
Manaia Primary Health Organisation
P O Box 1878 Whangarei 0140
Phone: (09) 438 1015
Fax: (09) 438 3210



Abuse Prevention Whakamana Whānau Project
Directory of selected health and social sector support services
for Whangarei and Dargaville/Kaipara Districts

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For comments or corrections

Ph.: 09 4381015 Fax 09 438 3210

Ngaire@manaiapho.co.nz

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Other Agency listing websites

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Citizens Advice Bureau (CAB)	Provides information face to face or by phone. Also has a website providing extensive information on a variety of topics. Mon-Fri 9am-4.30pm Updates local contacts regularly	Ph: 09 438 8046 Fax: 09 430 0443 Free Ph: 0800 367 222 Address: 71 Bank Street, Whangarei 0110 Email: whangarei@cab.org.nz Website: www.cab.org.nz
Health Point	Health related National website regarding health providers, referral expectations, services offered and common treatments. A lot of information available to the public and is most likely to be up to date.	Ph: 09 630 0828 Fax: 09 630 0829 Email: info@healthpoint.co.nz Website: www.healthpoint.co.nz Office Hours: 9.00am – 4.30pm Mon – Fri
MSD community directory website	Nationwide website which can be filtered by locality and support required.	Website: www.familyservices.govt.nz/directory/
Whangarei Community Services Listing	Provides information about services available including community groups.	Website: www.whangarei.co.nz/d_Community_Services.cfm?Scope=District&WPID=359

Helplines for victims of Family Violence or other Crimes

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Online Victims of Crime Information Line	Ministry of Justice Help line provides information to people who are victims of crime about their rights and support services.	Free Ph: 0800 650 654 Office Hours: 24/7 Website: www.victiminfo.govt.nz
Family Violence Information Line	Provides self help information and connects people to services if appropriate. Ministry of Social Development.	Free Ph: 0800 456 450 Website: www.areyouok.org.nz Office Hours: 9 am – 11pm seven days
Kaipara Abuse Prevention Inc	We are a group of concerned people in the community who aim to: - Raise awareness of the issue of abuse in the communities - Support those who provide services in this area - Provide a basis for advocacy outside the District - Provide education & support to encourage positive growth within our community	Ph: 09 439 7009 Address: 2 Station Road, Dargaville Email: kap_inc@xtra.co.nz Website: www.kaipara.weebly.com

<p>Family Court Dargaville (actioned in the Whangarei Court)</p>	<p>The Family Court can be used to make a number of Orders to resolve disputes about children when:</p> <ul style="list-style-type: none"> • There's a dispute about who looks after the children and when (day-to-day care) or when parents and others see the children (contact). These are called Parenting Orders. • There's a dispute between guardians (that is, natural parents or court-appointed guardians) about other important matters about how children will be raised: where they will live, where they go to school, medical treatment (other than routine medical matters), what their culture, language and religion will be and any changes to their name. These are known as guardianship issues. • You want your private agreement made into a Court Order so the Family Court can make sure it's followed. This is called a Consent Order. • You need the Family Court to take immediate action, such as preventing your children from being taken overseas without your permission. In these cases the Family Court can make an Interim Order. <p>When a court makes an Order it must be followed by everyone who is included in the Order. If the other person is not following a Court Order you can apply to the Family Court to have it enforced.</p>	<p>Free Ph: 0800 2 AGREE (0800 224 733) Address: 105 Bank Street Whangarei</p> <p>Email: Whangarei.dc@justice.govt.nz Website: www.justice.govt.nz/family</p> <p>Office Hours: Mon – Fri 8.30am – 5.00pm</p>
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Interpreter Services

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Language Line	Language Line is available from Monday to Friday 9am - 6pm and Saturday 9am - 2pm	Free Ph: 0800 656656 for enquiries. Wgtn Website: www.languageline.govt.nz
Citizens Advice Bureau Language Link	Language Link is a telephone service run by CAB based in Auckland with 24 languages.	Free Ph: 0800 78 88 77 Not all languages available at all times. See Website: www.cab.org.nz
ISign	Arranges interpreters to enable Deaf people to 'communicate with confidence'. GP visits should be paid by Ministry of Health. Make a booking through isign website	Free Ph: 0800 934 683 Free Text: 3359 Email: bookings@isign.co.nz Feedback: askus@isign.co.nz Website: www.isign.co.nz

Main Agencies for Family Violence

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Te Puna o Te Aroha. Māori Women's Refuge	Free and confidential services include -24 hour crisis line for information, advice and support to women and children including access to crisis accommodation (criteria applies). -Support women in their own choices to leave or stay in their relationships, and assist in developing safety and support plans. -Work with whānau, including the partner, in the community to assist them to make positive changes in their lives. -Support women with applications for orders -Provide MOJ approved domestic violence education programmes for women and a programme for tamariki who are experiencing family violence. -Provide Family Violence awareness training in the community. -Attend weekly Family violence meetings with the Police and follow up Incident reports	Refuges prefer women to make contact themselves. Patient/client could call from practice or referral made while patient present with their permission. They will endeavour to come to Practice/client in any emergency where there are safety concerns for woman and she has given consent 24 Hour Crisis Line. National Toll-free Number Free Ph: 0800 REFUGE or 0800 733843. Te Puna O Te Aroha Postal: PO Box 826, WHANGAREI 0140 Ph: 09 437 2127 Email tpota@ihug.co.nz Website: www.womensrefuge.org.nz

<p>Tryphina House Women's Refuge</p>	<p>Free and confidential services include</p> <ul style="list-style-type: none"> -24 hour crisis line for information, advice and support to women and children including access to crisis accommodation (criteria applies). -Work in the community with women and children to identify and reduce risks, referral and support for housing, assisting with obtaining orders. -Home visits and support in community, including rural areas. -Advocacy and support with agencies and obtaining required services and practical help. -Provide MOJ approved domestic violence education programmes for victims of family violence. (Protected and non-protected persons). Includes childcare and transport where required. -Provide Family Violence awareness training. -Attend weekly Family violence meetings with the Police and follow up Incident reports. 	<p>Refuges prefer women to make contact themselves. Patient/client could call from practice or referral made while patient present with their permission.</p> <p>They will endeavour to come to Practice/client in any emergency where there are safety concerns for woman and she has given consent</p> <p>24 Hour Crisis Line. Free Ph: 0800 REFUGE 0800 733843 Tryphina House PO Box 5044, WHANGAREI 0140 Crisis 09 437 6576 Office 09 437 5635 Office 09 437 2696 Email tryphinas@tryphina.org.nz Website: www.womensrefuge.org.nz</p>
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Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
<p>Police</p>	<p>Child Protection: report to police if:</p> <ul style="list-style-type: none"> -The child has been severely abused. -There is an immediate danger of death or harm. -Abuse has occurred and is likely to escalate or reoccur. -The children is/are home alone -There is immediate risk to the child, or the environment to which the child is returning is unsafe -If your safety is compromised. <p>Intimate Partner Violence: Police are keen to support women who have experienced violence and can offer a range of support.</p> <p>If you have a critical incident or need advice outside normal hours contact the Whangarei Station on 09 430 4500 and advise of circumstances.</p>	<p>For advice regarding Family Violence and Care and Protection</p> <p>Family Violence advice contact:</p> <p><u>Whangarei & Kaipara area:</u> Sergeant Selina Gordon- Email: selina.gordon@police.govt.nz</p> <p>Mid & Far North area: Detective Sergeant Mike Plant- Email: michael.plant@police.govt.nz</p> <p>Senior Sergeant Maria Nordstrom (Northland District Manager)- Email: maria.nordstrom@police.govt.nz</p> <p><u>Child Protection advice contact:</u></p> <p><u>Whangarei & Kaipara area:</u> Detective Sergeant Chris Rumens- Email: christopher.rumens@police.govt.nz</p> <p><u>Mid North area:</u> Detective Sergeant Mike Plant- Email: michael.plant@police.govt.nz</p> <p><u>Far North area:</u> Detective Senior Sergeant Paula Drewery- Email: paula.drewery@police.govt.nz Detective Senior Sergeant John Miller (Northland District Manager) – Email: John.C.Miller@police.govt.nz</p>
<p>Ministry for Vulnerable Children, Oranga Tamariki</p>	<p>Worried a child or young person you know could be at risk of harm from abuse or neglect?</p> <p>Call or email us anytime if you are concerned about the wellbeing of a child.</p>	<p>Notifications or consultations 0508 Family; 0508 326 459. Lines open 24/7</p> <p>After 5pm and on weekends social workers are only available for emergency situations, but we still urge you to call so we can assess your needs</p> <p>Email: contact@mvcot.govt.nz Website: www.mvcot.govt.nz</p>

Victim Support Manaaki Tangata	<p>Victim Support is an independent incorporated society that provides a free 24 / 7 community response to help victims of serious crime and trauma. Volunteers are at the heart of our service.</p> <p>Our free service provides emotional and practical support, information, referral to other support services and advocacy for the rights of victims. This support helps victims find strength, hope and safety in the face of grief and trauma at what may be the worst time of their life</p>	<p>Ph: 09 430 4559 Free Ph: 0800 842 846 Free Ph: 0800 victim Whangarei office c/- Whangarei Police Station Address: Lower Cameron Street, Whangarei Postal: Private Bag 9016 Whangarei Mail Centre Whangarei 0148. Website: www.victimsupport.org.nz</p>
SOS Kaipara (Support of Sexually Abused, Dargaville & Districts Inc)	<p>Service is available 24/7 Provide;</p> <ul style="list-style-type: none"> • 24/7 Crisis service • Family Therapy Counselling • ACC Sensitive Clams • Support and Advocacy • Refuge Accommodation • Education Prevention Programs <p>Services available to survivors of sexual abuse and domestic violence and wider community.</p>	<p>Ph: 24/7 09 439 6070 National Hepline 0800 88 33 00 Email: sos@maxnet.co.nz Website: www.soskaipara.com Address: 158a Victoria Street, Dargaville</p>
<p>Man Alive Whangarei</p> <p>Man Alive (Dargaville, Kaikohe, and Kaitaia)</p>	<p>Man Alive is a non-profit, secular, political organisation offering a broad range of counselling services and programmes. Our goal is to support men and boys of all ages to gain understanding and strength in their relationships with partners, children, family and friends.</p> <p>Run by men for men, Man Alive's team is dedicated to working with men in straightforward and practical ways.</p> <p>The Man Alive Charitable Trust is based in Waitakere City. However the service and programmes are offered throughout Northland.</p>	<p>Whangarei Office: Ph: 09 459 7930 Free Ph: 0800 TANE ORA or 0800 826 367 Address: 5 Norfolk Street, Whangarei 0140</p> <p><u>Dargaville, Kaikohe, and Kaitaia Venues:</u> Please contact our Whangarei Office for appointments. Ph: 09 459 79 30 Email:info@manalive.org.nz Website:www.manalive.org.nz</p>

Support Agencies and Resources for Family Violence including Children

Counsellors who support victims

* denotes Packages of Care Provider

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Anneke Muijlwijk* Counsellor Project Karaka	Individual or small group sessions (3) for children or YP 4-17 years, providing support and education. Can self-refer but need to have a protection order in place to access For adults, empower, build self-esteem, and build support and planning.	Ph: 09 438 1525 / 027 443 4484 Email: annekem@ihug.co.nz Address: Karaka Cottage 7 Cooke St, Whangarei
Carol Tolley* Counsellor	Bream Bay - Tuesdays only Dargaville - Fridays	Ph: 09 437 6397 (Anglican Care Trust # who will contact Carol Tolley)

