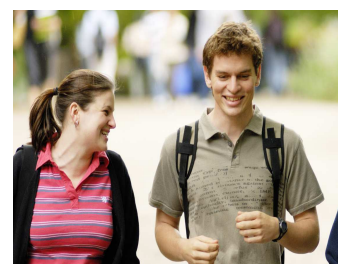




Mental Health & Addiction Services

SOUTHLAND & WAKATIPU

Information for **FAMILIES**



Mental Health & Addiction Services

Information for FAMILIES

This Booklet.....

The purpose of this booklet is to provide family members and friends of someone who has been affected by a mental illness or addiction with information about what services and supports are available in the community and how to contact them.

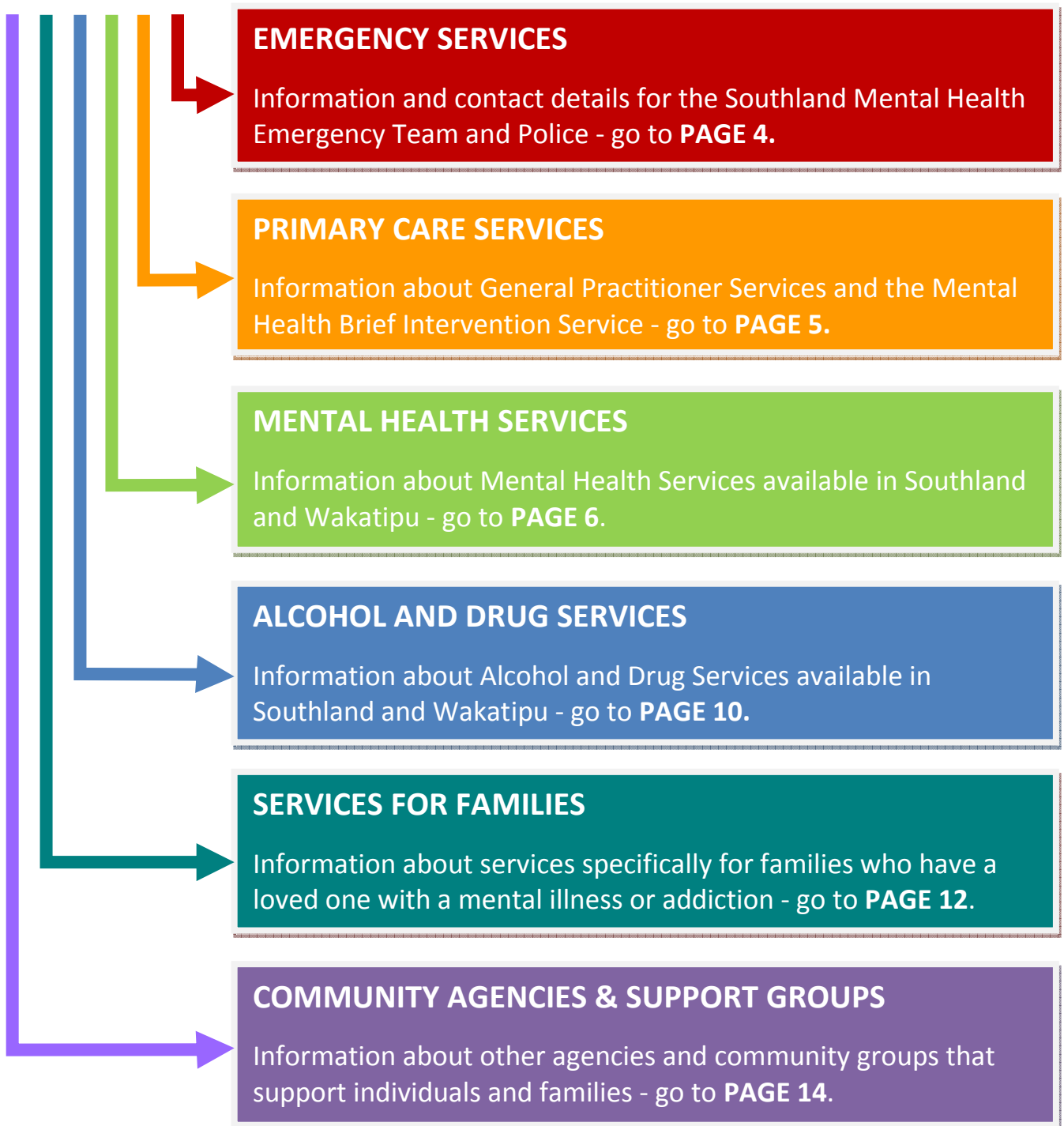
It also includes information regarding medications, local support groups, Local and national 0800 support services and useful websites.

