

A photograph of a lush green forest path. The path is paved with a grid pattern and has a wooden railing on the left side. The path is surrounded by tall trees and large ferns, creating a dense and vibrant green environment. The lighting is bright, suggesting a sunny day.

# What we do

A guide to Anxiety NZ Trust's services and support.

# Our mission and kaupapa

## Our Mission

We are here to help grow the mental health and wellbeing of people in Aotearoa, New Zealand. We provide support, education, and treatment for tamariki/kids, rangatahi/young people, pakeke/adults and whānau/families living with anxiety and other mental health experiences.

## Our Kaupapa

Ko ngā tāngata, te mātua mahi: people are at the heart of all we do.

## About Us

Anxiety New Zealand Trust supports people living with anxiety and other mental health experiences.

## Our Services

- Free Peer Support Groups
- Free Online Newsletter and Mental Health Resources
- Therapy Services (in-person and online therapy)
- Mental Health GP Services
- Workshops and Courses
- Community Education and Collaboration
- Volunteer Training and Internship Programmes
- National Helpline Collaboration Group
- Free National 24/7 Helpline: 0800 ANXIETY.



anxietynewzealand



anxiety-nz



anxietynztrust or  
smokeyanxietynz



[anxiety.org.nz](https://anxiety.org.nz)

09 846 9776

[reception@anxiety.org.nz](mailto:reception@anxiety.org.nz)

77 Morningside Drive, St Lukes, Auckland



# Individual therapy services offered

We offer therapy appointments online or in person at our Auckland clinic. We help people experiencing anxiety, depression, OCD and phobias to reach their goals for improving their health and wellbeing. We also work with a number of other conditions associated with anxiety. A formal diagnosis is not needed to engage with us. If you're not sure if we can support your needs, please call or email. Costs and funding information are provided on page 6 of this document.

We support neurodivergent people who are experiencing anxiety. We are not able to assist with a diagnoses of neurodivergence (for example, ADHD or Autism) or provide associated medication.




## Just getting in touch can feel like the first positive step towards recovery.



You can refer yourself, or be referred by your GP, mental health practitioner, counsellor, nurse, or other mental health specialist. You may be able to call your GP's reception and ask for a referral without making an appointment. Please talk to us, if you have any problems with getting a referral, as we may be able to help.

Referral forms can be posted, emailed, submitted via HealthLink (most GP practices can do this) or dropped off in person at our clinic.

Appointments are available from Mondays to Saturday including some late nights.

For referral forms: 

[anxiety.org.nz/referrals](https://anxiety.org.nz/referrals)

# What's next?

## INITIAL CONTACT

Once your referral has been received and viewed by a clinician, we will aim to contact you within a week to discuss next steps. Occasionally, it may take longer depending on when the referral has been sent.

## NEEDS ASSESSMENT

The first appointment is for a Needs Assessment. We encourage families/whānau or people close to you to come to this appointment with you. The clinician will listen to your goals, provide education for you and your family/whānau/friends and help you decide whether or not therapy is suitable for you. Therapy goals are explained and costs and other matters are also discussed.

## THE NEXT STEPS

If therapy is likely to be helpful, an appointment can be offered with a suitable clinician from our multi-disciplinary team. They are specialists in many areas and all our team are experienced with anxiety. We can match you with the most suitable clinician from our range of clinical, counselling, health and general psychologists, and you can also be supported by a specialist mental health GP.

If you are joining a Peer Group, a facilitator will be in touch to welcome you.

## Treatment approaches

There is a range of treatment options and your clinician will work with you to create an effective, individualised treatment plan. Cognitive Behavioral Therapy (CBT) helps you understand the connections between your thoughts, physical reactions, and emotions to assist in adopting healthier behaviour patterns. This gives you the opportunity to discuss your anxiety concerns and treatment goals with your clinician. Many of our team also work with Acceptance Commitment Therapy (ACT) or mindfulness based therapies. Every person is different, and we can create a personalised treatment plan for you. Psychotherapy, also known as talk therapy or counselling, is a longer process of talking with a trained therapist, psychologist, or counsellor to explore and understand thoughts, feelings, and behaviors. Through this process, people can gain insight into their emotions, develop coping strategies, and make positive changes in their lives.

