

## COMMUNITY SUPPORT AGENCIES

### Multiple Family Services

Agency	Location	Purpose	Contact
Strengthening Families	Nationwide	<p>Strengthening Families can be used by any family/whānau in Aotearoa New Zealand:</p> <ul style="list-style-type: none"> <li>• with a child, children or young person(s) in their care</li> <li>• who needs help from more than one agency.</li> </ul> <p>The process is free and 100% voluntary. It builds on a family's strengths and dreams.</p> <p>Strengthening Families is there to help your family/ whānau before any problems get too big. Families often get help with several of these things.</p> <ul style="list-style-type: none"> <li>• finding a warm, comfortable home for your family/ whānau</li> <li>• getting help with your child or young person's health or behaviour</li> <li>• money troubles</li> <li>• doing something about your child not doing well at school</li> <li>• coping with stress at home.</li> <li>• family relationships</li> <li>• family violence</li> <li>• addiction.</li> </ul>	<p>Local contacts – see website  <a href="https://www.strengtheningfamilies.govt.nz/contact-us/">https://www.strengtheningfamilies.govt.nz/contact-us/</a></p>
Citizens Advice Bureau	Nationwide	<p>Promotes knowledge and understanding of peoples' rights and responsibilities. It does this through providing the public with a free and confidential service of information, assistance, referral, and advocacy, to get the best outcomes. They provide people with the confidence and support they need to take action.</p>	<p>0800 367 222            Local contacts – see website  <a href="https://www.cab.org.nz/find-a-cab/">https://www.cab.org.nz/find-a-cab/</a></p>
Emerge Aotearoa	Nationwide	<p>Emerge Aotearoa's explicit kaupapa and commitment to empower marginalised and disadvantaged communities.</p>	<p>Northland – 09 470 3530            Auckland East/South – 09 265 0255</p>

		<p>Meeting the needs of Māori Tangata Whaiora. Meeting the needs of Pasifika clients.</p> <p>Services include:</p> <ul style="list-style-type: none"> <li>• Alcohol &amp; other drug services</li> <li>• Child, Youth &amp; whanau residential service and community support services</li> <li>• Culturally specific services</li> <li>• Day programmes – life and living skills</li> <li>• Deaf mental health services</li> <li>• Employment support</li> <li>• Flexible disability support service</li> <li>• Housing</li> <li>• Intellectual disability support service</li> <li>• Mobile community support services</li> <li>• Multi systemic therapy</li> <li>• Peer support services</li> <li>• Primary care services</li> <li>• Residential rehabilitation</li> <li>• Respite care</li> <li>• Supported accommodation</li> <li>• Whanau and family support</li> </ul>	<p>Auckland West – 09 839 7301  Auckland Central – 09 847 9187  Hamilton – 07 829 4395  Rotorua – 07 348 4740  Tauranga - 07 579 9020  Midland – 07 579 9020  Napier – 09 265 0255  Wellington – 04 589 9442  Christchurch – 03 371 5599  West Coast – 0800 000 029  <a href="http://www.emergeaotearoa.org.nz">www.emergeaotearoa.org.nz</a></p>
Pact Group	Nationwide	<p>We provide community support, supported accommodation and day programmes to people recovering from mental illness and people with intellectual disabilities. People we support:</p> <ul style="list-style-type: none"> <li>• People recovering from mental illness</li> <li>• People with a physical or intellectual disability</li> <li>• People wanting to overcome alcohol and other drug or gambling addiction</li> <li>• People require a Pacific or Māori cultural base to their support</li> <li>• People needing help with personal finances and/or housing</li> <li>• Children and youth</li> <li>• Family/whanau of people with mental health issues</li> </ul>	<p>Otago (National Office) - 03 477 4312  Southland – 03 211 2850  West Coast (including Nelson/Marlborough) - 03 477 4312  Lower North Island – 04 570 2320  <a href="http://www.pactgroup.co.nz">www.pactgroup.co.nz</a></p>

		<ul style="list-style-type: none"> <li>• Adults</li> <li>• The elderly</li> <li>• Offenders with an intellectual disability</li> <li>• Offenders/prisoners with mental health issues</li> <li>• High-risk offenders</li> </ul>	
The Salvation Army	Nationwide	Supporting families with: <ul style="list-style-type: none"> <li>• Alcohol and Drug services &amp; Problem Gambling</li> <li>• Welfare</li> <li>• Housing</li> <li>• Children and Youth</li> <li>• Food, Clothing, Furniture</li> <li>• Emergency services</li> <li>• Family Training</li> <li>• Prison and Courts</li> <li>• Hospice</li> <li>• Seniors</li> </ul>	Social Service enquires 0800 530 000 <a href="http://www.salvationarmy.org.nz">www.salvationarmy.org.nz</a>
The Wellington City Mission	Wellington	Supporting families with: <ul style="list-style-type: none"> <li>• Early intervention</li> <li>• Alternative education for at risk youth</li> <li>• Financial advice</li> <li>• Seniors – health, disability, social isolation</li> <li>• Emergency support</li> <li>• Food</li> <li>• Housing</li> </ul>	Phone: 04 245 0900 <a href="http://www.wellingtoncitymission.org.nz">www.wellingtoncitymission.org.nz</a>
Family Works	Nationwide	<ul style="list-style-type: none"> <li>• Social works support</li> <li>• Counselling and therapy</li> <li>• Parenting programmes</li> <li>• Children’s programmes</li> <li>• Family dispute resolution service</li> <li>• Mentoring and support for young people</li> <li>• Family violence prevention</li> <li>• Restorative justice</li> <li>• Community reintegration</li> <li>• Connection to community supports, groups and networks</li> </ul>	Auckland Central -09 639 2016 Auckland Waitakere – 09 835 1288 Auckland South – 09 269 1009 Whangarei – 09 437 6729 Rotorua – 07 349 0990 Taupo – 07 378 6480 Tauranga – 07 575 9709 Waikato – 07 858 4413 Whakatane – 07 307 1133 Hawkes Bay – 06 876 2156 Wairarapa – 06 370 0659

