

**Community Directory**

**Buller, Grey, Westland**

Created 05/05/2021

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# Addiction

## Al-Anon Family Groups - West Coast

FSD0001152 Last updated 06/08/2020

Help for family and friends of problem drinkers in the West Coast region

office@al-anon.org.nz  Office Hours: Tuesday, Wednesday, Thursday

|  |  |
| --- | --- |
| (0508) 425 2666https://www.facebook.com/AlAnonFamily GroupsWSO/  **Emerge Aotearoa (West Coast)** | 10am-3.30pm.Please visit website for meeting times and venues.All services free of charge. No referral required.  |
| FSD0023383 | Last updated 22/12/2020 |

Emerge Aotearoa provides a wide range of community-based mental health, addiction, and disability support services nationwide. We believe that everyone is capable of living full and rich lives in their communities.

 45 Boundary Street Greymouth 7805

 westcoast@emergeaotearoa.org.nz  8:30am - 5:00pm Weekdays

|  |  |
| --- | --- |
| (0800) 000 029 (03) 768 9286 http://www.emergeaotearoa.org.nz   | All services free of charge. No referral required. |

## Rata Alcohol & Other Drug Service

FSD0001178 Last updated 05/06/2020

Assessment, treatment and referral for any person affected by their own substance misuse / dependence issues. Brief intervention or ongoing support counselling.

 Grey Base Hospital 71 Water Walk Road Greymouth 7805

RataAODService@wcdhb.health.nz  Available Monday to Friday 8am - 4.30pm

 (03) 769 7805 All services free of charge.

No referral required.

## Rural Nurse Specialists at South Westland Clinics - Hari Hari, Whataroa, Franz Joseph, Fox Glacier, Haast

FSD0021068 Last updated 04/02/2021

A one-stop shop for medical concerns in South Westland. Each clinic is run by a Rural Nurse Specialist with a weekly Doctor’s day at each clinic. Call 0800 SW HEALTH (0800 794 325) for appointments and enquiries. See our website for more information, including a roster for each clinic.

 97 Cron Street Franz Joseph 7886

 swadmin@wcdhb.health.nz  Available by telephone 8:30am to 5pm (with a

|  |  |
| --- | --- |
| (0800) 794 325 (03) 750 0800 https://www.wcdhb.health.nz/hospitalshealth-facilities/south-westland-areapractice/   | half hour break for lunch) Mondays to Fridays.call toll free 0800 SW HEALTH All services free of charge.No referral required. |

## Westland Community Mental Health

FSD0001160 Last updated 05/08/2020

Services provided by the Community Mental Health service include alcohol and drug, children, youth and family, forensic nursing, community mental health nursing, Maori mental health and psychiatric emergency service.

 Hokitika Health Centre 59 Sewell Street Hokitika 7810

 (03) 756 9700  Monday to Friday 8.00am - 4.30pm.

All services free of charge. No referral required.

# Basic Needs

## Buller Budget Advisory Service

FSD0000012 Last updated 05/04/2021

To offer free Budget advice, support and mentoring to the family unit and individuals regardless of age, race, gender, religion. To deliver community Education. To ensure confidentiality for our clients. To help people manage their financial resources. To increase awareness in budgeting through promotion and education. To offer advocacy.

 Clock Tower Building 113 Palmerston Street Westport 7825

 bullerbudget@xtra.co.nz  10am to 2pm Monday - Friday. Answerphone at

 (03) 789 8080 other times.

All services free of charge. No referral required.

## Buller/West Coast Home Hospice Trust

FSD0008233 Last updated 05/04/2021

To assist families living on the West Coast in the care and management of their terminally ill members, maintaining them at home for as long as the patient wishes - up to and including death.

 191 High Street Greymouth 7805 jen.hen@xtra.co.nz  Monday to Friday 9am-5pm.



|  |  |
| --- | --- |
| (03) 768 1979   | All services free of charge. No referral required. |

## Citizens Advice Bureau - Buller

FSD0006911 Last updated 22/04/2021

Citizens Advice Bureau provides free, confidential information and advice to anyone about any query or problem. CAB is staffed by trained volunteers who can access information by computer or from the extensive range of resources held by each bureau. The service can be accessed by phone, email or in person.

 Clocktower Building 113 Palmerston Street Westport 7825

 buller@cab.org.nz  10.00am - 1.00pm, Monday, Wednesday,

|  |  |
| --- | --- |
| (03) 789 8388(03) 789 8879 http://www.cab.org.nz   | Thursday, Friday, 10am - 3pm TuesdayClosed public holidaysAfter hours answerphone service.All services free of charge.No referral required. |

## Homebuilders West Coast Trust

FSD0000009 Last updated 12/10/2020

We provide quality social services to children and whanau ages 0-17 years for the West Coast from Karamea to Hokitika and inland to Reefton. Homebuilders are the only Level 1 provider on the West Coast for Respite care of children aged 0-17 yrs. We provide Homebased Social Work Support, Respite Care, Family Counselling, Social Worker in Schools - all schools in the Buller and Greymouth schools Runanga, Blaketown, Cobden, Paparoa Range - Dobson/Blackball, Big

Brothers Big Sisters of Buller and Grey District Youth Mentoring Programmes, Kawatiri Family

Harm Prevention Administrator, Strengthening Families Lead Agency and Connecting Families.

Our mission statement: Together we strengthen the well-being of children, families and community.

 52 Mill Street Westport

 office@homebuilderswpt.co.nz  Office hours 8.30 am - 5 pm Mon - Friday,

|  |  |
| --- | --- |
| (03) 768 6665 (027) 623 9879 http://www.homebuilderstrust.co.nz **Classification : FVSS**  | answer phone message system available All services free of charge.No referral required. |

## Homebuilders West Coast Trust - Greymouth

FSD0019157 Last updated 12/10/2020

We provide quality social services to children and whanau ages 0-17 years for the West Coast from Karamea to Haast and inland to Reefton. Homebuilders are the only Level 1 provider on the West Coast for Respite care of children aged 0-17 yrs. We provide Homebased Social Work

Support, Respite Care, Family Counselling, Social Worker in Schools - Greymouth - Runanga, Blaketown, Cobden, Paparoa Range - Dobson/Blackball Schools. Strengthening Families Lead Agency.

Our mission statement: Together we strengthen the wellbeing of children, families and community.

 11 Nelson Street Greymouth

 office@homebuilderswpt.co.nz  8.30 - 5.00pm office is sometimes unstaffed,

|  |  |
| --- | --- |
| (03) 768 6665 (027) 311 8240 http://www.homebuilderstrust.co.nz   | phone for an appointment All services free of charge.No referral required. |

## Jenny Hellyer Supervision and Counselling Services

FSD0000006 Last updated 19/04/2021

Private practice offering confidential counselling and professional supervision.

MNZAC, Registered with NZAC for counselling and supervision.

Postgraduate Certificate in Professional Supervision (NMIT).

Approved by Sensitive Claims Unit, ACC.

Experience in working with adults and a wide range of issues, including recovery from trauma and family violence.

Available throughout New Zealand by Skype for supervision.

 37 Peel Street Westport 7825

 jennyhellyer@xtra.co.nz  by appointment

|  |  |
| --- | --- |
| (03) 789 7392   | available by Skype for supervision Some charges may apply.Referral may apply. |

## Ministry of Social Development - Greymouth Service Centre

FSD0008019 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 112-116 Mackay Street Greymouth 7805

(0800) 559 009  8:30am-5:00pm Monday, Tuesday, Thursday, http://www.workandincome.govt.nz Friday.

9:30am-5:00pm Wednesday.

All services free of charge. No referral required.

## Ministry of Social Development - Westport Service Centre

FSD0008020 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 50-52 Russell Street Westport 7825

 (0800) 559 009  Monday, Tuesday, Thursday, Friday 8:30am -

|  |  |
| --- | --- |
| http://www.workandincome.govt.nz   | 5:00pm. Wednesday 9:30am - 5:00pm. Note: The office is closed between 12.30pm - 1.30pm every business day.All services free of charge.No referral required. |

## Number thirty seven community house

FSD0015034 Last updated 23/04/2021

Potikohua Charitable Trust operating as Number Thirty Seven Community House, has been providing drop-in support, self-development and educational programmes since 1993. It began with a vision of wanting to develop holistic programmes for women and their families.

The Trust is governed by a board of trustees, all of whom have extensive experience within the community in Mental and Physical Health and Well being. Our services are based on the principles of confidentiality and respect for differences.

A foundation aim is to provide an opportunity for those who face barriers to full participation to develop skills and confidence.

The facilities at 37 Peel Street, Westport include private gardens, a drop-in support service and comfortable spaces for programmes and activities.

We strengthen personal, family and community well being by providing a trustful, nurturing environment in which services meet the holistic needs of individuals and their families.

 37 Peel Street Westport

poti@xtra.co.nz  Mon - Fri 9am - 2.30pm, (03) 789 6000 other times by appointment

https://numberthirtyseven.wixsite.com/poti except public holidays kohuatrust/poti Koha/donation may apply.

