

# Te Whare Marie ki Puketiro

## Specialist Māori Mental Health Services



Te-Upoko-me-te-Karu-o-Te-Ika  
Mental Health, Addictions & Intellectual Disability Service 3DHB  
PO Box 50-233  
PORIRUA

Phone (04) 230 6322 or 027 275 2714  
Fax (04) 918 2900

***Ko Whitireia te Maunga  
Ko Parirua te Moana  
Ko Hauora te Waka  
Ko Ngā Hau e Wha te Iwi  
Ko Te Whare Marie te Marae***



**Ko te Korero Tahuhu o Te Whare Marie**  
Nga poutokomanawa o Te Whare Marie  
Ko te tumanako, te whakapono me te aroha  
ki tētahi ki tētahi

**The Spiritual Foundations of Te Whare Marie**  
The pillars for the house of peace,  
are hope, faith and love  
to the people

## Our Service

Te Whare Marie comprises of two teams:

- **Te Kākano o te Aroha me o rātou Whānau (0-18 years)**
- **Pakeke me ngā Kaumatua me o rātou Whānau (19-65 years)**

Our service coverage extends from Peka Peka Road (just north of Waikanae) to Wellington South. Hutt Valley is provided for by Hutt Valley District Health Board (phone 570-9801 Fax 570-9004).

Appointments may be held at different locations depending on where you live and your preference (see page 10).

Our hours are from 8.30am - 5.00pm Monday to Friday. Our services are free of charge.



## What you can expect if you use our service

*The information below applies to both our adult clients (aged 20 to 65 years old) and child clients (0 to 19 years). If you have a child or adolescent in our service you will be expected to liaise with us on behalf of your child.*

Once we receive your referral we will arrange a time to meet with you and carry out a Hui Whakatau (therapeutic conversation). This usually takes about 60 to 90 minutes. You can come to see us at Te Whare Marie or an alternative community base.

If we agree that we are the service best placed to help you and you agree, we will develop a plan outlining the care and treatment you require. We encourage you and your whānau to take part in developing the plan.

If we agree we are not the best service for you we will provide you with information about other services that may help you. If you are worried about your cultural needs being met and things being done in a Hauora way, we can give you advice about other services you can use on these issues.

We use Māori interventions in a therapeutic environment, which utilises a strengths-based approach that helps many of our tangata whaiora achieve their aspirations.

*We continuously work to include whānau in sustainable recovery from mental illness, combining Māori cultural concepts with western clinical models of mental health care.*



## Our Team

Te Whare Marie has a number of trained health professionals that work in a multi-disciplinary team (MDT) setting including:

- Kaumatua
- Cultural Therapist/Kaituku Haumanu ā-ahurea
- Team Leader/Kaiwhakapaparangi
- Clinical Nurse Specialist/Mātanga Nēhi
- Clinical Coordinators for each team (Pakeke/Te Kākano o te Aroha)
- Psychiatrists/Rata/Tākuta Hauora Hinengaro
- Clinical Psychologists/Kaimātai Hauora Hinengaro
- Registered Nurses/Nēhi
- Psychotherapist/Kaituku Haumanu Hinengaro
- Occupational Therapists/Kaiwhakaora Ngangahau
- Social Workers/Tauwhiro
- Support Worker/Kaitautoko
- Consumer Consultant/Kaiwhakahaere Tāngata Whaiora
- Administration/Kaiwhakahaere



## What we do

We use Māori interventions in a therapeutic environment, which utilises a strengths-based approach that helps many of our tangata whaiora achieve their aspirations.

We continuously work to include whānau in sustainable recovery from mental illness, combining Māori cultural concepts with western clinical models of mental health care.

To provide tools for people to better manage stress and mitigate their problems, we promote the use of cultural practices and frameworks to empower individuals and whānau who enter our service. These are used alongside clinical interventions including but not limited to:

- cognitive behavioural therapy (CBT)
- dialectal behaviour therapy (DBT)
- acceptance and commitment therapy (ACT)
- eye movement desensitisation reprocessing (EMDR)..

We provide tautoko (support) and education with understanding and managing an individual's journey to recovery.

**For further information please visit:**

<http://www.mhaid.health.nz/our-services/te-whare-marie-maori-mental-health-service/>