			Upper Hutt – 04 528 4164 Central – 04 439 4900 Upper South Island – 03 366 5472 South Canterbury – 03 688 5029 Otago – 03 477 7116 Southland – 03 211 8200
Parentline	Hamilton	<ul style="list-style-type: none"> <li>- Supports children exposed to domestic violence</li> <li>- Support for children for issues relating to sexual abuse</li> <li>- Parenting programmes</li> <li>- Social worker support</li> </ul>	07 839 4536 parentline@parentline.org.nz
Methodist Alliance	Nationwide	This webpage outlines all of the Methodist Missions around NZ that provide social services.	<a href="https://www.methodist.org.nz/mahi/methodist-alliance/social-services-2/">https://www.methodist.org.nz/mahi/methodist-alliance/social-services-2/</a>
The Fono	Upper North, Auckland	<ul style="list-style-type: none"> <li>- Women’s, men’s &amp; children’s health</li> <li>- Chronic pain management</li> <li>- ACC</li> <li>- Vaccinations &amp; immunisations</li> <li>- Family &amp; general dentistry</li> <li>- Emergency &amp; relief of pain treatments</li> <li>- Full &amp; partial dentures</li> <li>- Mental Health Support</li> <li>- Healthy babies, healthy futures</li> <li>- Breast &amp; bowel screening</li> <li>- Community exercise classes</li> <li>- Financial mentoring</li> <li>- Whānau Ora</li> <li>- Family violence support</li> <li>- Family Start</li> <li>- Food Hub</li> </ul>	0800 366 648 <a href="http://www.thefono.org">www.thefono.org</a>

## Parenting

Agency	Location	Purpose	Contact
Stand Tu Maia	Nationwide	Provides intensive wraparound social service response through its Stand for Children service (which includes Therapeutic Care and	Northern - 09 437 9050 Auckland – 09 534 4017

		Education in Children’s Villages) to children aged 5 to 12 and their families, its Family Therapy service for children 0-18 (including unborn) and their families, the Social Services in Schools service and a Kidzacool Adventures holiday programme for children aged 5 up to 14.	Midland – 07 345 9097 East Coast – 06 867 5614 Central – 06 364 8069 Christchurch – 03 332 2541 Southern – 03 446 8119 <a href="http://www.standforchildren.org.nz">www.standforchildren.org.nz</a>
Te Hauora Runanga o Wairarapa	Wairarapa	Life skills parenting <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Goal setting</li> <li>• 1-1 parenting sessions (5 min, 10 max)</li> <li>• Whānau led sessions</li> </ul> Anyone who has children in their care who are between the ages of 7-17 years. All services are free.	0800 666 744 <a href="http://www.tehauora.org.nz">www.tehauora.org.nz</a>
Birthright	Nationwide	Working with single parents/caregivers and their children to gain confidence, develop life skills and achieve financial and personal independence. Support includes provision of basic clothing and household goods, advocacy to intensive in-the-home social work support, helping support family/whanau work through the barriers they face, connecting with others in the community, learning new skills, children’s programmes, activities.	Waikato – 07 839 1051 Hawkes Bay – 06 835 2162 Whanganui – 06 347 1770 Palmerston North – 06 357 3509 Otaki/Levin - 027 288 0817 Kapiti – 04 902 5748 Wellington – 04 499 0055 Hutt Valley – 04 567 7123 Canterbury – 03 366 9456 Central Otago – 03 448 8386 <a href="http://www.birthright.org.nz">www.birthright.org.nz</a>
Parent Help Inc	Wellington	Providing help with all parenting issues from the smallest to the most serious issue of child abuse. <ul style="list-style-type: none"> <li>• Free national parenting helpline 9am to 9pm</li> <li>• Parenting courses</li> <li>• Parenting advice</li> </ul>	0800 568 856 <a href="http://www.parenthelp.org.nz">www.parenthelp.org.nz</a>
Wesley Community Action	Greater Wellington	<ul style="list-style-type: none"> <li>• Family Start</li> <li>• Foster care</li> <li>• Strengthening Families</li> <li>• Counselling</li> </ul>	Wellington - 04 385 3727 Porirua – 04 237 7612 <a href="http://www.wesleyca.org.nz">www.wesleyca.org.nz</a>

Skylight	Wellington	Skylight is here to help you through difficult times. We can assist you in a variety of ways with information appropriate for your situation. You are welcome to visit us and receive free information and a support pack from our resource centre and borrow books from the specialist library. We also facilitate Professional Development training and offer Counselling support services for children, young people, family/whānau and individuals who are experiencing tough times.	0800 299 100 <a href="http://www.skylight.org.nz">www.skylight.org.nz</a>
Takai (Formerly Skip)	Web based	Parenting resources	04 918 9251 <a href="http://www.takai.nz">www.takai.nz</a>
The Fono	Upper North, Auckland	<ul style="list-style-type: none"> <li>Family start</li> </ul>	0800 366 648 <a href="http://www.thefono.org">www.thefono.org</a>

