

Duly Authorised Officer - Wairoa After-Hours On-Call Procedure

MHAPPM/8972

Approved by:	General Manager – Mental Health & Addictions	First Issued:	September 2024	
Signature:	Frances Oliver	Review Date:		
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Purpose

The purpose of this document is to provide procedural steps to be undertaken by Health New Zealand, Te Matau a Māui Hawke’s Bay staff to:

- Provide clarity around the expectations of the Duly Authorised Officer role and the statutory requirements of the Mental Health (Compulsory Assessment and Treatment) Act 1992

Principles

All Health NZ Hawke’s Bay documents are guided by the health sector principles of Te Mauri o Rongo and link back to our values: **He Kauuananu** (respect), **Ākina** (improvement), **Raranga Te Tira** (partnership) and **Tauwhiro** (care), and are detailed so all persons are provided with clear information on the way they are expected to practise and undertake tasks in support of creating a more equitable, accessible, cohesive and people-centered system to improving health outcomes of New Zealanders.

The following New Zealand Legislation and Standards are applicable to this document:

- [The Treaty of Waitangi Act 1975](#)
- [Pae Ora \(Healthy Futures\) Act 2022](#)
- [Ngā paerewa Health and Disability Services Standard](#)
- [Mental Health \(Compulsory Assessment & Treatment\) Act, 1992 and Amendments](#)
- [Guidelines for the Role and Function of Duly Authorised Officers under the Mental Health \(Compulsory Assessment and Treatment\) Act 1992, Ministry of Health](#)
- [Guidelines to the Mental Health \(Compulsory Assessment and Treatment\) Act 1992, Ministry of Health](#)
- [Human Rights and the Mental Health \(Compulsory Assessment and Treatment\) Act 1992](#)
- [Memorandum of Understanding between the Ministry of Health and New Zealand Police 2021](#)

Scope

Duly Authorised Officer’s (DAOs) in Health NZ Hawke’s Bay are designated and authorised by:

- DAMHS Mental Health & Addiction Services Hawke’s Bay, and/or
- DAMHS Capital Coast Regional Forensic Psychiatric Service

Definitions

Refer to the Mental Health Service Definitions Glossary <\\FS3\share\Public\All Users\MHS Policy review\DEFINITIONS FOR WORDS AND TERMS IN USE WITHIN THE MENTAL HEALTH SERVICE.docx>.

Term/Abbreviation	Meaning
DAMHS	Director of Area Mental Health Services A registered health professional appointed by the Director of Mental Health under Section 92 MH (CAT) Act.
DAO	Duly Authorised Officer A person who is designated and authorised by the Director of Area Mental Health Services under Section 93 of the Mental Health Act
MH (CAT) Act or Mental Health (Compulsory Assessment and Treatment) Act 1992	An Act to redefine the circumstances in which and the conditions under which persons may be subjected to compulsory psychiatric assessment and treatment, to define the rights of such persons and to provide better protection for those rights, and generally to reform and consolidate the law relating to the assessment and treatment of persons suffering from mental disorder.
NRR	Ngā Rau Rākau (inpatient MH&A unit); Hawkes Bay Hospital, Hastings

Roles and Responsibilities

Role	Responsibility
Director of Area Mental Health Services (DAMHS)	The DAMHS is responsible for the general administration of the MH (CAT) Act and reporting to the Director of Mental Health on the exercise of his/her powers, duties and functions under the MH (CAT) Act.
Duly Authorised Officer (DAO)	To perform the functions and exercise the powers conferred on Duly Authorised Officers by or under this Act.
Emergency Mental Health Service (EMHS)	Crisis intervention is provided by EMHS which provides primary case management, temporarily, for people that are new to the service or are currently under the care of another team. Services are provided for people who are in distress or mentally ill and who are perceived to be in crisis. EMHS works with them until the crisis has subsided or resolved and/or until the person is transferred to the care of another service.
Police	To assist and support the DAO within the limitations of the Mental Health Act

Procedure

This procedure is in addition to Duly Authorised Officers Policy (MHAPPM/8971).

A. Duly Authorised Officer – On call based in Wairoa

The Clinical Nurse Coordinator of the Wairoa CMH Team will ensure the after-hours DAO roster is completed as per employment contract requirements (28 days prior to the first shift). This is to be provided to the CMH North Manager for final approval before publishing and action to cover gaps.

1. Whakarongorau Aotearoa (Health Line)

- 1.1 For all Wairoa calls from community / Police / Other agencies to be directed via the 0800 112 334 number
- 1.2 Triage calls as per the UK Triage Scale and legislative requirements
- 1.3 If a DAO is required for advice or call out,
 - 1.3.1 Contact the Emergency Mental Health Service by telephone (not email)
 - 1.3.2 Provide handover

2. Emergency Mental Health Service (EMHS)

- 2.1 Receive phone call from Whakarongorau
- 2.2 EMHS will contact the the on-call DAO and allocate the work to them **ONLY** if MHA is triggered.
- 2.3 Provide handover to Wairoa DAO (via phone call conversation)

