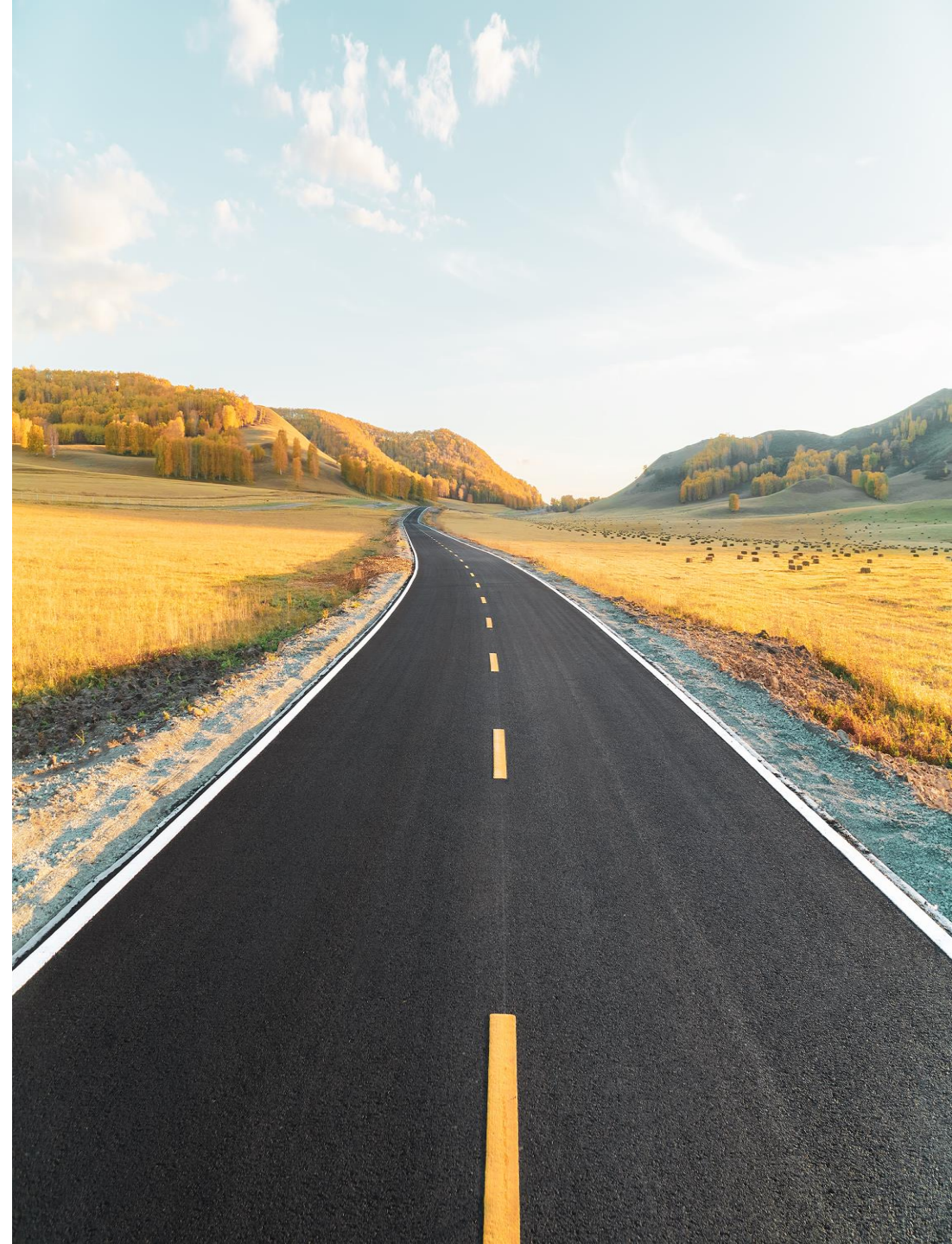


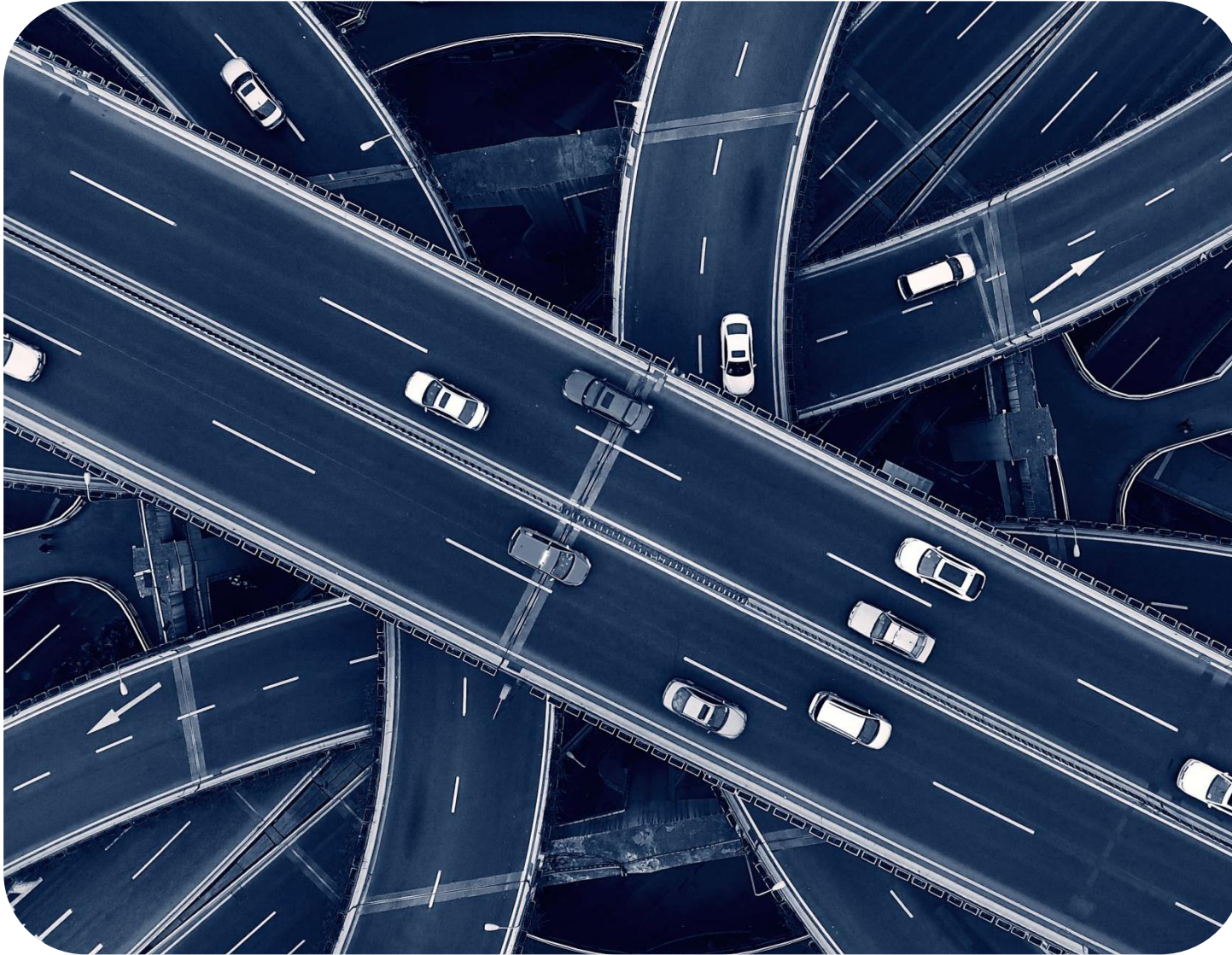
# Mapping Mental Health

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