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|  | **All District Health Boards** |
| **FAMILY AND WHANAU SERVICES-****SUPPORT, EDUCATION, INFORMATION AND 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** |
| 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 |
| 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 –**

**SUPPORT, EDUCATION, INFORMATION AND ADVOCACY SERVICE**

**MENTAL HEALTH AND ADDICTION SERVICES**

**TIER THREE SERVICE SPECIFICATION**

**MHW68C, MHW68D, MHW68S, MHIW68C, MHIW68D, MHIW68S**

This tier three service specification for Family and Whanau - 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 Whanau 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.

**1. 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 asduring 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.

1. **Service Objectives**

**2.1 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.

**2.2 Māori Health**

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

**3. 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.

**4. Access**

**4.1 Entry Criteria**

Access may be from any source, including referral by family, whānau directly or upon referral from primary practitioners or mental health services.

**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 is provided in community, home and hospital based settings.

**5.3 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.

* 1. **Pacific Health**

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

**6. Service Linkages**

Linkages are as described in Mental Health and Addiction Services tier one and Family and Whanau tier two 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** |
| --- | --- | --- | --- |
| 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 |
| 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 whanau 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 |

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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 |

**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

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)