

Mental Health and Addiction Services
Kaupapa Māori Whānau
Ora Worker Service

Tier 3

November 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 | November 2009 |
| Amended: clarified reporting requirements | March 2013 |
| Amended: added MHK60S 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. | November 2024 |

Note: In late 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

**KAUPAPA MĀORI MENTAL HEALTH SERVICES-
KAUPAPA MĀORI WHĀNAU ORA WORKER SERVICE
MENTAL HEALTH AND ADDICTION SERVICES
TIER THREE SERVICE SPECIFICATION
MHK60C, MHK60D, MHK60E, MHK60S**

This tier three service specification for Kaupapa Māori Whānau Ora Worker Service (the Service) must be used in conjunction with the tier one Mental Health and Addiction Services and tier two Kaupapa Māori Mental Health and Addiction service specifications.

4. Service Definition

The Service will assist the tāngata whaiora and their whānau in identifying their support needs and using this information, will provide a key co-ordination role between the person, their whānau, the community, the services and the resources they wish to access and use. The support may include assisting the person to manage household duties and personal care, accessing community activities, health, education, pre-vocational and welfare services and cultural support as required.

All support (including tāngata whaiora and whānau support and rehabilitation related service) will incorporate appropriate elements of personal assessment, including cultural assessment.

Supports must be in accordance with the tāngata whaiora's documented clinical plan (as devised by the relevant responsible specialist clinician and team) and cultural management plan.

Where the support worker contributes to the ongoing monitoring of clinical and cultural symptoms and regular review of progress of the tāngata whaiora and/or his/her whānau, this is to be done in the context of the relationship with, and in accordance with the plans of the relevant clinical services.

5. Service Objectives

5.1 General

To provide individual support and rehabilitation services for tāngata whaiora (Māori Service Users) and their whānau who are living independently but not necessarily alone, in the community.

5.2 Māori Health

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

6. 3. Service Users

1. The Service has been specifically developed for Māori but not exclusive to Māori.

7. 4. Access

7.1 Entry and Exit Criteria

Access to these Services will be according to local District policy and protocols which maybe via the local community mental health service and Needs Assessment Service Coordination Services.

8. Service Components

8.1 Processes

The processes include but are not limited to the following: engagement; assessment including cultural assessment; liaison; support; review process; and discharge.

8.2 Settings

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

8.3 Key Inputs

The Service will provide trained and supervised support workers who, where possible are acceptable to the person. The Service will draw on a range of expertise that is appropriate for the function. The multidisciplinary clinical team for the tāngata whaiora (including specialist psychiatrists for example) will be found in the Specialist clinical service.

Staff will be predominantly Māori with understanding and lived experience of the Māori culture.

9. Service Linkages

Linkages include, but are not limited to the following:

| Service Provider | Nature of Linkage | Accountabilities |
|---|-------------------------|--|
| Providers of specialist clinical services | Collaborative practices | Work collaboratively with specialist clinical service providers to ensure tāngata whaiora clinical needs are met |

| Service Provider | Nature of Linkage | Accountabilities |
|--|---|---|
| Other health and social agencies ie WINS, HNZ, MSD, PHOs | Collaborative practices, referral and liaison | Be aware of the local agencies and the services that they provide Support tāngata whaiora and whanau to navigate the services to meet their needs holistically |

10. Purchase Units and Reporting Requirements

10.1 Purchase Units

Purchase Unit (PU) 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 |
|---------|--|---|-----------------|
| MHK60C | Kaupapa Māori whānau ora worker service - Nurses & allied health | Service to provide individual support and rehabilitation services for tāngata whaiora (Māori Service Users) and their whānau who are living independently but not necessarily alone, in the community. The service is delivered by nurses and/or allied health staff. | FTE |
| MHK60D | Kaupapa Māori whānau ora worker service - Non-clinical | Service to provide individual support and rehabilitation services for tāngata whaiora (Māori Service Users) and their whānau who are living independently but not necessarily alone, in the community. The service is delivered by non-clinical staff. | FTE |
| MHK60E | Kaupapa Māori whānau ora worker service - Cultural | Service to provide individual support and rehabilitation services for tāngata whaiora (Māori Service Users) and their whānau who are living independently but not necessarily alone, in the community. The service is delivered by cultural staff. | FTE |
| MHK60S | Kaupapa Māori whānau ora worker service | Service to provide individual support and rehabilitation services for tāngata whaiora (Māori Service Users) and their whānau who are living independently but not necessarily alone, in the community. | 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

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:

Email: 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.

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>