No referral required.

## Poutini Waiora - Health & Social Services, Hokitika

FSD0001166 Last updated 29/07/2020

Kaupapa Maori Health & Social Service provider. Our attendance service covers the Mawhera / Hokitika rohe.

 12 Revell Street Hokitika 7810

 enquiries@poutiniwaiora.co.nz  Monday to Friday 8.30am - 5.00 pm

|  |  |
| --- | --- |
| (0800) 333 170 (03) 755 6572 http://www.poutiniwaiora.co.nz/ **Classification : FVSS**  | All services free of charge. No referral required. |

## Presbyterian Support - West Coast

FSD0015582 Last updated 12/03/2021

Presbyterian Support (USI) is a community based social services agency working towards a just and inclusive society. We deliver a wide range of social services developed in response to local need in the Upper south Island. We aim to help people, families and society to be safe, strong and connected. Operating as a not-for-profit NGO, the agency has been in business over 100 years and delivers services from twelve service centres as well as community venues in the Upper South Island region.

 8 Frickleton Street Greymouth 7805

 chrisw@psusi.org.nz  Business hours

|  |  |
| --- | --- |
| (0800) 477 874 http://enlivenuppersouth.org.nz/ **Classification : FVSS**  | All services free of charge. No referral required. |

## Reefton Who Cares Incorporated

FSD0008197 Last updated 09/10/2020

For families and individuals in crisis - Reefton Who Cares offers a personal and confidential service in a safe environment by well trained Community Support Workers, Community Law Services, Budget Advisory Services and other services covering many issues affecting all ages.

We also run Parenting programs, provide Supervised Access, recreation activities for 50yrs+.

 14 Mace Street Reefton 7830

 whocares@xtra.co.nz  Monday - Friday 9.30am - 11.30am

(03) 732 8631 Koha/donation may apply. http://www.reeftonwhocareshouse.org.nz/ No referral required.

## Rural Nurse Specialists at South Westland Clinics - Hari Hari, Whataroa, Franz Joseph, Fox Glacier, Haast

FSD0021068 Last updated 04/02/2021

A one-stop shop for medical concerns in South Westland. Each clinic is run by a Rural Nurse Specialist with a weekly Doctor’s day at each clinic. Call 0800 SW HEALTH (0800 794 325) for appointments and enquiries. See our website for more information, including a roster for each clinic.

 97 Cron Street Franz Joseph 7886

swadmin@wcdhb.health.nz 

(0800) 794 325 (03) 750 0800 https://www.wcdhb.health.nz/hospitalshealth-facilities/south-westland-areapractice/

## St Vincent de Paul - Westport

FSD0000015

Available by telephone 8:30am to 5pm (with a half hour break for lunch) Mondays to Fridays.

call toll free 0800 SW HEALTH All services free of charge. No referral required.

Last updated 21/12/2020

We supply help to needy people. Have a food bank. Visit the sick. Provide transport.

 129 Palmerston Street Westport 7825

 vinnieswestport@xtra.co.nz  Monday to Friday 10 am - 3.30 pm

(03) 789 6661 Saturday morning, 10am-noon. http://www.svdp.org.nz All services free of charge.

Referral may apply.

## The Salvation Army - Greymouth

FSD0001168 Last updated 19/03/2021

Worship, community and welfare services of The Salvation Army

 141 Tainui Street Greymouth 7805

 greymouth.corps@salvationarmy.org.nz  Office Hours - Monday, Wednesday, Thursday

 (03) 768 5045 and Friday 10am - 3.00pm.

https://www.salvationarmy.org.nz/centres/ Food Bank - Tuesday 10am-12pm nz/west-coast/greymouth/greymouth- Thursday & Friday 10am-12pm corps All services free of charge.

No referral required.

**Classification : BFC**

## The Salvation Army - Westport

FSD0023571 Last updated 20/04/2021

Worship, community and welfare services of The Salvation Army

 Cnr Henley & Russel Streets 20 Henley Street Westport 7825

 westport\_corps@salvationarmy.org.nz  Mon,Tues & Fri 9.30am - 12pm

(03) 789 8085 Some charges may apply. https://www.salvationarmy.org.nz/centres/ No referral required. nz/west-coast/westport/westport-corps

# Budgeting / Financial Capability

## Buller Budget Advisory Service

FSD0000012 Last updated 05/04/2021

To offer free Budget advice, support and mentoring to the family unit and individuals regardless of age, race, gender, religion. To deliver community Education. To ensure confidentiality for our clients. To help people manage their financial resources. To increase awareness in budgeting through promotion and education. To offer advocacy.

 Clock Tower Building 113 Palmerston Street Westport 7825

 bullerbudget@xtra.co.nz  10am to 2pm Monday - Friday. Answerphone at

 (03) 789 8080 other times.

All services free of charge. No referral required.

## Citizens Advice Bureau - Buller

FSD0006911 Last updated 22/04/2021

Citizens Advice Bureau provides free, confidential information and advice to anyone about any query or problem. CAB is staffed by trained volunteers who can access information by computer or from the extensive range of resources held by each bureau. The service can be accessed by phone, email or in person.

 Clocktower Building 113 Palmerston Street Westport 7825

 buller@cab.org.nz  10.00am - 1.00pm, Monday, Wednesday,

|  |  |
| --- | --- |
| (03) 789 8388(03) 789 8879 http://www.cab.org.nz   | Thursday, Friday, 10am - 3pm TuesdayClosed public holidaysAfter hours answerphone service.All services free of charge.No referral required. |

## Ministry of Social Development - Greymouth Service Centre

FSD0008019 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 112-116 Mackay Street Greymouth 7805

(0800) 559 009  8:30am-5:00pm Monday, Tuesday, Thursday, http://www.workandincome.govt.nz Friday.

9:30am-5:00pm Wednesday.

All services free of charge. No referral required.

## Ministry of Social Development - Westport Service Centre

FSD0008020 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 50-52 Russell Street Westport 7825

(0800) 559 009  Monday, Tuesday, Thursday, Friday 8:30am http://www.workandincome.govt.nz 5:00pm. Wednesday 9:30am - 5:00pm. Note: The office is closed between 12.30pm - 1.30pm every business day.

All services free of charge. No referral required.

## Reefton Who Cares Incorporated

FSD0008197 Last updated 09/10/2020

For families and individuals in crisis - Reefton Who Cares offers a personal and confidential service in a safe environment by well trained Community Support Workers, Community Law Services, Budget Advisory Services and other services covering many issues affecting all ages.

We also run Parenting programs, provide Supervised Access, recreation activities for 50yrs+.

 14 Mace Street Reefton 7830

 whocares@xtra.co.nz  Monday - Friday 9.30am - 11.30am

(03) 732 8631 Koha/donation may apply. http://www.reeftonwhocareshouse.org.nz/ No referral required.

## The Salvation Army - Greymouth

FSD0001168 Last updated 19/03/2021

Worship, community and welfare services of The Salvation Army

 141 Tainui Street Greymouth 7805

 greymouth.corps@salvationarmy.org.nz  Office Hours - Monday, Wednesday, Thursday

|  |  |
| --- | --- |
| (03) 768 5045 https://www.salvationarmy.org.nz/centres/ nz/west-coast/greymouth/greymouthcorps | and Friday 10am - 3.00pm. Food Bank - Tuesday 10am-12pmThursday & Friday 10am-12pm All services free of charge.No referral required. |

**Classification : BFC**

# Child Care

## Greymouth Parents Centre

FSD0007333 Last updated 10/02/2021

Parents Centre NZ offers a wide range of support networks for parenting with the prime service being childbirth education. Internal supports are a priority for locally run committees which in turn ensures good quality support and education is available for parents within the community.

 Karora Bowling Club Cnr Nelson and Shelley Streets Greymouth 7805

 greymouth@parentscentre.org.nz  Some charges may apply.

(03) 768 6316 No referral required. http://www.parentscentre.org.nz

## Greymouth Youthtown

FSD0023798 Last updated 18/12/2020

Youthtown is a nationally operated, not-for-profit organisation offering a whole ‘township’ of developmental activity in key communities across New Zealand for 5-18 year olds.

Since 1932, we have been empowering young New Zealanders to be the best they can be and we have evolved into one of New Zealand’s leading youth development organisations.

How do we do this? We deliver programmes, that develop skills and knowledge, to as many young people as we can. We also ensure they have tonnes of fun with their peers!

When and where? Before school, during school, after school and in the holidays.

 Grey Main School 12 Joyce Crescent Greymouth 7805

 greymain@youthtown.org.nz  After School and Holiday Programme

(027) 548 0972 Some charges may apply. http://www.youthtown.org.nz No referral required.

**Classification : OSCAR**

## Ministry of Social Development - Greymouth Service Centre

FSD0008019 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 112-116 Mackay Street Greymouth 7805

(0800) 559 009  8:30am-5:00pm Monday, Tuesday, Thursday, http://www.workandincome.govt.nz Friday.

