



If you are concerned about your safety or the safety of someone you care for, call the emergency services on 111 for an immediate response.

About our service

Te Haika is a mental health and addictions contact centre for people in crisis or experiencing moderate to severe mental health or addiction problems.

It is staffed 24 hours a day, 7 days a week by mental health and addiction professionals.

Our service is for everyone from Wellington, Porirua, Kāpiti, the Hutt Valley and the Wairarapa.

You can request help or a referral to a mental health or addiction service, or you may have questions you want answered by a mental health or substance dependency professional.

We encourage you to talk to your GP or other healthcare provider about your mental health as a first step to getting support.

We can help by talking to you about your current mental health concerns and discuss which services may be best to help you.

If you, a family member, or friend who you are supporting, is experiencing a crisis we can refer you to our Crisis Resolution Service (formerly our CATT team) who will provide help as soon as possible.

Who we are

We are an experienced and trained team from many backgrounds including nursing, psychology, social work and occupational therapy.

How to contact us

Phone: 0800 745 477

Email: tehaika@mh aids.health.nz

Available 24 hours, 7 days a week

We will work with you and your family to provide the right advice and help you through the process.

Services we help with referrals to:

- Child and Adolescent Mental health Services (CAMHS)
- General Adult Community Mental Health teams in Wellington, Hutt Valley, Porirua and Kāpiti
- Addictions Services
- Te Whare Marie (Māori mental health services)
- Health Pasifika (Pacific Island mental health services)

Your rights

When you use any of our mental health and addiction services you are protected by a number of rights, including those in the Health and Disability Commission Code of Rights, and the Privacy Act 1993.

If you feel we have not respected your rights you may take your concern or complaint to the Team Leader of this service or any of the following support services overleaf.

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For complaints about your care and/or treatment, contact:

CCDHB Consumer Experience Facilitator

Phone: (04) 806 0724

or

Health and Disability Commissioner

Phone: (04) 494 7900 or 0800 11 22 33

or

Privacy Commissioner

Phone: (04) 474 7590 or 0800 803 909 for Hotline enquiries

Advocacy and support services

Health and Disability Advocacy will offer advice and support regarding any concerns about your rights.

Phone 0800 555 050

- Wellington (04) 389 2502
- Porirua (04) 237 0418
- Lower Hutt (04) 570 0850

Atareira (www.atareira.org.nz) offers support, education and advocacy for family and whānau of people who experience mental illness and addiction.

Contact:

- (04) 499 1049

For family/whānau who live in the Wairarapa region, please contact Supporting Families Wairarapa on (06) 377 3081 or visit www.sfwai.org.nz

How to help someone else

Mental health support and treatment is a collaborative process where people are meaningfully involved in their recovery.

This means they or their family are generally involved in decisions around their treatment.

We encourage you to have a conversation with them about your concerns and, if they are able, ask them to get in touch with us to talk.

Due to our privacy obligations, we cannot share a person's medical history with you.

We understand that it is not always possible to have the person contact us due to a variety of circumstances. If this is the case, we can talk you through possible options.

If someone you know needs urgent help, you can contact us directly and we can discuss options with you.

Te Haika: Phone 0800 745 477