Information in this Booklet

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Where to go for help?

Depending on what you and your family's situation is – the information contained in this booklet should provide you with the information you need, or point you in the right direction. **Where do you want to go first?**



Emergency Services

SOUTHLAND MENTAL HEALTH EMERGENCY TEAM

The Mental Health Emergency Service provides a 24 hours a day, 7 days a week service for those people who need urgent mental health treatment or assistance.

The Service responds quickly and, wherever possible, assessment, treatment and support will take place in the community, e.g. the client's home, or at Southland Hospital. The service provides appropriate treatment in the least restrictive environment, without compromising the safety of either the client or anyone else.

Referrals can be made to the Service via General Practitioners, Community Agencies (Police, St John, Supporting Families, Pact and also Southern District Health Board), and self presentation, friends, family/whanau and concerned members of the public.

Phone 0800 467 846

POLICE

If you are experiencing an emergency and there is an immediate danger to the individual in crisis or to you, your family or other people then immediately contact the Police.

Phone 111

Primary Care Services

GENERAL PRACTITIONERS

Most people needing treatment and support for a mild to moderate mental health problem will see their own General Practitioner. Your General Practitioner will provide assessment and treatment and can prescribe medication as appropriate. For more serious conditions they will refer their patients to specialist services.

MENTAL HEALTH BRIEF INTERVENTION SERVICE

The Mental Health Brief Intervention Service is available to young people (age 13-17) and adults (18+) with issues related to mental well-being. The referral must come from your general practice, and the staff of the service will remain in touch with the general practice throughout your time of support.

The staff of the Mental Health Brief Intervention Service will focus on helping you to deal with your current situation. They will help you develop good coping strategies by drawing on your strengths.

The staff are suitably trained with appropriate skills and experience to assist you. They aim to contact you within five working days after they receive your referral, to arrange for the first appointment time and place. You are welcome to bring a family member or a support person of your choice with you.

The service offers you **free** access to the Brief Intervention Team with up to five sessions of support, assessment, treatment or referral to appropriate agencies.

Please contact your General Practice if you would like to be referred to the Primary Mental Health Brief Intervention Service.

Mental Health Services

A diverse range of Mental Health Services is available in Southland and Wakatipu. The largest provider of services is the Southern District Health Board and there are also a number of community based non-government organisations (NGOs) who provide services to consumers and their families.

Mental Health Providers in Southland-Wakatipu are (A-Z):

BAINFIELD ORGANIC GARDENS

Based in Invercargill, Bainfield Organic Gardens offer work experience in an environment of recovery for consumers. Participants receive supervised support, training and work experience at their gardening and horticulture operations.

Contact C/- 165 Leet St, Invercargill

Phone (03) 214 4562

Email: garth@christiancentre.org.nz

BAINFIELD PARK RESIDENTIAL CARE

Based in Invercargill, Bainfield Park is a multi-purpose residential care provider. They have up to 3 beds to support clients with mental health conditions.

Contact: 500 North Rd, Invercargill

Phone (03) 215 9155

Email: bainfield@xtra.co.nz

KAKAKURA HEALTH SERVICES

Kakakura Health Services deliver Needs Assessment and Service Coordination services to Kaupapa Maori clients. They also have a residential rehabilitation and planned respite facility for adults who experience mental illness. The service is delivered from two houses in Invercargill with 7 residential beds and 2 respite beds.

Contact: 25 Queens Drive, Invercargill

Phone (03) 217 4170

Email: marg@kakakura.org.nz

KAKAPO ORGANIC GARDENS

Based in Gore, Kakapo Organic Gardens offer work experience in an environment of recovery for consumers. Participants receive supervised support, training and work experience at their gardening and horticulture operations.

Contact C/- 165 Leet St, Invercargill

Phone (03) 214 4562

Email: garth@christiancentre.org.nz

PACIFIC ISLAND ADVISORY & CULTURAL TRUST

Provides services to Pacific Island consumers and families. The service includes a community support worker and also provides landlord support services.

Contact: 135 Bowmont Street, Invercargill

Phone (03) 214 6089

Email: piact.ceo@xtra.co.nz

PACT GROUP SOUTHLAND

Pact delivers services to young people and adults.

