Your Rights

When you use health services you are protected by a number of rights. These are explained in full in "The Code of Health & Disability Services Consumers' Rights" which applies to all health services and disability support services in New Zealand. These rights include (but are not limited to):

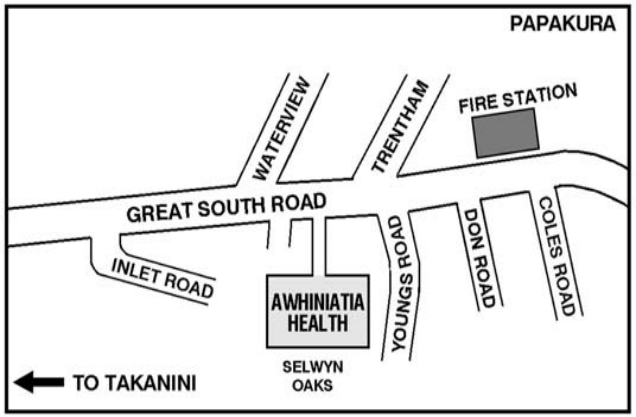
- Respect and privacy
- Confidentiality
- Fair treatment
- Acceptance of your beliefs and practices
- Dignity and independence
- Information to enable you to make choices about the treatment you receive
- To have your questions answered
- Choice about participation in teaching and research
- To have your complaints taken seriously

If you feel we have not respected your rights you may take your concern or complaint to the Team Leader of the service or make a complaint to:

- Health & Disability Commissioner
  Telephone 09 373 3556
  Or 0800 11 22 33

- Privacy Commissioner
  Telephone 09 302 8655
  Or 0800 80 39 09

Location



Awhinatia Community Mental Health Centre can be reached via public transport. Please call Maxx 09 366 6400, outside the local calling area phone 0800 10 30 80 or visit their website www.maxx.co.nz for details of bus routes.

Parking is available in front of the building

Hours of Service

Awhinatia Community Mental Health Centre is open from 8.00am to 5.00pm Monday to Friday.

Outside of these hours, calls to Awhinatia will be diverted to an after hours clinician who will put you in touch with the crisis staff if necessary.

COUNTIES MANUKAU DISTRICT HEALTH BOARD
A Community Partnership

Awhinatia Community Mental Health Centre

Offering comprehensive assessment and treatment to adults with serious mental health problems

5-19 Great South Road

P O Box 72550

Papakura

Telephone: 09 295 1200

Facsimile: 09 295 1245

Information about our service

Kia Ora - Nisa bula vinaka - Fakalofa lahi atu - Talofa lava - Halo olaketa - Taloha ni - Malo e lelei - Kia Orana- Namastae

Welcome to Our Service

We aim to provide culturally sensitive, accessible and quality mental health assessment and treatment for people aged 18 to 64 years of age who reside in Takanini, Papakura and Frankliln and who are experiencing a serious mental health problem.

The Treaty of Waitangi principles of partnership, participation and protection underpin the service. These principles provide the framework for the planning and delivery of the services we offer.

There is no cost for using our service.

How to Access the Service

Anyone can contact this service for assistance.

We prefer you to come to our service with a referral from your GP as she/he is your main health care provider and will continue to be involved in your care.

About Our Team

We are a team of experienced mental health professionals skilled in working with people with serious mental health problems. The staff team includes:

- Community Mental Health Nurses
- Psychiatrists
- Clinical Psychologists
- Social Workers
- Occupational Therapists
- Kaumatua /Kuia

Next Steps

After we have received your referral we will probably need to talk with you by telephone to gain further information about the difficulties you are experiencing so we can work out if this is the best service to meet your needs. Then, if needed, we will arrange a meeting with one of our team so that we can work with you to understand the kind of help you may need.

This meeting can take place at the Awhinatia Community Mental Health Centre, in your home or at another arranged meeting place.

Some people may only need one or two appointments, after which we will provide advice back to your GP who will be responsible for ongoing treatment.

Treatment for people who require longer term services from Awhinatia may include some or all of the following:

- Information and education about mental health problems and treatment options
- Psychological therapies
- Medication prescription and/or review
- Referral to other services

We welcome and encourage (with your consent) the involvement and participation of your whanau and family or other support people in the planning and delivery of your treatment.

Information concerning your treatment will be communicated with your GP. If you have any concerns about this you should discuss this with our staff.

If English is your second language and you require an interpreter, please let us know prior to your first appointment.