

## Information for people currently using NGO mental health and addiction services in Wairarapa

You may have already heard that there are to be some changes in the way NGO mental health and addiction services are delivered in Wairarapa.

Pathways, in partnership with CareNZ, has been selected by the Wairarapa District Health Board to deliver a new model of community-based mental health and addiction services. This new model does not impact on clinical services, which will continue to be delivered by your current team at the DHB.

This factsheet is designed for people currently using NGO mental health and addiction services in Wairarapa. It gives some information on Pathways and CareNZ, explains the new service and talks about what may happen over the next weeks and months.

This factsheet is relevant to you if you currently access services through any of the following providers:

- Te Whare Atawhai
- Wairarapa Addiction Services
- Supporting Families Wairarapa
- Richmond NZ
- Aspire.

### A little about us

Pathways is New Zealand's largest provider of community-based mental health and wellness services. For 22 years, we have been supporting people to live well and be part of the communities of their choice by providing a range of support services around employment, housing, practical daily living and being healthy.

Pathways is dedicated to doing whatever it takes to create mental health and wellbeing opportunities to enable people to live their dreams and flourish.

CareNZ helps people – and the people who love them – who are struggling with alcohol and/or drug abuse problems to change their lives for the better. CareNZ is the delivery arm of the New Zealand Society on Alcohol and Drug Dependence (NSAD), an organisation which has been restoring hope, healing and health to people affected by addiction to alcohol and other drugs since 1954.

Pathways and CareNZ will deliver this service together. Pathways and CareNZ have worked closely together for many years on systems development and projects. The two organisations share core values: both are committed to putting the specific needs of the people who use services at the centre of their work.

### What have we been asked to do

From 1 November 2011, support and treatment for people who need NGO mental health and/or addiction services will be available from a single point in the community.



Pathways and CareNZ will offer the following services in Wairarapa:

- mobile community support services
- addiction clinical services
- detoxification
- addiction intensive outpatient services
- methadone treatment services
- employment facilitation
- housing facilitation and support
- residential care.

All services except residential care will be delivered from a central hub in Masterton. When it comes to mental health and addiction, Pathways and CareNZ believe 'any door is the right door'. In other words, it doesn't matter whether a person comes to us for support and treatment for addiction, for mental health, or both; they'll be in the right place.

## What does this mean for me?

If you currently access services through Te Whare Atawhai, Wairarapa Addiction Services, Supporting Families Wairarapa, Richmond NZ or Aspire, there will be some changes to how your supports are delivered in the future. From 1 November, these providers will no longer deliver your NGO mental health and addiction services. Your services will instead be delivered by Pathways and CareNZ.

Please note that clinical services won't change: any treatment you currently access through clinical services at the DHB will be maintained. Please talk to your case manager if you have any concerns at all about your access to clinical services.

Between now and November, a steering group made up of clinicians and people from Pathways and CareNZ will work closely with current providers to plan the transition of all community-based services. During this time, you – and your family/whanau, or other support people, if you wish – will be kept fully informed about any changes that will affect you.

We will provide you with an information pack that tells you more about Pathways and CareNZ. This pack includes clear information on your rights as a person using our services. It also includes information for your family/whanau and other support people. Before 1 November you will receive a letter introducing you to your Pathways or CareNZ key worker. This person is your first point of contact if you or your family/whanau have any questions at all about the new services.

From 1 November 2011, Pathways and CareNZ will formally begin delivery of mental health and addiction services in Wairarapa. At this stage we will talk more to you about how the services will look in the future. Pathways and CareNZ are committed to developing services that are shaped by the specific needs of the people using them, so if you wish to, you and your family/whanau will have the opportunity to be involved in planning, reviewing and developing our services in Wairarapa.

## How do I get more information?

The Wairarapa District Health Board, Pathways and CareNZ have put together full information packs outlining the change to services.

To receive an information pack, please email [contactus@pathways.co.nz](mailto:contactus@pathways.co.nz), including a postal address. Alternatively, visit [www.pathways.co.nz](http://www.pathways.co.nz) or [www.carenz.co.nz](http://www.carenz.co.nz) for general information; or phone or email for specific Wairarapa information. We understand that change can be unsettling, so there will always be someone available for you to contact if you have any questions or concerns. We look forward to hearing from you. Please contact:

Paul Ingle, chief executive, Pathways: 027 274 2576

Michelle Glenny, transitional regional manager, Pathways: 027 272 6990

Tim Harding, chief executive, CareNZ: email [tim.h@carenz.co.nz](mailto:tim.h@carenz.co.nz)