9:30am-5:00pm Wednesday.

All services free of charge. No referral required.

## Ministry of Social Development - Westport Service Centre

FSD0008020 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 50-52 Russell Street Westport 7825

(0800) 559 009  Monday, Tuesday, Thursday, Friday 8:30am http://www.workandincome.govt.nz 5:00pm. Wednesday 9:30am - 5:00pm. Note: The office is closed between 12.30pm - 1.30pm every business day.

All services free of charge. No referral required.

## REAP - Westland

FSD0001159 Last updated 15/01/2021

WestREAP is based in Hokitika and Greymouth and promotes and provides lifelong learning opportunities in the Westland and Grey Districts across Early Childhood, Schools and Adult Community Education. Our delivery of programmes, resources, and services are based on filling gaps in community learning through an ongoing extensive Needs Analysis process. WestREAP also works in collaboration with numerous other providers and community groups to improve access to a range of quality learning initiatives for the community.

 72 Tudor Street Hokitika reception@westreap.org.nz  Monday to Friday 8.30am - 5.00pm.



|  |  |
| --- | --- |
| (0800) 927 327http://www.westreap.org.nz | Some charges may apply. Referral may apply. |

**Classification : YS**

# Disaster Recovery

## Ministry of Social Development - Westport Service Centre

FSD0008020 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

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 50-52 Russell Street Westport 7825

(0800) 559 009  Monday, Tuesday, Thursday, Friday 8:30am http://www.workandincome.govt.nz 5:00pm. Wednesday 9:30am - 5:00pm. Note: The office is closed between 12.30pm - 1.30pm every business day.

All services free of charge. No referral required.

# Education and Training

## Front-Line Training Consultancy Ltd

FSD0017062 Last updated 02/02/2021

Provider of youth and corporate education, training and employment services based in Invercargill.

Front-Line is a registered and NZQA category one provider. This is your assurance of quality.

Our clients work in a modern environment and are supported by high quality experienced staff.

Teaching and learning standards encompass the wide range of learners needs.

Our goal is to meet our learner and clients learning needs in a manner that has the best possible result.

Youth learners have the opportunity to gain qualifications in Retail, Hospitality, Tourism and Small Business Enterprise alongside NCEA levels 1-3.

We are outcome driven, gaining qualifications, experience in the workforce, gaining employment or moving into higher level education are all a priority for people who enrol and engage with us.

 416 Dee Street Invercargill 9810

 pauline@front-line.co.nz  8.00am- 5.00pm Monday to Friday

|  |  |
| --- | --- |
| (0800) 287 754 (03) 214 2174 http://www.front-line.co.nz  **Greymouth Parents Centre** | Some charges may apply. Referral may apply.  |
| FSD0007333 | Last updated 10/02/2021 |

Parents Centre NZ offers a wide range of support networks for parenting with the prime service being childbirth education. Internal supports are a priority for locally run committees which in turn ensures good quality support and education is available for parents within the community.

 Karora Bowling Club Cnr Nelson and Shelley Streets Greymouth 7805

 greymouth@parentscentre.org.nz  Some charges may apply.

(03) 768 6316 No referral required. http://www.parentscentre.org.nz

## Homebuilders West Coast Trust

FSD0000009 Last updated 12/10/2020

We provide quality social services to children and whanau ages 0-17 years for the West Coast from Karamea to Hokitika and inland to Reefton. Homebuilders are the only Level 1 provider on the West Coast for Respite care of children aged 0-17 yrs. We provide Homebased Social Work Support, Respite Care, Family Counselling, Social Worker in Schools - all schools in the Buller and Greymouth schools Runanga, Blaketown, Cobden, Paparoa Range - Dobson/Blackball, Big

Brothers Big Sisters of Buller and Grey District Youth Mentoring Programmes, Kawatiri Family

Harm Prevention Administrator, Strengthening Families Lead Agency and Connecting Families.

Our mission statement: Together we strengthen the well-being of children, families and community.

 52 Mill Street Westport

 office@homebuilderswpt.co.nz  Office hours 8.30 am - 5 pm Mon - Friday,

|  |  |
| --- | --- |
| (03) 768 6665 (027) 623 9879 http://www.homebuilderstrust.co.nz **Classification : FVSS**  | answer phone message system available All services free of charge.No referral required. |

## Literacy Aotearoa - Greymouth

FSD0015407 Last updated 04/08/2020

Literacy, Numeracy, computer skills for the workplace, and tutoring for all adults, apprentices and pre-apprentices. Literacy and Numeracy for all adults free to the learner.

 2B Albert Street Greymouth 7805

 info.c8@literacy.org.nz  Monday to Friday 9.30am-4.30pm

|  |  |
| --- | --- |
| (03) 768 6640(021) 102 0661 http://www.literacy.org.nz/literacyaotearoa-greymouth   | By appointment.All services free of charge.No referral required. |

## Literacy Aotearoa - Westport

FSD0000007 Last updated 04/08/2020

Literacy Aotearoa provides confidential, one on one, tutoring in literacy, numeracy, computing and language for adults on the West Coast at no cost to the learner. We also provide for Modern Apprentices, BCITO & MITO apprentices and people in the workplace with literacy and numeracy needs.

 230 Palmerston Street Westport

 info.c8@literacy.org.nz  Monday-Friday 9am - 4pm

|  |  |
| --- | --- |
| (03) 789 8031(021) 102 0661 http://www.literacy.org.nz/literacyaotearoa-westport  **New Coasters Inc** | All services free of charge. No referral required.  |
| FSD0018547 | Last updated 17/12/2020 |

Connecting people. Supporting vibrant West Coast communities. Migrant Settlement & Support. We are here to welcome and connect all newcomers with everything that is awesome in our West Coast communities!

 38 Albert St Greymouth 7805

 Info@newcoasters.co.nz  opening times vary

|  |  |
| --- | --- |
| (027) 407 0302http://www.facebook.com/pages/New-Coasters-Greymouth/133842336667249?ref=ts   | Some charges may apply. No referral required. |

## Number thirty seven community house

FSD0015034 Last updated 23/04/2021

Potikohua Charitable Trust operating as Number Thirty Seven Community House, has been providing drop-in support, self-development and educational programmes since 1993. It began with a vision of wanting to develop holistic programmes for women and their families.

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poti@xtra.co.nz  Mon - Fri 9am - 2.30pm, (03) 789 6000 other times by appointment

https://numberthirtyseven.wixsite.com/poti except public holidays kohuatrust/poti Koha/donation may apply.

No referral required.

## REAP - Buller

FSD0000003 Last updated 13/07/2020

An educational and social service support organisation providing a variety of services in the community. Buller REAP operates services and programmes across the three stages of education, early childhood, schools and adult and community. We provide information to the general public and can refer or facilitate to meet needs of groups and individuals.

 111 Palmerston Street Westport 7825

 office@bullerreap.co.nz  8.30 am - 4.30 pm Weekdays.

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| --- | --- |
| (03) 789 7659 https://www.facebook.com/BullerReap/ **Classification : YS** **REAP - Westland** | Some charges may apply. Referral may apply.  |
| FSD0001159 | Last updated 15/01/2021 |

WestREAP is based in Hokitika and Greymouth and promotes and provides lifelong learning opportunities in the Westland and Grey Districts across Early Childhood, Schools and Adult Community Education. Our delivery of programmes, resources, and services are based on filling gaps in community learning through an ongoing extensive Needs Analysis process. WestREAP also works in collaboration with numerous other providers and community groups to improve access to a range of quality learning initiatives for the community.

 72 Tudor Street Hokitika

 reception@westreap.org.nz  Monday to Friday 8.30am - 5.00pm.

(0800) 927 327 Some charges may apply. http://www.westreap.org.nz Referral may apply.

**Classification : YS**

## Resource Teacher of Literacy

FSD0001176 Last updated 29/03/2021

Resource Teachers of Literacy offer specialist assistance to primary school students with serious difficulties in learning to read and write. Referrals are made by the school.

 C/- Hokitika Primary 230 Park Street Hokitika 7810

 michelle@hokitika.school.nz  Available during school hours.

(03) 755 7400 x7020 All services free of charge. https://www.hokitika.school.nz/more/speci Referral may apply. alist-staff

## SPELD NZ Inc - West Coast Local Liaison Group

FSD0020502 Last updated 02/10/2020

SPELD NZ Inc offers detailed diagnostic assessment and specialised one-on-one tuition for people with specific learning disabilities, including dyslexia. It also offers information, support, advice and training.

|  |  |
| --- | --- |
| southern@speld.org.nz (0800) 773 536 http://www.speld.org.nz |  Office administration open Monday to Friday,9.00am-3.00pm.Some charges may apply.No referral required. |

# Employment

## Front-Line Training Consultancy Ltd

FSD0017062 Last updated 02/02/2021

Provider of youth and corporate education, training and employment services based in Invercargill.

