

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
- ◆ Individual counselling sessions
- ◆ 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 the Counties Manukau District Health Board catchment area.

VISION

Realising potential
Tautokohia te mana tangata

VALUES

Connecting with purpose
Whakawhanaunga

Engaging with respect
Manaaki

Walking and learning together
Ako

Acting with integrity
Whakamana

PHOENIX CENTRE

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EMERGE
Aotearoa

Realising potential ■ Tautokohia te mana tangata

PHOENIX CENTRE

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

EMERGE
Aotearoa

Realising potential ■ Tautokohia te mana tangata



ABOUT EMERGE AOTEAROA

Emerge Aotearoa provides a wide range of community-based mental health, addiction, and disability support services nationwide. We believe that everyone is capable of living full and rich lives in their communities.

We were formed in 2015 following the merger of two established mental health providers, Richmond Services and Recovery Solutions. We took the best thoughts, principles, and practices from both these organisations to create a new organisation that would deliver the best possible outcomes, and be influenced and led by the people who use our services.

We operate in most geographic areas across New Zealand from Kaitiā to Invercargill, employ about 1000 staff and provide accommodation, services, and support to approximately 6,000 people. We are contracted to provide mental health, addiction, and disability 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 to the highest quality of service.

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

WHAT IS PHOENIX CENTRE?

Emerge Aotearoa's Phoenix Centre is a Mobile Community Alcohol & Other Drug (AOD) Assessment and Treatment Service, based in the Counties Manukau District Health Board 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.

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 8.30am and 5.00pm 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

