




Welcome to Pathways

- Wairarapa -

Information about Pathways mental health
and addiction recovery services in
the Wairarapa region.



A woman with long dark hair and a brown scarf is looking at fruit in a market stall. The background is filled with various fruits, including apples and oranges. A white curved shape is overlaid on the bottom left of the image, containing text.

Alongside you in your recovery journey

Welcome to Pathways. We're here to support you in your journey to being well.

We firmly believe you will recover and that you won't need support from us forever. But we're here for as long as you need us.

We'll talk with you about how long you think you need our support, and what that will look like.

We're dedicated to:

- working alongside you to plan support that's right for you
- working out together how we can support you to achieve your goals
- working with you to build a wider support network in your community.
- talking with you about what you want and who you'd like involved in your journey
- being flexible with our services, so if your needs change, your support can change too



About Pathways

Pathways is a leading national provider of community-based mental health and wellbeing, and addiction recovery services, and we're here for you.

We can provide you with a range of community-based support services around practical daily living, living a healthy life, employment and housing. We're here to support you to live well in the community of your choice.

We're passionate about supporting people with experience of mental illness and addictions - we've been dedicated to it for over 25 years. Every year we support about 5000 people, all around New Zealand.

Our services are free

Pathways services are free - there is no direct cost to you or your whānau to use our services.

If you are living in one of our residential services, you will still have living costs like rent and power.

*“Our dream –
creating mental health and wellness
opportunities that enable people to
live their dreams and flourish.”*



Our services

Pathways offers a range of mental health and addiction recovery services in the Wairarapa region.

Mobile wellbeing support

Wellbeing respite

Residential based recovery

Wellbeing programmes

Alcohol and drug counselling

Group addiction recovery programme

Managed withdrawal

Opioid Substitution Treatment (OST) support and advice

Who can use our services?

In the Wairarapa, our services are available to anyone who needs support. You may be seeking support for yourself, or perhaps you are concerned about a loved one. Either way, you're in the right place!

Accessing our services

Whether you contacted Pathways directly, or were referred to one of our services from the Wairarapa District Health Board, your GP, school or another community organisation, we're here to support you in your wellbeing goals. You are most welcome to contact us by phone or pop in to our office. (See the back page of this brochure for contact details).



Mobile wellbeing support

Our mobile wellbeing support services bring the support to you. We visit you at your house or somewhere else in the community on a regular basis, to support your wellbeing.

We'll talk with you regularly about what you need support with and how much support you need. Some people we see just once a week, others who need a higher level of support, we see every day. It's about tailoring your support to your needs.

We can support you with things like:

- identifying your goals and helping you to achieve them
- practical daily living
- getting involved in the community
- pursuing a healthy lifestyle
- finding training or a job.

In the Wairarapa region, we provide mobile wellbeing support in Masterton.

Wellbeing respite

Pathways' wellbeing respites offer welcoming, home-like environments where you can have a short break when you need it, to rest and focus completely on your wellbeing. Like a retreat, they are places you can call home for a while and recharge your batteries.

Staff at the wellbeing respite will support you through the day and night, providing a listening ear, supporting you to take your medication and preparing meals.

How long you stay varies. Usually it's just a few days, but at some of our services people may stay for a few weeks. It's all about what you need.

In Wairarapa, we have a wellbeing respite located in Eastside Masterton.





Residential based recovery

Our residential based recovery services provide homes in the community where our staff are onsite to support you during the day and night. You may be sharing a house or have a separate unit in a group of units. The staffing levels vary in each site depending on what support people need.

If you're living in in one of our residential based recovery services, we'll support you in your daily living in whatever ways you need. One of our services caters for people with high physical health needs.

Our residential recovery services are about supporting you towards living independently. They are a stepping stone towards moving into your own home and living well in the community. How long you stay will depend on your needs.

In Wairarapa we have residential recovery services located in Opaki, Masterton.

Wellbeing programmes

In some regions we provide wellbeing programmes based around activities and learning opportunities. They are designed to help you develop skills to manage your own wellbeing and help you to live well in the local community.