RESOURCES, HOW TO ACCESS THEM &  
WHAT TO DO WHILE YOU'RE WAITING







# Realities & Limits

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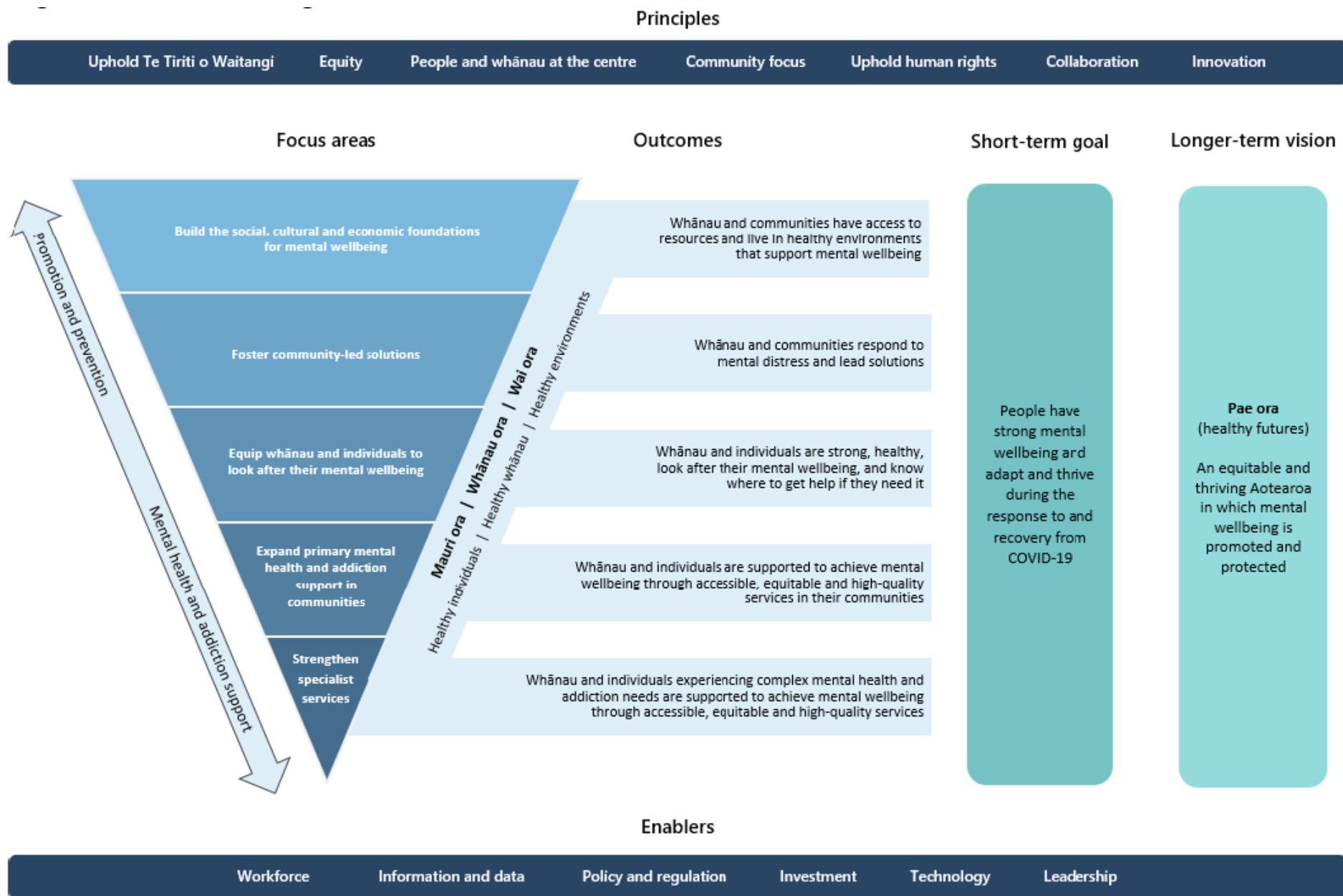
The road to supported mental wellbeing can be a challenge to navigate