Pact Youth South

Supports young people aged 0-19 affected by a mental health problem. Residential services are provided (3 beds), crisis respite (1 bed), day programmes, community and family/whanau support.

Pact Adult Services

Community support for people living at home, a supported landlord service and Maori community support (Kai Awhina).

Pact Residential Services

Pact provides supported accommodation for people who are recovering from a mental illness and who are unable to live on their own. 16 supported accommodation beds with 24/7 support are available and 3 planned and emergency respite beds.

Contact: 15 The Crescent, Invercargill

Phone (03) 211 2850

Email: thomas.cardy@pactgroup.co.nz

SOUTHERN DISTRICT HEALTH BOARD

The Southern DHB delivers mental health services from sites in Invercargill, Gore and Queenstown.

Child Adolescent & Family Service (CAFS)

Services to young people aged 0-19.

Southland Mental Health Emergency Team (SMHET)

The service provides a 24 hour a day, 7 days a week mental health crisis intervention service accessed on 0800 467 846.

Inpatient Mental Health Unit

Service consists of a 16 bed unit: 13 acute beds and 3 intensive care beds.

Te Korowai Hou Ora

Provide Kaupapa Maori services within mainstream adult, child, adolescent and family mental health services.

Community Mental Health Teams

Multi-disciplinary teams based in Invercargill, Gore and Queenstown providing individual and group support services.

Community Forensic Service

Court, community corrections and prison liaison services.

Maternal Mental Health Service

Services for clients who are pregnant and new mothers and their babies.

Mental Health & Intellectual Disability Service

Services for clients who have a mental illness and intellectual disability.

Mental Health Dietitian Service

The Mental Health Dietitian works with inpatients and outpatients in Invercargill, Gore, Alexandra and Queenstown and provides individual consultations, group education and advice and support to staff.

Older Persons Mental Health Service

A multi-disciplinary team provides mental health services to people over 65 years.

Day Activity Centres

The centres are free to attend and provide rehabilitation services with an emphasis on strengths, self determination, wellbeing and recovery.

494D 494 Dee Street, Invercargill Phone (03) 214 2209

Rata House 59 MacMaster Street, Invercargill Phone (03) 217 6872

Welcome In 37 Hokonui Drive, Gore Phone (03) 208 0940

Consumer Advisors

The Southern DHB employs Youth, Alcohol and Drug, and Adult Consumer Advisors. Their roles are to provide a consumer perspective as to how services are planned, implemented and evaluated.

Family Advisor

The Family Advisor represents the views of families and works with the service to ensure that issues important to families are included in the planning, implementation and review of services.

LOCATIONS

Invercargill Community Mental Health Team

Kew Road, P.O.Box 828, Invercargill

Phone (03) 214 5786 or 0800 44 33 66

Gore Community Mental Health Team

6 Irwell Street, Gore

Phone (03) 208 0299

Wakatipu Community Mental Health Team

19 Douglas Street, Frankton, Queenstown

Phone (03) 441 0010

www.southerndhb.govt.nz

Alcohol & Drug Services

A broad range of Alcohol and Drug Services are available in Southland and Wakatipu. Services are provided by the Southern District Health Board and a number of community based non-government organisations (NGOs) who provide services to consumers and their families.

Alcohol and Drug Providers in Southland-Wakatipu are (A-Z):

ADVENTURE DEVELOPMENT LTD

Delivers two programmes to young people aged 19 and under. Programmes include alcohol and drug assessment, intervention, treatment, referral and group based therapy in wilderness and outdoor contexts.

Contact: 62 Yarrow Street, P.O.Box 1255, Invercargill

Phone (03) 218 8833 Email: clive@adventuredevelopment.co.nz

Web: www.adventuredevelopment.co.nz

GORE AND DISTRICTS COMMUNITY COUNSELLING

Provides alcohol and drug counselling to adults aged 18-65 in the Gore District.

Contact: 17 Trafford Street, Gore

Phone (03) 208 5366 Email: office@gorecounsellingcentre.com

Web: www.gorecounsellingcentre.com

MIRROR COUNSELLING

Provides counselling to young people aged 19 years and under. The service delivers the Mirror Youth Day Programme and is based in Dunedin.

Contact: P.O.Box 76, Dunedin

Phone (03) 482 1367 Email: mydp@xtra.co.nz

Web: www.mirror-services.org.nz

NGA KETE MATAURANGA POUNAMU TRUST

Delivers two Alcohol and Drug programmes in Southland.