Services for Adult Perpetrators of Family Violence

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
David Flaws Counsellor	Provides individual tailored programme for men of all ethnicities and is modified according to the cultural needs of each participant. Fees are payable if subsidies not available.	Ph: 09 4340225 / 027 293 9121 Address: Suite 12,71 Bank St, Whangarei Email: davflaws@learningedge.co.nz
Man Alive Tane Ora	Provision of living without violence courses. General group programmes. Te Ara Taumata Ora courses are delivered in culturally appropriate ways. One to one counselling available. Some capacity for self-referrals but fees may be payable. This service is also available in the Dargaville/Kaipara region.	Free Ph: 0800 TANE ORA (0800 826367) Ph: 09 459 7930 (Whangarei office) Address: 5 Norfolk street, Whangarei Email: info@manalive.org.nz Website: www.manalive.org.nz
Relationship Ateroa	Enhancing relationships in New Zealand	Website: www.relationships.org.nz/

Social Support Agencies

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Kidsline	<p>Kidsline is New Zealand's original telephone counselling service for all kids up to 18 years of age.</p> <p>Kidsline is uniquely about kids being there for other kids – we are the only national child helpline in the world where every counsellor is a secondary school student.</p> <p>Kidsline is available 24/7 however when kids ring between 4pm-9pm Monday - Friday they will speak to a Kidsline Buddy – a specially trained teenage telephone counsellor.</p>	<p>Free Ph: 0800 kidsline (0800 54 37 54) Website: www.kidsline.org.nz/</p>
Lifeline	<p>Free, Confidential 24/7 counselling service. Can arrange face to face counselling. Includes a suicide crisis helpline</p>	<p>Ph: 0800 543 354. Suicide Crisis Helpline Ph:0508 Tautoko or 0508 828 865</p>
Ministry for Vulnerable Children, Oranga Tamariki	<p>Provides information and facilities on all aspects of adoption including working with birth parents, adoptive applicants, adult adoptees and their families.</p> <p>Available to meet face to face anyone, anywhere for questions and inquires, so people can make an informed choice. Pregnant women can meet to acquire information, no commitment.</p>	<p>Ph: Adoptions Officer 0508326459 Address: Level 2 Walton Plaza 3-5 Albert Street, Whangarei</p>
Anglican Care Centre Te Whare Oranga	<p>Qualified counsellors offer counselling support to adults, individuals, couples and children. Check cost on enquiry. Whangarei - open weekdays 9am-5pm with some late appointments by arrangement. Have counsellors in Dargaville (Monday, Thursday & Friday), and Ruakaka (Tuesday). Free Budget Advice service plus Seniors Community Worker for 65+.</p>	<p>Ph: 09 437 6397 for appointments Fax: 09 437 6304 Email: enquiry@whgcare.org.nz Address: 1B Deveron Street, Regent P O Box 5077, Whangarei 0140. Website: www.whgcare.org.nz</p>
Barnardos	<p>We provide social support services to the most vulnerable children in our communities – including victims of family violence, addiction, neglect and abuse.</p> <p>We give guidance and support to parents, whānau and communities to help them build broader knowledge and resilience.</p> <p>We offer early learning and childcare to under 5s to set children on the right path for better educational and life outcomes.</p>	<p>Ph: 09 438 2954 Website: www.barnardos.org.nz Email: shirley.drake@barnardos.org.nz</p>

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Bream Bay Community Support Trust RUAKAKA	Focus on the Ruakaka/Bream Bay area Budgeting and community services, family violence intervention and family centred services.	Ph: 09 432 7197 Address: Takutai Pl, Ruakaka 0116 Postal: PO Box 165, Ruakaka, 0151 Sue Rudman
Family Start Ngāti Hine Health Trust	Free child-centred, family-focused, home-based, early intervention program. Eligibility: From second trimester in Pregnancy to 12 months of age. Can remain with the service 1-5 years. Self or agency referral.	Ph: 09 430 3814 Fax: 09 430 2385 Postal Address: The Co-ordinator, Family Start, P O Box 1127, Whangarei
Family Works Northern Family Works Northern Continued	Strength based counselling and social work and support for children up to 17 years and their families. Focus on Parenting strategies, family violence and other forms of abuse, family relationship issues, communication skills, confidence and self-esteem, problematic behaviours, grief and loss and advocacy. Fees payable.	Self or agency referral. Ph: 09 437 6729 Fax: 09 437 6759 Address: 16 Mair Street, Whangarei P O Box 8092 Kensington, Whangarei 0145. Email: admin.whangarei@fwn.org.nz Website: www.familyworks.org.nz
Grandparents Raising Grandchildren	Provide support services to grandparents raising grandchildren to protect and promote the well-being and development of children in their care.	Free Ph: 0800 472 637 ext 1 Website: www.grg.org.nz
Jigsaw North	Provide individual, couple and family therapy, individual counselling, parenting education, anger change for mothers. Fees may be payable. Self or agency referral	Ph: 09 438 8852 Address: 25 Otaika Road, Raumanga, Whangarei Postal: P O Box 5012, Whangarei, 0140 Email: contact@jigsawnorth.org.nz Referral form available from Website: www.jigsawnorth.org.nz
Ringa Atawhai Trust	Training and educating whanau relating to the environment, health and disability. Supplying information relating to health and whanau wellness.	Ph: 09 430 3305 Address: 10 Porowini Ave, Whangarei Postal: PO Box 36, Whangarei 0110
Stand Children's Services, Tu Maia Whanau	Provides assessment for and provision for residential care for children 5-12 and follow up support to them and their families with a view to ongoing improvement in health development and well-being. Monday to Friday - 8.30am – 5.00pm STAND also provides the services of Social Workers in Schools, this service is provided in the Kaipara/Dargaville region. The vision of the Social Workers in Schools service is to “enhance life outcomes for children whose social and family circumstances place at risk their chances of achieving good education, social and health outcomes.”	Ph: 09 437 9050 Fax: 09 437 9059 Address: 436 Maunu Road, Maunu, Whangarei Email: northern@standforchildren.org.nz For referral form Website: www.standforchildren.org.nz

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Miriam Centre Child, Family & Individual therapy for Abuse & Trauma	All of problem all of solution" Post trauma, children, young people, adults family/whanau. Intensive wrap around, risk assessment & intervention of situation & behaviours. Long- term change.	Ph: 09 437 6010 (24 hour crisis line) 0800 801 988 Fax: 09 437 6672 Email: miriam-centre@xtra.co.nz Address: 22 Mill Road, Whangarei Hours 9am-6pm Free service
Ngāti Hine Health Trust - Whānau Whanui Sages	A mentoring service to young families. Older volunteer mentors are matched with young families to provide practical support and encouragement and share skills and life experiences	Ph: 09 430 3814 Fax: 09 4385767 Whānau Whanui Sages Address: 5 Walton Street Postal: P O Box 1127, Whangarei Website: www.nhht.co.nz
One Double Five Community House	Drop in, whānau support, specialise in community development activities. Monday to Thursday 9:00am-4:00pm Friday 9:00am – 2:00pm Community law clinics fortnightly on a Tuesday 9am – 12pm drop in.	Ph: 09 437 0185 Fax: 09 437 5696 Address: 155 Kamo Road, Whangarei Law Centre Ph: 09 437 7535 Email: 155whare@orcon.net.nz
Prisoners Aid and Rehabilitation Society	Our Purpose is to assist prisoners, ex-prisoners and their whanau with practical assistance that enables them to access essential services at the right time and with the right support.	Ph: 09 630 0862 Email info@pars.co.nz Website: www.pars.co.nz/
Strengthening Families	Process to facilitate better coordinated services between agencies to provide support to families. There must be at least one child under 17 years of age, the family is not currently involved with Child, Youth and Family, there is at least one agency involved and the family has given consent. This service is also provided in the Kaipara/Dargaville region.	Ph: 09 437 6729 or 027 299 4172 Fax: 09 437 6759 Coordinator: Kathryne Pyle Email: Kathryne.pyle@fwn.org Address: 16 Mair Street, Whangarei For referral form contact administration Email: admin.whangarei@fwn.org.nz or phone above # Dargaville/Kaipara Coordinator: Bethne Smith Ph: 09 439 7336 / Cell: 027 279 8191 Address: PO Box 112, Dargaville Email: Bethne4families@vodafone.co.nz

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
<p>Te Ha Oranga Dargaville</p>	<p>Whanau Ora Kaiarahi Service - Te Ha Oranga IWI HEALTH PROVIDER</p> <p>The Whanau Ora Kaiarahi service offers a Registered Social worker trained in Mental health/AOD and Kaimanaaki trained in whanau ora delivery.</p> <p>Together the team offer an extensive knowledge of networks in the areas of Health, Justice, Social, Education, Iwi, Hapu, Marae and local communities in and around the Kaipara area.</p> <p>Key areas of service delivery:</p> <ul style="list-style-type: none"> • Mobile/Office service • Whanau centred approach • Culturally competent • Strength based practice • Solution Focused, Task centered, Goal planning • Uses a range of Maori models of practice: Te Whare Tapa Wha, Powhiri poutama, Te wheke and Dynamics of whanaungatanga • We also offer a wrap around of health services within Te Ha Oranga • Service is 100% confidential, professional and caring. <p>The whanau Ora Kaiarahi service focuses on supporting all whanau to move forward and create sustainable change.</p>	<p>Ph: 09 439 3013</p> <p>Address: 77 Awakino Road, Dargaville PO Box 100, Dargaville</p>
<p>Te Hau Āwhiowhio ō Otangarei Trust</p>	<p>A Māori kaupapa, whanau – centred organisation. But not just for Māori. We embrace an inclusive model of care and support and we are here for everyone in our community.</p>	<p>Ph: 09 437 0908</p> <p>Address: 165 William Jones Drive, Whangarei</p> <p>Email: awhiowhio@otangarei.org</p> <p>Website: www.otangarei.org</p>

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Te Uri o Hau Tangata Developments	<p><u>Family Start</u> - Free child-centered, family focused, home based, early intervention program. Eligibility: From second trimester in Pregnancy to 12 months of age. Can remain with the service 1-5 Years. Self or agency referral.</p> <p><u>Social Worker</u> - Free home based social service for whanau who require access to support and information to cope with complex social, emotional or cultural situations. This service is available to all families regardless of their race, gender, and ethnicity.</p> <p><u>Whanau Ora</u> - Whanau Ora support whanau to achieve their aspirations in life. It places whanau at the centre of decision making and supports them to build a more prosperous future.</p>	<p>Tangata Developments Ph: 09 459 7001 Te Tai Tokerau Maori Trust Building, 2nd Floor, 5 Hunt Street, Whangarei Address: P O Box 657, Whangarei, 0140 Website: www.uriohau.com</p> <p>Family Start Ph: 09 439 1826 Address: 52 Murdoch Street, Dargaville, 0310 Postal: PO Box 657, Whangarei</p> <p>Social Worker Ph: 09 459 7001 x 3 Address: 52 Murdoch Street, Dargaville, 0310</p> <p>Whanau Ora Ph: 021 642 261 or 021 793 262 Address : 6/8 Kaiwaka / Mangawhai Road, Kaiwaka</p>
Kaipara SAGES	A mentoring service to young families. Older volunteer mentors are matched with young families to provide practical support and encouragement and share skills and life experiences.	Ph: 09 439 7332 Address: 2 Station Road, Dargaville Coordinator: Simone Matthews