Our wellbeing programmes are based in retreat-like environments where you can feel safe, relaxed and open to new experiences. They include activities like yoga, art, healthy cooking and nutrition, music, physical exercise, and programmes to help you get back into the workplace.

Usually you would attend a wellbeing programme during working hours for around four weeks, but this can vary depending on your needs.



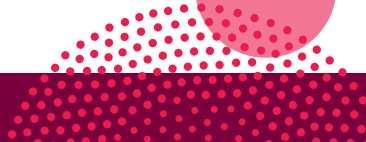


Addiction and recovery

Recovery from substance dependence can be a long process that requires commitment, motivation and lots of support.

Pathways offers a variety of individual, whānau and group supports for people experiencing addiction issues in the Wairarapa region.

Our addiction and recovery services are based out of our offices in Masterton, with satellite sites in Featherston and Carterton.





Alcohol and drug counselling

Whether you are experiencing addiction issues yourself, or you are worried about a loved one, our experienced alcohol and drug counsellors can offer you free and confidential support.

Counselling can be completely tailored to your individual needs and may include a focus on abstinence, harm reduction or relapse prevention.

You can either talk with your counsellor privately, or include a support person or family members in your counselling sessions.

Our aim is to provide a safe and welcoming environment that is inclusive and respectful. We will both listen and guide you towards your own individualised recovery care plan.

In Wairarapa, our counselling services are based in our offices in Masterton.

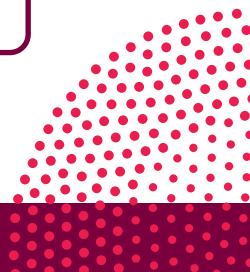
Group addiction recovery programme

Through our eight week group programme, you can address your recovery as part of a shared experience with others.

This program is facilitated by trained and experienced staff who lead the group in open discussions, designed to be both therapeutic and educational.

The group model of care is unique in that it allows you to gain insights and supports from others with a shared experience.

Talk to your counsellor if you are interested in joining our group programme, which is based in Masterton.



Managed Withdrawal

We can offer safe and supported withdrawal from alcohol or other drugs. Withdrawal regimes are planned with you and managed by both your counsellor and a specialist withdrawal management nurse.

Depending on your individual needs, this kind of treatment can be overseen at home, in Pathways' supported accommodation or in a hospital setting.



Opioid Substitution Treatment (OST)

Opioid dependence is a complex, relapsing condition requiring specialist treatment.

OST is a treatment option for people who are wanting to achieve overall stability around the problematic use of opioids. It provides a combination of specialist medications alongside psychosocial supports.

The OST programme can support you to reduce overall risks, improve your health and wellbeing and prevent relapse, during and after treatment.

Our team of both counselling and medical staff can provide you with individual assessment, case management and goal planning.

The OST service is available in Masterton.





Specialist Supports

Pathways addiction services can also refer you to other services where it is identified that more specialist support is needed.

This could include working towards an admission to a residential drug and alcohol treatment service or where co-existing mental health or medical conditions are impacting on your ability to recover.

Your counsellor can help you identify what, if any, other specialist supports you need.

Advice and guidance

You don't need to be experiencing addiction to get support and advice from Pathways addiction services.

Sometimes you may just need some advice or guidance around your own alcohol or drug use. Or you may be a friend, loved one, employer or colleague who wants to know how they can better support someone.