Youth Programme

One-to-one and group counselling delivered to young people aged 12-21.

Adult Programmes:

Alcohol, Drug and Gambling counselling delivered to adults aged 18 and over.

Contact: 92 Spey Street, Invercargill

Phone (03) 0800 925 242

Email: selina@kaitahu.maori.nz

Web: www.kaitahu.maori.nz

SALVATION ARMY

Provides alcohol and drug counselling to adults aged 20 and over.

Contact: 110 Leven Street, Invercargill

Phone (03) 218 3094

www.salvationarmy.org.nz

SOUTHERN DHB DRUG & ALCOHOL SPECIALIST SERVICE

Provides alcohol and drug services to adults aged 18-65. Services include outpatient treatment programmes including individual counselling and follow-up, methadone programme and referral to problem gambling services.

Contact: P.O.Box 828, Invercargill

Phone (03) 214 5786

www.southerndhb.govt.nz

Services for Families

A number of providers deliver specialist services to support families in Southland and Wakatipu who have a loved one with a mental illness or addiction. They include:

SUPPORTING FAMILIES SOUTHLAND

Delivers support and advocacy services for families dealing with a mental illness or addiction. Services include family advocacy, support, education and information regarding mental health and other alcohol and drug issues.

Contact: 5 Tay Street, Invercargill

Phone: (03) 218 2100 Email: sandy@sfsouthland.org.nz

SUPPORTING FAMILIES CENTRAL OTAGO

Delivers support and advocacy services for families dealing with a mental illness or addiction. Services include family advocacy, support, education and information regarding mental health and other alcohol and drug issues.

Contact: 28 Ashworth Street, Alexandra

Phone: (03) 448 9303 Email: admin@sfcentral.org.nz

SUPPORTING FAMILIES WAKATIPU

Delivers support and advocacy services for families dealing with a mental illness or addiction. Services include family advocacy, support, education and information regarding mental health and other alcohol and drug issues.

Phone: 0800 72 44 96 Email: jo@sfwakatipu.org.nz

FAMILY ADVISOR

Southern DHB Mental Health, Addictions & Intellectual Disability Service

The Southern DHB Mental Health, Addictions and Intellectual Disability Service employs a Family Advisor to represent the views of families and be involved in the review of in-house policies, procedures and day-to-day operational issues. The Advisor sits on interview panels and is involved in planning and priority setting activities. Externally, the Advisor plays an important role in liaising with local Family groups and networks - sometimes taking a lead role.

The Family Advisor also sits on and attends district, regional and national forums and committees and is often involved in local education and awareness projects and initiatives.

Contact: Kew Road, P.O.Box 828, Invercargill

Phone: (03) 214 5786 Ext. 7995

Email: sharon.morrison@southerndhb.govt.nz

Community Agencies & Support Groups

A range of community support groups and forums exists in Southland and Wakatipu. They provide invaluable support and resources to the people who use them. Often run and organised by volunteers, family members and consumers, these groups provide fellowship and peer support to many of their members.

Support agencies and groups in Southland-Wakatipu are (A-Z):

AGE CONCERN

Age Concern is a nation-wide organisation that provides support services, information and advocacy on behalf of older people.

CONTACT: Invercargill: 50 Forth Street, phone (03) 218 6351

Queenstown: 159 Gorge Road, phone (03) 441 3490

AL-ANON

Al-Anon provides information and support to the families of alcoholics. They deliver the 12 Step programme and hold regular meetings.

CONTACT: Phone (03) 218 2227 or 0800 229 6757

ALCOHOLICS ANONYMOUS

Alcoholics Anonymous is a nation-wide organisation that provides fellowship and support to anyone who has a drinking problem and/or addiction.

CONTACT: Phone (03) 218 2227 or 0800 229 6757

ALZHEIMERS SUPPORT GROUP

The Southland Alzheimer's support group provides support and information to people with dementia and their families and friends.

CONTACT: 46 Kelvin Street, Invercargill, phone (03) 214 0984

AUTISM NZ

The Southland branch of Autism NZ is a parent support group that holds regular coffee mornings and several formal meetings a year.

CONTACT: 192 Spey Street, Invercargill, phone (03) 218 2420 or 0800 288 476

BARNARDOS

A child focused organisation with services to families that include home and centre based early childhood care, domestic violence programmes, social workers in schools, parent education and family support.