## Disability

Agency	Location	Purpose	Contact
Parent to Parent	Nationwide	Connecting parents with trained volunteer support parents who have a child or family member with the same or similar disability, health impairment or are experiencing a similar issue. Provides information on specific conditions. Education workshops Sibling support when living with a sibling with a disability. Nationwide information and advisory service for people living on the autism spectrum, their families.	Freephone 0508 236 236 Local contacts see website <a href="http://www.parent2parent.org.nz">www.parent2parent.org.nz</a>
Disability Connect	Auckland Auckland – north to Warkworth and south to Pukekohe	Disability Connect is a Disability Information Advisory Service. There are lots of ways we can help individuals with a disability, or family members of a disabled person, to navigate the New Zealand disability sector. Education, information, and support groups Open 9am to 4.30pm	Phone 09 636 0351 <a href="http://www.disabilityconnect.org.nz">www.disabilityconnect.org.nz</a>
Fetal Alcohol Spectrum Disorder Care Action Network		To share knowledge, strength, and collective wisdom with caregivers so that those living with FASD can grow and achieve. Our goal is to educate and provide strategies for those living with FASD.	For support email: <a href="mailto:enquiries@fasd-can.org.nz">enquiries@fasd-can.org.nz</a> <a href="http://www.fasd-can.org.nz">www.fasd-can.org.nz</a>

MASH Trust	Lower North Island Wellington, Kapiti, Horowhenua, Palmerston Nth	Provides a wide range of support services for people with mental health conditions, intellectual or physical disabilities, alcohol and addiction struggles and youth respite care. These services are offered either at the residential homes we support, or people who require support in their own homes, or in the community.	0800 627 4878 <a href="http://www.masustrust.org.nz">www.masustrust.org.nz</a>
Health & Disability Advocacy Service	Nationwide	A free service that operates independently from all health and disability service providers and agencies. If you want to know more about your rights when using health or disability services, get questions answered, or talk through your options for making a complaint, we can help.	0800 555 050 Regional contact details available on website: <a href="https://advocacy.org.nz/contact-an-advocate-now/">https://advocacy.org.nz/contact-an-advocate-now/</a>
Te Whatu Ora - NASC	Nationwide	Information on the NASC service.	<a href="https://www.tewhatuora.govt.nz/for-the-health-sector/specific-life-stage-health-information/health-of-older-people/needs-assessment/">https://www.tewhatuora.govt.nz/for-the-health-sector/specific-life-stage-health-information/health-of-older-people/needs-assessment/</a>
Vision West	Auckland, Waikato, Rotorua, Central Lakes, Canterbury	Personalised home healthcare for people of all ages who live with a disability.	Auckland – 09 818 0700 Waikato/Bay of Plenty/Rotorua/Lakes – 0800 222 040 Canterbury – 0800 664 464 extn. 2 <a href="http://www.visionwest.org.nz">www.visionwest.org.nz</a>
Rare Disorders New Zealand	Nationwide	RDNZ is the only umbrella group for rare disorders in NZ & provides a strong common voice to advocate for an equitable healthcare system.	04 385 1119 <a href="http://www.raredisorders.org.nz">www.raredisorders.org.nz</a>

## Drugs and Alcohol

Agency	Location	Purpose	Contact
CareNZ	Auckland Waikato Wellington Hutt Valley Kapiti	Available to anyone who has concerns about their own or a loved one's use of alcohol or other drugs. CareNZ Community Services offer a wide range of interventions, from individual counselling to group work programmes and impaired driving courses. CareNZ Drug Treatment Units offer prisoners the chance to address their substance use and make changes in their lives.	Auckland - 0800 682 468 Waikato – 0800 499 469 Wellington/Lower Hutt/Kapiti – 0800 385 151 <a href="http://www.carenz.co.nz">www.carenz.co.nz</a>

Te Hauora Runanga o Wairarapa	Wairarapa	Offer Kaupapa Māori Alcohol and Drug supports including, assessments, 1-1 counselling, education sessions, group counselling, court reports with referral from Masterton District Court. All services are free.	0800 666 744 <a href="http://www.tehauora.org.nz">www.tehauora.org.nz</a>
MASH Trust	Lower North Island Wellington, Kapiti, Horowhenua, Palmerston Nth	Provides a wide range of support services for people with mental health conditions, intellectual or physical disabilities, alcohol and addiction struggles and youth respite care. These services are offered either at the residential homes we support, or people who require support in their own homes, or in the community.	0800 627 4878 <a href="http://www.mashtrust.org.nz">www.mashtrust.org.nz</a>
Downtown Community Ministry	Wellington	A service that aims to reduce the harm associated to substance abuse. Drug and alcohol counsellors.	04 384 7699 <a href="http://www.dcm.org.nz">www.dcm.org.nz</a>
Familial Trust		Provides support to families who are impacted by a family members misuse of alcohol and drugs.	03 981 1093 Familialtrust.org

## Mental Health

Agency	Location	Purpose	Contact
Mind & Body	Nationwide	Mental health and addictions independent advocacy <ul style="list-style-type: none"> <li>• Mental health peer support</li> <li>• Social inclusion and de-stigmatisation initiatives</li> <li>• Providing advice to health boards services and organisations on mental health issues</li> </ul> Currently contracted to the Health and Disability Sector by four district health boards (Auckland, Waitemata, Capital & Coast and Canterbury), and the Ministry of Health, to deliver various mental health related services.	Auckland - 09 630 5909 Wellington Peer Advocacy Services 0800 11 11 42 Christchurch Peer Support Services 03 371 5599 <a href="http://www.mindandbody.co.nz">www.mindandbody.co.nz</a>
Te Hauora Runanga o Wairarapa	Wairarapa	Services include: <ul style="list-style-type: none"> <li>• Assessments</li> <li>• 1-1 support</li> <li>• Advocacy (working alongside to find the right supports within the community)</li> </ul> All services are free	0800 666 744 <a href="http://www.tehauora.org.nz">www.tehauora.org.nz</a>
MASH Trust	Lower North Island	Provides a wide range of support services for people with mental health conditions, intellectual or physical disabilities, alcohol and addiction struggles and youth respite care. These services are offered either at the	0800 627 4878 <a href="http://www.mashtrust.org.nz">www.mashtrust.org.nz</a>



