

# Kua Tīmata Te Haerenga *The Journey Has Begun*

## Whakamōhiotanga whānui | Overall summary

This infographic presents selected key findings from our 2024 service monitoring report: Kua Tīmata Te Haerenga | The Journey Has Begun. The monitoring report and this infographic focuses on access to mental health and addiction services and options available over the five years from July 2018 to June 2023. We have drawn from a broad range of quantitative service performance data and what we heard from many perspectives in the mental health and addiction sector and communities. For more detail see: [mhwc.govt.nz/monitoring](https://mhwc.govt.nz/monitoring)

### Growing psychological distress

% of population aged 15 years and over reporting high or very high psychological distress in the previous 4 weeks:

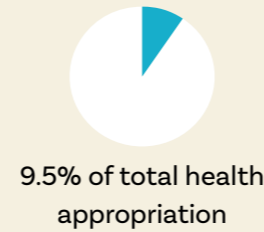


“ We heard that people across the continuum of services are presenting with more acute distress and more complex needs. ”

### Overall investment in mental health and addiction services has increased

2018/19  
**\$1.53b**

2022/23  
**\$2.28b↑**



### The Access and Choice programme has improved access for many, but trends for other service types in the last year are mixed

		% change between 2021/22 and 2022/23
	National telehealth	66,538 people ↓ 11%
	Access and Choice services	185,632 people ↑ 62%
	Other primary initiatives	116,152 people ↓ 17%
	Specialist services	177,613 people ~ Relatively unchanged
	Police 'mental health' calls	75,759 events ↑ 6%

### Workforce is growing, but so are vacancy rates

Total 15,534 full-time equivalent (FTE) staff across mental health and addiction services in 2022/23.

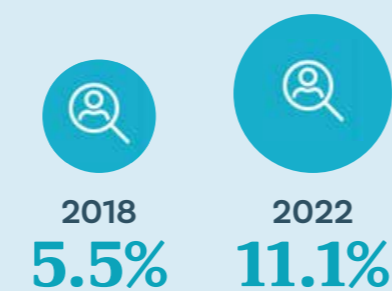
FTE growth (employed and vacant) from 2018/19 to 2022/23:

Health NZ ↑ 8.7%

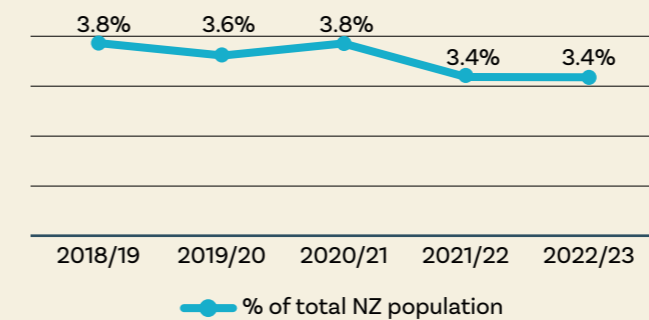
Adult NGO ↑ 13.4%

ICAY Infant, Child, Adolescent, and Youth ↑ 9.2%

Vacancy rates in adult specialist services:



### Specialist service use has decreased over the five years of monitoring



### This decrease is especially marked for addiction services

% decrease over 5 years:

**15.9%↓**  
Addiction services

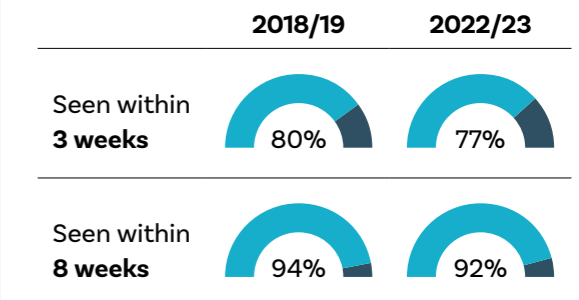
**3.1%↓**  
Mental health services

### Service access is changing in response to workforce challenges and complex needs



“ We heard the workforce challenges are constraining the responses of specialist services, which are prioritising those with highest need. ”

### Wait times have become longer for specialist Health NZ mental health services over the last 5 years but have levelled off over the last year



“ Some people with higher needs (moderate to severe) have told us they have not been able to access specialist services in a timely way. ”

### Wait times in other parts of the system have increased