Young People & their Parents/Caregivers

Telephone Help lines & Web Resources

Agency	Type of Help Given/Provider Focus	How to use Agency/Contact details
Alcohol and Drug Helpline	Information, referral and intervention over the phone	Free Ph: 0800 787 797 Website: www.alcoholdrughelp.org.nz
Auckland sexual abuse Help foundation	We provide a 24/7 crisis phone line as well as counselling and other services to women and children survivors of sexual assault.	Email: info@helpauckland.org.nz Website: www.helpauckland.org.nz/
Depression Line	Information and advice about depression	Free Ph: 0800 111 757 Website: www.thelowdown.co.nz

Agency	Type of Help Given/Provider Focus	How to use Agency/Contact details
Family Planning	Our clinics provide confidential and non-judgemental sexual and reproductive health care. Our clinical services include contraception, STI testing and treatment, cervical screening, pregnancy testing, abortion referrals, PMS and menopause advice, HPV vaccinations, and advice and support for other sexual and reproductive health issues. We work with people of any gender, age, nationality or sexual orientation.	Free Ph: 0800 372 546 Ph: 09 438 1986 Address: Laurie Hall Car park 1a Robert Street, Whangarei Website: www.familyplanning.org.nz
Netsafe	Website and phone contact on how to manage text bullying	Ph: 0508 Netsafe 0508 638 723 Email: help@netsafe.org.nz Website: www.netsafe.org.nz
Samaritans	Provides confidential emotional support 24/7 to those experiencing loneliness, depression, despair, distress or suicidal feelings.	Free Ph: 0800 726 666 Website: www.samaritans.org.nz
Skylight	Skylight is a national not for profit trust that enables children, young people, their family/whānau and friends to navigate through times of trauma, loss and grief.	Ph: 04 939 6767 or 0800 299 100 Website: www.skylight.org.nz Email: info@skylight.org.nz
The Whānau Pack	Offers advice, support and parenting tips for dealing with real issues affecting rangatahi.	Website: www.northlanddhub.org.nz/Portals/0/Communications/Publications/NDHB%20-%20Whanau%20Pack%20ED2%20v2.pdf
'What's Up' Helpline (Barnardos)	Free telephone counselling service for children and young people 5-18 1 pm – 11 pm, 7 days.	Free Ph: 0800 942 8787 0800 WHAT'S UP Website: www.whatsup.co.nz
Youthline	Free 24 hour phone counselling service.	Free Ph: 0800 37 66 33 Website: www.youthline.co.nz Email: talk@youthline.co.nz
Youth Law	Provides information in regard to legal matters for Under 25 year olds. Opening Hours: Monday – Friday 9am – 4pm Advice Line Hours: Monday – Friday 10am – 4pm	Free Ph: 0800 884 529, 0800 UTHLAW Email: info@youthlaw.co.nz Website: www.youthlaw.co.nz
Careers New Zealand -Mana rapuara Aotearoa	Website, online chat and free phone, providing information and advice on work and learning in New Zealand.	Free Ph: 0800 222 733 to speak to an adviser. Website: www.careers.govt.nz Free text CAREER to 434 Address: Spire House, Level 3, 35 Robert Street, Whangarei Postal: PO Box 5065, WHANGAREI, 0140

Youth Focused Services – Whangarei

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Alateen	Alateen is a fellowship of young Al-Anon members, usually teenagers, whose lives have been affected by someone's else's drinking.	Ph: 09 430 2211 or 09 438 7999 for Al-Anon WHG Website: http://www.al-anon.org.nz/alateen
Careers New Zealand - Mana rapuara Aotearoa	Helping you make smart decisions about work and learning in New Zealand. Local career consultants run professional development workshops for people who work with young people.	Free Ph: 0800 222 733 to speak to an adviser. Website: www.careers.govt.nz Free text CAREER to 434 Address: Spire House, Level 3, 35 Robert Street, Whangarei Postal: PO Box 5065,WHANGAREI, 0140
DHB Te Roopu Kimiora	Child and Adolescent Mental Health, Alcohol and Drug Service. Referrals from agencies. Also from Families and can self-referral.	Ph: 09 430 4101 x 8320 Fax: 09 470 0083 Website: www.healthpoint.co.nz/public/mental-health-specialty/northland-dhb-mental-health-child-adolescent/
Octane Youth Health	Free youth-friendly health services for 12-18 year olds. We will see 19-24 year olds if they have issues with accessing primary care or GP services, and will support them to get enrolled and utilise a General Practice.	Address: 36 Water Street, Whangarei Ph: 09 972 7248 Mobile: 021 756 724 Website: www.youthspace.co.nz Email: contact@youthspace.co.nz
Rubicon Youth alcohol & Drug support	Youth drug and alcohol issues, Counsellors available. Monday-Friday 9:00am – 4:00pm	Ph: 09 438 2340 Address: 13 Rust Avenue, Whangarei 0110 Postal: PO Box 11063, Whangarei 0148 Email: admin@rubiconyouth.org.nz Website: www.rubiconyouth.org.nz
Te Ora Hou Northland Inc	Youth and Whanau Support Trained Youth workers provide mentoring, home visitation, support and group programmes. Emphasis is placed on supporting and equipping young people with knowledge and skills to work towards a healthy transition into adulthood. Programmes offered to young people aged 11 – 17. Support for Teen Parents Support options for teen parents who are pregnant or parenting. These include: access to family workers, support with WINZ, childcare, teen antenatal classes, parenting education, connecting with helpful community resources, teen dad support and access to schooling or training opportunities.	Ph: 09 438 5556 Email: ldavis@teorahou.org.nz Reception email: northland@teorahou.org.nz Address: 59 Raumanga Valley Road, P O Box 1136, Whangarei 0110 Manager: Lou Davis

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
The Pulse - Te Hotu Manawa Service Centre	<p>Early Years Hub, Northland Health, Work and Income NZ, Police Youth Development, Te Ora Hou Northland</p> <ul style="list-style-type: none"> -Youth Services -DTag -Wrap around Social Services -Community Development Projects -Teen Parent Services -He Kaakano Childcare Centre <p>Nga Ara Tonui Job Mentor, Te Aho O Te Kura Pounamu correspondence school, Nga Puhī Iwi Social Services Truancy Services only, Anglican Care Centre Budgeting Services, Koha Counselling, All Stars Kids in Action Holiday Programme</p> <p>Your Heartland Services Coordinator has information available about the following agencies and services.</p>	<p>Ph: 09 438 0004</p> <p>Address: 13 Whaka Street, Raumanga, Whangarei 0110</p> <p>Heartlands Coordinator – Briarley Birch</p> <p>Address: PO Box 1136, Whangarei 0110</p> <p>Email: whangarei@heartlandservices.govt.nz</p> <p>Office Hours:</p> <p>Monday – Friday 8.30am – 4.30pm</p>
Salvation Army	<p>There is an Education & Employment center in the Whangarei area. This center offers a wide range of fully-accredited courses.</p>	<p>Ph: 09 438 4470</p> <p>Address: 12 Kaka Street, Whangarei</p> <p>Website: www.salvationarmy.org.nz/centres/nz/northland/whangarei</p>
Whangarei Youth Space (WYS)	<p>For all young people aged 12-24; a place of fun, belonging, and empowerment. The Youth Space works in partnership with young people, their whanau, and the community in a positive strength-based way.</p> <p>Hours: Monday 10:30am – 5pm Tues 10:30am-6pm, Wed 10:30am – 6pm Thurs 10:30am-6pm, Friday 10:30pm – 6 pm</p>	<p>Ph: 09 972 7248</p> <p>Text: 021 756 838</p> <p>Address: Cafler park Building, Water Street, WHG</p> <p>Postal Address: PO Box 1483, Whangarei 0140</p> <p>Email: contact@youthspace.co.nz</p> <p>Website: www.whangareiyouthspace.co.nz</p>
Youth Service Whangarei and Dargaville	<p>The Youth Service supports young people aged 16 to 19 to engage in education, training, and work-based learning, and to have the life skills to be a successful contributing member of the community.</p>	<p>Website: www.youthservice.govt.nz</p> <p>WHANGAREI</p> <p>Ph: 09 437 0813</p> <p>Free Ph: 0800 219 6884</p> <p>Address Whangarei: 17 Keyte Street, Whangarei</p> <p>DARGAVILLE</p> <p>Ph: 09 439 4148</p> <p>0800 327 497</p> <p>Address Dargaville: 32 Hokianga Rd, Dargaville</p>

Male Specific Supports

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Essentially Men/ Men Being Real	Our purpose is to connect and inspire men. Our approach is experiential, holistic and 100% New Zealand-grown in response to the needs and diversity of men in New Zealand. We conduct events for men of all ages and foster an ethos of men supporting each other within the context of their whanau and community. We encourage community development, a culture of service, and respect for women.	Ph: 09 376 2386 Address: 13 Maidstone Street, Ponsonby, Auckland 1021 Email: Info@essentiallymen.net Website: www.essentiallymen.net
Menz Issues	MENZ Issues: news and discussion about New Zealand men, fathers, family law, divorce, courts, protests, gender politics, and male health.	Website: www.menz.org.nz
Kids Need Dadz	Kidz Need Dadz was established to strengthen families by supporting and educating Dads, and the community on the importance of fathers being involved in their children's lives.	Ph: 07 571 0379 Email: enquiry@knd.org.nz

Sexual Assault Services

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Auckland sexual abuse Help foundation	We provide a 24/7 crisis phone line as well as counselling and other services to women and children survivors of sexual assault.	Email: info@helpauckland.org.nz Website: www.helpauckland.org.nz/
Better Blokes	Providing adult men with peer support to recover from the effects of emotional, verbal, sexual and or physical abuse.	For information phone David Passell on Ph: 021 174 9252 or 09 889 2553 Email: manager@betterblokes.org.nz Website: www.betterblokes.org.nz
Miriam Centre	“All of problem all of solution” Post trauma, children, young people, adults family/whanau. Intensive wrap around, risk assessment & intervention of situation & behaviours. Long-term change.	Ph: 09 437 6010 (24 hour crisis line) 0800 801 988 Fax: 09 437 6672 Email: miriam-centre@xtra.co.nz Address: 22 Mill Road, Whangarei Hours 9am-6pm Free service
Paediatric & Adolescent sexual abuse service. NDHB – The Villa	Provides Health care for children and young people (0-16) following a disclosure of historic sexual abuse or recent sexual assault. Provide appropriate clinical follow up services including medical and forensic services. Raise awareness and support actions to prevent and protect children from sexual abuse including consultation on childhood sexual behaviours.	Ph: 09 438 1018 or 021 345 758 Fax: 09 438 1019 Monday to Friday 8:00-4.30pm After hours only for forensic examinations following sexual assault/abuse contact Whangarei Hospital telephonist 09 430 4100 and ask for on call Paediatrician Address: The Villa, 19 Norfolk Street, Whangarei. Child Protection Service, Private Bag 9742, Whangarei, 0148
Rape Crisis Women Only	<ul style="list-style-type: none"> • Provides 24 hour crisis support for survivors of rape. • Works with family/whanau to help support child survivors. • Provides referral information • ACC Support • provides education and prevention support groups empowering women • Resource Room • Advocacy 	Ph: 09 438 6221 (24 hour crisis line) Fax: 09 548 6779 Free Ph: 0800 88 33 00 Address: 114A Roberts Street, Whangarei P O Box 913, Whangarei Email: whgrcrisis@xtra.co.nz