Youth services

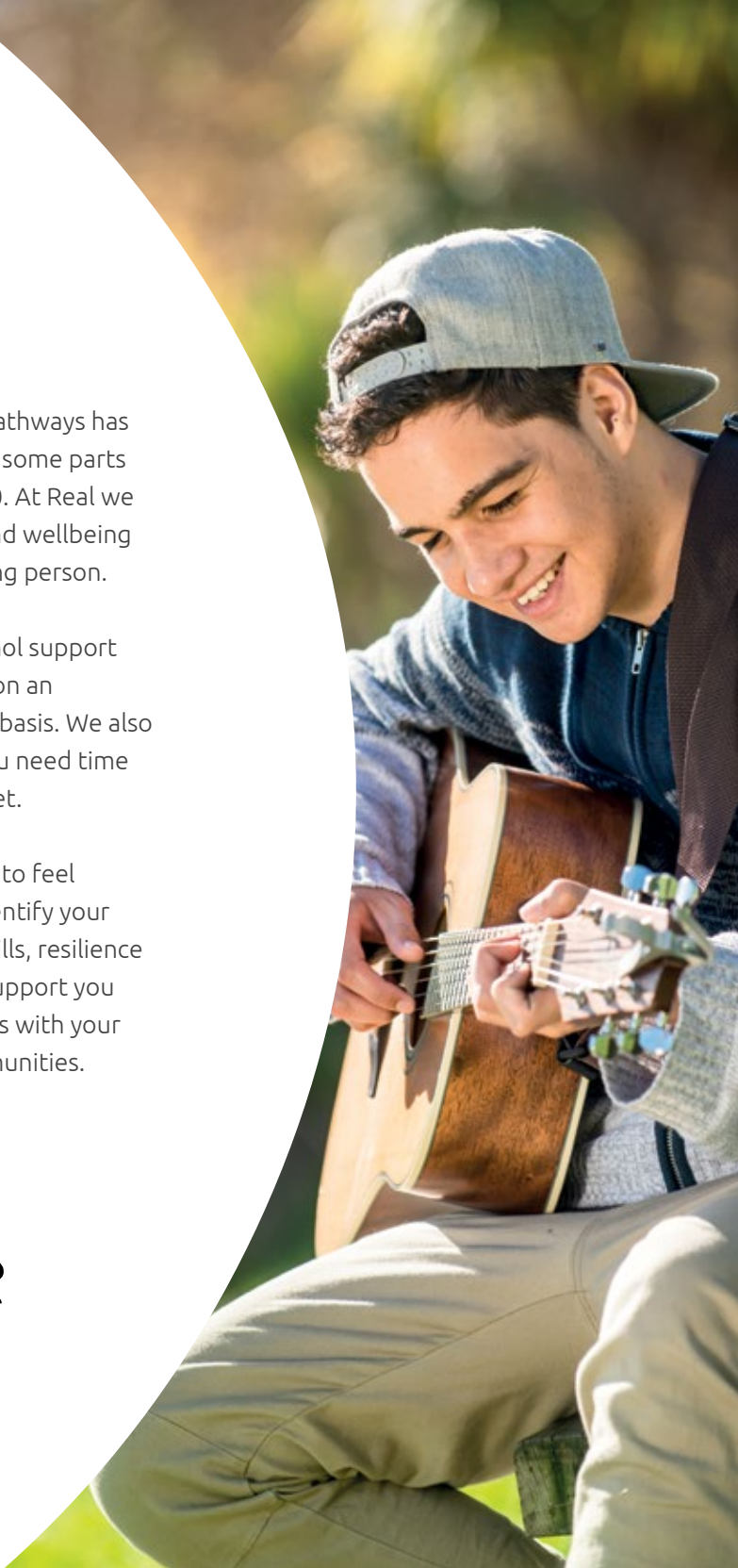
Real, the youth brand of Pathways has been delivering services in some parts of New Zealand since 2010. At Real we believe mental wellness and wellbeing are possible for every young person.

We provide drug and alcohol support tailored to young people, on an individual, group or family basis. We also have a respite service if you need time out to get back on your feet.

We're here to support you to feel great. We'll help you to identify your strengths, and build life skills, resilience and wellbeing. And we'll support you to build strong connections with your whānau, friends and communities.

www.real.co.nz

real.
Because it's your life





How we will work with you

Your Pathways support person is there for you

If you're using our mobile wellbeing support or residential based recovery services, you'll have a dedicated support person. This is the person who you'll work with the most.

Your support person is there for you and you can contact them to talk about anything you need. They can support you with things like:

- setting goals and working towards achieving them
- managing your home and daily living
- getting healthier
- budgeting
- coaching to help build confidence
- connecting with family, whānau, friends and community
- finding a home, a job or an educational opportunity
- having fun with life!