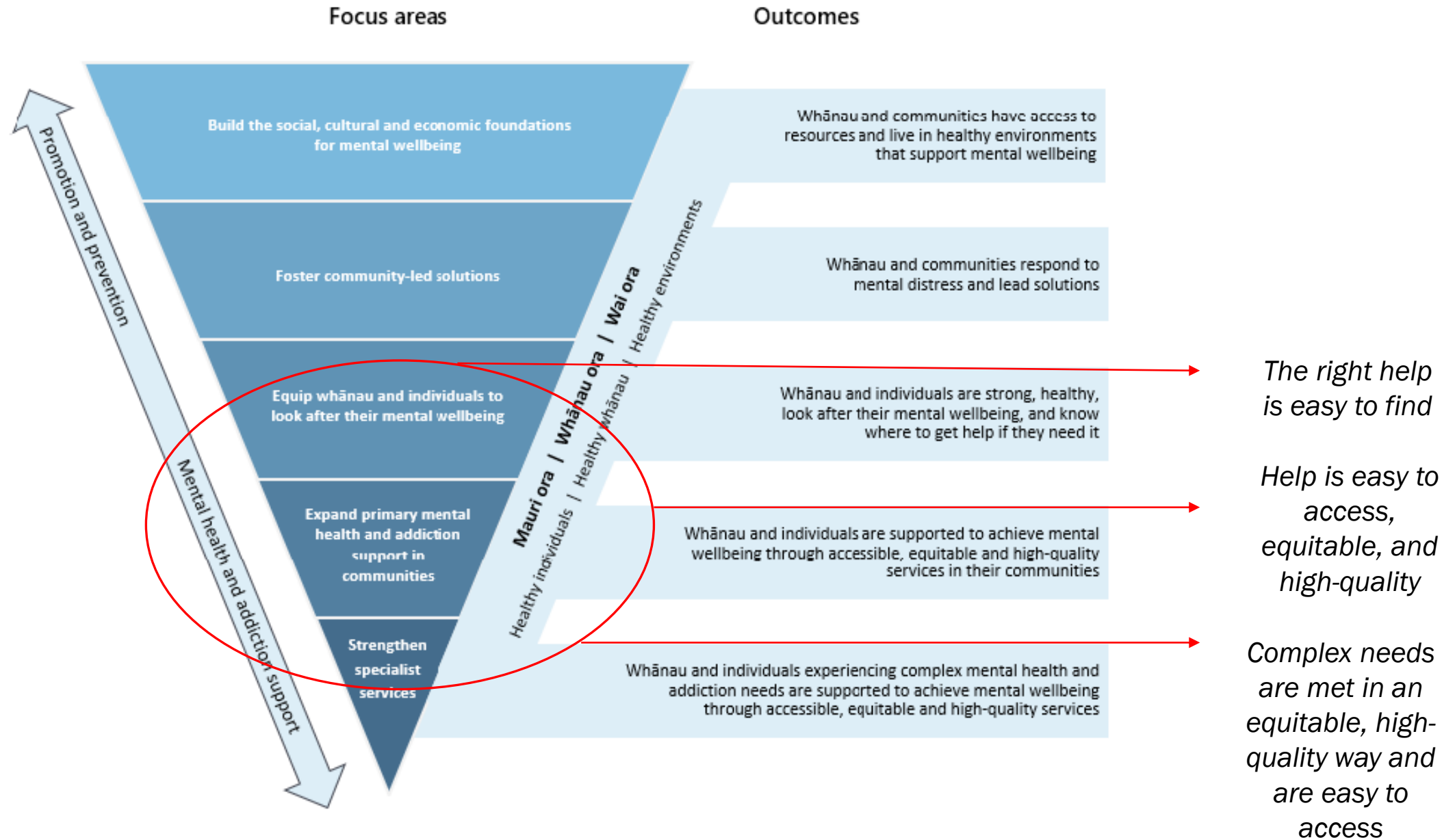
Services cannot currently keep up with demand

The bar for immediate, in-person support is very high

This presentation is focused on resources for adults

It doesn't cover everything – i.e. addiction





# Te Whatu Ora – Health New Zealand Waitaha Canterbury Adult Services

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Urgent (24/7)

