




# Welcome to Pathways

## - Whanganui -

Information about Pathways services  
in the Whanganui region.



A woman with long dark hair and a brown scarf is looking towards a fruit stand in a market. The stand is filled with various fruits, including apples and oranges. The background is slightly blurred, focusing on the woman and the fruit.

## 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 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 - 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 services in the Whanganui region, based in the city centre and surrounding suburbs.

In the Whanganui region you have probably been referred to one of our Pathways services from the community mental health team at the Whanganui District Health Board.

The referral would have been made to the service that they believe will best meet your needs. Following is a summary of the types of services we offer at Pathways.



**Mobile wellbeing support**



**Residential based recovery**



**Wellbeing respite**



**Wellbeing programmes**



## 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 Whanganui we provide mobile wellbeing support in most Whanganui suburban areas.

## 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.

You might use our wellbeing respites as a planned break away when you're struggling with life at home. Or as a transition from, or instead of, time in hospital.

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 Whanganui we have a youth wellbeing respite service and an adult wellbeing respite service. Both are a short drive from the city centre.





## 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 Whanganui we have residential recovery services located in Whanganui East.

## Wellbeing programmes

Our wellbeing programmes are 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.



## Youth services

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

We support young people to build resilience and wellbeing in youth oriented, flexible and optimistic ways.

Our community services focus on mental illness prevention and our respite services support young people with more serious mental health needs.

We help young people feel great by supporting them to build life skills, resilience and strong connections with their whānau, friends and communities.

[www.real.co.nz](http://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.

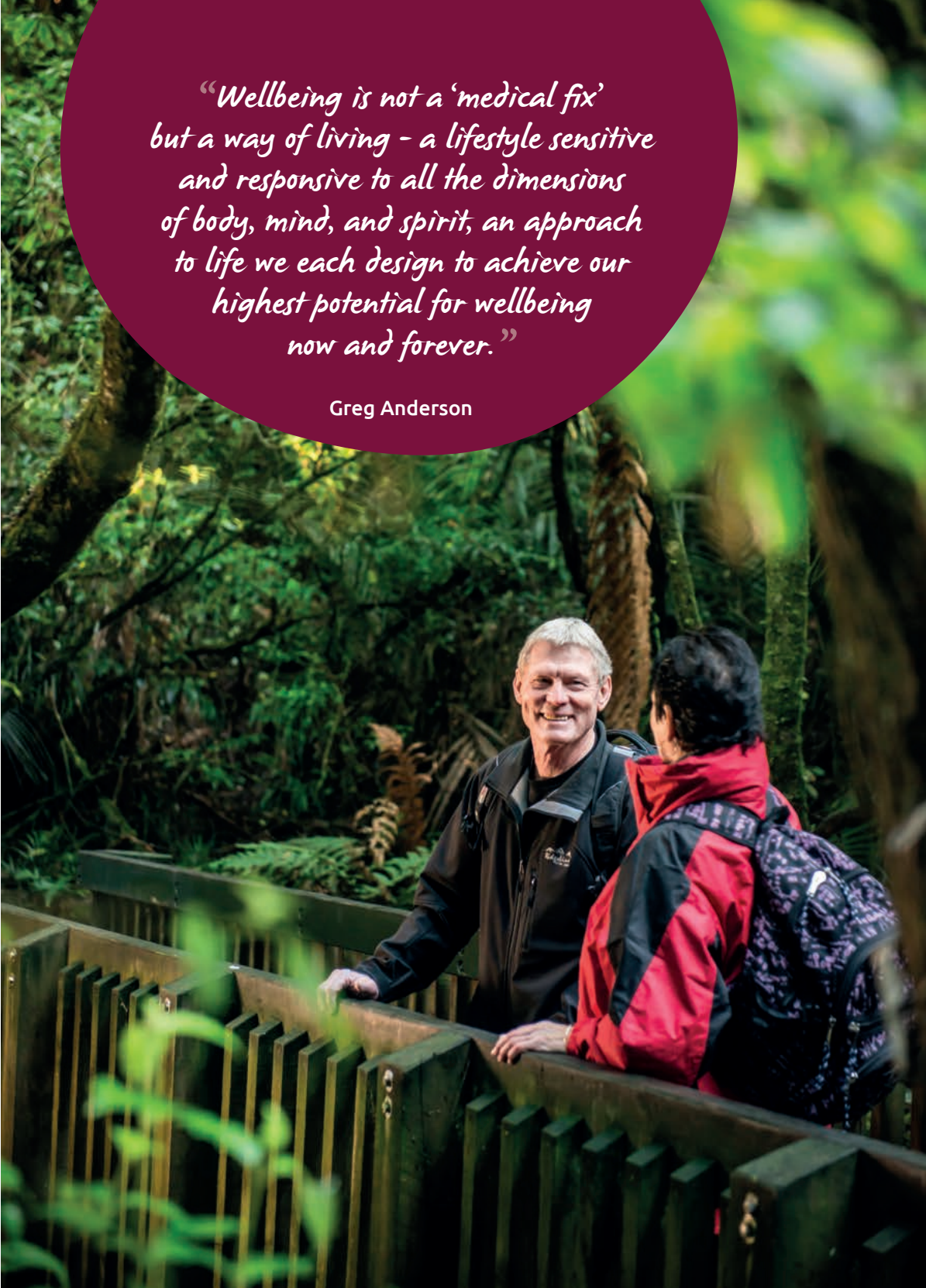
We'll also give you the opportunity to tell us how satisfied you are with different areas of your life through the use of our quality of life questionnaires.

