

Rauaroha - Segar House: Specialist Psychotherapy Service

Referral Process and Entry to Programme

Service Users – Whaiora:

Rauaroha is most suited for service users with complex histories, often including trauma. They will have engaged with the Psychological treatments offered at CMHCs, CADS, or specialist services prior to their referral to Rauaroha and require more intensive/in-depth Psychological treatment. Diagnoses often include Complex PTSD, Personality Disorders, Major Depression, Dysthymic Disorders and Anxiety Disorders.

Inclusion Criteria –

- 18 – 65 years old
- Live in the Auckland Waitemata catchment area
- Engaged with treating teams within Auckland or Waitemata community Mental Health, CADS, or other specialist service at the time of referral

Exclusion Criteria –

- cognitive disability
- aggressive and dangerous behaviour
- alcohol and drug misuse that impacts on engagement
- eating disorder diagnosis as a primary presenting problem (minimum BMI of 18.5)

Referral and Assessment Process:

Please feel free to contact Rauaroha with any queries regarding a potential referral. Referrers are also welcome arrange a visit to Rauaroha with their client to meet with the triage person, who can offer an initial orientation to the service and discuss the potential referral.

A referral form can be found on HCC under documents (Rauaroha Referral). Please complete this form and send an email to Rauaroha with “Triage” in the heading, along with the client’s name and NHI advising that a referral has been completed in HCC. The Client Assessment, Regional and Client History need to have been completed /updated at the time of referral for the referral to be accepted.

Once a referral has been received and accepted a suitability assessment appointment with two Rauaroha clinicians will be arranged. This appointment is usual approximately one hour in duration. At the appointment the Rauaroha programme will be explained, and any questions answered, and an assessment completed of:

- their previous experience of treatment
- client current concerns
- mental health difficulties and personal history
- levels of motivation and commitment to the programme
- strengths and supports
- what the client hopes to achieve in the programme

The assessment is presented to the clinical team and a decision made about the service user’s suitability for the programme. If the client is accepted for the service, they will be allocated an individual therapist according to suitability and availability.

Kirimana: Orientation & Agreement:

The initial phase of the treatment programme involves orientation to the service, engagement, mutually agreeing goals, and treatment planning. The client is not fully accepted into the service until this process is completed. The process will include:

- more thorough assessment of the service user’s history and current circumstances
- presenting issues and capacity to engage with the psychological treatment modalities at Rauaroha

- establish a provisional collaborative Care Plan
- complete psychometric measures
- develop a therapeutic alliance hononga/whanaungatanga
- identify which components of the programme are best suited to the service user

Transitioning to Rauaroha:

The client will start attending the group stage of the service once the Kirimana process has been completed, and a care plan discussed and agreed upon by the clinical team. This process involves a number of weekly 1:1 sessions and usually lasts 4 to 6 weeks.

Referring clinicians hold clinical responsibility and continue with treatments for clients referred to Rauaroha during this transition period until the service user is fully transitioned into the service. Once the service user has completed treatment planning, and therapeutic goals agreed by the client and clinical team, Rauaroha will take over lead treatment and primary clinical responsibility in the majority of cases.