Inpatient

Community

Referred through  
Single Point of  
Entry (SPOE) at  
Hillmorton or GP

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Intellectual Disability

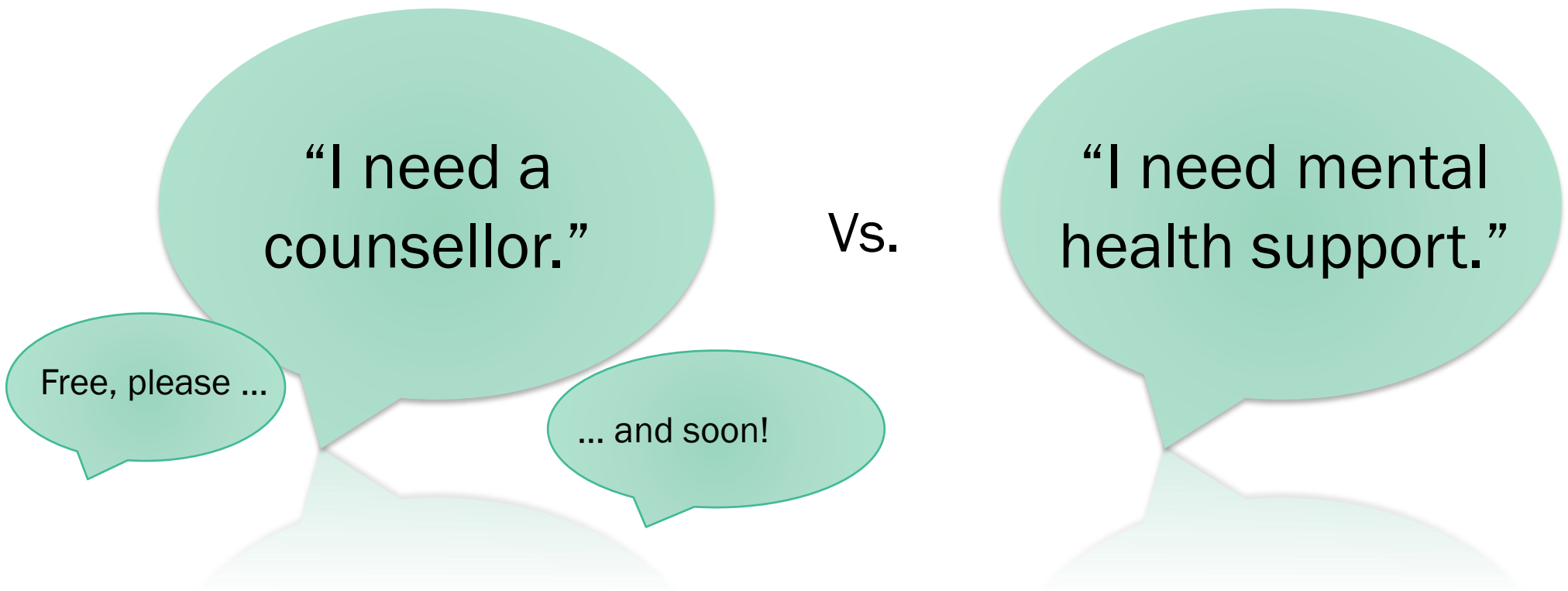
Forensic – Risk or history of serious offending arising from mental illness

Specialty – Eating disorders, mothers/caregivers, Māori mental health



# Defining terms, determining needs

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The diagram illustrates the difference between a specific request and a general statement of need. On the left, a person is represented by a light green silhouette. Above their head is a large teal speech bubble containing the text "I need a counsellor." To the left of this bubble is a smaller teal speech bubble saying "Free, please ...". To the right of the large bubble is another smaller teal speech bubble saying "... and soon!". In the center, the word "Vs." is written. On the right, another person is represented by a light green silhouette. Above their head is a large teal speech bubble containing the text "I need mental health support."

"I need a  
counsellor."

Vs.