		residential homes we support, or people who require support in their own homes, or in the community.	
Atareira (Family/Whanau) Support Service	Wellington Porirua Hutt Valley Kapiti	Atareira offers a number of services for families/whānau who have someone with mental health issues including: <ul style="list-style-type: none"> <li>• Family/Whānau support</li> <li>• Short term housing</li> <li>• Children understanding mental health programme</li> <li>• Support groups and other community supports</li> </ul>	04 499 1049 <a href="http://www.atareira.org.nz">www.atareira.org.nz</a>
Yellow Brick Road	Nationwide	Promoting the rights and needs of individuals and families affected by mental distress. <ul style="list-style-type: none"> <li>• Free support</li> <li>• Education &amp; information</li> <li>• Advocacy</li> </ul>	Northern region - 0800 732 825 Central North Island – 0800 555 434 South Island – 0800 876 682 <a href="http://www.yellowbrickroad.org.nz">www.yellowbrickroad.org.nz</a>
The Mental Health Foundation	Nationwide	Provides national services, resources and information	09 623 4810 <a href="http://www.mentalhealth.org.nz">www.mentalhealth.org.nz</a>
Talking Words	Nationwide	Provides counsellors contact details and what they specialise in	<a href="http://www.talkingworks.co.nz">www.talkingworks.co.nz</a>
ACC	Nationwide	Find therapists funded by ACC for funded therapy through the Sensitive Claims contract	<a href="http://www.findsupport.co.nz">www.findsupport.co.nz</a>

## Relationships

Agency	Location	Purpose	Contact
Te Hauora Runanga o Wairarapa	Wairarapa	Whānau Ora Kaiarahi Services include: <ul style="list-style-type: none"> <li>• Needs assessments to identify the specific needs of whānau</li> <li>• Goal setting/aspirations (individual &amp; whole whanau)</li> <li>• Navigation and guidance to the right support service for whanau which will support to reach goals and aspirations.</li> </ul> Family Safety Team Services Home based support and advocacy for whanau experiencing intimate partner violence issues, working alongside the NZ Police. All services are free.	0800 666 744 <a href="http://www.tehauora.org.nz">www.tehauora.org.nz</a>
Lifeline	Nationwide	Services: <ul style="list-style-type: none"> <li>• Lifeline 24/7</li> <li>• Suicide Crisis Helpline</li> <li>• Kidslines</li> </ul>	Lifeline - 0800 543 354 TXT 4357 Suicide Crisis Line – 0508 828 865 Kids line – 0800 942 8787 <a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a>

		<ul style="list-style-type: none"> <li>• Resources</li> <li>• Counselling</li> <li>• Training</li> </ul>	
Vitae	Nationwide	<p>A practitioner-led team of professionals focused on best practice and partnering for workplace well-being solutions.</p> <ul style="list-style-type: none"> <li>• Career coaching</li> <li>• Counselling</li> <li>• Dispute resolution</li> <li>• Health and wellbeing</li> <li>• Human resources</li> <li>• Support</li> <li>• Manager Equip</li> <li>• On-site support</li> <li>• Outplacement &amp; transition services</li> <li>• Professional supervision</li> <li>• Trauma services</li> <li>• Interpreting services</li> <li>• Peer mentoring</li> <li>• Legal Assistance</li> </ul>	<p>0508 664 981</p> <p><a href="http://www.vitae.co.nz">www.vitae.co.nz</a></p>
Relationship Counselling	Nationwide	<p>Separating or getting divorced</p> <ul style="list-style-type: none"> <li>• How to get divorced in NZ</li> <li>• Separating from your spouse or partner</li> <li>• Getting a divorce</li> <li>• Child custody</li> <li>• Relationship counselling</li> <li>• Child support</li> </ul>	<p>Refer to Govt. website for local information:</p> <p><a href="https://www.govt.nz/browse/family-and-whanau/separating-or-getting-divorced/relationship-counselling/">https://www.govt.nz/browse/family-and-whanau/separating-or-getting-divorced/relationship-counselling/</a></p>

## Finance and Budgeting

Agency	Location	Purpose	Contact
Sorted.org.nz	Web based	<p>Planning and budgeting.</p> <ul style="list-style-type: none"> <li>• Saving &amp; investing.</li> <li>• Kiwisaver.</li> <li>• Tackling debt.</li> </ul>	<a href="http://www.sorted.org.nz">www.sorted.org.nz</a>

		<ul style="list-style-type: none"> <li>• Protecting wealth.</li> <li>• Retirement.</li> <li>• Home buying.</li> </ul>	
Citizens Advice Bureau	Nationwide	<p>Advice and support for:</p> <ul style="list-style-type: none"> <li>• Benefits</li> <li>• Loans and credit</li> <li>• Inland Revenue and taxes</li> <li>• Banking, investments and trusts</li> <li>• Insurance</li> <li>• Budgeting and debt</li> </ul>	<p>0800 367 222</p> <p>Local contacts – see website  <a href="https://www.cab.org.nz/find-a-cab/">https://www.cab.org.nz/find-a-cab/</a></p>
Money Talks	Nationwide	<p>Provides support with day to day money matters like budgeting, and money and debt management. Also helps them find their way through Work &amp; Income processes and entitlements.</p>	<p>0800 345 123</p> <p><a href="http://www.moneytalks.co.nz">www.moneytalks.co.nz</a></p>
The Fono	Upper North, Auckland	<ul style="list-style-type: none"> <li>• Financial mentoring</li> </ul>	<p>0800 366 648</p> <p><a href="http://www.thefono.org">www.thefono.org</a></p>