## What is the difference between a psychiatrist, a psychologist and a psychotherapist?

Psychiatrists are medical doctors who have completed further training in mental health. They are trained in assessment and diagnosis of mental disorders and can prescribe medication.

Psychologists have usually trained for 6-8 years and have a masters or doctorate degree in psychology with an arts or science background. They are trained in assessment and intervention through talk therapy. They typically use a structured approach and cannot prescribe medication.

Counsellors offer support for a range of issues and for people experiencing mild to moderate symptoms. Counsellors don't offer mental health diagnosis and they are experts in listening and helping people achieve their personal goals.

Psychotherapists can offer therapy for deep-rooted experiences or longer term issues such as childhood trauma or relationship problems. Psychotherapy is generally a less structured intervention with regular sessions to progress goals.

## What is a specialist mental health GP?

A specialist mental health GP, or Medical Officer of Specialist Scale, is a licensed medical doctor who specialises in identifying the symptoms of, and diagnosing and treating mental health concerns. MOSS psychiatry is not the same as a psychiatrist. This distinction is important for some insurance policies.

## Peer Support Groups

Our groups are free for people aged over 18 in Tāmaki Makaurau Auckland. Usually facilitated by psychologists, they are grounded in the belief that people are their own greatest resource and that adverse life experiences can be sources of resilience and knowledge. The peer groups:

- Draw on a shared understanding of recovery.
- Focus on what will sustain recovery; employment, reconnection with family/whānau, achievement and purposeful activities, as well as being included in communities.
- Instil hope by being with someone who has been there and 'through it'.
- Are about building on strengths, not 'fixing things'.

A referral to the group is needed.

To find a group near you:



[anxiety.org.nz/peer](https://anxiety.org.nz/peer)

## 0800 ANXIETY Helpline

We offer a free, 24/7 and national 0800 ANXIETY Helpline (0800 269 438). Our service is confidential and free of charge. It is the only service of its type in Aotearoa New Zealand.

### Who will I be talking to?

Our Helpline is staffed by specially trained and understanding volunteers. If you are experiencing anxiety or panic and don't know what to do, our helpline staff are well-equipped to walk and talk you through the experience.

### What do we provide?

- We will listen and support you with empathy and unconditional acceptance.
- We can take you through breathing and relaxation exercises that are really effective in reducing feelings of anxiety and panic.
- We can share information about anxiety and practical strategies you can learn and apply when feeling stressed or anxious.
- We offer encouragement, education, and advice for anyone experiencing anxiety or supporting someone else living with anxiety.



## Costs + Funding Criteria

Some of our services are free and others have a fee. Children, students and low income earners may access funding for up to 30 appointments with a clinician. Insurance may apply.

We are not automatically government funded, so we rely on clients paying fees responsibly, or using funding for one-to-one therapy. Payment must be made at each session, unless payment is being made by another funder.

For more detail:



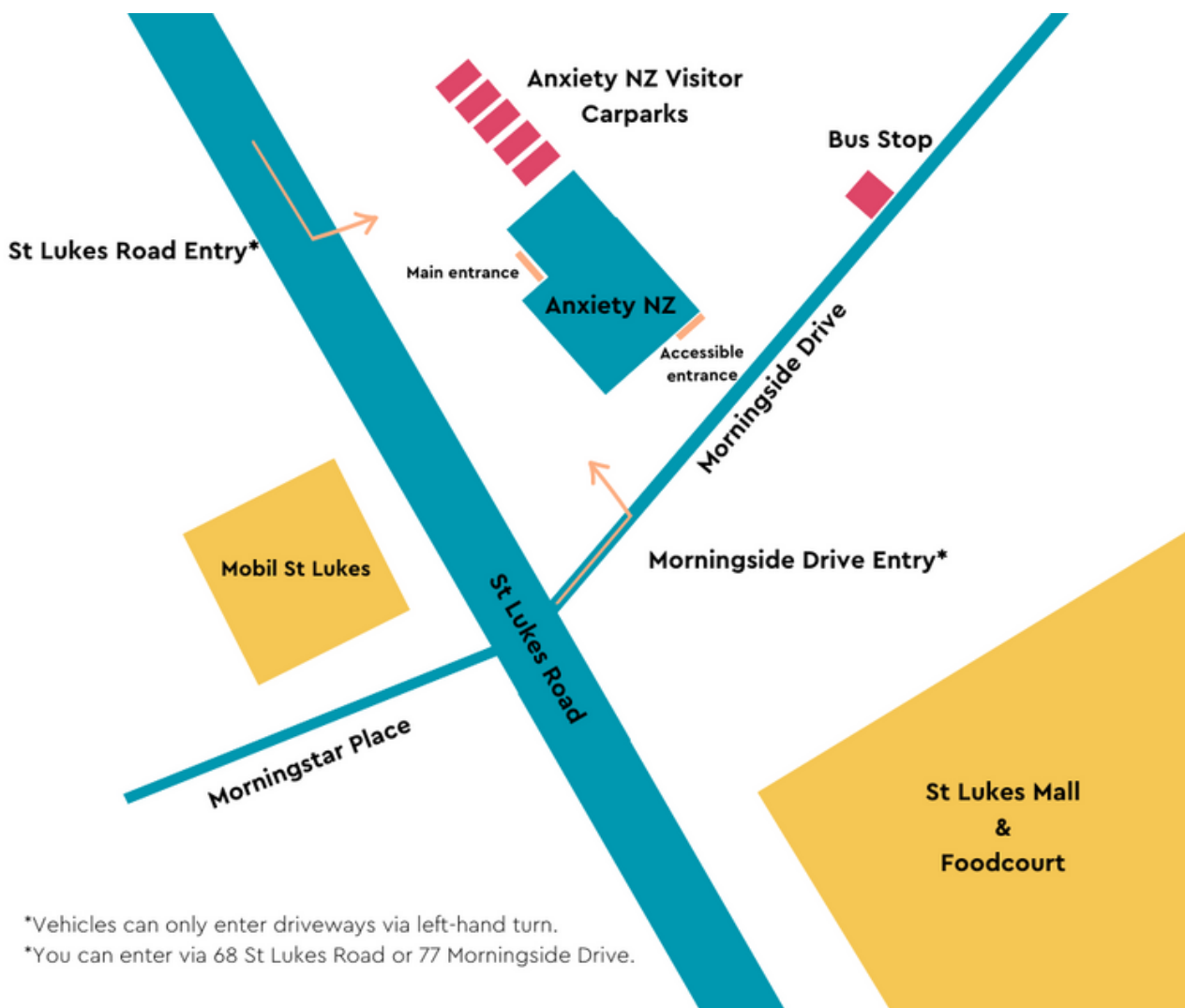
[anxiety.org.nz/funding](https://anxiety.org.nz/funding)

## Have more questions?



[anxiety.org.nz/faqs](https://anxiety.org.nz/faqs)

## Getting here



\*Vehicles can only enter driveways via left-hand turn.

\*You can enter via 68 St Lukes Road or 77 Morningside Drive.

# BOX BREATHING

**Start here** *Count the seconds*





# Online support



## Sign up to our newsletter

Updates, news, event alerts, resources, book giveaways, and tips to improve your mental wellbeing.



## Empowered: Take Control of Your Wellbeing

A self-paced online course. You will receive practical, easy to implement ideas to support your own and others' mental health. You'll build new skills and create your own personalised wellbeing plan to support your goals now, and into the future. Signing up takes less than a minute.



## Explore our blog

Find valuable insights, tips, and resources for understanding and managing anxiety. Through informative articles and personal anecdotes, you can gain a deeper understanding of anxiety, learn coping strategies, and find information tailored to a range of scenarios.



## Order a Wellbeing Workbook

A wellbeing plan is crucial for proactively maintaining mental and emotional health, fostering self-awareness, resilience, and a balanced, fulfilling life. It is written by a team of psychologists and is an excellent resource to begin your mental health journey.

Enquire about your copy:



[reception@anxiety.org.nz](mailto:reception@anxiety.org.nz)

**Mental health support, treatment,  
and education for a resilient and  
thriving Aotearoa.**

You can make a difference in the lives of the people and families needing mental health support. Anxiety NZ is a charity and needs donations to provide important and urgent support now.

[anxiety.org.nz/donate](https://anxiety.org.nz/donate)