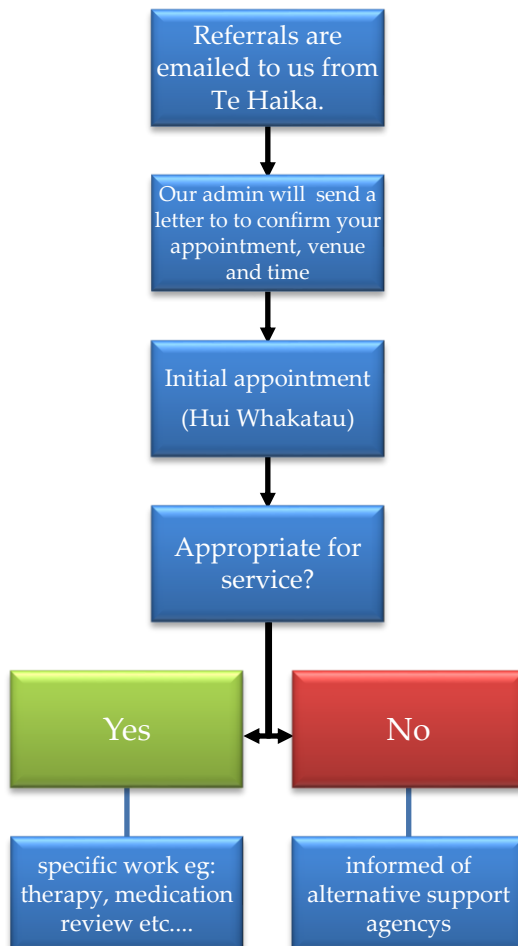


## The Referral Process

Access to the services of Te Whare Marie is via Te Haika Mental Health Contact Centre.

**Te Haika is available 24 hours a day for mental health crisis contact, referrals (from GPs, self, schools, Oranga Tamariki) and general mental health enquiries.**

Phone: 0800 745 477, Fax: (04) 918 2284, Email: [tehaika@ccdhb.org.nz](mailto:tehaika@ccdhb.org.nz)



## Your Rights

When you use our service you are protected by a number of rights under the Health and Disability Commissioner Act 1994. These include the right to be informed about your treatment, right to be treated with respect and dignity, and the right to receive services of an appropriate standard.

If you feel we have not respected your rights you may make a complaint to the Kaiwhakapaparangi/Team Leader of Te Whare Marie or the 3DHB Complaints Facilitator (contact 385 5999 x 4073).

We welcome feedback on our service.

You can also contact:  
the Health and Disability Commissioner on **0800 112 233**  
<http://www.hdc.org.nz/>  
or the Privacy Commissioner on **0800 803 909**  
<https://www.privacy.org.nz/>



## Your Confidentiality

As a service we are obligated to keep all information shared with us confidential. Should you present a risk to yourself or others we have a responsibility to withdraw this confidentiality. Your case manager will discuss this with you at your first hui. Your case manager will also ask you to sign a 'Your Health Information' form. This will outline the services that you have decided we can share information with.



## **Appointments can be held at following locations**

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### **Te Whare Marie, ki Puketiro, Porirua**

30 Kenepuru Drive, Porirua

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### **Adelaide Road Clinic, Wellington**

Level 2, 113 Adelaide Road, Newtown, Wellington

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### **Kapiti MHS**

Kapiti Health Centre, Warrimoo Street, Paraparaumu

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### **Te Whare Tipu, Hania Street Clinic, Wellington**

21 Hania Street

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## How to contact us

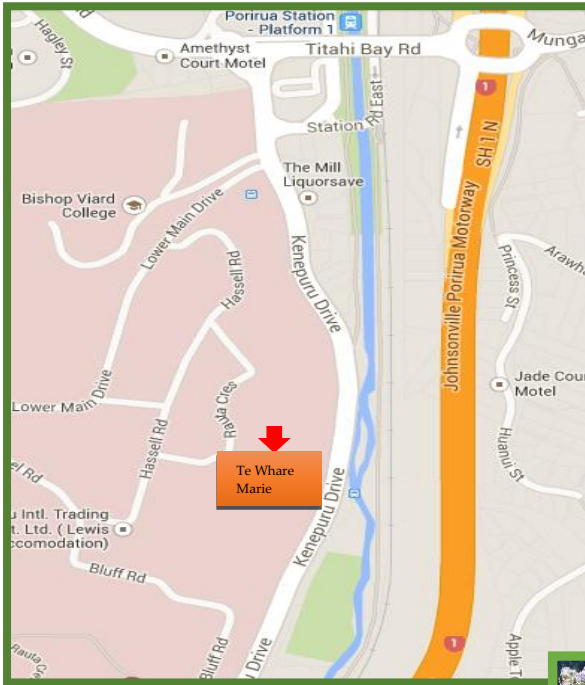
Initial contact with us should come through [Te Haika](#), on 0800 745 477, our 24/7 mental health and addictions contact centre. If you have already been referred to our service, please use the contact details below.

We are open 8.30am until 5pm Monday to Friday (closed public holidays).

- **Phone:** 04 2306322
- **Address:** 30 Kenepuru Drive, Puketiro Centre, Porirua.

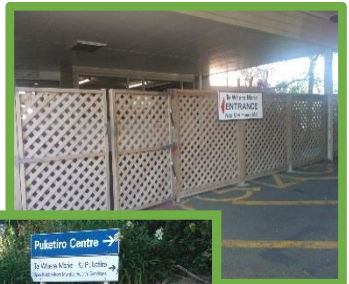
There is a large car park outside the centre.





From the Mungavin Bridge, turn left at the roundabout and head towards Tawa (approx. 1km).

Our driveway entrance (see picture below) is on the right. You will see a blue and white sign with our name on it.



Entrance from Kenepuru Drive