## 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, Keys Social Housing and other organisations if you need help finding a home or finding or keeping a job that's right for you.

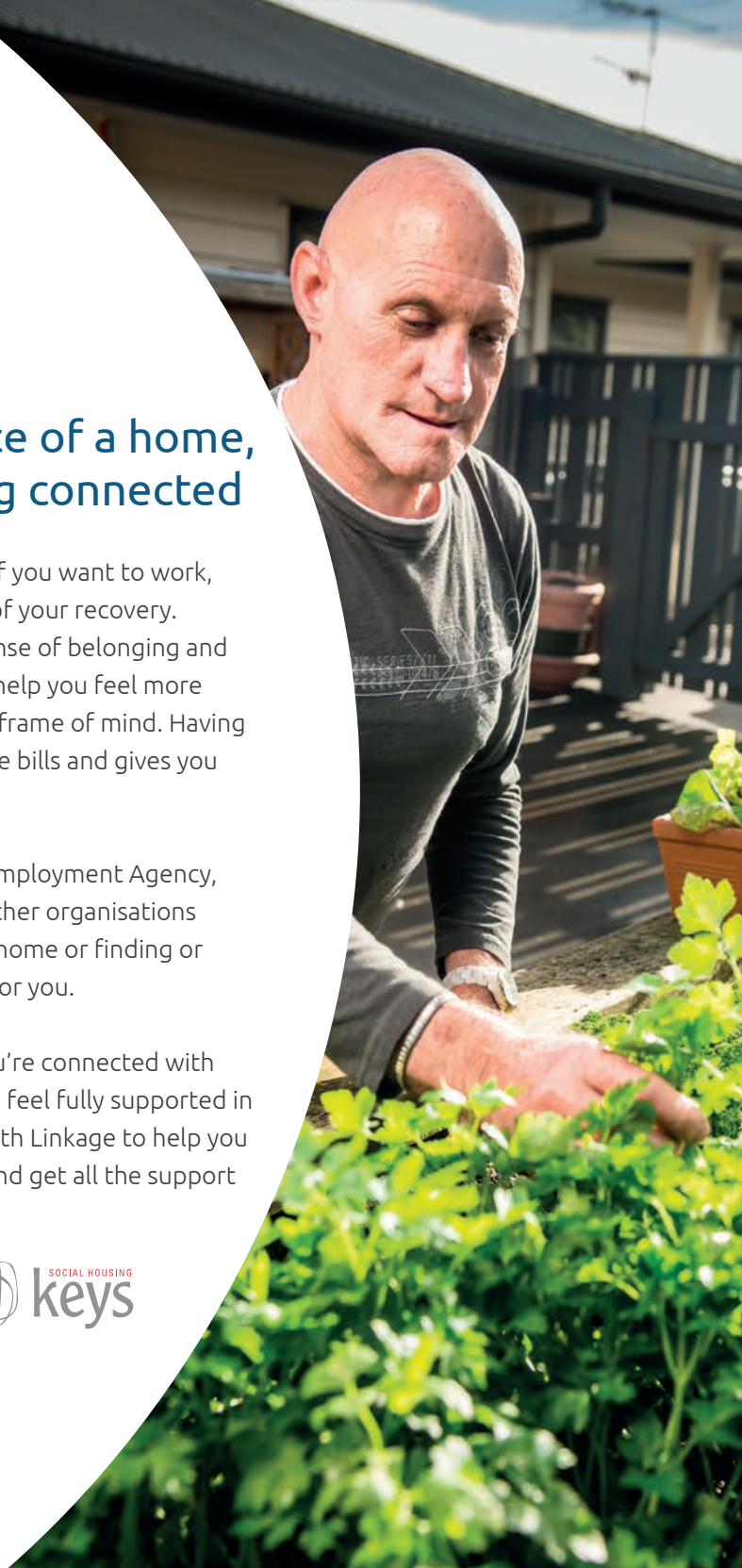
It's also important that you're connected with other services you need to feel fully supported in your recovery. We work with Linkage to help you make these connections and get all the support you need.