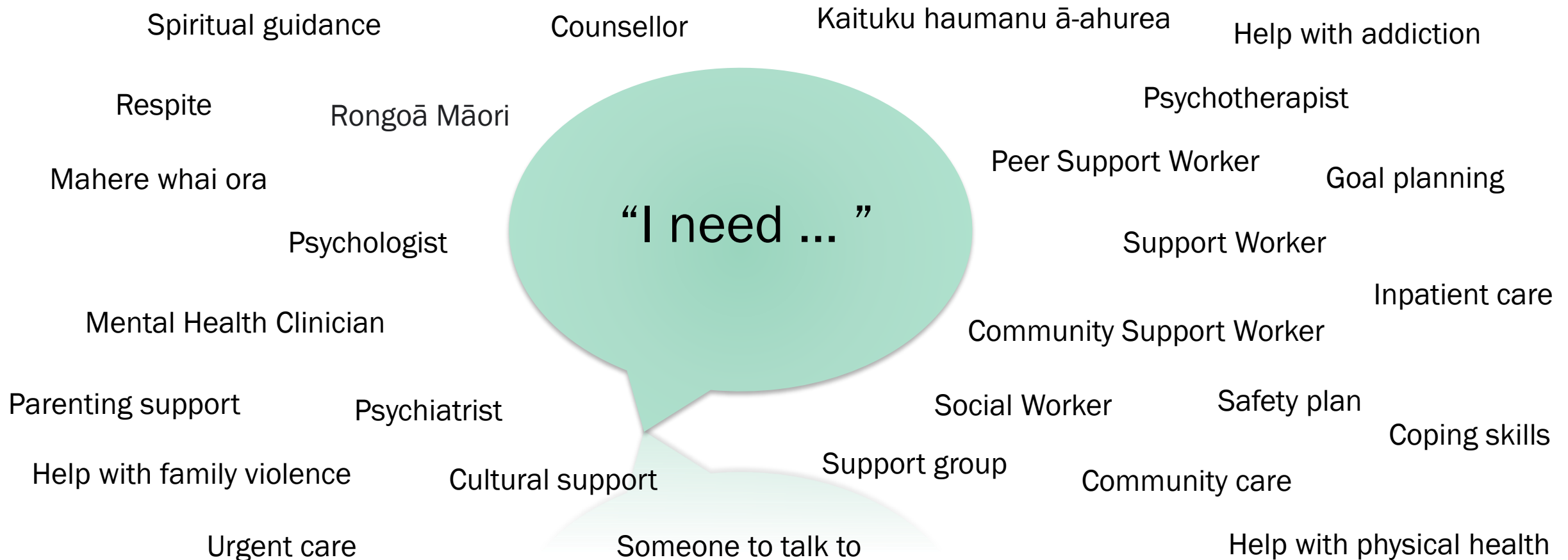
"I need mental  
health support."

Free, please ...

... and soon!

# Defining terms, determining needs

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# Subsidised or Free Mental Health Support – Government & Work

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**GP** – “gatekeepers,” some have on-site Brief Intervention Service Clinicians (HIP, Health Coach)

- Health Improvement Practitioners enable tāngata whai ora (persons seeking wellbeing support) with mild to moderate needs access free, immediate mental wellbeing advice and support / Te Tumu Waiora programme

**ACC** – They will fund counselling for sexual assault survivors (acute or historic) and possibly for those with mental health concerns related to an ACC injury claim

- Agencies available to assist with this process and provide other supports

**CASA** – [Clinical Advisory Services Aotearoa](#) offers free counselling nationwide for those bereaved by suicide

**WINZ** – A weekly disability allowance up to \$75.10 can be put towards counselling – don’t have to be on a benefit

**Work** – Some employers cover free counselling through the Employee Assistance Programme (EAP)

**Victim Support** has four counselling schemes through their [Victim Assistance Scheme](#).



# Free or Low-Cost Counselling

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Free, low-cost, sliding scale counselling is available in Christchurch – expect a wait – *a Loft Community Connector/Kaitūhono Hapori* can review these options with *whai ora*

Remote – phone or video chat – counselling is more immediately available

University students can access on-campus counselling or psychiatric support

Health insurance companies may cover mental health services

The self-employed may be able to claim counselling fees as a business expense

Conservatively, the average cost in Christchurch for a counsellor is \$100 per session; average for a psychologist is \$200

# Mental Health Support Services

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Peer, community, and general support workers

These workers are not counsellors, but they have lived experience with mental illness and/or specialty training

Support workers are not replacements for intensive psychiatric assistance but can work with those getting or awaiting that assistance and/or help tāngata whai ora navigate the system

Individual, group, respite, and daily programmes available

Kaupapa Māori, Pasifika, and other cultural services are available

Support for families and whānau who have loved ones with mental health challenges is available through one-on-one and group programmes

*Referral pathways vary ~ a Loft Community Connector/Kaitūhono Hapori can review these options with whai ora*



**IN CRISIS**



**STRUGGLING**



**SURVIVING**



**THRIVING**



**EXCELLING**

Very anxious  
Very low mood  
Absenteeism  
Exhausted  
Very poor sleep  
Weight loss

Anxious  
Depressed  
Tired  
Poor performance  
Poor sleep  
Poor appetite

Worried  
Nervous  
Irritable  
Sad  
Trouble sleeping  
Distracted  
Withdrawn

Positive  
Calm  
Performing  
Sleeping well  
Eating normally  
Normal social activity

Cheerful  
Joyful  
Energetic  
High performance  
Flow  
Fully realising potential

■  
**IN CRISIS**

■ ■  
**STRUGGLING**

■ ■ ■  
**SURVIVING**

Very anxious  
Very low mood  
Absenteeism  
Exhausted  
Very poor sleep  
Weight loss

Anxious  
Depressed  
Tired  
Poor performance  
Poor sleep  
Poor appetite

Worried  
Nervous  
Irritable  
Sad  
Trouble sleeping  
Distracted  
Withdrawn

“What  
kind of  
help do I  
need?”