<p>Sexual Health Service 123 Clinic, DHB</p>	<p>Northland DHB Sexual Health Service PUBLIC SERVICE</p> <p>Sexual Health Services in Northland are FREE and CONFIDENTIAL</p> <p>We provide:</p> <ul style="list-style-type: none"> • Sexual Health Screening <ul style="list-style-type: none"> • Chlamydia • Gonorrhoea • HIV • Hep B • Hep C • Pregnancy testing • Emergency contraception • Diagnosis and management of sexually transmitted infections and other related conditions (including Genital Warts (HPV), Genital Herpes (HSV)) • Sexual Health Counselling • Adult sexual abuse service: medical, physiological & social care • Sexual health education for clients and health professionals • Contraceptive advice • FREE CONDOMS 	<p>Adult Sexual Assault Services</p> <p>Whangarei</p> <p>Monday 9.30am – 4.00pm Tuesday 11.00am – 4.00pm Mens Clinic Only Tues 4.30pm – 6.30pm Wednesday 11.00am – 6.00pm Thursday 9.30am – 4.00pm Friday 9.30am – 4.00pm</p> <p>Address: 123 Clinic 17 Norfolk Street (Cnr Grey & Norfolk Streets) Whangarei 0112 Ph: 09 438 6123</p> <p>Forensic / Acute 24 hr. Service (for 17 yrs. and over) DSAC Doctor on call: Phone Hospital Switch Ph: 09 430 4100</p> <p>Child & Adolescent Sexual Assault Services Mon – Fri 9am – 4pm Address: The Villa 19 Norfolk Street Whangarei 0112 Ph: 09 438 1018</p> <p>Forensic / Acute 24 hr. Service (up to 17yrs) DSAC Paed / Doctor on call: Phone Hospital Switch on: 09 430 4100</p> <p>Website: www.healthpoint.co.nz/default,155133.sm</p>
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Counsellors or Psychologists for Women and children

+ denotes ACC Accredited – from list provided by Rape Crisis – March 2012. * denotes Packages of Care Provider

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Robyn Bigelow+	Psychotherapist- (Sexual Abuse) Adolescents, adults, families, trauma, depression, anxiety management	Ph: 027 477 6116 Email: Robyn_clare@xtra.co.nz Address: Korari Psychology and Psychotherapy Centre, 7a Mansfield Terrace, Whangarei 0110.
Henriette Politano+	Psychotherapist Women(PBANZ, MNZAP) Sexual Abuse, Trauma, depression, anxiety management, PTSD, eating issues, psychological issues around migration and being foreign-born spirituality	Ph:027 306 2386 Address: The Old Municipal Building, Suite 7, 71 Bank Street Whangarei Email: info@counselling-therapy.co.nz
Linda Boyd +	Counsellor, Sexual Assault – 14+	Ph: 09 430 8015 / 027 245 4613 Email: refocus@xtra.co.nz
Susan Gray+* Youth Horizons	Youth Horizons Clinical Leader Foster Care Program & In-Home Services	Ph: 029 771 3362 Email: sue.gray@youthorizons.org.nz
Dee Jones	Counsellor	Ph: 09 430 0084 / 021 210 4543 Kamo Counselling (Opposite Kamo Library) Address: 446 Kamo Road, Whangarei. Email: deejoneswork@yahoo.com
Anthea Randell+	Counsellor (Sexual Abuse) Adult and adolescent women who have experienced rape or child sexual abuse	Ph: 027 459 3192 Email: anthea.r@clear.net.nz
Helen Torr+*	Counsellor (Sexual Abuse) Works with clients with depression and anxiety, anger, as well as sexual abuse for which she is ACC accredited. Usually works with women and is available to work with children.	Cell Ph: 027 493 5417 Email: helentorr@maxnet.co.nz
Anneke Muijlwijk	Counsellor (Sexual Abuse) From Age 4+	Ph: 09 438 1525 / 027 443 4484 Email: annekem@ihug.co.nz Address: The Studio @ Karaka Cottage 7 Cooke St, Whangarei

Support for Male Survivors of Sexual Assault

See also Miriam Centre & Sexual Health Clinic above.

+ denotes ACC Accredited * denotes Packages of Care Provider

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Linda Boyd +	Counsellor , Sexual Assault – 14+	Ph: 09 430 8015 or 027 245 4613 Email: refocus@xtra.co.nz
Henriette Politano+	Counsellor or Psychotherapist (PBANZ, MNZAP) Sexual Abuse , Works with clients with Trauma, depression, anxiety management. Available to work with men.	Ph:027 306 2386 Address: The Old Municipal Building, Suite 7, 71 Bank Street Whangarei Email: info@counselling-therapy.co.nz
Male Survivors of Sexual Abuse Trust (MSSAT)	Provides support groups and events to assist in healing for male survivors. Although response may not be immediate any call of E Mail contact will be followed up. Closest office in Auckland. Support groups held in Whangarei	Ph: 021 356 400 Ph: 09 889 2553 Email: manager@betterblokes.org.nz David Passell, Manager/Coordinator Postal address: PO Box 104289 Lincoln North Waitakere 0654 Website:www.betterblokes.org.nz
Helen Torr+*	Counsellor Works with clients with depression and anxiety, anger, as well as sexual abuse for which she is ACC accredited. Available to work with men.	Ph: 027 493 5417 Ph: 09 459 4335 Email: helentorr@maxnet.co.nz
Robyn Bigelow+	Psychotherapist- (Sexual Abuse) Adolescents, adults, families, trauma, depression, anxiety management	Ph: 027 477 6116 Email: Robyn_clare@xtra.co.nz Address: Korari Psychology and Psychotherapy Centre, 7a Mansfield Terrace, Whangarei 0110.

Community-based specialist clinical assessment and intervention service for those with concerning and harmful sexual behaviour towards children.

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
<p>Miriam Centre Child, Family & Individual therapy for Abuse & Trauma</p>	<p>“All of problem all of solution” Post trauma, children, young people, adults family/whanau. Intensive wrap around, risk assessment & intervention of situation & behaviours. Long-term change.</p>	<p>Ph: 09 437 6010 (24 hour crisis line) 0800801988 Free Ph: 0800 801 1988 Fax: 09 437 6672 Email: miriam-centre@xtra.co.nz Address: 22 Mill Road, Whangarei Hours 9am-6pm Free service</p>
<p>Safe Network</p>	<p>Provides specialist services for both males and females who display concerning and harmful sexual behaviour, under the following clinical pathways:</p> <ul style="list-style-type: none"> • Early Intervention (children aged 5-12 years). • Youth (13-17 years) – there are services for girls and boys, including those who have been involved in technology-based concerning and harmful sexual behaviour • Adult (18 years and over). • Internet – those who have accessed, traded, or produced child sexual abuse material or who have engaged or communicated with children and young people online in a sexual context (grooming). • ID – those with intellectual or cognitive disability or complex needs. • Te Kāhano – Specialist clinical assessment and intervention services for children (5-12 years), youth (13-17 years), and adults (18 years and over), through kaupapa Maori therapeutic models of practice. Our Te Kāhano services have been developed and are delivered by Maori practitioners for Maori clients with the cultural and clinical guidance of a kaumātua. • Amanaki Pasifika – Specialist clinical assessment and intervention pathways for Pasifika children (5 – 12 years), youth (13-17 years) and adults (18 years and over). Our Amanaki Pasifika service has been developed and is led by clinicians of Samoan and Tongan descent who are fluent in their language and able to meet the clinical and cultural needs of this client group. 	<p>Website: www.safenetwork.org.nz Our website provides details information about our services and referral process.</p> <p>Email: help@safenetwork.org.nz</p> <p>Kaitaia - Northland Te Tai Tokerau 09 408 1991</p> <p>Auckland - Tāmaki 09 377 9898 ext. 700</p> <p>Hamilton - Waikato 07 847 0555</p> <p>Tauranga - Bay of Plenty Te Moana-a-Toi 07 928 1116</p>

Parenting/Caregiver Education

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Barnardos	Hippy (Home interaction programme for Parents and Youngsters) 3.5-4.5 years of age. Aim is to develop skills for school readiness. Fortnightly home visits and group meetings to learn skills to encourage child's learning. Hippy office situated at The Pulse.	Ph: 09 430 2242 or 027 2120377 Coordinator Hayley Browne Email: hayley.browne@barnardos.org.nz Website: www.barnardos.org.nz
Jigsaw North	We understand that parenting is the most important job. We work with families to find ways that encourage and support the raising of healthy, happy and confident children. Our services are free for families with children under 19 years.	Self or agency referral Ph: 09 438 8852 Address: 25 Otaika Road, P O 5012, Whangarei 0140 Email: contact@jigsawnorth.org.nz Website: www.jigsawnorth.org.nz
He Puna Marama Trust	The Trust's core services have been in early childhood education and more recently the secondary sector. As the Trust expands it is committed to linking up its educational entities into a comprehensive whole, providing emergent education from babies (pepi) through to secondary (tai tama tane me tai tama wahine).	Ph: 09 438 4228 Email: academy@mokonkz.co.nz Head Office, 185 Lower Dent St, Whangarei
Incredible Years (Ministry of Education)	Incredible Years - programme for parents of children aged 3-8, which helps parents to develop approaches to use at home with problem behaviours, such as aggressiveness, ongoing tantrums and acting out behaviour. 14-15 group sessions	Various providers and locations may vary. To find out who the providers are contact Eileen Turner, Regional Incredible Years Coordinator, Ministry of Education. Ph: 09 436 8909. Email: Eileen.turner@education.govt.nz Webiste: www.incredibleyearsnz.co.nz
Whangarei Parents Centre	Childbirth education and advocacy. Parent support services. Parenting education to 2 years.	Ph: 09 438 3003 Address: 13A Te Mai RD Woodhill, Whangarei 0110 Postal: PO Box 1730, Whangarei 0140 Email: whangarei@parentcentre.org.nz Website: www.parentscentre.org.nz
Plunket Parenting Education	PEPE (Parenting Education Programme) is a Plunket-developed national programme which consists of a series of five courses, aimed at supporting parents in their parenting role through the different stages of their child's early development.	Northland Area Ph: 09 438 2508 Fax: 09 438 7662 Address: 22 Commerce Street, Whangarei, Northland, New Zealand Email: auckland.north@plunket.org.nz

Legal/ Budgeting/ Food & Clothing/Housing

Legal Advice

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Taitokerau Community Law (One Double Five Community House)	Our legal team offers free legal services - easy-to-read information, community workshops, and one-on-one legal help. We direct our limited resources to people in our community who are vulnerable in some way.	For an appointment, Ph: 09 437 7535 or if you are in Taitokerau / Northland but located outside Whangārei, call 0800 155 529 Website: www.whare.org.nz Email: 155communitylaw@gmail.com Address: 155 Kamo Road, Whangarei Monday to Friday By appointment only Every Second Tuesday 9:30am - 12pm, Drop in Clinic Justice of the Peace - Services with Sabrina Paulsen (J.P) Tuesday/Thursdays 10am - 12pm
The Pulse/ Te Ora Hou	LAWYER - Every 6 x weeks you can book through us a 30 x min appointment. Our wonderful lawyer specialises in family court. Please ring today to book. BUDGETTING – We have a partnership with Whangarei Budget Services, where we can connect you with someone who can help, with budgeting issues.	Appointments through: Ph: 09 438 0004 Email: bbirch@teorahou.org.nz Facebook: teorahounorthland Reception: Briarley Birch Manager: Lou Davis Address: PO Box 1136 59 Raumanga Valley Rd Raumanga, Whangarei