**workwise**  
employment agency



SOCIAL HOUSING  
**keys**

**Linkage**



# 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.

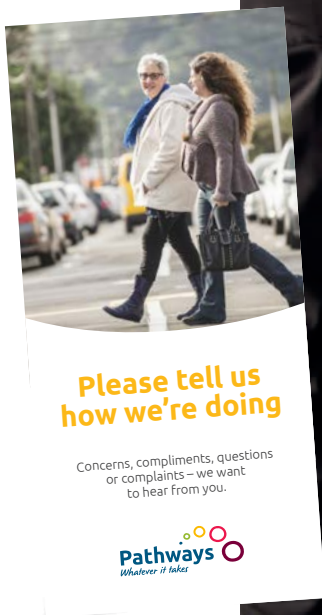
## Please tell us how we're doing

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](http://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

## Whanganui regional office

### Physical address:

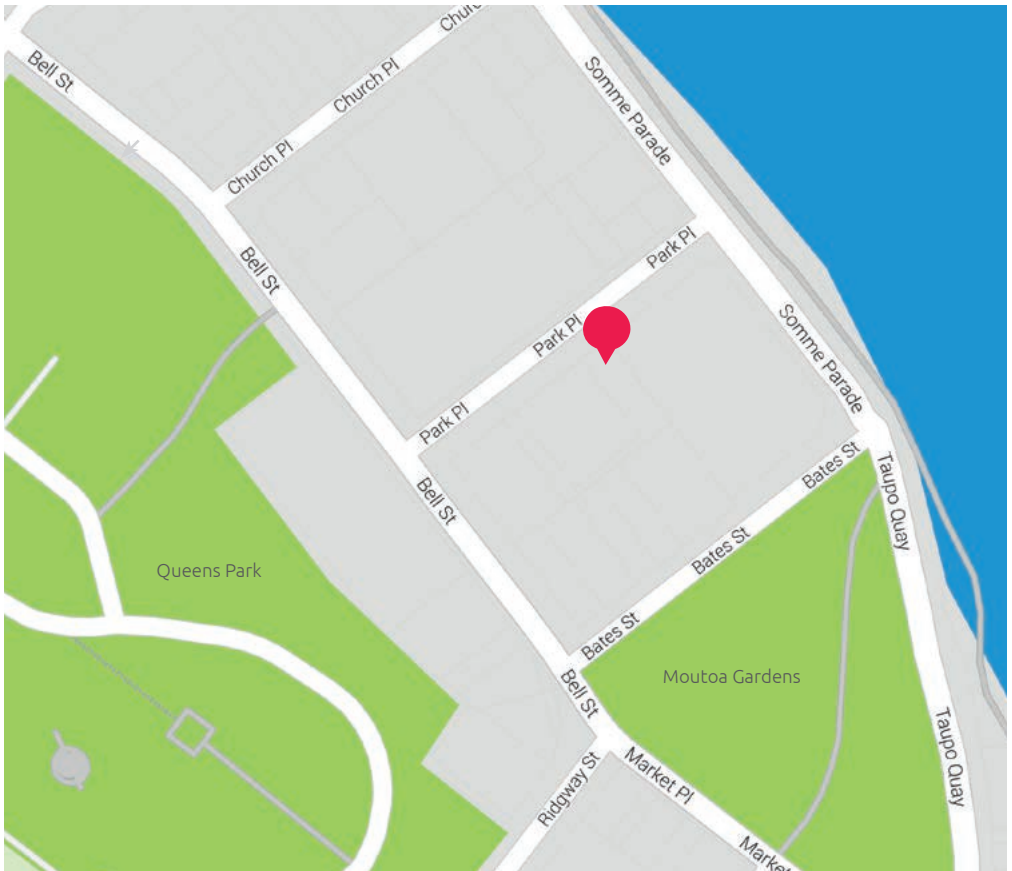
7 Park Place, Whanganui 4500

### Postal address:

PO Box 586, Whanganui 4540

06 348 8198 [whanganui@pathways.co.nz](mailto:whanganui@pathways.co.nz)

[www.pathways.co.nz](http://www.pathways.co.nz)



**Your support person is:**

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**You can contact them on:**

**Phone**

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**Email**

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Part of the Wise Group.

[www.pathways.co.nz](http://www.pathways.co.nz)