## Urgent Support

Agency	Location	Purpose	Contact
Plunketline	Nationwide	Free parent helpline – answered by a Plunket nurse	<p>0800 933 922</p> <p><a href="http://www.plunket.org.nz">www.plunket.org.nz</a></p>
Parent Help	Nationwide	Provides support, practical strategies and advice on any parenting issue	<p>0800 568 856</p> <p><a href="http://www.parenthelp.org.nz">www.parenthelp.org.nz</a></p>
Healthline	Nationwide	For all health advice and information	<p>0800 611 116</p> <p><a href="https://www.health.govt.nz/your-health/services-and-support/health-care-services/healthline">https://www.health.govt.nz/your-health/services-and-support/health-care-services/healthline</a></p>
Poison line	Nationwide	National Poisons Centre	<p>0800 POISON</p> <p>0800 764 766</p> <p>24/7</p> <p><a href="http://www.poisons.co.nz">www.poisons.co.nz</a></p>

## Helplines

Agency	Location	Purpose	Contact
Alcohol & Drug Helpline	Nationwide		0800 787 797 <a href="http://www.alcoholdrughelp.org.nz">www.alcoholdrughelp.org.nz</a>
Depression Helpline	Nationwide		0800 111 757 <a href="http://www.depression.org.nz">www.depression.org.nz</a>
Suicide Crisis helpline	Nationwide		0800 82 88 65
Cancer Support	Nationwide		0800 226 237 <a href="http://www.cancer.org.nz">www.cancer.org.nz</a>
Lifeline	Nationwide		0800 543 354 <a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a>
Family Violence Information Helpline	Nationwide		0800 456 450 <a href="http://www.areyouok.org.nz">www.areyouok.org.nz</a>
Samaritans	Nationwide		0800 726 666 <a href="http://www.samaritans.org.nz">www.samaritans.org.nz</a>
Need to Talk	Nationwide		1737 <a href="http://www.1737.org.nz">www.1737.org.nz</a>
Civil Defence	Nationwide		04 830 5100 or emergency 111 <a href="http://www.civildefence.govt.nz">www.civildefence.govt.nz</a>

## Sexual Assault / Abuse Helplines

Agency	Location	Purpose	Contact
Wellington Sexual Abuse HELP Foundation	Wellington	Holistic and confidential service to support you on your healing journey, whether the abuse occurred years ago or recently.	04 801 6655 <a href="http://www.wellingtonhelp.org.nz">www.wellingtonhelp.org.nz</a>
National Collective of Rape Crisis	Nationwide	For details or support services regionally or call the free helpline. 24/7	0800 883 300 <a href="http://www.rapecrisisnz.org.nz">www.rapecrisisnz.org.nz</a>
Auckland Sexual Abuse Help Foundation	Auckland	<ul style="list-style-type: none"> <li>• Crisis support</li> <li>• Therapy</li> </ul>	09 623 1700 <a href="http://www.Helpauckland.org.nz">www.Helpauckland.org.nz</a>
Whangarei Miriam Centre	Northland	24 hour confidential phone line staffed by local counsellors both Maori and Pakeha	09 437 6010 <a href="http://www.miriamcentre.co.nz">www.miriamcentre.co.nz</a>

Auckland Counselling Centre Charitable Trust	Auckland	<ul style="list-style-type: none"> <li>• Crisis Response Team</li> <li>• Court Support</li> <li>• Counselling Team</li> <li>• Social work</li> </ul>	09 277 9324 <a href="http://www.cscnz.org.nz">www.cscnz.org.nz</a>
Te Awamutu Healing and Rape Crisis Centre	Te Awamutu	<ul style="list-style-type: none"> <li>• Counselling</li> <li>• Survivors groups</li> <li>• Children's programmes</li> </ul>	07 871 8132 <a href="https://www.mindfitnz.co.nz/support-vendor/mahuika-house-healing-rape-crisis-centre/">https://www.mindfitnz.co.nz/support-vendor/mahuika-house-healing-rape-crisis-centre/</a>
Bay of Plenty Sexual Assault Support Service	Bay of Plenty	Now called Tautoko Sexual Harm Support Offers free, 24 hour sexual harm support services	0800 227 233 <a href="http://www.tautokomai.co.nz">www.tautokomai.co.nz</a>
Hutt Rape Counselling Network	Hutt Valley	<ul style="list-style-type: none"> <li>• Crisis support</li> <li>• Counselling</li> <li>• Social work</li> <li>• Medical facility</li> </ul>	04 566 5517 or 0800 226 694 <a href="http://www.hvsash.org.nz">www.hvsash.org.nz</a>
Wairarapa Rape and Sexual Abuse Collective	Wairarapa	24/7 free confidential crisis support and information	06 370 8446 or 0800 614 614 <a href="http://www.wairaraparapecrisis.org.nz">www.wairaraparapecrisis.org.nz</a>
Nelson Sexual Abuse Support and Healing	Nelson	24/7 crisis support services	03 548 2407 <a href="http://www.sash.co.nz">www.sash.co.nz</a>
Women's Refuge, Sexual Assault Resource Centre Marlborough	Marlborough	Counselling support and recovery services	03 577 9939 <a href="http://www.womansrefuge.org.nz">www.womansrefuge.org.nz</a>
SAFE Network	Northland, Auckland, Waikato, Bay of Plenty	Helps people and communities with support for concerning or harmful sexual behaviour.	09 377 9898 info@safenetwork.org.nz
Te Puna Oranga 24 hour crisis support	Nationwide	Immediate 24/7 crisis response and support	0800 222 042 <a href="mailto:info@tepunaoranga.co.nz">info@tepunaoranga.co.nz</a>