Front-Line is a registered and NZQA category one provider. This is your assurance of quality.

Our clients work in a modern environment and are supported by high quality experienced staff.

Teaching and learning standards encompass the wide range of learners needs.

Our goal is to meet our learner and clients learning needs in a manner that has the best possible result.

Youth learners have the opportunity to gain qualifications in Retail, Hospitality, Tourism and Small Business Enterprise alongside NCEA levels 1-3.

We are outcome driven, gaining qualifications, experience in the workforce, gaining employment or moving into higher level education are all a priority for people who enrol and engage with us.

 416 Dee Street Invercargill 9810

 pauline@front-line.co.nz  8.00am- 5.00pm Monday to Friday

|  |  |
| --- | --- |
| (0800) 287 754 (03) 214 2174 http://www.front-line.co.nz   | Some charges may apply. Referral may apply. |

## Ministry of Social Development - Greymouth Service Centre

FSD0008019 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 112-116 Mackay Street Greymouth 7805

|  |  |
| --- | --- |
| (0800) 559 009 http://www.workandincome.govt.nz   |  8:30am-5:00pm Monday, Tuesday, Thursday, Friday.9:30am-5:00pm Wednesday.All services free of charge.No referral required. |

## Ministry of Social Development - Westport Service Centre

FSD0008020 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 50-52 Russell Street Westport 7825

 (0800) 559 009  Monday, Tuesday, Thursday, Friday 8:30am -

|  |  |
| --- | --- |
| http://www.workandincome.govt.nz   | 5:00pm. Wednesday 9:30am - 5:00pm. Note: The office is closed between 12.30pm - 1.30pm every business day.All services free of charge.No referral required. |

## Number thirty seven community house

FSD0015034 Last updated 23/04/2021

Potikohua Charitable Trust operating as Number Thirty Seven Community House, has been providing drop-in support, self-development and educational programmes since 1993. It began with a vision of wanting to develop holistic programmes for women and their families.

The Trust is governed by a board of trustees, all of whom have extensive experience within the community in Mental and Physical Health and Well being. Our services are based on the principles of confidentiality and respect for differences.

A foundation aim is to provide an opportunity for those who face barriers to full participation to develop skills and confidence.

The facilities at 37 Peel Street, Westport include private gardens, a drop-in support service and comfortable spaces for programmes and activities.

We strengthen personal, family and community well being by providing a trustful, nurturing environment in which services meet the holistic needs of individuals and their families.

 37 Peel Street Westport

poti@xtra.co.nz  Mon - Fri 9am - 2.30pm, (03) 789 6000 other times by appointment

https://numberthirtyseven.wixsite.com/poti except public holidays kohuatrust/poti Koha/donation may apply.

No referral required.

## Presbyterian Support - West Coast

FSD0015582 Last updated 12/03/2021

Presbyterian Support (USI) is a community based social services agency working towards a just and inclusive society. We deliver a wide range of social services developed in response to local need in the Upper south Island. We aim to help people, families and society to be safe, strong and connected. Operating as a not-for-profit NGO, the agency has been in business over 100 years and delivers services from twelve service centres as well as community venues in the Upper South Island region.

 8 Frickleton Street Greymouth 7805

 chrisw@psusi.org.nz  Business hours

|  |  |
| --- | --- |
| (0800) 477 874 http://enlivenuppersouth.org.nz/ **Classification : FVSS** **REAP - Westland** | All services free of charge. No referral required.  |
| FSD0001159 | Last updated 15/01/2021 |

WestREAP is based in Hokitika and Greymouth and promotes and provides lifelong learning opportunities in the Westland and Grey Districts across Early Childhood, Schools and Adult Community Education. Our delivery of programmes, resources, and services are based on filling gaps in community learning through an ongoing extensive Needs Analysis process. WestREAP also works in collaboration with numerous other providers and community groups to improve access to a range of quality learning initiatives for the community.

 72 Tudor Street Hokitika reception@westreap.org.nz  Monday to Friday 8.30am - 5.00pm.



|  |  |
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| (0800) 927 327 http://www.westreap.org.nz **Classification : YS**  | Some charges may apply. Referral may apply. |

## The Drug Detection Agency - West Coast

FSD0022964 Last updated 21/08/2020

Drug testing service for Work & Income beneficiaries. Prices inclusive of GST:

Office based screening test, by appointment: $74.75

Mobile testing service (not private residences) $89.10

Evidential Laboratory Confirmation Test: $120.00

Jim.Gibbens@tdda.com  8.00am - 5.00pm (021) 890 256 Some charges may apply. http://www.tdda.com Referral may apply.

**Classification : DTS**

## Workbridge Inc - Greymouth

FSD0007872 Last updated 11/03/2021

Our mission is to enable people with disabilities to participate and experience equal opportunities in the labour market.

 26 Mackay Street Greymouth 7840 westcoast@workbridge.co.nz  Monday - Friday 8.30am -4.30pm.

 (03) 768 0596 All services free of charge.

(0800) 858 858 No referral required. http://www.workbridge.co.nz

# Ethnic Services

## Citizens Advice Bureau - Buller

FSD0006911 Last updated 22/04/2021

Citizens Advice Bureau provides free, confidential information and advice to anyone about any query or problem. CAB is staffed by trained volunteers who can access information by computer or from the extensive range of resources held by each bureau. The service can be accessed by phone, email or in person.

 Clocktower Building 113 Palmerston Street Westport 7825

 buller@cab.org.nz  10.00am - 1.00pm, Monday, Wednesday,

|  |  |
| --- | --- |
| (03) 789 8388(03) 789 8879 http://www.cab.org.nz  **New Coasters Inc** | Thursday, Friday, 10am - 3pm TuesdayClosed public holidaysAfter hours answerphone service.All services free of charge. No referral required.  |
| FSD0018547 | Last updated 17/12/2020 |

Connecting people. Supporting vibrant West Coast communities. Migrant Settlement & Support. We are here to welcome and connect all newcomers with everything that is awesome in our West Coast communities!

 38 Albert St Greymouth 7805

 Info@newcoasters.co.nz  opening times vary

(027) 407 0302 Some charges may apply. http://www.facebook.com/pages/New- No referral required.

Coasters-

Greymouth/133842336667249?ref=ts

# Family / Whanau Services

## Anisy's Funeral Home Greymouth

FSD0023849 Last updated 29/01/2021

To provide funeral and cremation services for families where there are no hidden costs, where individualized service is provided in a friendly, 'home' style environment. As a family based company we do not charge out of business hours, holidays or weekend added costs for our services. We listen - we discuss all options - we provide exactly only what you need (no upscaling). Greypower members are given a special discount.

 77 Shakespeare Street Greymouth 7085 anisyfunerals@gmail.com  Enquiries 24/7. Office hours 9am - 4pm.

(03) 768 5868 Some charges may apply. http://www.anisyfunerals.co.nz No referral required.

## Big Brothers Big Sisters of Westland

FSD0006477 Last updated 20/03/2021

To provide one on one youth mentoring for at risk young people referred to the programme.

 Heartlands 49 Tancred Street Hokitika 7810 derek.blight@bigbrothersbigsisters.org.nz  10.00am - 2.00pm Monday to Friday.

(021) 215 6252 All services free of charge. http://www.bigbrothersbigsisters.org.nz/ No referral required.

## Buller Local Council Website

FSD0017587 Last updated 30/04/2021

Find council services and information online by clicking on the website link

info@bdc.govt.nz  Online

|  |  |
| --- | --- |
| (0800) 807 239westport (0800) 808 821reefton http://www.bullerdc.govt.nz/ | All services free of charge. No referral required. |
| 28 |  |

## Buller/West Coast Home Hospice Trust

FSD0008233 Last updated 05/04/2021

To assist families living on the West Coast in the care and management of their terminally ill members, maintaining them at home for as long as the patient wishes - up to and including death.

 191 High Street Greymouth 7805 jen.hen@xtra.co.nz  Monday to Friday 9am-5pm.



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| (03) 768 1979   | All services free of charge. No referral required. |

## Citizens Advice Bureau - Buller

FSD0006911 Last updated 22/04/2021

Citizens Advice Bureau provides free, confidential information and advice to anyone about any query or problem. CAB is staffed by trained volunteers who can access information by computer or from the extensive range of resources held by each bureau. The service can be accessed by phone, email or in person.

 Clocktower Building 113 Palmerston Street Westport 7825

 buller@cab.org.nz  10.00am - 1.00pm, Monday, Wednesday,

|  |  |
| --- | --- |
| (03) 789 8388(03) 789 8879 http://www.cab.org.nz  **Family Start Buller-Grey** | Thursday, Friday, 10am - 3pm TuesdayClosed public holidaysAfter hours answerphone service.All services free of charge. No referral required.  |
| FSD0008196 | Last updated 02/10/2020 |

Family Start is a free and voluntary programme providing intensive on-going support in the areas of Health, Education and Welfare from the time of pregnancy up to 3-5 years of a child's life. Our focus is on child development, including delivering the Born to Learn programme that focuses on a child's development for their age group.

