

Primary mental health



Brief Intervention Service

Phone: 0800 246 099

Your privacy

To protect your privacy we need a consent form to be filled out at your first appointment. This is done with your clinician, who can answer any questions you have.

If you are under 16 years, we will contact your parent or caregiver to arrange the first appointment.

We give a clinical summary to your GP, so your information is kept in one place. This happens about a week after your appointment.

Brief Intervention Service

We work with your general practice team to provide targeted brief intervention talking therapies for a variety of mental health needs.

Everyone who comes to us has been referred by their general practitioner (GP).

We can offer you up to five free sessions, which are with a registered mental health clinician.

A clinician will call or text you to set up an appointment during the day, between Monday and Friday.

It is important to understand that this service is not for urgent mental health problems. It is a short-term service. If your situation gets worse call your GP.

What we provide:

- We aim to see you within three weeks of receiving a referral from your GP.
- We offer up to five sessions with a mental health clinician.
- Our clinicians are English speaking, but we can get you an interpreter if needed.
- Sessions are free and confidential.

What we need from you:

- To be on time for your appointment.
- To give at least 24 hours notice if you can't make your appointment. If you don't, you will miss out on one of your sessions.

There is a wait-list for this service. If you miss two appointments in a row and still need to be seen, you will have to return to your GP.

If you do not wish to use this service please contact us as soon as possible on 0800 246 099.

Where to get further help

Your GP is the best person to talk to about your mental health. They will be able to offer advice and point you to other services if needed.

If you would like to talk to someone while you are waiting for your appointment you can also call or text 1737 for mental health support.

MHERC (Mental Health Education & Resource Centre) is a helpful place for other mental health information and services – www.mherc.org.nz

This is not a crisis intervention service. Should your situation become urgent, please contact your GP. If there is a psychiatric emergency, the crisis resolution team is also available on 0800 920 092.

