

Mental Health and Addiction Services
Pacific Family Advisory
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	January 2010
Amended: clarified reporting requirements	March 2013
Amended: added MHP66S 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

<p style="text-align: center;">PACIFIC MENTAL HEALTH- PACIFIC FAMILY ADVISORY SERVICE MENTAL HEALTH AND ADDICTION SERVICES TIER THREE SERVICE SPECIFICATION MHP66F, MHP66S</p>

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

4. Service Definition

The Pacific Family Advisory Service practises in accordance with Pacific values in particularly where collective responsibility is concerned as well as adopting a holistic treatment approach. Key tasks of this Service will include:

Organisational leadership and management

- provide effective leadership in cultural competence and promoting family inclusive practices
- proactive participation in strategic planning processes
- proactive participation in annual service planning and annual quality plan processes
- advocating for the implementation of family participation policies and associated procedures
- participation in evaluation and monitoring processes of mental health and addiction services.

Relationships

- development of relationships and linkages with family advisors and family networks across other mental health, addiction and personal health services in District and NGO.

The Service will work in collaboration with other health and cultural professionals and community members, in a range of settings, in partnership with families, individuals and communities. Approaches will be based on Pacific frameworks and models of health that promote clinical and cultural competence.

5. Service Objectives

This Service represents the interests of the Pacific families within mental health and addiction services. The Service objectives are to provide a family paradigm in policy, planning, implementation and evaluation, and to advise on current issues affecting family inclusion and service access for Pacific people.

6.3. Service Users

The Service users will be Eligible People. The Service has been developed specifically for Pacific people but not exclusively for Pacific people.

7. Access

7.1 Entry Criteria

Access may be from any source, including referral by Service users directly or upon referral from primary and or secondary services, family, carers, and community members.

Districts will determine local entry criteria.

8. Service Components

8.1 Processes

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

8.2 Settings

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

8.3 Key Inputs

Pacific Family Advisors must demonstrate specialist competencies as defined within Seitapu Pacific Mental Health and Addictions Cultural and Clinical Competencies Framework, Polutu-Endemann et al (2007) and essential competencies outlined in Let's Get Real: Real Skills for Real People Working in Mental Health and Addiction, Ministry of Health (2007).

The typical minimum qualification set of a Pacific Family Advisor who will provide this service, will include extensive lived experience of one or more Pacific cultures and a minimum level 6 health related qualification on NZQA framework, and a lived experience of living with someone who has experienced mental illness.

8.4 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.

9. Service Linkages

Linkages include, but are not limited to the following:

Service Provider	Nature of Linkage	Accountabilities
District Provider Arm services Pacific NGO services	Consultation, liaison and advice regarding Pacific Family issues Collaborative practices partnership	Provide consultation, liaison and advice on matters pertaining to Pacific families and how they affect service access and inclusion. Work collaboratively and in partnership with other staff within service provider teams to improve responsiveness to health and social needs of Pacific people.

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
MHP66 F	Pacific family advisory service – Peer support	Pacific advisory service representing the interests of Pacific families within mental health and addiction services by providing a family paradigm in policy, planning, implementation and evaluation, and to advise on current issues affecting family inclusion, The service is provided by family peer support staff.	FTE
MHP66 S	Pacific family advisory service	Pacific advisory service representing the interests of Pacific families within mental health and addiction services by providing a family paradigm in policy, planning, implementation and evaluation, and to advise on current issues affecting family inclusion.	Service

PU 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
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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>