Budgeting/ Practical Needs

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Anglican Care Centre	Free Budget advice located at 1b Deveron street but also other sites. 9:00am – 5:00pm weekdays. Waipu/Ruakaka by appointment.	Ph: 437 6397 for appt Fax: 09 437 6304 Email: whgcare@xtra.co.nz Website: www.whgcare.org.nz
New Zealand Red Cross	<p>Community Transport Program: This is a free transport (donations welcomed) service to any medical appointment within the Whangarei city. Criteria applies, referrals from agencies. Volunteers also needed.</p> <p>Meals on Wheels delivery coordination in Dargaville, Kerikeri and Kaitaia.</p> <p>Free first aid courses for Primary and Secondary schools.</p> <p>Building resilient communities. To prepare for, respond to and recover from disasters.</p> <p>Community Development. To collaborate with community partners to strengthen the support and assistance of the community.</p> <p>Disaster Welfare Support Team. Specialised volunteering, training, and deployment opportunities for Emergency situations in Northland, around New Zealand and overseas.</p> <p>Whanau support. Clients who qualify, to receive some goods from our Red Cross shop (excludes furniture and Whangarei only) criteria applies.</p> <p>Youth programs. To create an engaged, learning and develop opportunity for young humanitarians. To learn about humanitarian values, emergency preparedness, Refugees, International Humanitarian Law, etc. Youth as Agents of Behaviour Change (YABC) and how to apply this in everyday life.</p> <p>Red Cross Shops – volunteer and study opportunities</p> <p>Work place first aid – public and paid courses. We also do event first aid and sell first aid kits.</p> <p>Community AED: We sell and Rent G5 Automated External Defibrillators.</p> <p>Psychosocial First aid – public and paid course. How to apply self-care practises during disasters and or trying times in everyday life.</p> <p>Fundraising: Volunteer and event planning opportunities. To help raise funds to support local and national community programs.</p>	<p>Ph: 09 438 3120 or Free Ph: 0800 733 276 Fax: 09 438 3127</p> <p>Address: Level 1 59A Bank Street, Whangarei</p> <p>Postal: PO Box 1298, Whangarei, 0140</p> <p>Email: Whangarei@redcross.org.nz</p> <p>Website: www.redcross.org.nz</p>

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Salvation Army, Community Ministries	Food Bank. Budgeting advice, advocacy and assistance with food, furniture and clothing is available from Community Ministries Centre	Ph: 09 438 8335 x620, / 09 438 9305 Fax: 09 430 8884 Address: 3-7 Aubrey Street, Regent, WHANGAREI 0140 Email: whangarei_cm@nzf.salvationarmy.org
Whangarei Budgeting Service	Free budgeting advice to family/whanau and individuals by appointment 8.30am – 4.30pm Monday to Thursday 8.30am – 12.30pm Fridays	Ph: 09 4300177 Fax: 09 4300291 Address: 7 Norfolk St P O Box 1218 Regent Whangarei Service Manager: Maureen Gwillim Email: reception@whangareibudgeting.co.nz Website: www.whangareibudgeting.co.nz

Emergency Housing

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Tai Tokerau Emergency Housing	Temporary/ short-term emergency accommodation and assistance to families and single men, includes social work support. 9am - 3pm weekdays	Ph: 09 430 8098 Register at office Address: 5 Woods Road, Whangarei Email: admin@emergencyhousing.org.nz

Migrant Services

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
LANGUAGE LINE Telephone interpreting service.	Language Line is available from Monday to Friday 9am - 6pm and Saturday 9am - 2pm	Free Ph: 0800 656 656 for enquiries. Organisations need to set up dedicated # Email: Language.Line@dia.govt.nz Website: www.languageline.govt.nz
Migrant Centre Whangarei	Helping Migrant settle into the Whangarei and New Zealand without losing their own cultural heritage.	Address: Municipal Building Suite 12, 71 Bank Street Whangarei, 0110 Ph: 09 430 0571 E-mail: whangareimc@gmail.com Website: www.whangareimigrantcentre.nz Office Hours: Monday to Friday 9am – 2pm for all migrants and newcomers to Whangarei.
WINGS (Women’s International Newcomers Group Social)	A friendship network where traditions and knowledge is exchanged, share settlement issues, build connections and provide support to women and their families creating a sense of belonging in our community.	Ph: 09 430 3221 / 021 0829 0683 Coordinator – Caroline Hudson Email: wingsnz@hotmail.com Website: www.wingsnz.org.nz
Migrant Support	The Whangarei District Council welcomes new migrants to the District and values the rich contribution that newcomers make. We know that settling in to a new country and community is not always easy. It takes time to adjust to a new environment, culture or language.	Whangarei District Council Ph: 09 430 4200 Website: www.wdc.govt.nz/settlementsupport
English Language Partners Northland	Provides English language skills and social support for the effective resettlement of adult migrants and refugees with small group sessions in our Centre and one- to-one tuition in the learner’s home.	Ph: 09 438 2512 Address: 10 Rathbone Street (upstairs), Whangarei. Postal: P O Box 1383, Whangarei Email: northland@englishlanguage.org.nz
Fale Pasifika (also known as Northland Pacific Islands Charitable Trust)	Assists with language interpreting and support for all people who are from a Pacific Islands descent. Office hours are Monday, Wednesday and Friday 10 00am– 3.00pm. Messages will be checked daily.	Ph: 09 430 2717 Address: P.O. Box 821, Whangarei 0140 Email: npict@xnet.co.nz Facebook: https://www.facebook.com/pasifikanorth/
Chinese Lifeline A service of Lifeline	Chinese Lifeline is New Zealand’s national support line for Chinese speakers. Trained operators are available to speak to callers in their native Mandarin or Cantonese, providing support and reassurance during what can be a difficult and challenging time for new immigrants. In addition to our helpline service, Chinese Lifeline also offers face-to-face counselling by appointment.	Free Ph: 0800 888 880 (spoken all in Chinese) Website: www.supportingfamilies.org.nz/Libraries/Documents/Lifeline.sflb.ashx

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Shakti Asian Women's Centre	National organisation supporting ethnic women from Asian, African and middle eastern origin. <i>Check with Tryphina House (09 4376576) first as to how they can immediately assist.</i>	Free Ph: 0800 742 584 (24-Hours Crisis Line) Ph. 09 634 7725 Fax: 09 6369 654 Address: 3 Cardwell Street , Onehunga , Auckland. Postal: PO Box 24448, Royal Oak, Auckland. Email: sawc@shakti.org.nz
Asian helpline for Problem Gambling	PGF, our Asian Family Services provide free professional treatment, advice and support in Cantonese, Mandarin, Korean, Thai, Vietnamese and Japanese. Mapu Maia provide counselling and support for Pacific families that need help with problem gambling.	Free Ph: 0800 862 342 Website: www.pgf.nz/get-help.html

Gay, Lesbian, Bi-Sexual, Transgender, Intersex (GLBTI)

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
RainbowYOUTH WhangaReinbow	WhangaReinbow is RY's Whangarei based youth group for queer and trans* young people aged 13-24 in the area. We meet at 4.30pm fortnightly on Wednesdays, please get in touch to find out where abouts we meet. We welcome anyone with a friendly smile :) Join our group on Facebook to meet the facilitator	Website: www.ry.org.nz/groups/whangareinbow/
OUTline	OUTLine specializes in issues that are not heterosexual, not cisgender and not assigned sex. If you are questioning issues about gender identity or sexual orientation, you can with a trained LGBTI+ volunteer who understands something of what you are questioning. You may be asking for yourself, your whanau or someone for whom you care professionally.	Ph: 0800 OUTLINE (688 5463) 6pm – 9pm (every day including public holidays – voicemail is checked regularly) To contact the office, call us on: Ph : 09 281 3409 Email: info@outline.org.nz Website: www.outline.org.nz/ Address: OUTLineNZ (Nationwide) 31-35 Hargreaves St, Freemans Bay, Auckland 1011
Women's Refuge	If you are experiencing any form of abuse in your family or your relationship, or know someone who is, there are many ways we can help you – for free, and confidentially. We also assist lesbian women, older women and women with disabilities.	Te Puna O Te Aroha PO Box 826, WHANGAREI 0140 Crisis: 09 437 2127 Office: 09 437 2127 Fax: 09 437 4040 Email: tpota@ihug.co.nz
Youthline	Free 24 hour phone counselling service. <i>'Positive feedback received from young people from the GLBTI community that have used this service'.</i>	Free Ph: 0800 37 66 33 Email: talk@youthline.co.nz Website: www.youthline.co.nz

Services for Older Persons

See also support groups for specific health conditions and disability below

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Elder Abuse Response Services Age Concern - Kaitaia	Elder Abuse and Neglect is a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person Available for education events about Elder Abuse and Neglect.	0800 EA NOT OK (0800 32 668 65) Age Concern Kaitaia Ph: 09 408 2997 Address: 101 Commerce St, Kaitaia, NORTHLAND 0410 Email: ageconcernkta@xtra.co.nz Website: www.ageconcern.org.nz
Age Concern Whangarei	Provide advice and support for people of any age or culture. Membership is not a requirement to access services. Offers Dedicated Carer Support, Home Safety Maintenance and Accredited Visiting Services	Ph: 09 438 8043 Address: 16 Manse Street, Whangarei Email: info@ageconcernwhg.org.nz
Alzheimer's Society	Provides support information and education to anyone in the Northland Community affected by Alzheimer and related dementia disease.	Free Phone: 0800 004 001 Ph: 09 438 7771 Fax: 09 438 2974 Address: 148 Corks Road, Tikipunga, Whangarei. Postal: PO Box 7027, Tikipunga, Whangarei, 0144 Email: northland@alzheimers.org.nz
Anglican Care Centre Te Whare Oranga	Seniors Community Worker available to facilitate access to the support older people may need in the wider community. No referral form required.	Ph: 09 437 6397 Fax: 09 437 6304 Sue Daumiller/Seniors Community Worker 1b Deveron Street, Whangarei Email: whgcare@whg.org.nz
Forget-me-not Adult Day Centre	Day care centre, available to the elderly, frail, those with memory loss, head injuries and/or other disabilities. Available to all ages. Meals on wheels available \$8.00	Ph/fax: 09 437 1144 Email: forgetme-not@forgetmenot.org.nz Address: 110 Boundary Road , Tikipunga, Whangarei 0112
Grey Power Association	Lobby group for issues for older people. E.g. Health, retirement villages, ACC, social services.	Ph: 0800 473 979 Website: www.greypower.co.nz
Hobby and Recreation Groups for Senior Citizens	Citizens Advice Bureau has up to date contact lists for hobby and recreation groups for all ages.	Citizens Advice Bureau Ph: 09 438 8046, Fax 09 430 0443 Email: whangarei@cab.org.nz

