

Puāwaitanga

Individual counselling, easy access, where you are.

A phone and video service to support people to improve their emotional wellbeing – their hauora. The service is an alternative to face to face counselling for people who are struggling but face challenges in accessing traditional counselling. Staff are trained professionals and counselling sessions are private, confidential and free.

The taringa (ear) and waha (mouth) on the other end of the phone will be empathetic, culturally sensitive and authentic.

Speak to counsellors about any issues, some of which might be low mood, anxiety, grief, addictions, relationship issues and low self-esteem.

FREE short-term counselling for people on a Work & Income benefit or who hold a Community Services Card



Sessions between 9am-9pm, 7 days a week

Virtual sessions offered through phone or video call

**FOR INFORMATION OR TO SIGN UP:
call 0800 782 999
or visit www.puawaitanga.nz**

Powered by



Whakarongorau Aotearoa//
New Zealand Telehealth Services//

Service user feedback

I didn't feel judged, whakama and you could be totally honest. The biggest part for me was my person GOT IT! She got what I was explaining and could give me context to it all.

I realised that I am of value and deserve to be loved.

I'm doing so well! The sessions, concepts and strategies have helped me so much and led to me successfully getting and keeping a job I love.

She (my counsellor) helped me through these very challenging times; helping me navigate my self care reminders - that I was a person to be valued, and to value myself.

I want to express how grateful I am for this service and for the person I was paired with.

How does Puāwaitanga work?

- + Call 0800 782 999 or visit www.puawaitanga.nz
- + Choose your counsellor and time of first session (our counsellors are from a range of backgrounds with sessions available Monday to Sunday, 9am-9pm)
- + Counsellor will call you at time of session (phone call or video through our app)
- + Work together to identify main focus for sessions and a plan for support
- + Continue sessions with same counsellor
- + 3 month catch up to see how things are going
- + Top-up of sessions if needed within 12 months



Puāwaitanga

Individual counselling, easy access, where you are.