



The star on the above map indicates the entrance to Helensburgh House, South Community Mental Health Team are on the 1<sup>st</sup> floor.

#### Parking

There is plenty of free parking on the Wakari Hospital site. The above map indicates the closest car parks available for appointments. If they are full there are further carparks available on the right as indicated on the map.

#### Shuttle Service

There is a free shuttle service for patients and staff that runs between Dunedin and Wakari Hospitals. Please contact us if you would like access to the shuttle.

## Contacts

### South Community Mental Health Team

**Address:** 1<sup>st</sup> Floor  
Helensburgh House  
Wakari Hospital  
371 Taieri Road  
Halfway Bush  
Dunedin 9010

**Phone:** (03) 476 9660

**Freephone:** 0800 44 33 66

**Facsimile:** (03) 476 9661

**E-mail:** [southcmht@southerndhb.govt.nz](mailto:southcmht@southerndhb.govt.nz)

**Web:** [www.southerndhb.govt.nz](http://www.southerndhb.govt.nz)

If you are in a crisis and need urgent assistance please phone the Emergency Psychiatric Service (Otago) who provide 24 hour a day, 7 days a week service on:

**0800 467 846**

## Mental Health, Addictions and Intellectual Disability Service

### South Community Mental Health Team



#### Information for New Clients to Our Service

**Monday to Friday**

**8:30am – 4.30pm**

*'Better Health, Better Lives, Whanau Ora'*

## South Community Health Team (Otago)

Staff of the South Community Mental Health Team will work with you to assist with the management of your mental health needs in the community. We work with families (whānau), significant others, GPs and other services who support people in the community.

### The team includes:

- Registered nurses
- Psychiatrists
- Clinical psychologists
- Social workers
- Occupational therapists
- Dietitian
- Needs assessor
- Clerical support staff
- Team manager

Once your referral has been received and accepted you will be informed of the clinician/s working with you. Who you see is dependent on what your treatment needs and goals are. Should you be allocated an outreach worker they will discuss with you where appointments will occur, appointments can be arranged at outlying clinics or onsite at Wakari. Your family (whanau), or another support person are welcome to attend your appointments if you wish.

We are a teaching hospital and therefore support students of all disciplines. You will be asked if you are happy to have students involved in your care.

The staff will carry out an assessment with you and give advice on what treatment will be available to you to assist you towards your recovery. The care and treatment is collaborative and usually time limited. Regular review of progress and goal achievement will occur between you and your key worker, with a discharge plan for transfer back to your GP or referrer.

### Contact Details

It is useful for us to know your preferred means of contact, e.g. cellphone, landline, e-mail, mail. If you have a cell phone you will receive a text reminder of any appointments with a doctor, psychologist or dietitian.

### Scheduled appointments

When you receive notification of your appointment, it is important to phone or email us to confirm that you can attend. If you do not confirm your appointment it may be given to someone else.

If you require assistance or support in the interim please contact reception on 03 476 9660. In an emergency after hours (8.30am – 4.30pm) please contact the Emergency Psychiatric Service on 03 474 0999 or 0800 467 846.

### Prescriptions

We require one weeks notice for any prescription requests. Please note, that attendance at medical appointments is important for renewal of prescriptions.

### Feedback

If you have a complaint or compliment about the service you are receiving please contact: Your key worker or the team manager or

Patient Affairs (03) 470 9534 or  
[feedback@southerndhb.govt.nz](mailto:feedback@southerndhb.govt.nz)

Health & Disability Advocacy Service South Island  
Phone: 0800 555 050 or [www.advocacy.org.nz](http://www.advocacy.org.nz)

**Please don't hesitate to talk to staff if you have any further queries.**