 70 Bright Street Cobden Greymouth 7802

 beanel@familystart.co.nz  Monday to Friday, 8.30am-5pm.

 (03) 768 6568 All services free of charge.

No referral required.

## Family Support

FSD0007469 Last updated 09/02/2021

Cornerstone Family Support formerly Supporting Families in Mental Illness West Coast. Our organisation was formed in 1977 by families, for families of people who experience all forms of mental illness. Since that time it has striven 'to promote the best quality of life for persons with a mental illness and their families/whanau and caregivers'. Cornerstone Family Support is a charitable organisation that provides Support, Education and Advocacy for Family members/ whanau that have a member that is affected by mental illness, addictions and/or neurological disorders. We also provide a programme for children "understanding mental illness." This programme is unique to each families needs.

Cornerstone Family Support is managed by volunteer trustees, an advisory committee and members.

 132 Tainui Street Greymouth

 alisonsohiercfs@xtra.co.nz  9am to 4pm Monday - Friday

|  |  |
| --- | --- |
| (03) 768 4290(0800) 684 290   | If urgent call Mobile 027 459 2777 All services free of charge.No referral required. |

## Front-Line Training Consultancy Ltd

FSD0017062 Last updated 02/02/2021

Provider of youth and corporate education, training and employment services based in Invercargill.

Front-Line is a registered and NZQA category one provider. This is your assurance of quality.

Our clients work in a modern environment and are supported by high quality experienced staff.

Teaching and learning standards encompass the wide range of learners needs.

Our goal is to meet our learner and clients learning needs in a manner that has the best possible result.

Youth learners have the opportunity to gain qualifications in Retail, Hospitality, Tourism and Small Business Enterprise alongside NCEA levels 1-3.

We are outcome driven, gaining qualifications, experience in the workforce, gaining employment or moving into higher level education are all a priority for people who enrol and engage with us.

 416 Dee Street Invercargill 9810

 pauline@front-line.co.nz  8.00am- 5.00pm Monday to Friday

|  |  |  |
| --- | --- | --- |
| (0800) 287 754 (03) 214 2174 http://www.front-line.co.nz  **Grey Local Council Website** | Some charges may apply. Referral may apply. |   |
| FSD0017596 |  | Last updated 14/09/2020 |

Find council services and information online by clicking on the website link

updates@familyservices.govt.nz  Online http://www.greydc.govt.nz/ All services free of charge.

No referral required.

## Greymouth Parents Centre

FSD0007333 Last updated 10/02/2021

Parents Centre NZ offers a wide range of support networks for parenting with the prime service being childbirth education. Internal supports are a priority for locally run committees which in turn ensures good quality support and education is available for parents within the community.

 Karora Bowling Club Cnr Nelson and Shelley Streets Greymouth 7805

 greymouth@parentscentre.org.nz  Some charges may apply.

(03) 768 6316 No referral required. http://www.parentscentre.org.nz

## Greymouth Youthtown

FSD0023798 Last updated 18/12/2020

Youthtown is a nationally operated, not-for-profit organisation offering a whole ‘township’ of developmental activity in key communities across New Zealand for 5-18 year olds.

Since 1932, we have been empowering young New Zealanders to be the best they can be and we have evolved into one of New Zealand’s leading youth development organisations.

How do we do this? We deliver programmes, that develop skills and knowledge, to as many young people as we can. We also ensure they have tonnes of fun with their peers!

When and where? Before school, during school, after school and in the holidays.

 Grey Main School 12 Joyce Crescent Greymouth 7805

 greymain@youthtown.org.nz  After School and Holiday Programme

(027) 548 0972 Some charges may apply. http://www.youthtown.org.nz No referral required.

**Classification : OSCAR**

## Heartland Services - Hokitika

FSD0007156 Last updated 26/03/2021

Heartland Service Centre is a one-stop-shop from which the local population may access a range of Government and other related services.

 Heartland Service Centre 49 Tancred Street Hokitika

Adair.Quaife@pactgroup.co.nz  Hours of opening: 10.00am - 2.00pm (03) 755 7336 Days of opening: Monday - Friday (027) 327 3615 All services free of charge. http://www.heartlandservices.govt.nz Referral may apply.

## Heartland Services - Westport

FSD0007155 Last updated 12/06/2020

Heartland Service Centre is a one-stop-shop from which the local population may access a range of Government, and other related services.

 150 Palmerston Street Westport 7825

 Westport@heartlandservices.govt.nz  Hours of opening: 10.00 - 2pm Monday - Friday

(03) 789 6519 All services free of charge. http://www.heartlandservices.govt.nz No referral required.

## Homebuilders West Coast Trust

FSD0000009 Last updated 12/10/2020

We provide quality social services to children and whanau ages 0-17 years for the West Coast from Karamea to Hokitika and inland to Reefton. Homebuilders are the only Level 1 provider on the West Coast for Respite care of children aged 0-17 yrs. We provide Homebased Social Work Support, Respite Care, Family Counselling, Social Worker in Schools - all schools in the Buller and Greymouth schools Runanga, Blaketown, Cobden, Paparoa Range - Dobson/Blackball, Big

Brothers Big Sisters of Buller and Grey District Youth Mentoring Programmes, Kawatiri Family

Harm Prevention Administrator, Strengthening Families Lead Agency and Connecting Families.

Our mission statement: Together we strengthen the well-being of children, families and community.

 52 Mill Street Westport

 office@homebuilderswpt.co.nz  Office hours 8.30 am - 5 pm Mon - Friday,

|  |  |
| --- | --- |
| (03) 768 6665 (027) 623 9879 http://www.homebuilderstrust.co.nz **Classification : FVSS**  | answer phone message system available All services free of charge.No referral required. |

## Homebuilders West Coast Trust - Greymouth

FSD0019157 Last updated 12/10/2020

We provide quality social services to children and whanau ages 0-17 years for the West Coast from Karamea to Haast and inland to Reefton. Homebuilders are the only Level 1 provider on the West Coast for Respite care of children aged 0-17 yrs. We provide Homebased Social Work

Support, Respite Care, Family Counselling, Social Worker in Schools - Greymouth - Runanga,

Blaketown, Cobden, Paparoa Range - Dobson/Blackball Schools. Strengthening Families Lead Agency.

Our mission statement: Together we strengthen the wellbeing of children, families and community.

 11 Nelson Street Greymouth

 office@homebuilderswpt.co.nz  8.30 - 5.00pm office is sometimes unstaffed,

|  |  |
| --- | --- |
| (03) 768 6665 (027) 311 8240 http://www.homebuilderstrust.co.nz   | phone for an appointment All services free of charge.No referral required. |

## Jenny Hellyer Supervision and Counselling Services

FSD0000006 Last updated 19/04/2021

Private practice offering confidential counselling and professional supervision.

MNZAC, Registered with NZAC for counselling and supervision.

Postgraduate Certificate in Professional Supervision (NMIT).

Approved by Sensitive Claims Unit, ACC.

Experience in working with adults and a wide range of issues, including recovery from trauma and family violence.

Available throughout New Zealand by Skype for supervision.

 37 Peel Street Westport 7825

 jennyhellyer@xtra.co.nz  by appointment

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| --- | --- |
| (03) 789 7392   | available by Skype for supervision Some charges may apply.Referral may apply. |

## Literacy Aotearoa - Greymouth

FSD0015407 Last updated 04/08/2020

Literacy, Numeracy, computer skills for the workplace, and tutoring for all adults, apprentices and pre-apprentices. Literacy and Numeracy for all adults free to the learner.

 2B Albert Street Greymouth 7805

|  |  |
| --- | --- |
| info.c8@literacy.org.nz(03) 768 6640(021) 102 0661 http://www.literacy.org.nz/literacyaotearoa-greymouth   |  Monday to Friday 9.30am-4.30pm By appointment.All services free of charge.No referral required. |

## Ministry of Social Development - Greymouth Service Centre

FSD0008019 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 112-116 Mackay Street Greymouth 7805

(0800) 559 009  8:30am-5:00pm Monday, Tuesday, Thursday, http://www.workandincome.govt.nz Friday.

9:30am-5:00pm Wednesday.

All services free of charge. No referral required.

## Ministry of Social Development - Westport Service Centre

FSD0008020 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 50-52 Russell Street Westport 7825

|  |  |
| --- | --- |
| (0800) 559 009 http://www.workandincome.govt.nz  **New Coasters Inc** |  Monday, Tuesday, Thursday, Friday 8:30am 5:00pm. Wednesday 9:30am - 5:00pm. Note: The office is closed between 12.30pm - 1.30pm every business day.All services free of charge. No referral required.  |
| FSD0018547 | Last updated 17/12/2020 |

Connecting people. Supporting vibrant West Coast communities. Migrant Settlement & Support. We are here to welcome and connect all newcomers with everything that is awesome in our West Coast communities!

