

Waitaki After Hours Service

The Waitaki Community Mental Health Service also provides an after-hours assessment service. The service provides an initial assessment for the person concerned and is coordinated and supported by:

- Emergency Psychiatric Service based in Dunedin

The after hours team is accessed on **0800 46 78 46**.

The Service operates on weekdays between 5:00pm and 8.30am the following morning and on weekends and public holidays over any 24 hour period.

During normal weekday working hours (8.30am to 5.00pm) the Waitaki Community Mental Health Service continues to be available for advice and assessment related to mental health concerns.

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

Health & Disability Advocacy Service South Island
Phone: 0800 377 766 or www.advocacy.org.nz

Contacts

Waitaki Community Mental Health Service

Address: 2 Trent Street, Oamaru

Postal Address: Private Bag 50059
Oamaru 9444

Phone: (03) 433 0002

Freephone: 0800 44 33 66

Facsimile: (03) 434 1247

E-mail: waitakimht@southerndhb.govt.nz

Web: 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

Waitaki Community Mental Health Service
Southern DHB 100584 V1 Released 16/10/2017

Mental Health, Addictions and Intellectual Disability Service

Waitaki Community Mental Health Service

Monday to Friday

8:30am – 5:00pm

'Better Health, Better Lives, Whanau Ora'

Waitaki Community Mental Health Service

The Waitaki Community Mental Health Service provides a range of specialist mental health services in the community. A multidisciplinary team of health professionals provides a range of services for all people who experience significant mental illness or distress. Members could include:

- ⇒ Nurses
- ⇒ Clinical psychologist
- ⇒ Occupational therapists
- ⇒ Psychiatrists / medical staff
- ⇒ Social workers
- ⇒ Needs assessors
- ⇒ Child Adolescent and Family Services
- ⇒ Consumer advisors
- ⇒ Alcohol and other drug clinicians
- ⇒ Family advisors
- ⇒ Maternal mental health staff
- ⇒ Māori cultural advisors
- ⇒ Pacific Island cultural advisor
- ⇒ Psychologists

Appointments may be at one of the following places:

- ⇒ Community Mental Health Service at 2 Trent Street Oamaru.
- ⇒ When appropriate in your home or a place convenient to you.

Referrals

These can be received from your GP and other health professionals. It is our preference that your GP is informed so that both services are involved with your treatment.

Assessment and Treatment

Once your referral has been accepted an assessment will be completed and a treatment plan will be developed with you and your family/significant others, with a focus on your strengths.

We encourage you to bring a support person, or we can arrange to have a Māori Health worker present for Tangata Whaiora.

If there is any change in your health/situation or medications please inform your case manager.

If you are unable to attend an appointment, please let us know as soon as possible.

It is essential that people do not present for appointments under the influence of alcohol or non-prescribed drugs.

Support and Education

Support and education are provided to consumers, their family/caregivers and/or community groups.

Discharge from the Service

Regular reviews of individual progress are held and where applicable discharges are planned to ensure sufficient support is available in the community.

General Information

- ⇒ Information collected is treated in a confidential manner. In the case of significant risk to yourself or others, some essential information may have to be shared with other treatment services.
- ⇒ Some confidential data is entered on an electronic database as a requirement of the Ministry of Health, for service planning purposes.
- ⇒ Mental Health clinicians receive supervision, which means that they may discuss some aspects of your treatment with a senior staff member (who is also bound by confidentiality). This is a Southern District Health Board policy to ensure you receive quality treatment.
- ⇒ You may receive a voluntary questionnaire asking for comments about the service received. Your responses help us to improve our service.
- ⇒ Students have clinical placements with our team. Permission is obtained before a student is involved with treatment. You have the right to decline student involvement.
- ⇒ This is a free service for New Zealand residents but medication prescribed by a psychiatrist may incur a charge at the pharmacy.