## Housing

Agency	Location	Purpose	Contact
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Kahungunu Whanau Services	Wellington	Kaupapa Māori provider Housing First provider aiming to end homelessness by allowing whanau who are chronically homeless access to housing with readiness conditions. Emergency and transitional housing	0800 294 462 <a href="http://www.nkcp.org.nz">www.nkcp.org.nz</a>
Tenancy Services	Nationwide	We offer advice and information for landlords and tenants who rent their homes. We administer the Residential Tenancies Act 1986. We receive and hold bonds until the end of a tenancy, we provide dispute resolution services, and we administer the State Housing Appeals Authority.	0800 836 262 <a href="http://www.tenancy.govt.nz">www.tenancy.govt.nz</a>
De Paul House Emergency Housing	Auckland	Emergency housing and family support services	09 480 5959 <a href="http://www.depaulhouse.org.nz">www.depaulhouse.org.nz</a>
Work and Income	Nationwide	At risk of homelessness or urgently need a place to stay	0800 559 009 <a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a>
The Salvation Army	Nationwide	Supportive accommodation Transitional housing Housing for over 55's Post-prison support	04 384 5649 or 0800 530 000 <a href="http://www.salvationarmy.org.nz">www.salvationarmy.org.nz</a>
Dwell Housing Trust	Wellington	Provides affordable housing for people in need or on a low income.	0800 439 355 <a href="http://www.dwell.org.nz">www.dwell.org.nz</a>
Auckland City Mission	Auckland	Provides help with food, health services and transitional housing.	09 303 9200 <a href="http://www.aucklandcitymission.org.nz">www.aucklandcitymission.org.nz</a>
Downtown Community Ministry	Wellington	Supports newly house and vulnerable families to sustain their tenancies.	04 384 7699 <a href="http://www.dcm.org.nz">www.dcm.org.nz</a>
Vision West	Auckland, Waikato, Rotorua, Central Lakes, Canterbury	<ul style="list-style-type: none"> <li>Provides accommodation for low-income families who cannot access Government-supplied accommodation and cannot afford a private rental</li> <li>Transitional housing</li> <li>Provides support to sustain tenancies</li> </ul>	Auckland – 09 818 0700 Waikato/Bay of Plenty/Rotorua/Lakes – 0800 222 040 Canterbury – 0800 664 464 extn. 2 <a href="http://www.visionwest.org.nz">www.visionwest.org.nz</a>

## Male Survivors Support Network

Agency	Location	Purpose	Contact
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Male Survivors of Sexual Abuse	Nationwide	Support for male survivors of sexual abuse	03 377 6747 <a href="mailto:mssat@survivor.org.nz">mssat@survivor.org.nz</a>
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## Elderly

Agency	Location	Purpose	Contact
Carers New Zealand	Nationwide	National network providing information, advice, learning and support for carers. Those who assist or support a family or whanau member or a friend.	0800 777 797 <a href="http://www.carers.net.nz">www.carers.net.nz</a>
Wesley Community Action	Greater Wellington	Supported independent living Elder Abuse Response Service	Wgtn - 04 805 0880 Hutt Valley – 04 567 0023 Kapiti – 04 298 3496 <a href="http://www.wesleyca.org.nz">www.wesleyca.org.nz</a>
Age Concern	Nationwide	Elder abuse and neglect service Visiting service	0800 652 105 <a href="http://www.ageconcern.org.nz">www.ageconcern.org.nz</a>
Ministry of Health	Website	Useful services for older people	<a href="https://www.health.govt.nz/your-health/services-and-support/health-care-services/services-older-people/useful-websites-services-older-people">https://www.health.govt.nz/your-health/services-and-support/health-care-services/services-older-people/useful-websites-services-older-people</a>
Enliven	Nationwide	Support services for older people and people living with disabilities to maintain their independence.	0508 365 483 Refer to website for regional contact details. <a href="https://enliven.org.nz/contact-us">https://enliven.org.nz/contact-us</a>

## Youth

Agency	Location	Purpose	Contact
Te Hauora Runanga o Wairarapa	Wairarapa	Youth Peer Support <ul style="list-style-type: none"> <li>• Needs assessment</li> <li>• Goal setting and goal planning</li> <li>• Strengths based</li> </ul>	0800 666 744 <a href="http://www.tehauora.org.nz">www.tehauora.org.nz</a>

		<ul style="list-style-type: none"> <li>• 1-1 sessions</li> </ul> <p>For youth between the ages of 7 – 17. Youth Development programme</p> <ul style="list-style-type: none"> <li>• Working alongside Oranga Tamariki. Referrals from OT only.</li> </ul> <p>All services are free</p>	
Eastern Southern Youth Trust	Wellington	<p>Our purpose is to put youth workers on the ground in the eastern &amp; southern suburbs of Wellington. We have:</p> <ul style="list-style-type: none"> <li>• Youth workers in schools, and in our communities.</li> <li>• Various programmes during the week</li> <li>• Various educational programs:</li> <li>• Study Support with Inspiration Education Tutors.</li> <li>• Day Programme plus do we one-on one mentoring. Leadership development.</li> <li>• A Dance School called BREAK-OUT DANCE.</li> <li>• School holiday programmes.</li> <li>• Partnering with Oranga Tamariki and opening some Residential Homes</li> </ul>	Email: <a href="mailto:easternsouthernyouthtrust@gmail.com">easternsouthernyouthtrust@gmail.com</a>
Wesley Community Action	Greater Wellington Region	Youth mentoring & leadership development	04 385 3727 <a href="http://www.wesleyca.org.nz">www.wesleyca.org.nz</a>
Youthlaw	Nationwide	Free community law centre for children and young people nationwide. They provide free legal services to anyone aged under 25 who are unable to access legal help elsewhere, or those acting on their behalf.	0800 884 529 legal@youthlaw.co.nz
Youthline	Nationwide	Support service for youth	0800 376 633 Free TXT 234 <a href="http://www.youthline.co.nz">www.youthline.co.nz</a>
Voyce (Whakarongo Mai)	Nationwide	Support service for youth	0800 4VOYCE (0800 486 923) <a href="https://voyce.org.nz">https://voyce.org.nz</a>
What's Up	Nationwide	A free, nationally available counselling helpline and webchat service for children and teenagers.	0800 942 8787 Whatsup.co.nz
Children & Young People's Commissioner	Nationwide		0800 224 453 Manamokopuna.org.nz
Child Matters	Nationwide	To upskill those working and interacting with children, young people and their families so they are able to identify risks concerning	07 838 3370 Childmatters.org.nz