3. Duly Authorised Officer

- 3.1 On call from 1700 – 0800 hours Mon-Thurs; 1700 Fri-0800 Mon
- 3.2 Receive phone call / handover from EMHS.
- 3.3 Contact the referrer e.g. Police, for further information.
- 3.4 Provide advice to the referring agency
- 3.5 If a call out is required:
 - 3.5.1 Call out will begin at the time of the phone call from EMHS
 - 3.5.2 Complete the required MH (CAT) Act assessment and subsequent plan
 - 3.5.3 Ensure medical assessment via Wairoa ED prior to transporting; this may also include the need to complete S8b assessment by a medical practitioner
 - 3.5.4 If Police have instigated S109 and taken person to Wairoa ED; DAO will need to present within 30 minutes to support the MHA process
 - 3.5.5 Liaise by phone with the first on call / consultant on call
 - 3.5.6 Follow legislative process
- 3.6 If transport to NRR (Hastings) for admission:
 - 3.6.1 Contact NRR Associate Clinical Nurse Manager (ACNM)/Clinical Coordinator (CNC)/ Shift Coordinator and advise of pending admission
 - 3.6.2 Follow legislative requirements of a DAO
 - 3.6.3 Seek support for transport by Police as appropriate
- 3.7 If the Wairoa DAO is already involved with a DAO job which commenced in normal working hours (0830-1700hrs):
 - 3.7.1 It is to be arranged that EMHS DAO would provide assistance in the capacity of DAO for any new jobs, until such a time that the Wairoa DAO is available. To be negotiated between teams.
 - 3.7.2 All stakeholders are to receive communication re timeframes or plan
- 3.8 Complete DAO paperwork and forward to DAMHS administrator.

B. Duly Authorised Officer – On call based in Hastings/Napier

1. Whakarongorau Aotearoa (Health Line)

- 1.1 For all Wairoa calls from community / Police / Other agencies to be directed via the 0800 number
- 1.2 Triage calls as per the UK Triage Scale and legislative requirements
- 1.3 If a DAO is required for advice or call out,
 - 1.3.1 Contact EMHS
 - 1.3.2 Provide handover

2. Emergency Mental Health Service (EMHS)

- 2.1 Receive call from Whakarongorau
- 2.2 EMHS will contact the on-call DAO and allocate the work to them.
- 2.3 Provide handover to on-call DAO

3. Duly Authorised Officer

- 3.1 On call from 1700 – 0800 hours Mon-Thurs; 1700 Fri-0800 Mon
- 3.2 Receive phone call and handover from EMHS
- 3.3 Contact the referrer e.g. Police for further information
- 3.4 Provide advice to agency
- 3.5 Utilise Audio/Visual Link (AVL) for communication and to complete all communications with the Wairoa agencies and clinicians
- 3.6 **If the MHA is required:**
 - 3.6.1 Activate the clinician on call if available in Wairoa
 - 3.6.2 DAO to complete assessment and plan via AVL
 - 3.6.3 Request transport (via family or police) to Wairoa ED for medical assessment to rule out any organic cause for presentation. This may also include the completion of S8b assessment by a medical practitioner
 - 3.6.4 If Police have instigated S109 and taken person to Wairoa ED; DAO will need to liaise via AVL within 30 minutes to support the MHA process and communicate with allocated clinician
 - 3.6.5 Liaise by phone with the first on call / consultant on call
 - 3.6.6 Follow legislative process
- 3.7 **If transport to NRR (Hastings) for admission:**
 - 3.7.1 Contact NRR and advise of pending admission
 - 3.7.2 Seek support for transport by Police as appropriate
 - 3.7.3 Clinician in Wairoa as the request of DAO will accompany police in the transport of person to Hastings or at a point of contact where the transfer will take place
 - 3.7.4 If there is no clinician physically available in Wairoa, the DAO is to negotiate with Police regarding support with patient transport to NRR without a registered clinician
 - 3.7.5 Follow legislative requirements of a DAO

3.8 If the DAO is already involved with a DAO job:

3.8.1 It is to be arranged that EMHS DAO would provide assistance in the capacity of DAO for any new jobs, until such a time that the DAO for is available. This is to be negotiated between teams.

3.8.2 All stakeholders are to receive communication re timeframes or plan

3.9 Mental Health Act Paperwork:

3.9.1 Complete DAO paperwork and forward to DAMHS administrator

Risks and Hazards to Staff

Risk/Hazard	Control
Lack of DAO availability in Wairoa	MHAPPM/New – Wairoa Duly Authorised Officer After Hours On-Call Guideline

Measurable Outcomes

Six-monthly audits of after-hours call outs.

Related Documents

- Duly Authorised Officer Report
- Mental Health Act Section Papers

References

Ministry of Health. 2022. *Guidelines for the Role and Function of Statutory Officers: Appointed under the Mental Health (Compulsory Assessment and Treatment) Act 1992*. Wellington: Ministry of Health.

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Ministry of Health. 2021. *Memorandum of Understanding between the Ministry of Health and New Zealand Police*. Retrieved from: https://www.health.govt.nz/system/files/2021-09/mou_between_moh_and_nz_police_-_final_18_nov.pdf

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Key Words

Mental Health Act
Duly Authorised Officer
On call
After hours

For further information please contact the Director of Area Mental Health Services