Your personalised plan

Your support person will support you to create a personalised plan that outlines your goals and how you plan to achieve them.

This is your plan and it can be in any form you like. It could be a journal or dream book, a mind map or an action plan - whatever works best for you.

Our Pathways whānau

Your dedicated support worker is part of a bigger team of Pathways people that are there for you. They include support workers, healthy lifestyle coordinators, occupational therapists, social workers, nurses, management and administration support.

Many of our staff have experience of mental illness themselves. Some of our teams include peer support specialists - people who have had specialist training in how to use their experience of mental illness to help others on their recovery journey. All of our staff are here to listen and to help you.

Your support network

Anyone you choose can be involved in your recovery journey and goal planning – like your family, whānau or friends. You may also involve health professionals like your GP, community mental health worker or others.

By working together with the people that matter most to you, we can offer you the very best support.

We'll help you think of the people you might like to be involved and support you as you decide what information you'd like to share with them.

What's important to us?

Your total wellbeing

We know your recovery will be faster and more successful if you focus on living well in all areas of your life, not just your mental health.

That's why our 'Being Well' strategy plays a big part in shaping how we work. It's about eating well, connecting well, working well, being active, and being physically and spiritually well.

We'll actively encourage and support you to be healthier, with things like:

- quit smoking programmes
- exercise programmes and sports days
- participation in community events
- healthy eating advice and help
- social gatherings
- supporting regular physical health checks
- connecting to other health services.

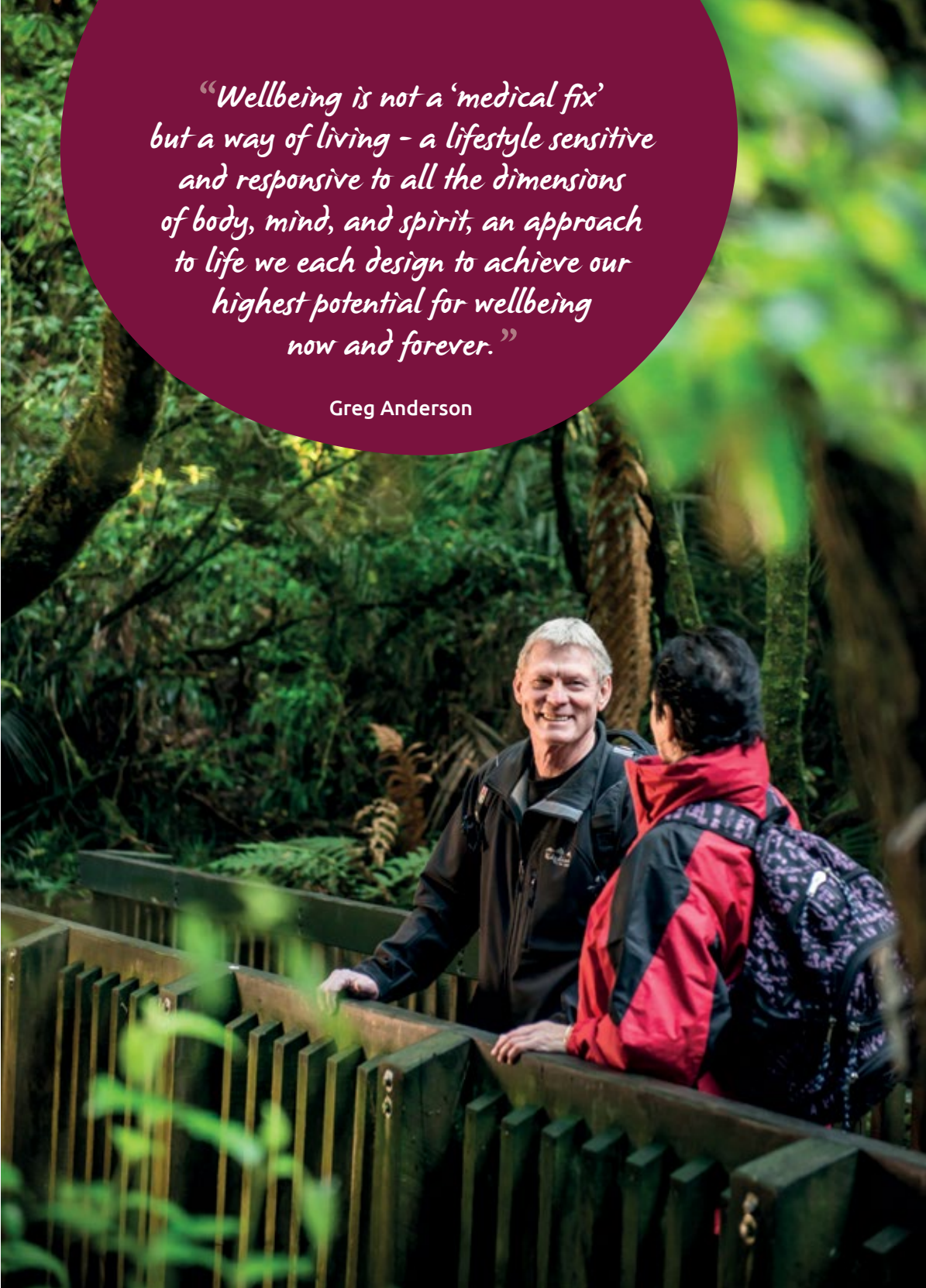
We'll also give you the opportunity to tell us how satisfied you are with different areas of your life through the use of our quality of life questionnaires.