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Salvation Army Friendship support	<p>The Senior Services Programme is committed to ...</p> <ul style="list-style-type: none"> • Recruiting and matching volunteers to provide friendship and support for elderly people in our community • Providing ongoing support for both clients and volunteers • Connecting clients who want spiritual guidance and pastoral care with Christian services • Advocating for clients with government, health and social agencies • Helping find tradespeople to address home maintenance or repair issues where possible* • Providing better access to transport* <p><i>*These services are dependent upon availability of a volunteer and location of the client and may not always be possible to provide.</i></p>	<p>Ph: 09 438 9305</p> <p>Website: www.salvationarmy.org.nz/need-assistance/seniors/friendship-programme</p>
Seniornet Whangarei	<p>SeniorNet is a voluntary incorporated society that gives people over the age of 50 years an opportunity in a supportive environment to learn about and become confident in the use of computers.</p>	<p>Ph: 09 438 3418</p> <p>Email: seniornet.wr@gmail.com</p> <p>Website: www.whangarei.seniornet.co.nz</p>
Womens Refuge Tryphina House	<p>Work with older women suffering abuse or neglect from people/family who they have a domestic relationship with</p>	<p>Ph: 09 437 6576 or 0800 733 843</p> <p>Website: www.womensrefuge.org.nz</p>

Mental Health Services

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Arataki Ministries	Mobile community support service for adults to develop individual living skills in a supportive and encouraging manner across Whangarei and Kaipara area.	Ph: 09 430 3044 Fax: 09 430 3544 Email: admin@aratakimin.co.nz Wide ranging referral source from self, GP, family/whanau, specialist MH services etc.
DHB Mental Health	Referral usually via GP.	Monday to Friday 8am to 4.30pm: Whangarei: Ph: 09 430 4101 ext 3537 Kaipara District: Ph: 09 439 3330 ext 6701 Far North District: Ph: 09 408 0010 ext 4720/4749 Mid North District: Ph: 09 430 4101 ext 5871 Weekends and after hours: Ph: 0800 223 371
DHB Te Roopu Kimiora	Te Roopu Kimiora - Child & Adolescent Mental Health and Addiction Service - holds clinics in Whangarei, Dargaville, Kaikohe, Kerikeri and Kaitaia at the following locations: Referrals are primarily received via phone, mail, fax or by self-presentation. Clients are welcome to self refer. Others who commonly refer to Mental Health and Addiction Services include General Practitioners, Probation Service, family/whanau, Police and staff working on the 0800 mental health line.	Ph: 09 430 4101 x 8320 Website: www.healthpoint.co.nz/public/mental-health-specialty/northland-dhb-mental-health-child-adolescent/
Ngāti Hine Health Trust Kawakawa	Community based Mental Health and Specialist Addiction Treatment Services for all ages, child, youth through to adult services in mid north area. Includes people with co-existing addiction issues. Kaupapa Māori residential AOD treatment programme for adults. Referrals for CSW for child & Youth with mental health issues from specialist MHA services only.	Ph: 09 404 1551 or Ph: 0800 737 573 Referral source wide ranging from self-referrals, schools, GPS and family/whānau for addiction services. Mobile community based services within Mid North region with administrative offices at Kawakawa
Emerge Aotearoa	Provide adult residential services, mobile community support services for all ages, day activity and living skills programmes. Has support services with ACC Office Hours 8:30am – 4:30 pm	Ph: 09 470 3530 Main Whangarei office Fax: 09 470 3538 Address: 39 Norfolk Street, Whangarei P O Box 1368, Whangarei 0140.
Supporting Families Northland	Free support service for families & Whānau caring for a loved one with a mental illness. Information, education and advocacy to get the help needed across Northland. Alcohol and addictions support offered.	0800 732 825 Opening Hours: Monday - Friday: 8.30am - 5.00pm Whangarei Office: Suite 12, Second Floor, Municipal Building, 71 Bank Street, WHANGAREI Website: www.supportingfamilies.org.nz/northland/

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Te Awahi Whānau	Kaupapa Māori mobile community mental health support services. (Residential component of service accessed only via specialist mental health services)	Ph: 09 430 2403 Fax: 09 430 2405 Address: 7/9 Matipo Place, Whangarei
Te Tai Tokerau Tangata Whai Ora Network	Providing education, peer support and information to people and whānau who are experiencing mental illness and/or addiction.	Michelle Ph: 021 818785 Rosemary Ph: 021 707345 Graham Ph: 021 717181 Ph: 09 438 4115 Address: 73 Waters Street, Whangarei Email: arataki.consnet@aratakimin.co.nz
Mental Health Crisis Team	For urgent Mental Health advice call	Toll Free Ph: 0800 223 371
Warmline	Peer support for people who use mental health services	Toll Free Ph: 0800 200 207

Addiction Services

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Alcohol Drug Helpline	Free confidential information, insight and support. Also providing Youth AOD Helpline	Ph: 0800 787 797 Website: www.alcoholdrughelp.org.nz
Alcoholics Anonymous	Alcoholics Anonymous is a fellowship of men and women who share their experience strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. Alcoholics Anonymous can help people of any age from teens to elderly and from all backgrounds and ethnic groups. A.A. works through members telling their stories of what we used to be like, what happened and what we are like now, and often centres around attendance at A.A. meetings. The A.A. program, known as The Twelve Steps, provides a framework for self-examination and a road to recovery, free of alcohol.	Ph: 0800 229 6757 Website: www.aa.org.nz

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Al-Anon	<p>To help alcoholics and their families Via support group provision Group meetings are on</p> <p><u>Whangarei</u> Monday Meetings: 7.30 - 8.30 St Andrews Church, Cnr Hunt St and Bank street Whangarei Thursday evenings: 7.30 - 8.30 71 Bank Street, first floor, room 17 RH side door(push door) Jessie 027 2377377</p> <p><u>Kerikeri</u> Masonic Lodge, 2 Cobham Road, Cnr Masonic Lane, Kerikeri Friday 11.00am Nadine 09 407 4597 or 021 027 04294</p> <p><u>Kaitaia</u> Seventh day Adventist Hall, 14 Bonnetts Rd, Friday 4pm Kath 09 406 7635 Pascale 09 408 2553</p>	<p>Ph: 0508 692 476 Website: www.al-anon.org.nz</p>
DHB Alcohol and Drug Services	<p>Wide ranging referral source from self, family/whānau, GP and others. Provide individual, family/whānau counselling, information and support for Alcohol and Drug Problems. 8:00- 4:30 pm Monday to Friday</p>	<p>Ph: 09 430 4101 x 3502 Fax: 09 435 0163 Address: 5 Three Mile Bush Rd, Kamo. Postal: Private Bag 9742, Whangarei, 0148 Website: www.healthpoint.co.nz/public/mental-health-specialty/northland-dhb-alcohol-and-drug-services/</p>
Gambling Helpline	<p>Gambling Helpline is a 24 hour, free phone helpline for those worried about gambling or the gambling of others. Receive immediate support; be referred to another gambling support organisation, or for information services for problem gambling. Specialists for Maori, Pacifica and Youth.</p>	<p>Free Ph: 0800 654 655 Website: www.gamblinghelpline.co.nz</p>
Narcotics Anonymous (NA)	<p>Support for those that think they have a drug problem to stop using. Possible local support groups.</p>	<p>Free Ph: 0800 628 632 (0800 NA Today) Website:www.nzna.org – for a list of meetings</p>
Nga Manga Puriri Trust	<p>Problem Gambling Services including one to one counselling with individual and family education. Counselling services are also available for those affected by someone else's gambling. -Can provide training on identification of problem and pathological gambling.</p>	<p>Ph: 09 437 0167 Address: 31 Whangarei Heads Rd, Onerahi, Whangarei Postal: P O Box 1911, Whangarei, 0140 Website: www.nmp.org.nz</p>

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Ngāti Hine Health Trust Kawakawa (See also entry for mental health above)	Mobile community based Mental Health and Addiction Services . AOD counselling/support across all ages in Mid North. Wide ranging referral source for addiction services and all adult services. Specialist Mental Health services for Child and Youth Mental Health support services only	Ph: 09 404 1551 x 710 or 0800 737 573 2-4 Rayner Street, Kawakawa Northland Ph: 0800 737 573 or 09 404 1551 Fax: 09 404 1876 Website: www.nhht.co.nz
Odyssey House	Co-existing disorders residential treatment centre.	Auckland Head office 09 638 4957 for other treatment options. Ph: 09 435 7167 Address: 5 Ford Avenue, Kamo Website: www.odyssey.org.nz
Problem Gambling Foundation of NZ	Free professional and confidential counselling service for anyone affected by gambling problems.	Free Ph: 0800 664 262 National 24/7 Helpline National Office Address: 128 Khyber Pass Rd, Newmarket, Auckland 1023 Postal: PO Box 8021, Symonds Street, Auckland 1150 Website: www.pgfnz.org.nz
Rubicon Youth alcohol & Drug support	Youth drug and alcohol issues, Counsellors available. Monday-Friday 9:00am – 4:00pm	Ph: 09 438 2340 Address: 13 Rust Avenue, Whangarei 0110 Postal: PO Box 11063, Whangarei 0148 Email: admin@rubiconyouth.org.nz Website: www.rubiconyouth.org.nz
Salvation Army Bridge	Salvation Army Bridge Programme Alcohol and Drug Treatment Centre Ages 18+, Mon-Friday 8:30 – 5:00pm. Treatment centres in Whangarei, Kaikohe & Kaitaia. Offers Assessment then options including one to one sessions, morning day programmes (8 weeks), Drive Soba referrals, one to one support following completion of any alcohol and drug intervention programme. Wide ranging referral source from self, family/Whānau, GP and others.	Ph: 09 430 7500 Address: 6 Alexander Street, Whangarei Postal: P O Box 1746, Whangarei, 0140 Email: nthbridge@nzf.salvationarmy.org
Te Tai Tokerau Tangata Whai Ora Network	Providing education, peer support and information to people and whānau who are experiencing mental illness and/or addiction.	Michelle Ph: 021 818 785 Rosemary Ph: 021 707 345 Graham Ph: 021 717 181 Ph: 09 438 4115 Address: 73 Waters Street, Whangarei Website: arataki.consnet@aratakimin.co.nz
Youth Gambling Helpline	See Gambling Helpline above	Free Ph: 0800 654 659

Disabilities Support Services (including Caregiver Support)

