

## **Mental Health and Addictions Services mission:**

Lifewise (Rotorua) provides all people that enter the gates the opportunity to regain the factors of normality back – love, pride and respect.

Our team is committed to ensuring that every person's stay with us is unique and rewarding. We are here to navigate wellness plans, not own them. We are a cutting-edge service that will not compromise our resident's safety and aspirations.

**Te Ara Ora – Pathway to Wellness is our being.**

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## **Services Provided:**

- ▶ Private and Professional Community Adult Mental Health and Addictions Supported Accommodation Provider.
  - ▶ Onsite Daily Activities Programme
  - ▶ 24/7 Staffing and Support
  - ▶ Private onsite Rental Availability
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## **Service Access:**

Lakes DHB Needs Assessment Coordination, Mental Health and Addictions, Te Utuhina Manaakitanga Trust, Drug and Alcohol Community Services  
Taupo Alcohol and Drug services  
Te Ngako Community Mental Health Services

## **Contact Details**

24 hours 7 days a week

8 Kuirau Road, Rotorua  
PO BOX 5201  
Rotorua West

07 3486 239  
haehaetub@lifewise.org.nz  
www.lifewise.org.nz

## Service Users Quick Info:

### **YOUR RIGHTS AT LIFEWISE**

Our services are governed by the Health and Disability Act 2001. We are a certified community provider under the Health and Disability Sector Standards, February 2014.

Please refer to your Intake Admission pack for 'Your Rights Information'.

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### **COMPLAINTS PROCESS:**

Lifewise takes all service user, family/whanau or community complaints seriously. This organisation welcomes feedback and thrives for Continuous Quality Improvement on a daily basis. Please refer to your Intake Admission pack for the Lifewise (Rotorua) Complaint Form and use the CONFIDENTIAL envelope addressed to the Service Manager to submit your complaint and/or feedback.

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### **EXTERNAL SUPPORT:**

Lifewise respects that you or family/whanau may prefer to seek external support or guidance regarding an issue or concern. Please feel free to contact the Rotorua Health and Disability Advocate on 0800 11 22 33 or 07 349 0182.

You can also contact the following services for other support:

- ▶ Kaupapa Maori Advocates:  
Po te Atatu, Maori Mental Health - 07 3481 199
- ▶ Supporting Families NZ:  
Family/Whanau Support - 07 3463 507