service specifications.

10. Exclusions

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

11. Quality Requirements

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

12. 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
MHW68C	Family whānau support education, information and advocacy service – Nurses & allied health	Community based service to provide support, education, information and advocacy to the family and whānau of mental health Service Users at the place they prefer. The service will be flexible in its hours to allow contact with family and whānau who work during the day. The service is provided to families by nursing and allied health staff.	FTE
MHW68D	Family whānau support education, information and advocacy service – Non-clinical staff	Community based service to provide support, education, information and advocacy to the family and whānau of mental health Service Users at the place they prefer. The service will be flexible in its hours to allow contact with family and whānau who work during the day. The service is provided to families by non-clinical staff.	FTE
MHW68S	Family whānau support education, information and advocacy service	Community based service to provide support, education, information and advocacy to the family and whānau of mental health service users at the place they prefer. The service will be flexible in its hours to allow contact with family and whānau who work during the day.	Service
MHIW68C	Family whānau support education, info and advocacy service ICAY – Nurses & allied health	Community based service to provide support, education, information and advocacy to the family and whānau of mental health users at the place they prefer. The service will be flexible in its hours to allow contact with family and whānau who work during the day. The service is provided to infants, children and adolescents (ICAY) by nursing and allied health staff by nursing and allied health staff.	FTE

PU Code	PU Description	PU Definition	Unit of Measure
MHIW68D	Family whānau support education, info & advocacy service ICAY – Non-clinical staff	Community based service to provide support, education, information and advocacy to the family and whānau of mental health users at the place they prefer. The service will be flexible in its hours to allow contact with family and whānau who work during the day. The service is provided to infants, children and adolescents (ICAY) by non-clinical staff.	FTE
MHIW68S	Family whānau support education, info and advocacy service ICAY	Community based service to provide support, education, information and advocacy to the family and whānau of mental health users at the place they prefer. The service will be flexible in its hours to allow contact with family and whānau who work during the day. The service is provided to infants, children and adolescents (ICAY).	Service

Explanations of the units of measure (UOM) from the purchase unit table.

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

13. 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.

Unless otherwise specified in the agreement, the following reporting information will be emailed to The Performance Reporting Team at: 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.

14. Glossary

Not required

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