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Alzheimer's Society	Provides support information and education to anyone in the Northland Community affected by Alzheimer and related dementia disease.	Free Phone: 0800 004 001 Ph: 09 438 7771 Fax: 09 438 2974 Address: 148 Corks Road, Tikipunga, Whangarei. Postal: PO Box 7027, Tikipunga, Whangarei, 0144 Email: northland@alzheimers.org.nz
Amputee Society of NZ	AFNZ, Amputees Federation of New Zealand, is the national professional body that provides amputees and their families with new and ongoing support.	Website: www.amputee.co.nz
Arthritis NZ	Arthritis New Zealand is committed to developing and delivering a range of programmes across key areas of: advocacy, awareness, information and advice services, research and supports.	Free Ph: 0800 663 463 Website: www.arthritis.org.nz
The Brain Injury Association	Advocacy organisation that provides information, support and education through Family Liaison Officers Fb:northlandbraininjuryass	Ph: 09 459 5013 / 0800 272 464 Fax: 09 437 0714 Email: northland@mybrain.org.nz Website: www.brain-injury.org.nz
Carers New Zealand	Provides, information, advice, learning and support for people providing care at home for sick, injured and disabled people. Provides access to various support groups, e.g. those caring for older people, young carers	Free Phone: 0800 777 797 Ph: 09 306 7221 Address: P O Box 47-385, Ponsonby, Auckland 1144 Email: centre@carers.net.nz Website: www.carers.net.nz
CCS Disability Action	Provides flexible family supports for children and adults with disabilities and their families. Provide support and strengthen communities so people with disabilities are included in the life of the family and in their community.	Ph: 09 437 1899 Free Ph: 0800 227 2255 Address: 291 Kamo Road, Whangarei PO Box 8035, Kensington, Whangarei 0145 Email: Northland@ccsDisabilityAction.org.nz Website: www.ccsdisabilityaction.org.nz
Cerebral Palsy	Tracey is a mother of a child with Cerebral Palsy offering help and support	Ph: 09 434 7280 Tracey Website: www.cerebralpalsy.org.nz

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Deaf Aotearoa	Deaf Aotearoa is the DPO (Disabled Person's Organisation) representing the voice of Deaf people, and is the national service provider for Deaf people. Deaf Aotearoa also works closely with Deaf communities, government agencies and other organisations to increase awareness, promote New Zealand Sign Language and strengthen the rights of Deaf people. All Deaf Aotearoa profits go back to the Deaf community by way of sponsorships and donations.	Northland Office Address: 1/A Deveron Street, Whangarei Phone: 09 437 2022 Mobile: 021 641 178 Email: national@deaf.org.nz To book NZSL interpreters: 0800 934 683 FREE TEXT: 3359 bookings@isign.co.nz www.isign.co.nz
Down Syndrome Support Group	Family/whānau driven organisation. Visits to families with babies with down syndrome, encourage community participation, provide support groups. Closed during school holidays	Free Ph: 0800 693 724 (press 3) Website: www.nzdsa.org.nz
Epilepsy Northland	Supports anyone living with Epilepsy and their families/whanau. The local Educator can provide personal support in the form of face to face visits, information, advocacy and peer support. The educator holds seminars on epilepsy for health and education professionals, community agencies, workplaces, care facilities and government departments.	Ph: 09 438 5498 or Free Ph: 0800 EPILEPSY Margaret Dunn, Educator Address: Suite 5, 71 Bank Street, Whangarei Postal: P O Box 712, Whangarei 0140 Email: northland@epilepsy.org.nz Website: www.epilepsy.org.nz
Fathers Support Group and Neurofibromatosis	Through activities provides support and advocacy to Fathers of children with special needs. NF NZ is devoted to raising awareness of neurofibromatosis and supporting families through the challenges of neurofibromatosis. The website contains information on neurofibromatosis and details on our planned activities.	Ph: 09 436 5211 Tony Gill Email: mrbrain@xtra.co.nz Website: www.nfnz.org.nz
Firstport Support Services Website	Firstport is for disabled people and older people, their families, whānau, aiga, caregivers, health professionals, and the general public.	Website: www.firstport.co.nz/i-need-support/support-services/?region=3
Greenways Trust	Greenways Trust provides support for adults with intellectual disabilities, including residential housing, supported employment and community participation Mon – Fri 9.00am – 4.00pm	Ph: 09 439 8133 Website: www.greenwaystrust.org.nz
Health and Disability Advocacy	Provides independent health and disability advice on patients' rights, including how to access records, understand health system, communicate with health care personnel and make a complaint. Provides free education on consumer rights.	Ph: 09 430 0166 Free Phone: 0800 555 050 Fax: 09 437 3542 Website: www.hdc.org.nz Email: advocacy@advocacy.org.nz

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Hearing Therapy Services - Life Unlimited.	Free and independent national hearing therapy service funded by the Ministry of Health to support New Zealanders aged 16 and over who are affected by hearing loss. GP and self referrals welcome.	Ph: 0800 008 011 Life Unlimited Auckland Office PO Box 23 036, Manukau, 2155 Email: htsinfo@lifeunlimited.net.nz Website: www.hearingtherapy.co.nz
IDEA Services Northland	Support to people with intellectual disabilities. Community –based support services to assist people with intellectual disabilities to pursue their goals and maximise independence. Some services government funded.	Ph: 09 470 2000 Fax: 09 470 2001 Email: northland@idea.org.nz , Website: www.ihc.org.nz Address: 151 Bank Street, Whangarei, 0112 Postal: PO Box 688, Whangarei, 0140
Maiaorere Disability Support Ngāti Hine Health Trust.	Providing a quality, caring and culturally sensitive service, enabling people to remain in their homes.	Ph: 09 404 1551 Address: 2-4 Rayner Street, Kawakawa Postal: P O Box 1127, Whangarei 0140
Motor Neurone Disease Association	Offer support, information and advocacy to people living with motor neurone disease, their families and carers and all professionals and providers involved in their care. Most support is provided by phone /email but visits can also be arranged.	Gilly Noon – Support Worker Ph: 027 202 8166 Email: nthfieldwork@mnda.org.nz Website: www.mnda.org.nz
Northland Multiple Sclerosis (MS) Society Inc	Offers information and support to people with MS, their family members and carers.	Address: Suite 6, 71 Bank Street, Whangarei 0110 Phone: 09 438 3945 Email: nthlndms@xtra.co.nz Website: www.msnz.org.nz Field Officer 027 539 9883
NorthAble Disability Services	Provides a DIAS (Disability, Information and Advisory Service); NASC (Needs Assessment and Service Coordination Service) for 0-65 years; LYNKZ community participation program for people (18-64) with a physical, intellectual or sensory disability; Very High Needs (VHN) Service; Equipment Plus Shop: Northlands largest supplier of Rehab, Age care and Disability aids and equipment.	Ph: 09 430 0988 Toll Free Ph: 0508 637 200 LYNKZ and VHN: 430 3470 Equipment Plus Shop: 09 430 3469 Email: Northable@northable.org.nz Website: www.northable.org.nz Equipment Plus online shopping: Website: www.equipmentplus.org.nz
Parafed Community Sports Advisor	Supports people with physical and visual disabilities to be active in sport and recreation	Joanna Burgess Community Sport Coordinator Ph: 027 705 9520 Email: admin@parafednorthland.co.nz Website: www.parafednorthland.co.nz
Parents of Deaf Children	Peer support and advice to anyone concerned about deafness or hearing impairment in children 0-18.	Ph: 09 437 6727 Cell Ph: 021 121 1867 Leah or Anthony Email: Petersenbest@gmail.com

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Parent to Parent Northland	A support and information network for parents of children with a disability or health impairment. Also provides support to those affected by autism spectrum disorder.	Ph: 09 437 3337 Don Martin Northland Regional Coordinator Email: northland@parent2parent.org.nz Website: www.parent2parent.org.nz/northland
Parkinson's Northland	Provides education, information, field officers and support for all people with Parkinson's their caregivers, friends and families	Ph: 09 437 6878 Email: northland@parkinsons.org.nz
Post-Polio Support	Support and information resources	Ph: 0800 4 POLIO or 0800 476 546 Website: www.postpolio.org.nz
Royal NZ Foundation of the Blind	Help to equip people with the skills needed to participate fully in society. This includes support in living independently, getting around, using technology, continuing to read and communicate, being socially active and staying in or looking for work.	Ph: 09 437 1199 or 0800 243 333 Email: generalenquiries@blindfoundation.org.nz Website: www.blindfoundation.org.nz Address: 277 Kamo Road, Kamo, Whangarei 0112 Postal: P O Box 8139, Kensington, Whangarei 0145 Opening hours: Monday, Tuesday, Thursday, Friday 9:00am – 2:00pm
Seizure Support Northland	Social support network for people living with seizures. Training and information seminars provided as required	Ph: 09 432 0532 Address Postal: PO Box 1224, Whangarei 0140 Email: northland@seizuresupport.org.nz Website: www.seizuresupport.org.z
Stroke Foundation Northland	Provides information and support to people affected by strokes, their family/whānau and caregivers Hospital, home and community visits.	Toll Free Ph: 0800 459 954 Email: northern@stroke.org.nz Website: www.stroke.org.nz
Support Options	Provides information on disability support listed by condition and provides contact numbers for support agencies that do not have a presence in Northland/Whangarei	Website: www.supportoptions.co.nz
Tiaho	Provides a user friendly directory of organisations available to the Northland Community with the ability to access information sheets that can be printed off for the patient/client.	Free Ph: 0800 4303 406 Ph: 09 430 3406 Address: Ground Floor Tai Tokerau Maori Trust Board 3-5 Hunt Street, WHANGAREI Postal: PO Box 374, Whangarei Email: info@tiaho.org.nz Website: http://tiaho.org.nz
Workbridge	Employment service for people with a disability including access to support funds for additional employment costs associated with the disability	4 Vinery Lane, Whangarei Whangarei Ph: 09 430 2120 Kerikeri Ph:09 401 7387 Email: northland@workbridge.co.nz Website: www.workbridge.co.nz/

Other Health Conditions Supports

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Autism Northland	Autism New Zealand Inc. provides support, training, advocacy, resources and information on Autism Spectrum disorders including Asperger's Syndrome. Our members include children, young adults and adults on the autism spectrum; their family/whanau; caregivers; and professionals who work within this field.	Email: northernhub@autismnz.org.nz or info@autismnz.org.nz Website: www.autismnz.org.nz
Altogether Autism	Altogether Autism is an information and support service for people with Autistic Spectrum Disorders, and their families/carers as well as professionals. Offers training and advice.	Ph: 09 437 3337 (Whangarei contact) Ph: 0800 273 463 Email: northland@altogetherautism.org.nz Website: www.altogetherautism.org.nz
Breast Cancer Support	Specially trained visitors who have themselves recovered from Breast Cancer An opportunity to speak with others who have been in a similar position Information on activities and services available	Ph: 0800 227 687 Website: www.breastcancernorthland.co.nz Email: Info@breastcancernorthland.co.nz
Child Cancer Foundation	Offers services to support, inform, and care for children with cancer and their families.	Ph: 09 366 1270 Email: info@childcancer.org.nz Website: www.childcancer.org.nz
Can Teen Cancer- Young People	Supporting young people living with cancer.	Ph: 09 308 5943 Free Phone: 0800 2268336 / 0800 CANTEEN Fax: 09 309 4433 Interim Regional Manager – Laverne Robinson Email: Laverner@canteen.org.nz Website: www.canteen.org.nz
Cancer Society – Northland Branch	Provides support nursing services and monthly meetings for cancer patients and their carers	Ph: 09 437 5593 Free Phone: 0800 366 066 Address: 73 Kamo Road, Whangarei 0112 Postal: P O Box 8100, Kensington, Whangarei, 0145 Email: northland@akcansoc.org.nz Website: www.cancersocietyauckland.org.nz
Cardiac Club	Monthly meetings are 1pm on the first Thursday of the month at the St John's ambulance, Western Hills, Whangarei. Phone John Cook for more details	Ph: 09 436 0832 John Cook
Cleft NZ	Cleft New Zealand has been set up to support, answer questions and ensure all our members have as much knowledge and information at their fingertips as possible.	Ph: 0800 4 CLEFT (0800 425 338) Website: www.cleft.org.nz Email: info@cleft.org.nz

