

Wellbeing and resilience support at general practice

*Tōku Oranga Access & Choice offers **free wellbeing support** with 20-30 minute appointments, either over the phone or face-to-face, to help you make decisions about your health & boost your wellbeing. **You don't need to see a GP or nurse first**, you can make an appointment directly at reception and can often be seen on the **same day**.*

Health Improvement Practitioner

'HIPs' are registered health professionals who can support anyone - including children, youth and whānau - to build resilience and wellbeing post recent weather events. They can help you manage stress or anxiety caused by property damage, loss of income, or isolation, and work with you to find practical ways to boost your mood, improve sleep and strengthen coping skills during recovery.

Health Coach

Health Coaches can help you take small, practical steps to look after your physical and emotional wellbeing after the weather events. This might include keeping on top of long-term conditions such as diabetes or blood pressure when routines and access to appointments have been impacted. Health Coaches can support creating new activity plans while your usual routines are disrupted or provide practical support for managing stress and sleep. They can also support you to navigate other services in the area that can help.

Community Support Worker

Community Support Workers can provide hands-on-help to navigate services and community supports, especially when things are feeling overwhelming. They can assist you with connecting you to emergency grants or Work and Income support, finding temporary accommodation, accessing food or heating, or linking you with local agencies and networks that can help you and your whānau get you back on your feet.

Toku Oranga Access and Choice is available at the following general practices:

Dunedin: Albany Street Medical Centre, Amity Health Centre, Aurora Health Centre, Broadway Medical Centre, Dunedin City GPs, Dunedin Community Health, Dunedin Health Centre, Dunedin North Medical, Dunedin South Medical Centre, Helensburgh Medical Centre, Meridian Medical Centre, Mornington Health Centre, Musselburgh Medical Centre, Mosgiel Health Centre, Saddlevue Health Centre, Servants Health Centre, Te Kāika Dunedin, Te Roopu Tautoko Ki Te Tonga.

Invercargill and Bluff: Bester McKay Family Doctors, Bluff Medical, He Puna Waiora Wellness, Invercargill Medical Centre, Murihiku Medical Services, Number10 Southland Youth One Stop Shop, Queens Park Medical Centre, South City Medical Centre, Te Hau o Te Ora Invercargill, Vercoe Brown & Associates, Waihōpai Health Services, West Invercargill Health (Awarua Whanau Services).

North Otago: East Otago Health Centre, Kurow Medical Centre, South Hill Medical Centre Oamaru, Te Kāika Oamaru

Rural Otago: West Otago Health, Tuapeka Community Health, Catlins Medical Centre, Clutha Health First, Milton Medical Centre

Rural Southland: Fiordland Medical Practice, Gore Health Centre, Gore Medical Centre, Otautau Medical Centre, Te Hau o Te Ora Maitara, Winton Medical Services

Queenstown, Wanaka and Central Otago: Alexandra Family Medical: Aspiring Medical, Cromwell Medical Centre, Junction Health, Te Kaika Queenstown (Mountain Lakes), The Village Medical, Queenstown Medical Centre, Wanaka Medical.

Tōku Oranga Access & Choice partners



Te Hau o Te Ora
Partnered Primary Care Services Ltd.



Other WellSouth wellbeing support via general practice

Brief Intervention Services

Our Mental Health Brief Intervention Services (BIS) provides short-term intervention to clients over the age of 20 with mild to moderate mental health issues, such as anxiety and low mood.

Clients receive up to five sessions with a counsellor, and the service is free.

Our BIS clinicians are registered health professionals, with the skills and experience to assist clients in need of short-term mental wellbeing support, including for stress, anxiety, depression and concerns about alcohol and other drugs.

Accessing BIS

A GP or practice nurse can make a referral via the WellSouth Portal. Once the referral has been received, for those who have been affected by the recent weather event and do not have access to a Health Improvement Practitioner within the GP practice, the referral will be prioritised. Brief Intervention Service Administration will be in contact as soon as possible once they have received the referral.

Other wellbeing support via general practice

Mental Wellbeing Support for youth - Thrive

Thrive Te Pae Ora is a fully funded professional counselling service provided by ADL Limited, for young people (rangatahi) aged 12 to 24 and their family (whānau) living in the lower South Island. This can be accessed via face to face as well as online and telephone counselling. It's safe, non-judgemental and completely confidential.

This could be an alternative option for youth to access if they are not connected with an Access & Choice GP practice. People can self-refer or via GP.

[Thrive Te Pae Ora - Supporting Youth Wellbeing](#)

Other wellbeing support

Puāwaitanga

Puāwaitanga offer counselling sessions with NZ registered health professionals through phone or video call. Fully funded sessions are available for those 18 or older, living in Aotearoa New Zealand, and currently studying at the University of Auckland, AUT, Open Polytechnic or the University of Otago. Sessions can also be self-funded for anyone 18+, living in NZ for \$145.

[Puāwaitanga](#)

Farmstrong

Farmstrong is a national wellbeing programme for the rural community.

[Wellbeing topics - Farmstrong - Live Well Farm Well](#)

MSD - Homes without power / financial assistance

Anyone needing financial products for urgent or unexpected costs can apply through the link - [Urgent or unexpected costs - Work and Income](#). You don't need to be an MSD client to apply, but asset and income limits will apply.

1737

Free, confidential 24/7 support for anyone in New Zealand, providing resources to help with your well-being. If you need brief emotional support, the patient can text or chat with 1737 anytime.

<https://www.1737.org.nz/>

Depression Helpline

Helpline available 24/7 via free text 4202, or via phone 0800 111 757.

[Get help | Depression and Anxiety | Depression and Anxiety | Welcome to a Brand New Day.](#)

Mayoral relief fund

If you've been impacted by the recent weather event, you can apply for support to help with emergency needs, essential household items, and recovery costs.

[Southlanders encouraged to support Mayoral Relief Fund](#)

[Mayoral Relief Fund - Clutha District Council](#)

Rural Support Trust

Rural Support Trust provides free, one-on-one, face-to-face support at the patient's home. Rural support Trust Facilitators are trained to support and triage rural people who may be dealing with a range of challenges. Impacted by recent weather events, phone 0800 787 254.

<https://www.rural-support.org.nz/help-support>.

EAP

The patient's workplace may have access to EAP. EAP provides wraparound mental health support for emotional, social, physical and practical needs. If the patient is interested, they can contact their employer.



Need to talk?? Free call or text **1737** anytime for
support trained counsellor

For a list of counsellors and support agencies ring
0800 FOR CAB 0800 367 222

www.cab.org.nz or www.healthpoint.co.nz

Contact Emergency Mental Health Services
0800 467 846





GET HELP

PICK UP THE PHONE

MENTAL HEALTH SUPPORT	Free Text/Phone 1737 www.1737.org.nz
DEPRESSION	0800 111757 Free Text 4202 www.depression.org.nz
SUICIDE CRISIS HELPLINE	0508 828 865 www.lifeline.org.nz
YOUTHLINE	0800 376 633 Free Text 234 www.youthline.co.nz
HEALTHLINE	0800 611 116 www.healthline.govt.nz
FAMILY VIOLENCE	0800 456 450 www.areyouok.org.nz
ALCOHOL DRUG HELPLINE	0800 787 797 Free Text 8681 www.alcoholdrughelpline.org.nz
WOMEN'S REFUGE	0800 733 843 www.womensrefuge.org.nz
SEXUALITY ISSUES	0800 688 5463 www.outline.org.nz
THE LOWDOWN	0800 111 757 Free Text 5626 www.thelowdown.co.nz