 38 Albert St Greymouth 7805

 Info@newcoasters.co.nz  opening times vary

|  |  |
| --- | --- |
| (027) 407 0302http://www.facebook.com/pages/New-Coasters-Greymouth/133842336667249?ref=ts   | Some charges may apply. No referral required. |

## Number thirty seven community house

FSD0015034 Last updated 23/04/2021

Potikohua Charitable Trust operating as Number Thirty Seven Community House, has been providing drop-in support, self-development and educational programmes since 1993. It began with a vision of wanting to develop holistic programmes for women and their families.

The Trust is governed by a board of trustees, all of whom have extensive experience within the community in Mental and Physical Health and Well being. Our services are based on the principles of confidentiality and respect for differences.

A foundation aim is to provide an opportunity for those who face barriers to full participation to develop skills and confidence.

The facilities at 37 Peel Street, Westport include private gardens, a drop-in support service and comfortable spaces for programmes and activities.

We strengthen personal, family and community well being by providing a trustful, nurturing environment in which services meet the holistic needs of individuals and their families.

 37 Peel Street Westport

poti@xtra.co.nz  Mon - Fri 9am - 2.30pm, (03) 789 6000 other times by appointment

https://numberthirtyseven.wixsite.com/poti except public holidays kohuatrust/poti Koha/donation may apply.

No referral required.

## Oranga Tamariki-Ministry for Children, Greymouth

FSD0007000 Last updated 09/07/2020

Our social workers work with families to: protect children and young people up to the age of 18 years; manage young offenders up to the age of 18 years; ensure that children in need are cared for; help families maintain and strengthen their child-rearing role.

 Level 1 112-116 Mackay Street Greymouth 7805

contact@ot.govt.nz  +64 9 912 3820 (from outside New Zealand) (0508) 326 459 All services free of charge.

(0508) FAMILY No referral required. https://www.orangatamariki.govt.nz/

## Plunket - Hokitika

FSD0015862 Last updated 19/01/2021

Plunket believes in supporting the development of healthy families.

 60 Sewell Street Hokitika 7810

 (03) 755 6332  Please call for an appointment

|  |  |
| --- | --- |
| (0800) 933 922 http://www.plunket.org.nz | All services free of charge. No referral required. |

## Plunket - Westport

FSD0000020 Last updated 23/06/2020

Plunket believes in supporting the development of healthy families.

 Plunket Rooms 12 Lyndhurst Street Westport 7825

 davinia.bowden@plunket.org.nz  Opening hours: Please phone for appointment

 (0800) 933 922 All services free of charge.

(027) 281 4587 No referral required. http://www.plunket.org.nz

## Plunket - Greymouth

FSD0015863 Last updated 13/04/2021

Plunket believes in supporting the development of healthy families.

 7 Tarapuhi Street Greymouth southern.region@plunket.org.nz  Please call to make an appointment.



|  |  |
| --- | --- |
| (03) 768 7249 (0800) 933 922 http://www.plunket.org.nz   | All services free of charge. No referral required. |

## Poutini Waiora - Health & Social Services, Greymouth

FSD0001170 Last updated 28/09/2020

Kaupapa Maori Health & Social Service provider. Our attendance service covers the Mawhera / Hokitika rohe.

 62 Shakespeare Street Greymouth enquiries@poutiniwaiora.co.nz  Monday to Friday 8.30am-5.00p.m.

 (0800) 333 170 All services free of charge.

(03) 755 6572 No referral required. http://www.poutiniwaiora.co.nz

## Poutini Waiora - Health & Social Services, Hokitika

FSD0001166 Last updated 29/07/2020

Kaupapa Maori Health & Social Service provider. Our attendance service covers the Mawhera / Hokitika rohe.

 12 Revell Street Hokitika 7810

 enquiries@poutiniwaiora.co.nz  Monday to Friday 8.30am - 5.00 pm

|  |  |
| --- | --- |
| (0800) 333 170 (03) 755 6572 http://www.poutiniwaiora.co.nz/ **Classification : FVSS**  | All services free of charge. No referral required. |

## Poutini Waiora - Health & Social Services, Westport

FSD0000008 Last updated 29/07/2020

Kaupapa Maori Health & Social Service provider. Our attendance service covers the Mawhera / Hokitika rohe.

 98 Brougham Street Westport 7825

 enquiries@poutiniwaiora.co.nz  8.30 am - 5 pm Monday to Friday. Answerphone

|  |  |
| --- | --- |
| (0800) 333 170 (03) 789 7551 http://www.poutiniwaiora.co.nz   | service at all other times.All services free of charge.No referral required. |

## Presbyterian Support - West Coast

FSD0015582 Last updated 12/03/2021

Presbyterian Support (USI) is a community based social services agency working towards a just and inclusive society. We deliver a wide range of social services developed in response to local need in the Upper south Island. We aim to help people, families and society to be safe, strong and connected. Operating as a not-for-profit NGO, the agency has been in business over 100 years and delivers services from twelve service centres as well as community venues in the Upper South Island region.

 8 Frickleton Street Greymouth 7805

|  |  |
| --- | --- |
| chrisw@psusi.org.nz (0800) 477 874 http://enlivenuppersouth.org.nz/ **Classification : FVSS**  |  Business hoursAll services free of charge.No referral required. |

## Prisoners' Aid and Rehabilitation Societies - West Coast

FSD0007251 Last updated 13/01/2021

A community organisation that provides support to prisoners, offenders and their families / whanau.

(03) 768 7407  On Call

All services free of charge. No referral required.

## Public Health Nurse - Hokitika

FSD0001165 Last updated 08/06/2020

Public Health Nurses carry out health education, health promotion, health assessment and disease prevention activities in schools and contact tracing for vaccine preventable communicable diseases in the community.

 Hokitika Health Centre 59 Sewell Street Hokitika 7810 fiona.croft@westcoastdhb.health.nz  8am - 4.30pm Monday to Friday.

(03) 756 9700 All services free of charge. (027) 206 0508 Referral may apply.

## REAP - Buller

FSD0000003 Last updated 13/07/2020

An educational and social service support organisation providing a variety of services in the community. Buller REAP operates services and programmes across the three stages of education, early childhood, schools and adult and community. We provide information to the general public and can refer or facilitate to meet needs of groups and individuals.

 111 Palmerston Street Westport 7825 office@bullerreap.co.nz (03) 789 7659 https://www.facebook.com/BullerReap/



**Classification : YS**

## REAP - Westland

FSD0001159

8.30 am - 4.30 pm Weekdays. Some charges may apply. Referral may apply.

|  |  |  |
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| WestREAP is based in Hokitika and Greymouth and promotes and provides lifelong learning opportunities in the Westland and Grey Districts across Early Childhood, Schools and Adult Community Education. Our delivery of programmes, resources, and services are based on filling gaps in community learning through an ongoing extensive Needs Analysis process. WestREAP also works in collaboration with numerous other providers and community groups to improve access to a range of quality learning initiatives for the community. 72 Tudor Street Hokitika reception@westreap.org.nz  Monday to Friday 8.30am - 5.00pm.

|  |  |
| --- | --- |
| (0800) 927 327 http://www.westreap.org.nz **Classification : YS**  | Some charges may apply. Referral may apply. |

 **SPACE for you and your baby at WestREAP**FSD0023671 Last updated 05/10/2020SPACE for you and your baby offers parenting support and early childhood education for new |

Last updated 15/01/2021

parents and their babies.

 7 Tarapuhi Street Greymouth 7805 ece@westreap.org.nz (027) 598 8816 https://westreap.org.nz/space/



SPACE for you and your baby runs Thursdays 10am to 12pm. Out main office in Hokitika is open 9am to 4.30pm Monday to Friday.

Some charges may apply. No referral required.

## St Vincent de Paul - Westport

FSD0000015 Last updated 21/12/2020

We supply help to needy people. Have a food bank. Visit the sick. Provide transport.

 129 Palmerston Street Westport 7825

 vinnieswestport@xtra.co.nz  Monday to Friday 10 am - 3.30 pm

(03) 789 6661 Saturday morning, 10am-noon. http://www.svdp.org.nz All services free of charge.