		vulnerability and abuse and have the knowledge and confidence to take appropriate action.	
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## Pasifika Support

Agency	Location	Purpose	Contact
Taeaomanino Trust	Porirua & Greater Wellington Region, including Manawatu & Wairarapa	Providing social and mental health services as well as counselling support to Pacific families and people.	0800 345 345 <a href="http://www.taeaomanino.org.nz">www.taeaomanino.org.nz</a>
Pasefika Proud	Web based	Website provides a listing of services available to Pasefika people.	<a href="http://www.pasefikaproud.co.nz">www.pasefikaproud.co.nz</a>
Community and NGO Pasifika services	Auckland	Numerous Pasifika mental health and other service providers listed on the website.	Refer to website: <a href="https://www.leva.co.nz/our-work/suicide-prevention/finding-help/support-services/community-ngo-services">https://www.leva.co.nz/our-work/suicide-prevention/finding-help/support-services/community-ngo-services</a>
The Fono	Upper North, Auckland	<ul style="list-style-type: none"> <li>• Women's, men's &amp; children's health</li> <li>• Chronic pain management</li> <li>• ACC</li> <li>• Vaccinations &amp; immunisations</li> <li>• Family &amp; general dentistry</li> <li>• Emergency &amp; relief of pain treatments</li> <li>• Full &amp; partial dentures</li> <li>• Mental Health Support</li> <li>• Healthy babies, healthy futures</li> <li>• Breast &amp; bowel screening</li> <li>• Community exercise classes</li> <li>• Financial mentoring</li> <li>• Whanau Ora</li> <li>• Family start</li> <li>• Family violence support</li> </ul>	0800 366 648 <a href="http://www.thefono.org">www.thefono.org</a>

- Family Start
- Food Hub

## Health & Social Services

Agency	Location	Purpose	Contact
Whaiora Health & Social Services	Wairarapa	Community Services <ul style="list-style-type: none"> <li>• Well-child tamariki ora services</li> <li>• Family Start</li> <li>• Outreach immunisation</li> <li>• B4 Schools</li> <li>• Rangatahi Physical Activity</li> <li>• Pae Ora – Māori Community Health Support</li> <li>• Stop Smoking Services</li> <li>• Kaiarahi Services</li> <li>• Health Services</li> <li>• For Māori and Pacific people</li> <li>• For those who find it difficult to access and afford healthcare.</li> </ul> Services are free or low cost	0800 494 246 <a href="http://www.whaiora.org.nz">www.whaiora.org.nz</a>
Raukawa Whanau Ora	Located in Levin Services throughout Horowhenua and Manawatu	Kaupapapa Māori health provider. The services are specifically for Māori but do not exclude non Māori. Hauora Services <ul style="list-style-type: none"> <li>• Whānau/Tamariki Ora Well Child Service</li> <li>• Alcohol &amp; Drug Support</li> <li>• Cancer Control Co-ordinator</li> <li>• Māori Disability Support Service</li> <li>• Mother &amp; Pepe Support</li> <li>• Adult mental health support</li> </ul> Toiora Whānau Services <ul style="list-style-type: none"> <li>• Counselling</li> <li>• Education Programmes</li> <li>• Rangatahi Achievement Programme</li> </ul>	06 368 8678 <a href="http://www.rwo.iwi.nz">www.rwo.iwi.nz</a>

		<ul style="list-style-type: none"> <li>• Social Workers in Schools</li> <li>• Man Up</li> <li>• Whānau Ora Navigational Services</li> </ul> <p>He Hikinga Manawa services</p> <ul style="list-style-type: none"> <li>• Early Childhood Education</li> <li>• Family Start</li> <li>• Traditional Māori child raising</li> <li>• Playgroup</li> </ul>	
Te Taiwhenua o Heretaunga	Located in Hastings Services to East Coast – Mahia to Rimutaka & across to Palmerston Nth	Health Education and Social services for the general community. Helping individuals, whanau and communities by creating holistic, personalized plans of care, support and development.	06 871 5350 <a href="http://www.ttoh.iwi.nz">www.ttoh.iwi.nz</a>
Kahungunu Whanau Services	Wellington	Wraparound social support services to whanau. <ul style="list-style-type: none"> <li>• Mentoring</li> <li>• Strengthening families</li> <li>• Preparing for FGC</li> <li>• Advocating on behalf of whanau with providers</li> <li>• Whānau &amp; Rangatahi Support</li> <li>• Counselling</li> <li>• Transition to Adulthood</li> <li>• Family Violence Programmes</li> <li>• Mana Wahine Programmes</li> <li>• Mana Tane Programmes</li> </ul>	000 294 462 or 04 384 6252 <a href="http://www.nkcp.org.nz">www.nkcp.org.nz</a>
Te Roopu Awhina ki Porirua	Porirua	Holistic social service provider. Meeting the needs of whanau in the community. Services: <ul style="list-style-type: none"> <li>• Fresh Start</li> <li>• Counselling</li> <li>• Violence Prevention</li> <li>• Integrated Attendance</li> <li>• Home Based Support</li> <li>• Social Workers in Schools</li> <li>• Crime prevention</li> <li>• 396 provider with family homes</li> </ul>	0800 872 800 <a href="https://www.ngatittoa.iwi.nz/social-services">https://www.ngatittoa.iwi.nz/social-services</a>

