



Hoake

to set forth together

Welcome



Tūwhitia te hopo, mairangatia te angitū!

Rooted in the wisdom of tikanga Māori, Hoake honours the interconnectedness of wairua (spirit), whānau (family), hinengaro (mind), and tinana (body). The path depicted in our Hoake logo represents te ara whakaora – the sacred journey one undertakes to reclaim balance and wellbeing. It is not a straight road, but a winding trail shaped by courage, reflection, and strength of whakapapa.

In te ao Māori, there is an understanding: *Tūwhitia te hopo, mairangatia te angitū!* – *Feel the fear and do it anyway*. This wisdom acknowledges that fear is part of the journey, but it need not define it. Every step forward, no matter how small, is an act of bravery and a movement toward mauri ora – a life of vitality and restored well-being.

Above the path, the dove soars. In many iwi traditions, manu (birds) are seen as guardians and messengers between realms. The dove in our Hoake logo represents te rangimārie (peace), te herekore (freedom), and the release from the grip of addiction. It embodies the moment when one begins to rise above whakamā (shame), reconnecting with purpose, whenua, and the enduring support of whānau.

Together, the path and the dove reflect not only the challenges of recovery from gambling harm but also the courage to embrace it – despite fear – and the promise of freedom that lies ahead.

Hoake offers a pathway to recovery and healing if you are attending a gambling harm service but require a bit more support. We understand the unique challenges that come alongside gambling harm and its impacts on mental health, relationships, and wellbeing. The Hoake programme is holistic and shaped by values that respect your background, identity, and journey, focused on walking alongside you with the care and support you need to make lasting, meaningful change.

What you can expect

The Hoake Programme will:

- Provide a specialised support team that includes health professionals, cultural advisors, and people with lived experience of recovery.
- Provide options to access existing residential or community-based services. Whether you need a place to go to reset, or additional supports while staying connected to your community, we will help you develop a programme that works for you.
- Create a holistic support plan that's right for you, ensuring you always have full control over your journey — nothing happens without your say. You can pause, change your plan, or stop at any time.

Which pathway is right for me?

Your support plan will be based on your own needs and goals. You can choose a pathway that is right for you. It might be:

- **Residential Support:** A short stay at a safe, supportive place where you can focus on your recovery with 24/7 care.
- **Community-Based Support:** Help in your everyday environment. This includes therapy, group support, peer-led activities, and cultural or whānau-based sessions.
- **Wellbeing Support:** We can also help with childcare, interpreters, respite options, and more- whatever makes your journey easier.
- **Aftercare Planning:** Even after the programme ends, we'll help you stay connected with support groups, employment or study opportunities, and your wider community





Above the Path, the Dove Soars

Rooted in the wisdom of tikanga Māori, our journey of healing honours the interconnectedness of wairua (spirit), whānau (family), hinengaro (mind), and tinana (body).

The path depicted in our logo represents te ara whakaora—the sacred journey one undertakes to reclaim balance and wellbeing. It is not a straight road, but a winding trail shaped by courage, refection, and strength of whakapapa.

Your Journey

Everyone's recovery journey is different

If you and your practitioner feel Hoake could be the right next step, this is what the process might look like. From referral through to long-term recovery, you'll be supported every step of the way — with a plan shaped around you.

- 1 You've been working with your practitioner for a while now, and you might be starting to feel like you need some extra support to make lasting changes. Maybe you're dealing with challenges like relapses, the impact of alcohol or drugs, or other issues that are affecting your wellbeing.
- 2 After talking things through with your practitioner, you've both agreed that Hoake could be the next step that feels right for you.
- 3 Your practitioner will support you to complete the referral to Hoake, making sure everything feels right for you.
- 4 Once the referral is made, together with your practitioner and other support people you wish to attend, you'll have the opportunity to meet with a specialised support team to develop a holistic support plan. The specialist team includes a psychiatrist, an addiction specialist, lived experience practitioner and cultural support.
- 5 The Hoake coordinator will work with you and your practitioner to arrange access to the services on your plan and look at ways to make things as easy as possible.
- 6 Whichever programme you chose, your practitioner will continue to support you. For example, if you choose a residential service, your practitioner will still be involved.
- 7 Your journey will be complete when you've built long-term recovery – Hoake is flexible – whether it's six weeks or longer, it's built around you.

Steps to Recovery



Recovery

Long-term recovery is established

Connection

Intensive Treatment Programme underway (3-6 months)

Engagement

Support building community networks

Coordination

Intensive Treatment Co-ordinator supports programme delivery
Practitioner supports tangata whaiora throughout

Planning

Tangata whaiora and practitioner meet with the Multi-Disciplinary Team to develop a plan

Referral

Practitioner completes referral forms with tangata whaiora

Initiation

Tangata whaiora talks to their practitioner about additional support for their gambling

Potential Pathways

Hoake is available to anyone referred through approved gambling harm services. If you think Hoake might be right for you, start by having a chat with your current gambling harm practitioner. If more intensive support feels like the next step, they'll help you with the referral process. From there, a holistic support team will look at your needs together and help find the support pathway that's the best fit for you. It's completely your choice to be involved, and everything you share will be treated with respect and kept confidential.

How to engage with Hoake

From time to time, people's circumstances mean they require more intensive support. If you are experiencing significant gambling harm and struggling to find solutions through counselling or other treatments, Hoake may be right for you.

You may benefit if:

- Gambling harm is impacting your mental health, finances, and relationships.
- You might be going through some tough challenges — like impacts from alcohol or drug use, or other issues that are affecting your mental health and wellbeing.
- You feel that greater access to support services would help and would like access to specialised, holistic care.

If you are unsure, speak to your gambling harm practitioner to discuss whether Hoake is right for you.

Frequently Asked Questions

Who will see my personal information?

We understand that seeking help can feel overwhelming. Your privacy is important to us, and any information shared will remain strictly confidential.

- Information will only be shared with those involved in your support plan.
- Your consent will always be sought before including others in discussions about your care.

If you have any concerns about confidentiality, please talk to your practitioner or the Hoake co-ordinator.

Can I bring a support person?

You can bring whānau or a trusted support person to meetings and sessions. They can be part of your team too. We recommend choosing someone who is available to listen, support and understands your situation.

How Hoake Can Help

Hoake is created to ensure lasting change. It will enable you to maintain a life free from gambling harm by supporting you with your needs and goals. Together, we'll identify your unique concerns and develop practical strategies to overcome them. The programme can provide you with tools to build healthier routines, manage stress, and strengthen your support networks. By focusing on lasting change, Hoake ensures that you build skills, and the resilience needed to maintain a balanced and fulfilling life.

Next steps

If you think Hoake could benefit you, or if you have questions:

- Speak to your gambling harm practitioner.
- Discuss your situation and explore which pathway is suitable for you.

Your recovery journey is important, and change is possible.

Contact us

You can contact the Hoake Coordinator through PGF Services

Freephone 0800 664 262

Email help@pgf.nz



Sharing our lived experience

Lived experience is a powerful and essential voice in the co-design process of Hoake. Those who have personally navigated gambling harm bring invaluable insights that cannot be replicated by theory or clinical perspectives alone. Their real-world understanding helps shape services that are not only effective but also culturally responsive, accessible, and truly centred on the needs of individuals and families affected by gambling harm.

By embedding lived experience at the heart of co-design, we foster a programme that is empathetic, practical, and deeply connected to the realities of those seeking support. It ensures that interventions are not just evidence-based but also person-centred, empowering individuals and communities in their journey toward healing and recovery.