Being Well



*“Wellbeing is not a ‘medical fix’
but a way of living - a lifestyle sensitive
and responsive to all the dimensions
of body, mind, and spirit, an approach
to life we each design to achieve our
highest potential for wellbeing
now and forever.”*

Greg Anderson



Recovery, hope and respect

We genuinely believe everyone can recover. Hope and respect are at the heart of everything we do and we want to help you draw on your own inner strength and hopes for the future.

We value diversity and recognise that you come to our service with your own culture, beliefs and practices. It is important to us that you always feel respected and culturally safe.

Recognising trauma

We realise that trauma in your life may have played a part in you becoming unwell, so we'll try to recognise the impacts that trauma may have had on you.

We're committed to doing everything we can to ensure you don't experience any further trauma from being involved with our services.

Focusing on strengths and resilience

We're more interested in focusing on your strengths than your problems or diagnoses. We want to support you to develop those strengths, grow positive experiences, and identify opportunities for development and sustainable change.

The importance of a home, a job and being connected

Having a home, and a job if you want to work, are both important parts of your recovery. Both help to give you a sense of belonging and accomplishment that can help you feel more positive and in a healthier frame of mind. Having a job also helps you pay the bills and gives you more options to enjoy life.

We work with Workwise Employment Agency, LinkPeople and other organisations if you need help finding a home, a job or connecting with other services.