Referral may apply.

|  |  |
| --- | --- |
| **The Salvation Army - Westport** |  |
| FSD0023571 | Last updated 20/04/2021 |

Worship, community and welfare services of The Salvation Army

 Cnr Henley & Russel Streets 20 Henley Street Westport 7825

 westport\_corps@salvationarmy.org.nz  Mon,Tues & Fri 9.30am - 12pm

(03) 789 8085 Some charges may apply. https://www.salvationarmy.org.nz/centres/ No referral required. nz/west-coast/westport/westport-corps

## Victim Support - Buller

FSD0015720 Last updated 02/02/2021

Victim support provides information, support and assistance to victims, witnesses, their families and friends. Victim Support also promotes victims' rights through raising public awareness and recognition of the effects of crime.

|  |  |
| --- | --- |
| nationaloffice@victimsupport.org.nz(0800) VICTIM (0800) 842 846 http://www.victimsupport.org.nz |  The Victim Support Service is available 24 hours, 7 days a week.All services free of charge.No referral required. |

## Victim Support - Grey Districts/Westland

FSD0001171 Last updated 02/02/2021

Victim support provides information, support and assistance to victims, witnesses, their families and friends. Victim Support also promotes victims' rights through raising public awareness and recognition of the effects of crime.

|  |  |
| --- | --- |
| nationaloffice@victimsupport.org.nz(0800) VICTIM (0800) 842 846 http://www.victimsupport.org.nz  **West Coast Women's Refuge** |  The Victim Support Service is available 24 hours, 7 days a week All services free of charge. No referral required.  |
| FSD0007678 | Last updated 02/07/2020 |

Women's Refuges work to raise public awareness of violence against women and children, promoting the prevention and elimination of violence, and the rights of women and children to care and protection. For support, please ring our Crisis Line: 0800 REFUGE (0800 733 843). In an emergency, please ring 111.

|  |  |
| --- | --- |
| westcoast-refuge@xtra.co.nz(03) 789 8025(0800) 733 843 REFUGE http://www.womensrefuge.org.nz **Classification : FVSS** **Westland Funeral Services** |  24 hour crisis line 0800 733 843 REFUGE All services free of charge. Referral may apply.  |
| FSD0023796 | Last updated 07/12/2020 |

Westland Funeral Services has been providing Funeral care to the Grey District and Grey Valley areas since 1963. We cater to all budgets and required Funeral needs. We are the only Funeral Home on the West Coast to provide on site cremations. We are Greymouth's only FDANZ member with both qualified Funeral Directors and Embalmers. We operate a 24hour on-call service. We have a purpose built chapel that seats up to 200 people. The chapel is fully audio and visual equipped.

 134 Tainui Street Greymouth 7805

westlandfs@xtra.co.nz  Office hours 9am - 4pm weekdays (03) 768 0250 On Call 24 hours 7 Days per week https://www.westlandfuneralservices.com Some charges may apply. No referral required.

## Westland Local Council Website

FSD0017725 Last updated 14/09/2020

Find council services and information online by clicking on the website link.

updates@familyservices.govt.nz  Online https://www.westlanddc.govt.nz/ All services free of charge.

No referral required.

## Westland Toy Library

FSD0001175 Last updated 12/04/2021

Toy Libraries enable children to access a wide variety of toys to broaden early childhood learning opportunities. Toys stimulate physical, social and emotional development.

 Behind the Library 20 Sewell Street Hokitika 7810

 westlandtoylibrary@gmail.com  Wednesday 10am - 12 noon, Saturday 10am to

|  |  |
| --- | --- |
| (020) 415 62946 (020) 415 27158 https://www.toylibrary.co.nz/westland-toylibrary.html  **Westport Care & Craft Centre** | 12 noonSome charges may apply. No referral required.  |
| FSD0006351 | Last updated 05/04/2021 |

The Care & Craft Centres of New Zealand Trust gives opportunities to the housebound, disabled or lonely people by encouraing them to have a fuller life through participation in a range of craft and recreation activities.

 Club Buller 44 Queen Street Westport 7825

(03) 789 6783  Meets MONDAYS at the Workingmen's Club,

Queen Street 9am - 1pm- during school terms Some charges may apply. No referral required.

# Family Violence

## Big Brothers Big Sisters of Westland

FSD0006477 Last updated 20/03/2021

To provide one on one youth mentoring for at risk young people referred to the programme.

 Heartlands 49 Tancred Street Hokitika 7810 derek.blight@bigbrothersbigsisters.org.nz  10.00am - 2.00pm Monday to Friday.

(021) 215 6252 All services free of charge. http://www.bigbrothersbigsisters.org.nz/ No referral required.

## Family Support

FSD0007469 Last updated 09/02/2021

Cornerstone Family Support formerly Supporting Families in Mental Illness West Coast. Our organisation was formed in 1977 by families, for families of people who experience all forms of mental illness. Since that time it has striven 'to promote the best quality of life for persons with a mental illness and their families/whanau and caregivers'. Cornerstone Family Support is a charitable organisation that provides Support, Education and Advocacy for Family members/ whanau that have a member that is affected by mental illness, addictions and/or neurological disorders. We also provide a programme for children "understanding mental illness." This programme is unique to each families needs.

Cornerstone Family Support is managed by volunteer trustees, an advisory committee and members.

 132 Tainui Street Greymouth

 alisonsohiercfs@xtra.co.nz  9am to 4pm Monday - Friday

|  |  |
| --- | --- |
| (03) 768 4290 |  |
| (0800) 684 290 | If urgent call Mobile 027 459 2777 All services free of charge.No referral required. |

## Homebuilders West Coast Trust

FSD0000009 Last updated 12/10/2020

We provide quality social services to children and whanau ages 0-17 years for the West Coast from Karamea to Hokitika and inland to Reefton. Homebuilders are the only Level 1 provider on the West Coast for Respite care of children aged 0-17 yrs. We provide Homebased Social Work Support, Respite Care, Family Counselling, Social Worker in Schools - all schools in the Buller and Greymouth schools Runanga, Blaketown, Cobden, Paparoa Range - Dobson/Blackball, Big

Brothers Big Sisters of Buller and Grey District Youth Mentoring Programmes, Kawatiri Family

Harm Prevention Administrator, Strengthening Families Lead Agency and Connecting Families.

Our mission statement: Together we strengthen the well-being of children, families and community.

 52 Mill Street Westport

 office@homebuilderswpt.co.nz  Office hours 8.30 am - 5 pm Mon - Friday,

|  |  |
| --- | --- |
| (03) 768 6665 (027) 623 9879 http://www.homebuilderstrust.co.nz **Classification : FVSS**  | answer phone message system available All services free of charge.No referral required. |

## Homebuilders West Coast Trust - Greymouth

FSD0019157 Last updated 12/10/2020

We provide quality social services to children and whanau ages 0-17 years for the West Coast from Karamea to Haast and inland to Reefton. Homebuilders are the only Level 1 provider on the West Coast for Respite care of children aged 0-17 yrs. We provide Homebased Social Work

Support, Respite Care, Family Counselling, Social Worker in Schools - Greymouth - Runanga, Blaketown, Cobden, Paparoa Range - Dobson/Blackball Schools. Strengthening Families Lead Agency.

Our mission statement: Together we strengthen the wellbeing of children, families and community.

 11 Nelson Street Greymouth

 office@homebuilderswpt.co.nz  8.30 - 5.00pm office is sometimes unstaffed,

|  |  |
| --- | --- |
| (03) 768 6665 (027) 311 8240 http://www.homebuilderstrust.co.nz | phone for an appointment All services free of charge.No referral required. |

## Poutini Waiora - Health & Social Services, Hokitika

FSD0001166 Last updated 29/07/2020

Kaupapa Maori Health & Social Service provider. Our attendance service covers the Mawhera / Hokitika rohe.

 12 Revell Street Hokitika 7810

 enquiries@poutiniwaiora.co.nz  Monday to Friday 8.30am - 5.00 pm

|  |  |
| --- | --- |
| (0800) 333 170 (03) 755 6572 http://www.poutiniwaiora.co.nz/ **Classification : FVSS**  | All services free of charge. No referral required. |

## Presbyterian Support - West Coast

FSD0015582 Last updated 12/03/2021

Presbyterian Support (USI) is a community based social services agency working towards a just and inclusive society. We deliver a wide range of social services developed in response to local need in the Upper south Island. We aim to help people, families and society to be safe, strong and connected. Operating as a not-for-profit NGO, the agency has been in business over 100 years and delivers services from twelve service centres as well as community venues in the Upper South Island region.

 8 Frickleton Street Greymouth 7805

 chrisw@psusi.org.nz  Business hours

|  |  |
| --- | --- |
| (0800) 477 874 http://enlivenuppersouth.org.nz/ **Classification : FVSS**  | All services free of charge. No referral required. |

## Prisoners' Aid and Rehabilitation Societies - West Coast

FSD0007251 Last updated 13/01/2021

A community organisation that provides support to prisoners, offenders and their families / whanau.

(03) 768 7407  On Call

All services free of charge. No referral required.

## REAP - Buller

FSD0000003 Last updated 13/07/2020

An educational and social service support organisation providing a variety of services in the community. Buller REAP operates services and programmes across the three stages of education, early childhood, schools and adult and community. We provide information to the general public and can refer or facilitate to meet needs of groups and individuals.

