

Raising a baby or a toddler can be very difficult sometimes. It is often said that it takes a village to raise a child.



Our service would like to be part of the “village” that supports you in the challenging job of parenting, and gets you and your child off to a good start.

Your Rights

When you use health services your rights include:

- 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, we invite you to raise your concern or complaint with the manager of the service:

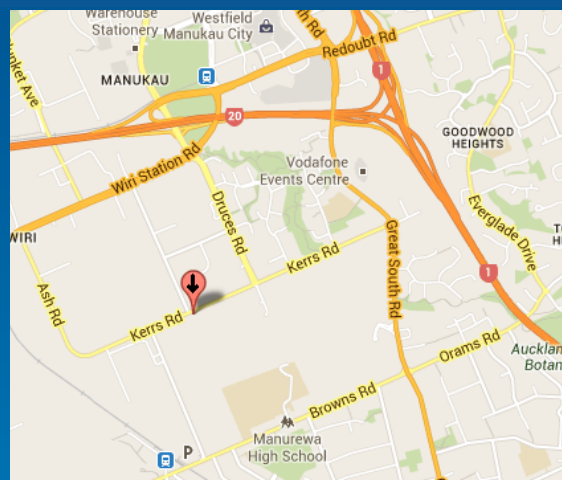
Tel 09 265 4000

or to make a complaint:

Health & Disability Commissioner,
Tel 09 373 3556 or 0800 1122 33

Address

70 Kerrs Road, Wiri, Manukau
PO Box 97-289, Manukau, 2241



Contact Details:

Phone: (09) 259-5099

Working hours: Mon - Fri, 8:30 am - 5:00 pm

When calling outside regular working hours, you will be put through to the after hours Mental Health line. Please mention to them your involvement with our service.



www.countiesmanukau.health.nz

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Whakatupu Ora *Infant Mental Health Service*



Supporting the
social and emotional wellbeing
of babies, toddlers and
their families



About Us

Whakatupu Ora is a specialist service for families with a child under the age of 4 with emotional or behavioural problems that have not resolved with simple interventions.

We serve families of all cultures living in the Counties Manukau District Health Board area. Our service is free of charge for people entitled to free health care in New Zealand.



What can we help with?

- Difficulties in enjoying and feeling close to your baby or toddler.
- Upset or angry feelings when things are not going well with your child.
- Your child's emotional or behavioural difficulties.

What will happen when you first meet us?

- One or two clinicians from our team will meet you at home, at our clinic or another place in the community.



- You are very welcome to have any family members or support people with you when you meet us.
- It usually takes a few meetings to fully understand what the problems are and how they came to be.
- We will then decide with you on how we can best work together to make things better for you, your child and your family.



How can we help?

- Our clinicians have knowledge and experience in working with families with very young children.
- We can listen and support you through emotionally difficult times.



- We have learned from other parents about what they have found helpful. We are prepared to work with you to find what will work best for you, your child and your family.