

## About Emerge Aotearoa

Emerge Aotearoa provides a wide range of community-based mental health, addiction, disability support, peer, employment, offender rehabilitation and housing services throughout New Zealand. Our wide range of recovery and rehabilitation services are designed to empower people and support them to reach their full potential. Our mahi is all about strengthening whānau so communities can thrive.

Formed in 2015 as the result of a merger between two other well-established organisations, we help people from all walks of life to reach their full potential by supporting them to improve their individual and family/whānau wellbeing. We embrace diversity and our work reflects this.

We operate in most geographic areas across New Zealand from Kaitia to Invercargill, employ about 1,300 staff and provide accommodation, services, and support to approximately 14,000 people. We are contracted to provide mental health, addiction, disability, offender rehabilitation and wellbeing services and have a housing portfolio that provides stable accommodation to people in a range of different situations.

As a non-governmental organisation (NGO) we prioritise people over profit, and continuously seek innovative and sustainable solutions. We combine this with professionalism and commitment of the highest quality.

Our focus is on helping people achieve their full potential, supporting individuals and whānau/families, and encouraging communities to embrace all people and their journeys.

In every aspect of our work we are committed to supporting people to live fulfilling lives within their community of choice.

## Vision

**Tautokohia te mana tangata**  
Realising potential



**Ako**  
Walking and learning together



**Whakawhanaunga**  
Connecting with purpose



**Whakamana**  
Acting with integrity



**Manaaki**  
Engaging with Respect



**EMERGE**  
*Aotearoa*

Realising potential ■ Tautokohia te mana tangata

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# Phoenix Centre

**Mobile Community Alcohol  
& Other Drug Assessment  
& Treatment Service**



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*Aotearoa*   
Realising potential ■ Tautokohia te mana tangata

## What is the Phoenix Centre?

Emerge Aotearoa's Phoenix Centre is a Mobile Community Alcohol & Other Drug (AOD) Assessment and Treatment Service, based in Te Whatu Ora Health New Zealand Counties Manukau catchment area.

Qualified clinicians and peer support specialists work together to deliver tailored and intensive treatment programmes that support clients in their immediate and long-term recovery from addiction and substance abuse.

Upon joining our programme, clients are matched with a peer support specialist who has lived experience with problem alcohol or other drug use, and who will share their own recovery success story.

Our team works closely with the individual to put together their recovery plan. We help to set goals and consider values and beliefs when building each programme, understanding that everyone has different needs and deserves to be treated with dignity and respect.

We seek to empower individuals with the skills they need to effect change in their own lives and community, and provide a key coordination role between the client, their family, the community and the resources they wish to access and use.



## Our services

Our dedicated Phoenix Centre team delivers treatment programmes that are tailored to individual needs, in the safety of the local community.

The team is led by a unique blend of experienced registered AOD clinicians and trained peer support specialists. They work alongside each other to provide clients and their families and whānau with the support services they need to embrace the recovery journey.

Our free service provides:

- Assessment and consultation
- Mobile services to work with the client in their community or place of their choice
- Help from a peer support specialist
- Practical advice and support to make sustainable changes to promote recovery

Our services aim to maximise independence, form links with other services and individuals, optimise treatment of illness and enable participation in health-promoting lifestyles.

This is a mobile service, and visits will be pre-arranged by mutual agreement between Phoenix Centre staff and the client, with flexibility for unexpected needs.



## How can I access the Phoenix Centre?

Phoenix Centre is a self-referral service which also accepts referrals from family members, loved ones and friends, as well as health professionals.

Our services are entirely free and are available to people aged between 18 and 65 years who are severely impacted by alcohol and other drugs, and who live in Te Whatu Ora Health New Zealand Counties Manukau catchment area.

## Where we operate

Phoenix Centre itself is located at 24 Coles Crescent in Papakura, close to public transport and shopping centres. Walk-ins are welcome, however as a mobile team we cover the whole South Auckland region, seeing people in their own homes and communities.

## Our hours

Services are delivered within the community between 8.00am and 4.30pm from Monday to Friday.

## Are you or someone you know at risk?

Do you or anyone you know struggle with an alcohol or drug problem? Has your life been greatly affected by alcohol or drug use? If any of the below statements apply to you or a loved one, you may wish to get in touch with Phoenix Centre:

- Your use of alcohol or drugs is affecting your relationships, work or home life
- You are interested in cutting down or stopping your use
- You worry your health may be at risk from your use
- Your alcohol or drug use has caused you emotional or financial stress
- You have severe cravings that you struggle to cope with
- Your family, friends or health professional are concerned about your use