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Call 111

Visit A & E

Call Crisis Resolution (Hillmorton): 0800 920 092

Call GP and request an urgent appointment

Call or text 1737 (or 0800 1737 1737)

Call Suicide Crisis helpline on 0508 TAUTOKO  
(828 865)

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■  
**IN CRISIS  
OR SUICIDAL**

Very anxious  
Very low mood  
Absenteeism  
Exhausted  
Very poor sleep  
Weight loss  
Suicide plan



“What kind of help do I need?”

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# What kind of help do I need?

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Registered Professions

**Psychiatrists** are MDs with a specialty in preventing, diagnosing, and treating mental illness; only MDs can prescribe psych medication and will often refer to psychologists for talking therapy

**Psychologists/Psychotherapists** offer longer-term psychotherapy, psychological testing, treatment for mental disorders

**Counsellors** offer shorter-term help with concerns such as processing grief or anger and may focus on areas such as addiction or relationships

**Mental Health Clinicians** offer services to address mental health concerns and disorders and can assist with stress and mood disturbances

**Social Workers** provide care, support, and advocacy catered to the focus of the organisation they work for – i.e. mental health, parenting, reintegration

**Support Workers** help others reach their potential by providing practical and emotional support and advocacy; support workers may have lived experience of mental health challenges

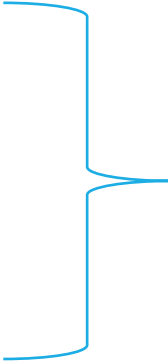
Not solely mental  
health professions

# Not in Crisis, Still in Need

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Online resources – just a few of many:

- [The Sessions - Whakatau Mai | The Wellbeing Sessions](#)
- [Home | Depression and Anxiety](#)



Cognitive Behavioural  
Therapy (CBT) / [Self CBT](#)

Drop-in Centres:

- Mental Health Advocacy and Peer Support (MHAPS) @ 357 Madras St.: “No appointment is needed between 10am and 3:30pm weekdays (except Tuesday mornings). If you prefer we can arrange a first step meeting online or over the phone.”
- Women’s Centre @ 242 Ferry Rd.: “**Drop-in opening hours:** Monday to Friday 10am - 2pm”
- Men’s Centre @ 21 Marshland Rd.
- The Loft: “You can walk into The Loft between 9am and 4.00pm, Monday through Friday (we close at 5pm) and ask to speak to a Kaitūhono Hapori/Community Connector.”





# How Can We Help?

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Social Emergency Response Service

Kaitūhono Hapori / Community Connectors  
trained in crisis mental health support

Advocacy and support on calls to urgent care

Knowledge of referral pathways

- We maintain an up-to-date in-house database of support agencies, how they work, who can access them, and estimates of how long the wait will be



**THRIVING**



**EXCELLING**

Positive  
Calm  
Performing  
Sleeping well  
Eating normally  
Normal social  
activity

Cheerful  
Joyful  
Energetic  
High performance  
Flow  
Fully realising  
potential

**Thriving or excelling? There's still work to do ...**

Donate to a mental health NGO.

Volunteer time with those susceptible to mental health issues – i.e. youth, older persons.

If you are worried about someone, ask if they're okay, find out if they need help accessing the road to mental wellbeing.

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# the loft

Ki te Tihi

Community  
Wellbeing  
Services

Kia ora!  
Thank you!

0800 865 638

[SUPPORT@THELOFTCHRISTCHURCH.  
ORG.NZ](mailto:SUPPORT@THELOFTCHRISTCHURCH.ORG.NZ)

LEVEL 1, EASTGATE MALL,  
LINWOOD, CHRISTCHURCH

