

**Mental Health and Addiction Services
Kaupapa Māori Mental
Health Services -
Consultation Liaison and
Advisory Service
Service Specification
Tier 3**

September 2024

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1. Status

These service specifications may be amended to meet local agreement needs.

MANDATORY RECOMMENDED

2. Review History

Review History	Date
First Published on NSFL	January 2010
Amended: clarified reporting requirements	March 2013
Amended: added MHK62S purchase unit code, removed standard provider monitoring reporting tables. Minor editing.	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 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 [here](#)

3. Introduction

This tier three service specification for Kaupapa Māori Consultation, Liaison and Advisory Service (the Service) must be used in conjunction with tier one Mental Health and Addiction Services and tier two Kaupapa Māori Mental Health and Addiction, service specifications.

4. Service Definition

The Service will include:

- provision of specialist Māori consultation and liaison services to non-Māori mainstream services to ensure the appropriate engagement, assessment and treatment of Māori tangata whaiora in such services
- attendance at service network meetings to ensure current knowledge of social services is maintained along with wider hui activities and activities which support the worker and their service to maintain links with iwi and local Māori community groups
- the availability of ongoing advice and information in regard to aspects of care for tāngata whaiora and their whānau, such as assessments, treatment options or approaches/activities that reconnect people with whānau, hapū and iwi
- assistance in facilitating further interventions or referrals to appropriate roopu/agency/services for tāngata whaiora
- provision of or access to Kaumātua, a Māori environment, rongoā Māori, tohunga, te reo Māori speakers or other cultural needs in accordance with the needs/requests of tāngata whaiora and whānau
- provision of tikanga Māori that relate to the kawa and kaupapa of the service. This may include pōwhiri, mihimihi, karakia, waiata, hui or poroporoaki
- provision of clinical and cultural education to whānau, other Māori health services regarding mental illness/wellness and treatment including psycho-pharmacology, rongoā/traditional medicine, wairuatanga/spirituality.

5. Service objectives

5.1.1 General

To provide liaison and specialist Māori advice and information to other services, teams (which retain responsibility for care) in regard to care for specific tāngata whaiora who are in their service or in relation to the more general circumstances of care for groups of eligible tāngata whaiora, for whom specialist advice is thought to be required.

The person in this role would also assist with the development and monitoring of pathways and processes to increase access from non Māori services into Māori services and /or to increase access for tāngata whaiora and whānau in Māori services to a range of other services provided by other organisations.

5.1.2 Māori Health

Refer to tier two Kaupapa Māori Mental Health Services and tier one Mental Health and Addiction Services service specifications.

6. Service Users

The Service Users will be Eligible People. The Service is specifically developed for Māori but not exclusive to Māori.

7. Access

7.1.1 Entry and Exit Criteria

Access may be by self-referral from tāngata whaiora or his/her whānau directly, referral from primary and secondary health services, Māori health providers, and community members.

8. Service Components

8.1.1 Settings and Facilities

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

8.1.2 Processes

The processes include but are not limited to the following: engagement; assessment including cultural assessment; diagnosis; treatment; rehabilitation; case management; consultation, liaison; support; review process and discharge.

8.1.3 Key Inputs

Services will be provided by specialist Māori staff / kaiawhina, including those with professional and/or cultural qualifications and in accordance with the needs of the tāngata whaiora and their whānau Service Levels

9. Service Linkages

Linkages include, but are not limited to the following:

Service Provider	Nature of Linkage	Accountabilities
District/Regional operational management in Provider Arm and Funding and Planning Arm	Advisory	Work with operational clinical and management staff giving guidance on cultural issues and Māori responsiveness.
Health and social agencies	Advisory	Provide advice on access to services.

10. Purchase Units and Reporting Requirements

10.1 Purchase units

Purchase Unit (PU) Codes are defined in the District and Health NZ's Nationwide Service Framework Purchase Unit Data Dictionary. The following codes apply to this Service.

PU Code	PU Description	PU Definition	Unit of Measure
MHK62C	Kaupapa Māori consultation, liaison & advisory service - Nurses & allied health	Service providing liaison and specialist Māori advice and information to other services, teams (which retain responsibility for care) in regard to care for specific tāngata whaiora who are in their service or in relation to the more general circumstances of care for groups of eligible tāngata whaiora, for whom specialist advice is thought to be required. The service is provided by nurses and/or allied health staff.	FTE
MHK62D	Kaupapa Māori consultation, liaison & advisory service - Non clinical	Service providing liaison and specialist Māori advice and information to other services, teams (which retain responsibility for care) in regard to care for specific tāngata whaiora who are in their service or in relation to the more general circumstances of care for groups of eligible tāngata whaiora, for whom specialist advice is thought to be required. The service is provided by non-clinical staff.	FTE
MHK62E	Kaupapa Māori consultation, liaison & advisory service - Cultural	Service providing liaison and specialist Māori advice and information to other services, teams (which retain responsibility for care) in regard to care for specific tāngata whaiora who are in their service or in relation to the more general circumstances of care for groups of eligible tāngata whaiora, for whom specialist advice is thought to be required. The service is provided by cultural staff.	FTE

PU Code	PU Description	PU Definition	Unit of Measure
MHK62S	Kaupapa Māori consultation, liaison & advisory service	Service providing liaison and specialist Māori advice and information to other services, teams (which retain responsibility for care) in regard to care for specific tāngata whaiora who are in their service or in relation to the more general circumstances of care for groups of eligible tāngata whaiora, for whom specialist advice is thought to be required.	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

10.2 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.

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 Specifications¹ 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 <https://www.tewhātuora.govt.nz/health-services-and-programmes/nationwide-service-framework-library/about-nationwide-service-specifications/mental-health-and-addiction-service-specifications/>