CONTACT: 120b Leet St, Invercargill, ph (03)214 7751 or 0800 BARNARDOS

DISABILITY RESOURCE CENTRE

Provides information and support regarding disability issues. They also have disability equipment available for sale or hire.

CONTACT: Invercargill: 153 Conyers St, phone (03) 216 5019 or 0800 288 476

Queenstown: 159 Gorge Rd (Unit 29), ph (03) 409 0900 or 0800 372 786

EATING DISORDERS SUPPORT GROUP

A group of family members who have a loved one with an eating disorder. They meet monthly with telephone or email contact between meetings if needed.

CONTACT: Phone (03) 214 5786 or 0800 443 366

EPLIEPSY NZ

The Southland Branch of Epilepsy NZ provides education services, community awareness, support and information. Epilepsy NZ have an 0800 202122 help line.

CONTACT: 46 Kelvin Street, Invercargill, phone (03) 218 3089

FAMILY VIOLENCE NETWORK

The Family Violence Network provides a local forum where a range of government and community organisations meets to coordinate responses to family violence.

CONTACT: 100 Esk Street, Invercargill, phone (03) 931 1066

FAMILY WORKS

Provide a broad range of services to young people and families including counselling, social work, buddy programme, foster care and strengthening families.

CONTACT: Gore: Crombie & Main Street, phone (03) 208 0877

Invercargill: 183 Spey Street, phone (03) 211 8200

Queenstown: Unit 29, 159 Gorge Rd, phone (03) 442 4470

GROUP SPECIAL EDUCATION

Provide assessment and early intervention services to children and young people and post-vention support to schools.

CONTACT: P.O.Box 887, Invercargill, phone (03) 218 2442

HAPPINESS HOUSE

Provides a warm, friendly, confidential place for people to pop-in. Services include advocacy and support, referral to other agencies and hobby and craft groups.

CONTACT: 4 Park Street, Queenstown, phone (03) 442 6531

HEAD INJURY SOCIETY

The Head Injury Society supports head injury victims and their families.

CONTACT: 46 Kelvin Street, Invercargill, phone (03) 214 4154

HEALTH AND DISABILITY ADVOCACY SERVICES SOUTH ISLAND

Provide information about people's rights. Advocate on behalf of consumers and families to explore options and to resolve concerns and/or complaints.

CONTACT: 46 Kelvin Street, Invercargill, phone (03) 214 0415

JIGSAW

Provides free services to individuals and families affected by family violence. Includes Strengthening Families, child and youth advocacy, counselling, emergency accommodation, domestic violence programmes and education.

CONTACT: P.O.Box 302, Queenstown, phone (03) 441 0009 or 0508 440 255

LIFELINE

Lifeline is a nation-wide service providing a free 24/7 0800 telephone service to anyone feeling distressed, anxious and wanting advice and support.

CONTACT: Phone 0800 543 354

MOVING FORWARD SOUTHLAND CONSUMER ADVISORY COUNCIL

Moving Forward is open to any consumer to attend. The group meet monthly and provide feedback and advice to Mental Health & Addiction services in the district.

CONTACT: Britta Winder (Chair), phone (03) 214 5786 extension 8364

NUMBER 10

Provides free health and social services to young people aged 10-24. Services include a doctor and nurse, counselling, social and youth workers and youth activities.

CONTACT: Corner Esk & Deveron Streets, Invercargill, phone (03) 214 0557

PARENT TO PARENT

Provide support to parents and families including information and advice, peer support, autism support, sibling support and education and training.

CONTACT: 46 Kelvin Street, Invercargill, phone (03) 214 3179

PUBLIC HEALTH SOUTH

Promotion, education and resources regarding mental health and alcohol harm reduction. Suicide prevention projects also delivered.

CONTACT: 92 Spey Street, Invercargill, phone (03) 211 0900

QUEENSTOWN LAKES FAMILY CENTRE

Provides advice, support, information and specialised counselling and intervention services for children, adolescents aged 0-17 and their families.

CONTACT: 16 McBride Street, Queenstown, phone (03) 441 4331

SLEEP APNOEA ASSOCIATION OF NZ – SOUTHLAND SUPPORT GROUP

Provides information about sleep apnoea and support to people with sleep apnoea/ sleep disorders, and to their families.

CONTACT: cpapsouthland@gmail.com

SOUTHERN DHB FAMILY ADVISORY GROUP

The group is for any family member of someone who is/or who has, had contact with Southern DHB Mental Health Services. They meet every 6 weeks.