workwise
employment agency



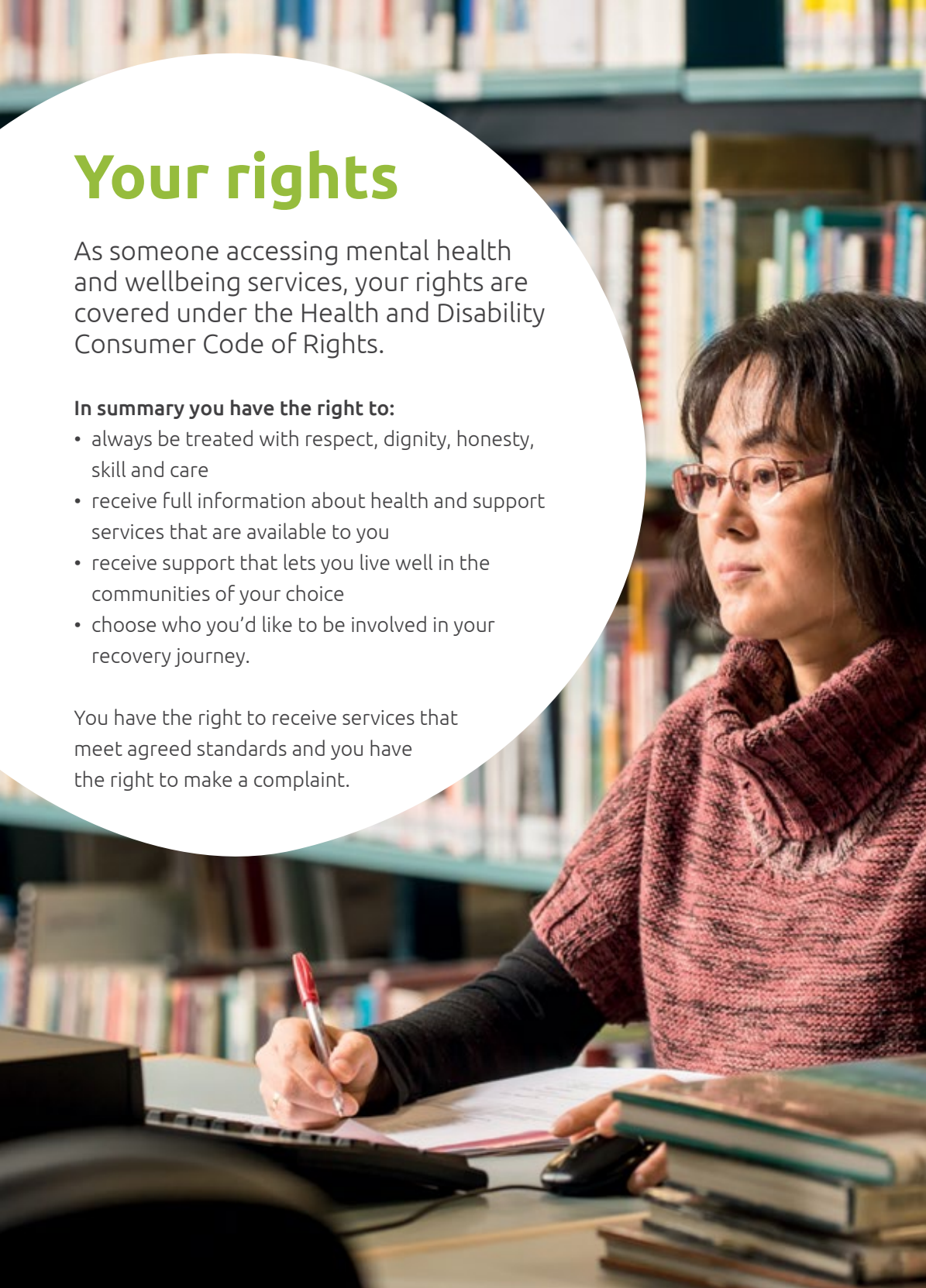
Your rights

As someone accessing mental health and wellbeing services, your rights are covered under the Health and Disability Consumer Code of Rights.

In summary you have the right to:

- always be treated with respect, dignity, honesty, skill and care
- receive full information about health and support services that are available to you
- receive support that lets you live well in the communities of your choice
- choose who you'd like to be involved in your recovery journey.

You have the right to receive services that meet agreed standards and you have the right to make a complaint.





Your information

To help us support you, Pathways needs to keep information about your health – things like goal plans, reviews and progress notes.

We record this information at different times. Often we record it on our mobile devices while we're with you, so you can be involved in writing the notes too.

We'll also regularly give you opportunities to provide feedback on how things are going for you, and keep a record of the feedback you provide.

Pathways uses a secure computer system called Recordbase to store all the information we collect.

Accessing your information

You are welcome to view the information we hold about you.

You can access this information directly and write your own notes, by logging into 'MyRecord'.

For information about how to access your information or to get access to MyRecord, please talk to your support person.

Your privacy

Under the Privacy Act, we can't share information about you without your permission, except in a few exceptional circumstances.

We'll explain more about this and ask you to complete a form that identifies who we can share your information with, and when. This form will also provide more information about privacy, and the times when information may need to be shared.

