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| --- | --- | --- |
|  | All District Health Boards | |
| **FAMILY AND WHANAU SERVICES-**  **FAMILY AND WHANAU ADVISORY 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 NSFL | | January 2010 |
| **Amended:** clarified reporting requirements, completed PU table. Corrected title, edited for consistency | | March 2013 |
| **Amended:** added MHW67S 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/>

**FAMILY AND WHANAU SERVICES- FAMILY AND WHANAU ADVISORY SERVICE**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER THREE SERVICE SPECIFICATION**

**MHW67C, MHW67D, MHW67S**

This tier three service specification for Family and Whānau Advisory Service (the Service) must be used in conjunction with the tier one Mental Health and Addiction Services and the tier two Family and Whānau services service specifications.

**1. Service Definition**

A Service that works in partnership with mental health and or addiction staff and consumer advisors to assist the delivery of services that is responsive to the needs of families and whānau.

* Actively promotes the ongoing development and utilisation of family expertise in the mental health service.
* Effectively reflects and communicates the needs, interests and rights of families by providing or facilitating a family and whānau perspective in planning, policy development, service development and monitoring.
* Collaborates and consults with families and whānau, family and whānau support services and relevant local, regional and national groups / forum, in order to inform the family and whānau perspective within mental health services.
* Provides education and training to the staff of mental health and/or addiction services around how to work with and engage families.
* Where appropriate, provides a perspective from the lived experience as family or whānau of someone with a mental illness and/or addiction.
* Acts as a liaison, between staff, and families and whānau, following a sentinel event, serious incident or complaint.
* Responsive to cultural and age specific issues where appropriate.

1. **Service Objectives**

**2.1 General**

* To ensure there is family and whānau involvement in mental health and/or addiction services.
* To provide a family and whānau perspective for service development, planning, implementation, evaluation, policy and procedures, serious incidents, and sentinel event processes and recruitment.
  1. **Māori Health**

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

**3. Service Users**

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

**4. Access**

**4.1 Entry Criteria**

Service access will vary according to local DHB protocols.

**5. Service Components**

**5.1 Processes**

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

**5.2 Settings**

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

**5.3 Pacific Health**

The Service must take account of key strategic frameworks, principles and be relevant to Pacific health needs and identified concerns. For regions that have significant Pacific populations, the Service must link service delivery to the improvement of Pacific health outcomes. Overall, the Service activity should contribute to reducing inequalities.

**6. Service Linkages**

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

**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** |
| --- | --- | --- | --- |
| MHW67C | Family and whānau advisory service – nursing and allied health staff | Service that works in partnership with mental health and/or addiction staff and consumer advisors to assist the delivery of services that is responsive to the needs of families/whānau. The service is provided by nursing and allied health staff | FTE |
| MHW67D | Family and whanau advisory service – non-clinical staff | Service that works in partnership with mental health and/or addiction staff and consumer advisors to assist the delivery of services that is responsive to the needs of families/whānau. The service is provided by non-clinical staff. | FTE |
| MHW67S | Family and whanau advisory service | Service that works in partnership with mental health and/or addiction staff and consumer advisors to assist the delivery of services that is responsive to the needs of families/whānau. | 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 |

**7.2 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](mailto: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)