CONTACT: Sharon Morrison (Chair), phone (03) 214 5786 extension 7995

SOUTHLAND COMMUNITY LAW CENTRE

Provides free legal services to anyone in the community. Support includes advice, advocacy, information, education and representation.

CONTACT: 100 Spey Street, Invercargill, phone (03) 214 3180 or 0800 55 0800

STRENGTHENING FAMILIES

Works with families and children aged 0-18 to develop plans and support them through difficult times.

CONTACT: **Gore:** 1 Charlton Lane, phone (03) 208 8480

Invercargill: 183 Spey Street, phone (03) 218 6140

Queenstown: P.O.Box 302, phone (03) 450 1075

STROKE FOUNDATION

The Stroke Foundation is a nation-wide network providing free information, advice and support to individuals and their families affected by stroke.

CONTACT: 46 Kelvin Street, Invercargill, phone (03) 214 5439

SUICIDE PREVENTION HELPLINE

Available from 12 midday to 12 midnight, 7 days a week, the helpline is a crisis support service for anyone concerned for themselves or someone else regarding suicide.

CONTACT: Phone 0508 828 865

YOUTH CONSULTATION GROUP

The Youth Consultation Group is run by, and for, young people who are mental health service users.

CONTACT: Tara Trounson (Chair), phone (03) 214 5786 extension 7994

YOUTHLINE

Youthline is a nation-wide service providing a free 24/7 0800 helpline and on-line services and resources for young people and parents.

CONTACT: P.O.Box 765, Invercargill, phone (03) 211 0031 or 0800 376 633

Information about Medication

Medication can be an extremely important part of treatment, recovery and long term wellness in mental health. For this reason it is essential that people continue to take their medication regularly as prescribed by their doctor. When someone does not take their medication as prescribed their chances of becoming ill again increase significantly.

The most commonly prescribed categories of mental health medication are:

Antidepressants

Usually used to treat people who have a lowered mood and other conditions including anxiety and some eating disorders.

Mood Stabilisers

Mood stabilisers are used to help prevent large fluctuations in mood when people have high, elevated moods, sometimes followed by periods of depression.

Antipsychotics

Antipsychotics are used to help people who are suffering from psychosis including hallucinations, delusional beliefs, disorganised thoughts and agitation.

All medication can have unwanted side effects especially in the initial stages of treatment of any condition. If you have a family member who is experiencing side effects from their medication that they are finding unacceptable, then it is important that they are encouraged to talk to their doctor, pharmacist or other healthcare professional for advice as soon as possible.

Many over the counter medicines can also interact with prescribed medication. For this reason it is important that over the counter medication should not be given or taken without first seeking the advice of a pharmacist.

If further information on medication in general or on a specific medication is required, please contact your family member's healthcare professional who will usually be able to obtain the information for you. Please note however that all healthcare professionals are bound by patient confidentiality and may not be able to provide certain information to family members if the permission of the patient has not been given

Helpful Websites

Mental Health Foundation

A wealth of information on mental health topics.

www.mentalhealth.org.nz

Like Minds, Like Mine

Works to end discrimination against people with experience of mental illness.

www.likeminds.org.nz

Bipolar and Depression Network

Balance NZ provides support, education and advocacy for anyone affected by bipolar disorder and/or depression.

www.balance.org.nz

The Phobia Trust of NZ

Provide support, awareness and education about anxiety, phobic and compulsive disorders.

www.phobic.org.nz

Alcohol and Drugs

Provides information, challenging thinking and stimulating action on alcohol and drug issues.

www.alcoholdrughelp.org.nz

Supporting Families

Supporting families/whanau and carers of those affected by mental health and drug and/or alcohol issues.

www.sfnat.org.nz

The Low Down

Provides information to increase awareness of depression, anxiety, bipolar disorder, postnatal depression and substance misuse disorders.

www.thelowdown.co.nz

Future Directions

Southland Mental Health & Addictions Network: local information.

www.futuredirections.org.nz

**This resource was developed by the
Southland Family-Whanau Representative Group**

**IF YOU HAVE FEEDBACK ABOUT THIS BOOKLET OR YOU
WOULD LIKE MORE INFORMATION CONTACT:**

The Family Advisor - Southern District Health Board Mental Health,
Addictions & Intellectual Disability Services
Elles Road (Gate 2), P.O.Box 828, Invercargill
Phone (03) 214 5786, Free Phone 0800 44 33 66, Fax (03) 214 7231

Southern District Health Board – MHS – Family & Consumer Information

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