Agency	Type of Help Given/Provider Focus	How to Use Agency/Contact details
Eating Disorders EDANZ	Eating disorders are treatable and full recovery is possible. EDANZ provides hope, information, support and resources to people supporting a loved one with an eating disorder.	Ph: 0800 2 EDANZ or (09) 5222679 Website: www.ed.org.nz Email: info@ed.org.nz
Haemophilia	National website to contact for support and information.	Website: www.haemophilia.org.nz
Heart Foundation	Health promotion co-ordinator in schools and early childcare settings. Hours: Tues, Wed, Thurs, Friday 9.00am – 2.30pm	Ph: 09 459 6518, Postal Address: PO Box 724 Whangarei 0140 Abi Alger Email: abia@heartfoundation.co.nz
Myasthenia Gravis	Myasthenia Gravis Support NZ is a website which will be a resource and focus for people with MG in New Zealand and their families.	Website: www.myastheniagravisnz.wordpress.com
New Zealand AIDS Foundation	NZAF Contract Service, Whangarei Services: Rapid HIV testing, Counselling	Website: www.nzaf.org.nz Mon - Fri 9:00 am - 5:00 pm Ph: 0800 802 437
Neurofibromatosis	Provide information, peer support and advocacy to families to meet the challenges ahead including health and education	Ph: 09 436 5211 Tony Gill Email: mrbrain@xtra.co.nz Website: www.nfnz.org.nz
Ostomy Society	Information, help and support for people who have been advised that ostomy surgery is recommended and know little or nothing about ostomies.	Ph: 0274 594 655 Email: secretary@ostomy.org.nz Website: www.ostomy.org.nz

Resource Directory Index

Website with Agency Information Pg 3

Citizens Advice	09 438 8046	MSD Community Directory	Website
Health Point	09 630 0828	Whangarei Community Services Listing	Website

Helplines for victims of Family Violence or other crimes Pg 3

Online Victims of Crime Information Line	0800 650 654	Kaipara Abuse Prevention Inc	09 439 7009
Family Violence Information Line	0800 456 450	Family Court	0800 224 733

Interpreter Services Pg 5

Language Line	0800 656 656	I Sign	0800 934 683
Citizens Advice Bureau Language Link	0800 788 877		

Main agencies, Family Violence, including child protection Pg 5

Te Puna o Te Aroha	09 437 2127 / 0800 733 843	Victim Support	09 430 4559
Tryphina House Women's Refuge	09 437 6576	SOS Kaipara	0800 883 300
Police Whangarei Station		Man Alive	09 459 7930
Ministry for Vulnerable Children	0508 326 459		

Support Agencies and Resources: Family Violence, including Child Protection Pg 9

Anneke Muijwijk	09 438 1525	Carol Tolley	09 437 6397
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Services for Adult Perpetrators of Family Violence Pg 9

David Flaws	09 434 0225 / 027 293 9121	Relationships Aotearoa	09 4370712
Man Alive	09 459 7930 / 0800 826 367		

Social Agencies/Websites Pg 10

Kidsline	0800 543 754	Stand Children's Services	09 437 9050
Lifeline	0800 543 354	Miriam Centre	09 437 6010 / 0800 801 988
Ministry for Vulnerable Children	0508 326 459	Ngāti Hine Health Trust (NHHT)	09 430 3814
Anglican Care	09 437 6397	One Double Five Community House	09 437 0185
Barnardos	09 438 2954	Prisoners Aid (PARS)	09 630 0862
Bream Bay CS Trust	09 432 7197	Strengthening Families	09 437 6729
Family Start	09 430 3814	Te Ha Oranga	09 4393013
Family Works	09 437 6729	Te Hau Awhiowhio o Otangarei Trust	09 437 0908
Grandparents Raising Grandchildren	0800 472 637 x 1	Te Uri o Hau	09 459 7001
Jigsaw North	09 438 8852	Kiapara Sages	09 439 7332
Ringa Atawhai Health	09 459 7590		

Youth Focused Services: Websites/Helplines Pg 13

Alcohol and Drug Helpline	0800 787 797	Skylight	04 9396767 / 0800 299 100
Auckland Sexual abuse Help foundation	Website	The Whanau Pack	Website
Depression Line	0800 111 757	'Whats up'	0800 942 8787
Family Planning	09 438 1986 / 0800 372 546	Youthline	0800 376 633
Netsafe	0508 638 723	Youth Law	0800 884 529
Samaritans	0800 726 666	Careers New Zealand	0800 222 733

Youth Focused Services: Agencies Pg 15			
Alateen	09 430 2211	The Pulse	09 438 0004
Careers New Zealand	0800 222 733	Salvation Army	09 438 4470
DHB Te Roopu Kimiora	09 430 4101 x 8320	WYS	09 972 7248
Octane Youth Health	09 972 7248	Youth Service	09 437 0813 / 0800 219 6884
Rubicon	09 438 2340		
Te Ora Hou	09 438 5556		

Men Specific Service Pg 17			
Essentially Men	09 376 2386	Kids Need Dadz	07 571 0379
Menz Issues	Website		

Sexual Assault Support Services Pg 18			
Auckland Sexual abuse Help foundation	Website	Paediatric & Adolescent Sexual Abuse (Villa)	09 438 1018
Better Blokes	09 889 2553	Rape Crisis	09 438 6221
Miriam Centre	09 4376010	Sexual Health Service	09 438 6123

Counsellors or Psychologists for Women and Children Pg 20			
Robyn Bigelow	027 477 6116	Dee Jones	09 430 0084
Henriette Politano	027 306 2386	Anthea Randell	027 459 3192
Linda Boyd	09 430 8015	Helen Torr	027 493 5417
Susan Gray	027 771 3362	Anneke Muijwijk	09 438 1525

Support for Male Survivors of sexual assault Pg 21			
Linda Boyd	09 430 8015	Helen Torr	027 493 5417
Henriette Politano	027 306 2386	Robyn Bigelow	0274 776116
Male Survivors of Sexual Abuse Trust	021 356 400		

Community Based Specialists Pg 22			
Miriam Centre	09 437 6010	SAFE Network - Te Tai Tokerau	09 408 1991

Parent/Caregiver Education Pg 23			
Barnardos	09 430 2242	Incredible Years (MOE)	09 436 8909
Jigsaw North	09 438 8852	Whangarei Parents Centre	09 438 3003
He Puna Marama Trust	09 438 4228	Plunket Parenting Education	09 438 2508

Legal/Budgeting/Food & Clothing/Housing Pg 24			
155 Community Law (Legal)	09 437 4535 / 0800 155 529	Salvation Army	09 438 8335x620
The Pulse – Te Ora Hou	09 438 0004	Whangarei Budgeting	09 430 0177
Anglican Care Centre	09 437 6397	Emergency Housing – Tai Tokerau	09 430 8098
Red Cross	09 438 3120 / 0800 733 276		

Migrant Services Pg 27			
Language Line	0800 656 656	Fale Pasifika	09 430 2717
Migrant Centre	09 430 0571	Chinese Lifeline	0800 888 880
Wings	09 430 3221	Shakti Asian Women’s Centre	0800 742 584
Migrant Support	09 430 4200	Asian Helpline for Problem Gambling	0800 862 342
English Language Partners	09 438 2512		

Gay, Lesbian, Bi-sexual, Transgender, Intersex (GLBTI) Pg 28			
Rainbow Youth	Website	Women’s Refuges	09 437 2127
OUTline	09 281 3409 / 0800 688 5463	Youthline	0800 376 633

Services for Older Persons Pg 29

Elder Abuse Response Services	09 408 2997 / 0800 326 6865	Grey Power	0800 473979
Age Concern	09 438 8043	Hobby and Recreation Groups (CAB)	09 438 8046
Alzheimer's Society	09 438 7771 / 0800 004 001	Salvation Army Friendship Support	09 438 9305
Anglican Care	09 437 6397	Senior Net	09 438 3418
Forget-me-not – Adult Day care	09 437 1144	Women's Refuge - Tryphina House	09 437 6576

Mental Health Services Pg 31

Arataki Ministries	09 430 3044	Supporting Families Northland	0800 732 825
DHB Mental Health and Addictions (Adult)	09 430 4101 x 3537	Te Awhi Whānau	09 430 2403
DHB Te Roopu Kimiora	09 430 4101 x 8320	Te Tai Tokerau Tangata Whai Ora Network	09 438 4115
Ngāti Hine Health Trust Kawakawa	09 404 1551 x 761	Mental Health Crisis Team	0800 223 371
Emerge Aotearoa	09 470 3530	Warmline	0800 200 207

Addictions Pg 32

Alcohol Drug Helpline	0800 787 797	Ngāti Hine Health Trust Kawakawa	09 404 1551 x 710
Alcoholics Anonymous	0800 229 6757	Odyssey House	09 435 7167
Al-Anon	0508 692 476	Problem Gambling Foundation	0800 664 262
DHB Alcohol and Drug Services	09 430 4101 x 3502	Rubicon	09 438 2340
Gambling Helpline	0800 654 655	Salvation Army Bridge	09 430 7500
Narcotics Anonymous	0800 628 632	Te Tai Tokerau Tangata Whai Ora Network	09 438 4115
Ngā Manga Puriri Trust	09 437 0167	Youth Gambling Helpline	0800 654 659

Disability Support Services Pg 35
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Alzheimer's Society	09 438 7771 / 0800 004 001	Maiaorere Disability Support (NHHT)	09 404 1551
Amputee Society of NZ	Website	Motor Neurone Disease Association	027 202 8166
Arthritis NZ	0800 663 463	Multiple Sclerosis Society	09 438 3945
The Brain Injury Association	09 459 5013	Northable	09 430 0988
Carers New Zealand	0800 777 797	Parafed	027 705 9520
CCS Disability Action	09 437 1899	Parents of Deaf Children	09 437 6727
Cerebral Palsy Support	09 434 7280	Parent to Parent	09 437 3337
Deaf Aotearoa	09 437 2022	Parkinson's Northland	09 437 6878
Down Syndrome Support Group	0800 693 724	Post-Polio Support	0800 476 546
Epilepsy Northland	09 438 5498 / 0800 344 537	Royal NZ Foundation of the Blind	09 437 1199 / 0800 243 333
Fathers Support Group	09 436 5211	Seizure Support Northland	09 432 0532
Firstport Support Services	Website	Stroke Foundation	0800 459 954
Greenways Trust	09 439 8133	Support Options	Website
Health and Disability Advocacy	09 430 0166	Tiaho	0800 430 3406
Hearing Therapy Services	0800 008 011	Workbridge	09 430 2120
IDEA Services Northland	09 470 2000		

Other Health Condition Supports Pg 39
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Autism Northland	Website	Eating Disorders EDANZ	0800 233 269
Altogether Autism	09 437 3337 / 0800 273 463	Haemophilia	Website
Breast Cancer Support	0800 227 687	Heart Foundation	09 459 6518
Child Cancer Foundation	09 366 1270	Myasthenia Gravis	Website
Canteen	09 308 5943 / 0800 226 8336	NZ AIDS Foundation	0800 802 437
Cancer Society	09 437 5593	Neurofibromatosis	09 436 5211
Cardiac Club	09 436 0832	Ostomy Society	0274 594 655
Cleft NZ	0800 425 338		