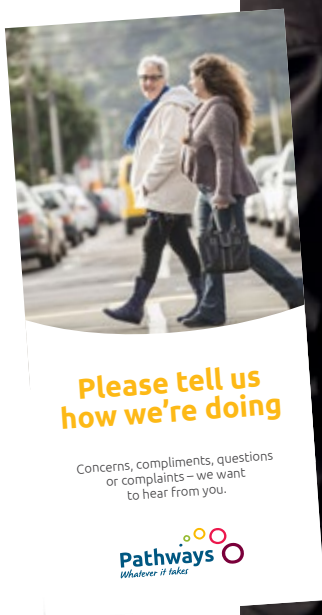
Please tell us how we're doing

We want to make sure we are continually improving our services. To do that we need to hear from you.

Please share your feedback with us – compliments, concerns, questions or complaints – we want to hear them all! Together we can make sure you're getting the best support that's right for you.

Your support worker is the best person to share your feedback with first. Or if you prefer, you can contact their team coach or the manager in the region. Contact details are on the inside back page.

You may also like to refer to the Pathways brochure 'Please tell us how we're doing' which should be included in the back of this booklet. Please ask a Pathways staff member if you'd like a copy.





Want to know more?

We understand that you may have questions about using our services, or be feeling worried.

Our website has more information, resources and links that you may find useful.

www.pathways.co.nz

Or if you have any questions about how Pathways may be able to support you or your family, whānau or friends, please feel free to contact us at any time. We're here for you.

Contact us

Wairarapa regional office

Physical address:

Ground floor, The Departmental Building
31 Chapel Street, Masterton

Postal address:

PO Box 147, Masterton 5840

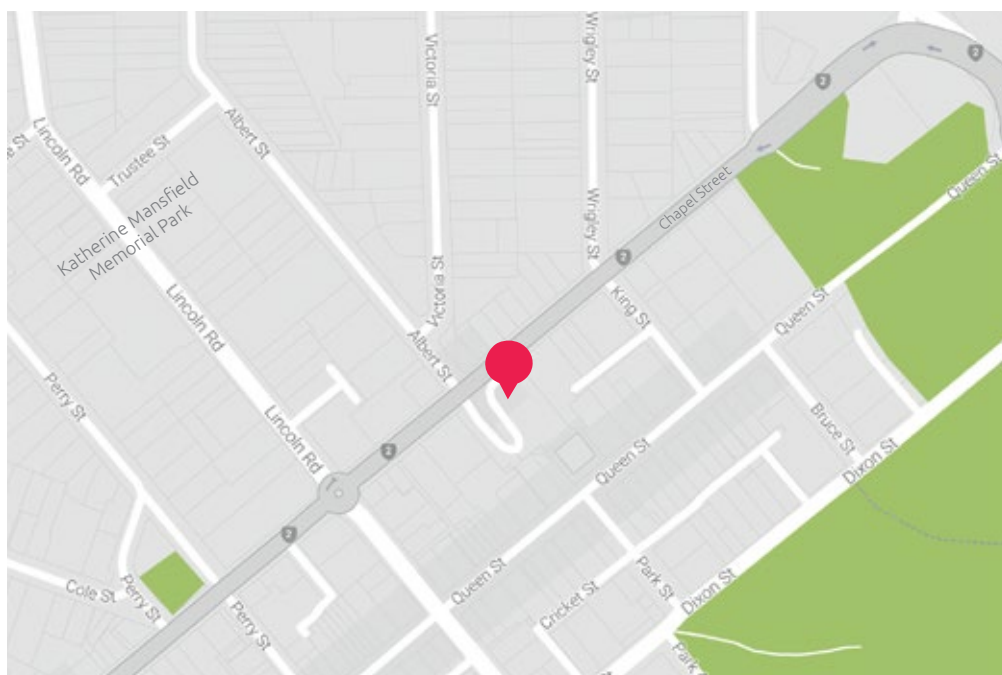
04 473 9009 wairarapa@pathways.co.nz

www.pathways.co.nz

Addiction Services:

06 370 6101 [0800 208 4278](tel:08002084278)

addictionswairarapa@pathways.co.nz



Your support person is:

You can contact them on:

Phone

Email



Part of the Wise Group.

www.pathways.co.nz