

## SELF REFERRAL PROCESS

1. **CONTACT** - Contact made by referrer with Pai Ake Solutions to determine/discuss client eligibility to access services:
  - a. Phone 0800 724 253 or 07 853 2533 ext 206
  - b. Email [referrals@paiake.co.nz](mailto:referrals@paiake.co.nz)
2. **ELIGIBILITY** – Our services are available to adults and their family/whānau of any race, sex, financial situation and occupation, that are affected by current alcohol and/or other drug use and/or co-occurring mental illness.
3. **FILL OUT REFERRAL** - Referral form requested/accessed via:
  - a. Website [www.paiake.co.nz](http://www.paiake.co.nz)
  - b. Email [referrals@paiake.co.nz](mailto:referrals@paiake.co.nz)
  - c. Or contact our office to make an appointment to come in and fill out the form.
4. **RETURN REFERRAL** - Referral completed in **full** and returned to Pai Ake Solutions to:
  - a. Email [referrals@paiake.co.nz](mailto:referrals@paiake.co.nz)
  - b. Post Pai Ake Solutions  
PO Box 5631  
Frankton  
Hamilton 3242
5. **RECEIPT OF REFERRAL** – Once we have received your referral, we will acknowledge we have received it via automated email, text, phone call or letter within 5 working days. We will also be able to advise you of an approximate wait time, if any.
6. **REFERRAL** – If a referral does not meet our eligibility criteria, this will be acknowledged by an email, text, phone call or letter within 5 working days and your referral will be closed.
7. **TRIAGE APPOINTMENT** - Initial triage appointments will be made with you. This appointment is to identify needs; determine an approach to addressing issues; and manage risk during the waiting period. You will be notified of this appointment via email, text, phone call or letter.  
*\*Please note that a triage appointment may not be required, dependant on individual circumstances.*
8. **ALLOCATION TO SERVICE / THERAPIST** – Therapists/Facilitators contact you via email, text, phone call or letter to engage in group and individual interventions. Any further contact will then be managed between you and the clinician.

**CHANGE OF CIRCUMSTANCES** - We encourage you to let us know immediately if there is any change in their circumstances i.e. change of address, not wanting to use our service.

**MISSED APPOINTMENT POLICY** – We understand there is a range of valid reasons for cancelling an appointment. In order to be consistent with all clients and providing a quality service, Pai Ake Solutions retains the right to deny further service if the client does not attend **two** sessions in a row without at least 24 hours' notice prior.

**CLEAN ENGAGEMENT POLICY** – Pai Ake Solutions has a strong belief that whānau need to be in a well space to participate effectively in group and individual sessions. Clients are to be alcohol and drug free when attending sessions. Pai Ake Solutions retains the right to discontinue the session or refuse entrance to the premises, if clients are found to be under the influence.



*Pai Ake Solutions Ltd*

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## **PAI AKE SOLUTIONS SERVICES**

**Alcohol & Drug Counselling** - Interventions for individuals and families affected by Alcohol and Drug use. These are facilitated by qualified and experienced alcohol and drug counsellors.

**Co-existing Mental Health and Substance Use Intervention/Therapy** – Interventions for individuals and families affected by Alcohol and Drug use and co-occurring mental illness. These are facilitated by qualified and experienced staff with backgrounds in counselling, psychology and social work within mental health and drug and alcohol fields. This involves assertive outreach, individual and family/whanau sessions, including home visiting where appropriate and necessary.

**Pai Ake Solutions provide a range of groups to support people in their recovery from alcohol and issues. These are:**

**AODE – Alcohol and Other Drug Education Group** is a programme offering education on substance and behavioural addictions, why they occur and choices we have about moving beyond them. This program is based upon a philosophy that knowledge is power. Through expanded knowledge the individual, family or community can be intentional in making positive change.

**Te Hikoi O Nga Tane - the Men's Walk** is a 15-week interactive experience for men, guiding them through a range of issues focusing on increasing wellbeing, roles as men and future directions. Te Hikoi O Nga Tane will create an opportunity to share, pick up new skills and learn from the experience of others. Group participants can expect to gain some education, fellowship and peer support.

**Te Ara Wahine – the Women's Journey** is a 15-week interactive personal experience for women, addressing issues specific to women, their wellbeing, their roles within families and positive future growth. Te Ara Wahine has been developed to run alongside Te Hikoi O Nga Tane to ensure a more consistent and supportive learning experience within families.

**Whanake** is a 10-week flexible strength based programme for rangatahi between the ages of 12 - 17 years of age, that promotes WHANAUNGATANGA as a model of wellbeing, which incorporates self (AU), relationships with family and significant others (WHANAU), and developing skills and support necessary to participate within a community while creating the confidence to direct their own journey (WHANAUNGATANGA).