

Welcome to our service

We are available 24 hours a day, 7 days a week (including public holidays) for:

- Mental health emergency phone calls
- Referrals/appointments to mental health services based at Capital & Coast District Health Board
- General mental health questions
- We now manage the after-hours contact for Hutt Valley District Health Board and Wairarapa District Health Board. There are no changes to the process for referring to these services.

I'm worried about myself or someone else.

How do I talk to Te Haika?

We encourage everyone to talk about their mental health with their doctor or other health care provider.

We can talk with you about your current mental health concerns and what services may be best to help you. This can include Capital & Coast District Health Board (CCDHB) mental health and addiction services, or we can help with referrals to other community services. Other health care services and community organisations can also contact us for advice about people they are concerned about.

We provide telephone mental health advice and support for anyone who is worried about the mental health of other people (for example, family, friends, and colleagues).

Our team is the first step in a crisis contact and we work with the Crisis Assessment and Treatment Team (CATT) in mental health emergency situations.

Who we are

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

How to contact us

Te Haika

PO Box 50-215, Porirua 5022

Phone: 0800 745 477 Fax: (04) 918 2284

Email: TeHaika@ccdhb.org.nz

Available 24/7, 365 days of the year including public holidays

Services we help with referrals to

- Child and Adolescent Mental Health Services (CAMHS)
- Community Alcohol and Drug Services (CADS)
- Te Whare Marie (Maori Mental Health Services)
- Health Pasifika (Pacific Island Mental Health Services)
- General adult community mental health teams in Wellington, Porirua, and Kapiti

Need further help?

If you or your family/whānau wants to speak with a cultural specialist or a kaimahi (worker) from Maori mental health, please let us know. For other cultural support, or if English is not your first language, interpreting services are available through CCDHB.

We may also be able to help you with services for people who are deaf, have sight loss or other disabilities that affect your mental health. Please ask one of our team if you have any questions.

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:

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

CCDHB Consumer Experience Facilitator

Phone: (04) 806 0724

or

Health and Disability Commissioner

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

For complaints about your privacy contact:

CCDHB Consumer Experience Facilitator

Phone: (04) 806 0724

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 & support regarding any concerns about your rights.

Phone 0800 423 638, or call

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

Atareira (<http://atareira.org.nz>) offers support, education and advocacy for family/whānau of people who experience mental illness and addiction. Contact on (04) 499 1049 (Wellington) or (04) 499 1062 (Hutt Valley)

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

Oasis Network

(<https://oasisnetwork.wordpress.com/>) provide a range of services free of charge for people who live or work in the Hutt Valley who have used or are currently using mental health services, or who self-identify as a person with an experience of mental distress. Contact: (04) 566 1601

Contact us

3 DHB Integrated Mental Health, Addictions and Intellectual Disability Service (MHAID)
Te-Upoko-me-te-Whatu-o-Te-Ika

Phone: 0800 745 477 Fax: (04) 918 2284

Email: TeHaika@ccdhb.org.nz

Mail: Te Haika, PO Box 50-215, Porirua 5022

Available 24/7, 365 days of the year including public holidays

Capital & Coast DHB

Phone: (04) 385 5999

Email: info@ccdhb.org.nz

www.ccdhb.org.nz

Wairarapa DHB

Phone: (06) 946 9800

www.huttvalleydhb.org.nz

Hutt Valley DHB

Phone: (04) 566 6999

www.huttvalleydhb.org.nz