Wesley Community Action	Porirua	<ul style="list-style-type: none"> <li>• Food bank</li> <li>• Sustainable tenancies</li> <li>• Social work</li> </ul>	<p>Wesley House Cannons Creek 04 385 3727 ext. 4 <a href="https://www.wesleyca.org.nz/what-we-do/community-iniatives/cannons-creek-community-garden/">https://www.wesleyca.org.nz/what-we-do/community-iniatives/cannons-creek-community-garden/</a></p>
Auckland City Mission	Auckland	Provides help with food, health services and transitional housing	<p>09 303 9200 <a href="http://www.aucklandcitymission.org.nz">www.aucklandcitymission.org.nz</a></p>
Kokiri Marae	Lower Hutt	<p>Health &amp; social services:</p> <ul style="list-style-type: none"> <li>• Car seat rent to own scheme</li> <li>• Immunisation service</li> <li>• Sexual &amp; reproductive health service</li> <li>• Nursing Service</li> <li>• Caregiver support programme</li> </ul>	<p>04 939 4630 <a href="http://www.kokiri.org.nz/">http://www.kokiri.org.nz/</a></p>
Downtown Community Ministry	Wellington	<ul style="list-style-type: none"> <li>• Foodbank</li> <li>• Health clinics</li> <li>• Money management</li> </ul>	<p>04 384 7699 <a href="http://www.dcm.org.nz">www.dcm.org.nz</a></p>
Vision West	Auckland, Waikato, Rotorua, Central Lakes, Canterbury	<ul style="list-style-type: none"> <li>• Personal Care Assistance</li> <li>• Home Help</li> <li>• Respite Care</li> <li>• Medication Oversight</li> <li>• Counselling</li> <li>• Money Mentors</li> </ul>	<p>Auckland – 09 818 0700 Waikato/Bay of Plenty/Rotorua/Lakes – 0800 222 040 Canterbury – 0800 664 464 extn. 2 <a href="http://www.visionwest.org.nz">www.visionwest.org.nz</a></p>
The Fono	Upper North, Auckland	<ul style="list-style-type: none"> <li>• Women’s, men’s &amp; children’s health</li> <li>• Chronic pain management</li> <li>• ACC</li> <li>• Vaccinations &amp; immunisations</li> <li>• Family &amp; general dentistry</li> <li>• Emergency &amp; relief of pain treatments</li> <li>• Full &amp; partial dentures</li> <li>• Mental Health Support</li> <li>• Healthy babies, healthy futures</li> <li>• Breast &amp; bowel screening</li> <li>• Community exercise classes</li> <li>• Financial mentoring</li> </ul>	<p>0800 366 648 <a href="http://www.thefono.org">www.thefono.org</a></p>

		<ul style="list-style-type: none"> <li>• Whanau Ora</li> <li>• Family start</li> <li>• Family violence support</li> <li>• Family Start</li> <li>• Food Hub</li> </ul>	
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## Family Violence

Agency	Location	Purpose	Contact
Change Ability	Wairarapa	Provides general counselling services and programmes, support and information for victims and perpetrators of family violence and abuse.	Counselling 06 377 5716 Family Violence 06 377 0933 <a href="http://www.changewairarapa.org.nz">www.changewairarapa.org.nz</a>
Shine	Nationwide	Free helpline	0508 744 633 <a href="http://www.2shine.org.nz">www.2shine.org.nz</a>
National Collective of Independent Women's Refuges	Nationwide	Supports and helps women and children who are experiencing family violence.	0800 733 843 <a href="http://www.womensrefuge.org.nz">www.womensrefuge.org.nz</a>
NZ Police	Nationwide		Phone 111
Kokiri Marae	Lower Hutt	<ul style="list-style-type: none"> <li>• Supporting Māori tane to manage their anger</li> <li>• Supporting Māori wahine to manage their anger</li> <li>• Supporting violence free Whānau</li> </ul>	04 939 4630 <a href="http://www.kokiri.org.nz/">http://www.kokiri.org.nz/</a>
Child & Family Safety Service	Canterbury	Provision of consultation services and training for health staff. Deliver of medical and psycho-social assessments for children who are experiencing sexual, physical and emotional abuse of neglect.	03 364 0905 <a href="http://www.cdhb.health.nz">www.cdhb.health.nz</a>
The Fono	Upper North, Auckland	Family violence support	0800 366 648 <a href="http://www.thefono.org">www.thefono.org</a>

## Miscellaneous

Agency	Location	Purpose	Contact
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B.A.C.A	Canterbury & Auckland	An organization that works in tandem with other local agencies to provide a safe environment for children who have been abused to empower them to overcome their fears.	Bacaworld.org.nz
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## Agencies

Agency	Location	Purpose	Contact
Grandparents Raising Grandchildren	Nationwide	Provides regional and local support through support groups, community outreach and advocates with specialized knowledge and skills to assist caregivers as well as education, training and critical information.	0800 472 637 Grg.org.nz
Barnardos	Nationwide	Child and family services, early learning services and advocacy.	0800227627 Barnardos.org.nz
NZ Association of Counsellors	Nationwide	List of counsellors and where they are located throughout the country	Nzac.org.nz
Open Home Foundation	Nationwide		Ohf.org.nz
Family Services Directory	Nationwide	Directory of family services available	0800 559 009 Familyservices.govt.nz