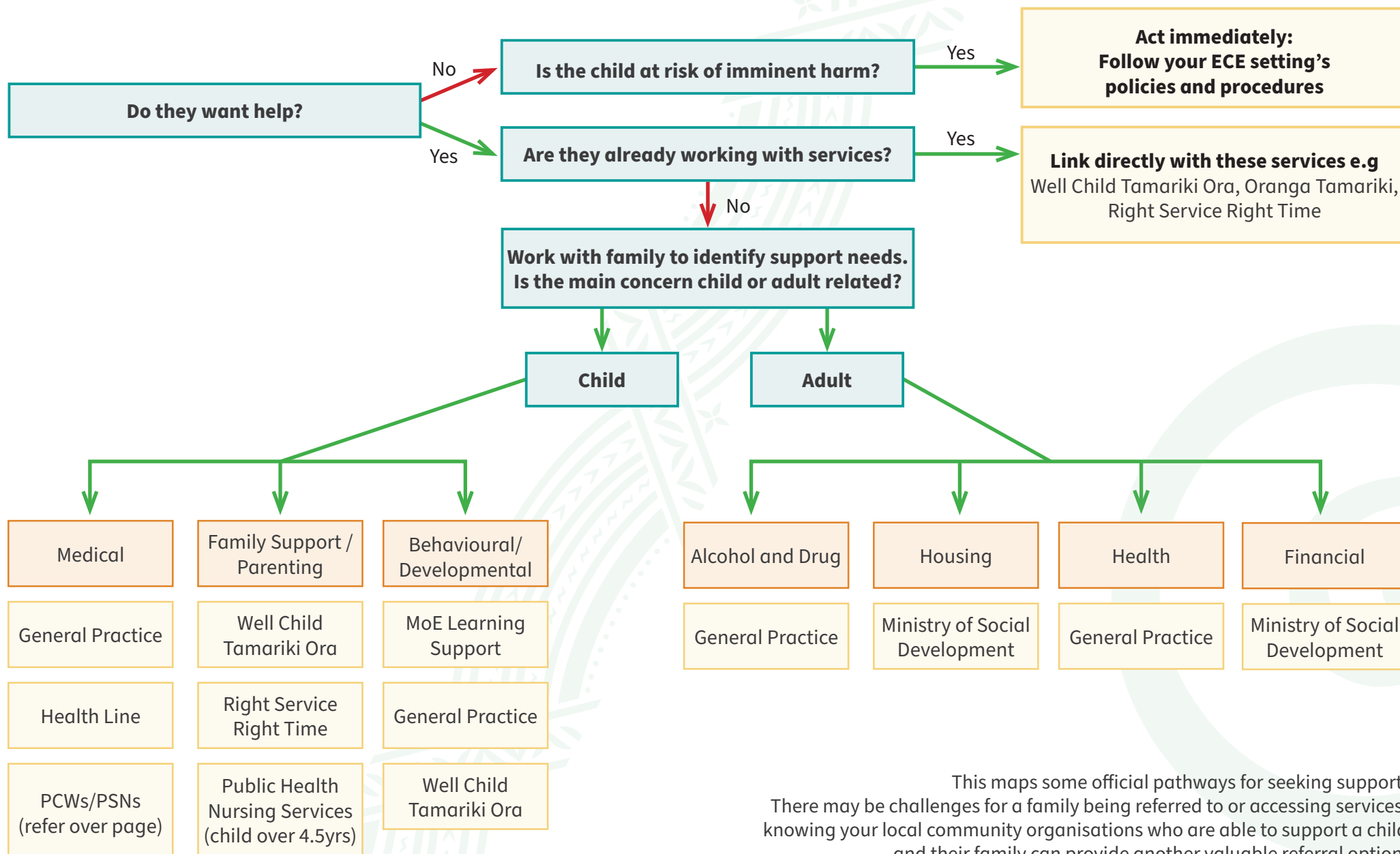


Navigating wellbeing services when a child or family presents in crisis to an ECE setting



This maps some official pathways for seeking support. There may be challenges for a family being referred to or accessing services: knowing your local community organisations who are able to support a child and their family can provide another valuable referral option.

Contact information for navigating wellbeing services in Canterbury:

Every child should be enrolled with:

- **General Practice (GP)**

The Canterbury GP finder map can be used to locate a GP if a family is not already enrolled with one:

www.cdhb.health.nz/canterbury-gp-map-2/

- **Well Child Tamariki Ora**

Public Health Nursing Service (Ph: 03 325 6218), Plunket (Ph 03 366 0765), Te Puawaitanga Ki Ōtautahi Trust (Ph 0800 66 99 57), Te Tai O Marokura Health & Social Service (Ph 03 319 5801)

www.health.govt.nz/your-health/pregnancy-and-kids/services-and-support-you-and-your-child/well-child-tamariki-ora-visits/find-well-child-tamariki-ora-provider/canterbury-well-child-tamariki-ora-services

- **Health Line**

Phone: 0800 611 116

www.health.govt.nz/your-health/services-and-support/health-care-services/healthline

- **Learning Support, Ministry of Education (MoE)**

For requests for support:

Phone your local office: Chch: (03) 378 7300 Ashburton: (03) 308 6908

Email: referrals.canterbury@education.govt.nz

For support to manage a traumatic incident or crisis call the Traumatic Incident Team: 0800 848 326

www.education.govt.nz/school/health-safety-and-wellbeing/emergencies-and-traumatic-incidents/dealing-with-emergencies-and-traumatic-incidents/

- **Ministry of Social Development**

For financial and housing assistance phone: 0800 559 009

www.workandincome.govt.nz/

- **Oranga Tamariki**

To make a referral or report of concern: Phone: 0508 326 459

Email: contact@ot.govt.nz

www.orangatamariki.govt.nz/

- **Public Health Nursing Services**

www.cdhb.health.nz/health-services/public-health-nursing-service-phns/

- **PCWs (Partnership Community Workers)**

Support access to health services for patients enrolled at a GP that is part of Pegasus Health. For service and referral information go to: www.pegasus.health.nz/health-professionals/partnership-community-workers/

- **PSNs (Practice Support Navigators)**

Support access to health services for patients enrolled at a GP that is part of Waitaha Primary Health. For service and referral information go to: www.waitaha.health.nz/services/#practice-support-navigator

- **Right Service Right Time**

Provides help finding the right service for a family/whānau

Phone: (03) 378 2782 Mobile: 027 654 7788

www.rightservice.org.nz/

Finding other community organisations

- **Christchurch City Council CINCH database of community organisations** www.cinch.org.nz/

- **Mental Health Education & Resource Centre Mental Health Services (MHERC) directory** www.mherc.org.nz/directory

- **Ministry of Social Development family services directory:** www.familyservices.govt.nz/directory/