 111 Palmerston Street Westport 7825

 office@bullerreap.co.nz  8.30 am - 4.30 pm Weekdays.

|  |  |
| --- | --- |
| (03) 789 7659 https://www.facebook.com/BullerReap/ **Classification : YS** **Victim Support - Buller** | Some charges may apply. Referral may apply.  |
| FSD0015720 | Last updated 02/02/2021 |

Victim support provides information, support and assistance to victims, witnesses, their families and friends. Victim Support also promotes victims' rights through raising public awareness and recognition of the effects of crime.

|  |  |
| --- | --- |
| nationaloffice@victimsupport.org.nz(0800) VICTIM (0800) 842 846 http://www.victimsupport.org.nz   |  The Victim Support Service is available 24 hours, 7 days a week.All services free of charge.No referral required. |

## Victim Support - Grey Districts/Westland

FSD0001171 Last updated 02/02/2021

Victim support provides information, support and assistance to victims, witnesses, their families and friends. Victim Support also promotes victims' rights through raising public awareness and recognition of the effects of crime.

|  |  |
| --- | --- |
| nationaloffice@victimsupport.org.nz(0800) VICTIM (0800) 842 846 http://www.victimsupport.org.nz  **West Coast Women's Refuge** |  The Victim Support Service is available 24 hours, 7 days a week All services free of charge. No referral required.  |
| FSD0007678 | Last updated 02/07/2020 |

Women's Refuges work to raise public awareness of violence against women and children, promoting the prevention and elimination of violence, and the rights of women and children to care and protection. For support, please ring our Crisis Line: 0800 REFUGE (0800 733 843). In an emergency, please ring 111.

|  |  |
| --- | --- |
| westcoast-refuge@xtra.co.nz(03) 789 8025(0800) 733 843 REFUGE http://www.womensrefuge.org.nz |  24 hour crisis line 0800 733 843 REFUGE All services free of charge.Referral may apply. |

**Classification : FVSS**

# Health

## Access - Greymouth Office

FSD0001150 Last updated 14/01/2021

Access is one of New Zealand's leading healthcare providers, specialising in home-based healthcare and support. We work with the Ministry of Health, DHB and ACC, among others, to support 20,000 people nationwide to live independently in their own homes.

 114 High Street Greymouth 7805 info@access.org.nz  Office Hours: 8.30am - 4.30pm, Monday-Friday.



|  |  |
| --- | --- |
| (0800) 284 663 http://www.access.org.nz   | 24 hour telephone answering service available.All services free of charge.Referral may apply. |

## Arthritis New Zealand - West Coast (Greymouth)

FSD0006770 Last updated 02/03/2021

Arthritis New Zealand is a positive, vibrant organisation committed to 'enabling a better quality of life' for people with arthritis through support services, education, self management programmes, lobbying, and research funding.

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| --- | --- |
| info@arthritis.org.nz (0800) 663 463 http://www.arthritis.org.nz   |  Some charges may apply. No referral required. |

## Buller/West Coast Home Hospice Trust

FSD0008233 Last updated 05/04/2021

To assist families living on the West Coast in the care and management of their terminally ill members, maintaining them at home for as long as the patient wishes - up to and including death.

 191 High Street Greymouth 7805

 jen.hen@xtra.co.nz  Monday to Friday 9am-5pm.

 (03) 768 1979 All services free of charge.

No referral required.

## Cancer Society of NZ - West Coast Division

FSD0001063 Last updated 30/04/2021

The aim of the Cancer Society of New Zealand is to minimise the impact of cancer on New

Zealanders by providing: Major funding of research into the causes and treatment of cancer; Cancer related information ; Support for cancer patients and their families; Programmes promoting a healthy lifestyle to reduce the risk of cancer; Advocacy on behalf of cancer patients and their families.

 97 Fitzgerald Avenue Christchurch Central Christchurch 8011

 contact@cancercwc.org.nz  Patient support (and general office) hours:

(03) 379 5835 Monday to Friday, 8.30am - 5pm. (0800) 226 237 All services free of charge. http://www.cancernz.org.nz No referral required.

## Greymouth Parents Centre

FSD0007333 Last updated 10/02/2021

Parents Centre NZ offers a wide range of support networks for parenting with the prime service being childbirth education. Internal supports are a priority for locally run committees which in turn ensures good quality support and education is available for parents within the community.

 Karora Bowling Club Cnr Nelson and Shelley Streets Greymouth 7805

 greymouth@parentscentre.org.nz  Some charges may apply.

(03) 768 6316 No referral required. http://www.parentscentre.org.nz

## MS & Parkinson's West Coast

FSD0007225 Last updated 01/04/2021

MS & Parkinsons West Coast provides education, information and support through a Field Officer service for all people with Parkinsons's, Multiple Sclerosis and other neurological conditions. They also provide this to caregivers and families of these people.

 26 Mackay Street Greymouth 7805 mspdwestcoast@gmail.com  Field Officer Service by appointment.

(03) 768 7007 Office Hours Monday to Friday 9.30am to 12pm (027) 675 3778 Koha/donation may apply. http://www.msnz.org.nz/ No referral required.

## Number thirty seven community house

FSD0015034 Last updated 23/04/2021

Potikohua Charitable Trust operating as Number Thirty Seven Community House, has been providing drop-in support, self-development and educational programmes since 1993. It began with a vision of wanting to develop holistic programmes for women and their families.

The Trust is governed by a board of trustees, all of whom have extensive experience within the community in Mental and Physical Health and Well being. Our services are based on the principles of confidentiality and respect for differences.

A foundation aim is to provide an opportunity for those who face barriers to full participation to develop skills and confidence.

The facilities at 37 Peel Street, Westport include private gardens, a drop-in support service and comfortable spaces for programmes and activities.

We strengthen personal, family and community well being by providing a trustful, nurturing environment in which services meet the holistic needs of individuals and their families.

 37 Peel Street Westport

poti@xtra.co.nz  Mon - Fri 9am - 2.30pm, (03) 789 6000 other times by appointment

https://numberthirtyseven.wixsite.com/poti except public holidays kohuatrust/poti Koha/donation may apply.

No referral required.

## Parkinson's - West Coast

FSD0007376 Last updated 25/03/2021

Parkinson’s New Zealand provides support, education and information for people with Parkinson’s and Parkinsonism conditions, including their family, carers and health professionals.

Our team of Parkinson’s Nurses and Educators can provide home visits for personalised sessions. Parkinson’s New Zealand also has support groups for members for sharing their coping strategies, experiences, and is a chance to establish social networks.

Programmes for people with Parkinson’s can include some of the following: exercise, physiotherapy, hydrotherapy, and art or music therapy sessions.

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| --- | --- |
| info@parkinsons.org.nz (0800) 473 4636 http://www.parkinsons.org.nz  **Plunket - Hokitika** |  Please make contact through our national office– Monday to Friday 8.30am – 5.00pm or via the |
| referral form on our website www.parkinsons.org.nz.Some charges may apply.No referral required. |   |
| FSD0015862 |  | Last updated 19/01/2021 |

Plunket believes in supporting the development of healthy families.

 60 Sewell Street Hokitika 7810

 (03) 755 6332  Please call for an appointment

|  |  |  |
| --- | --- | --- |
| (0800) 933 922 http://www.plunket.org.nz  **Plunket - Westport** | All services free of charge. No referral required. |   |
| FSD0000020 |  | Last updated 23/06/2020 |

Plunket believes in supporting the development of healthy families.

 Plunket Rooms 12 Lyndhurst Street Westport 7825

|  |  |
| --- | --- |
| davinia.bowden@plunket.org.nz(0800) 933 922 (027) 281 4587 http://www.plunket.org.nz  **Plunket - Greymouth** |  Opening hours: Please phone for appointment |
| All services free of charge. No referral required. |   |
| FSD0015863 |  | Last updated 13/04/2021 |

Plunket believes in supporting the development of healthy families.

 7 Tarapuhi Street Greymouth southern.region@plunket.org.nz  Please call to make an appointment.



|  |  |
| --- | --- |
| (03) 768 7249 (0800) 933 922 http://www.plunket.org.nz   | All services free of charge. No referral required. |

## Poutini Waiora - Health & Social Services, Greymouth

FSD0001170 Last updated 28/09/2020

Kaupapa Maori Health & Social Service provider. Our attendance service covers the Mawhera / Hokitika rohe.

 62 Shakespeare Street Greymouth enquiries@poutiniwaiora.co.nz  Monday to Friday 8.30am-5.00p.m.



|  |  |
| --- | --- |
| (0800) 333 170 (03) 755 6572 http://www.poutiniwaiora.co.nz   | All services free of charge. No referral required. |

## Poutini Waiora - Health & Social Services, Hokitika

FSD0001166 Last updated 29/07/2020

Kaupapa Maori Health & Social Service provider. Our attendance service covers the Mawhera / Hokitika rohe.

 12 Revell Street Hokitika 7810 enquiries@poutiniwaiora.co.nz 

(0800) 333 170 (03) 755 6572 http://www.poutiniwaiora.co.nz/

**Classification : FVSS**

Monday to Friday 8.30am - 5.00 pm All services free of charge. No referral required.

## Poutini Waiora - Health & Social Services, Westport

FSD0000008 Last updated 29/07/2020

Kaupapa Maori Health & Social Service provider. Our attendance service covers the Mawhera / Hokitika rohe.

 98 Brougham Street Westport 7825

 enquiries@poutiniwaiora.co.nz  8.30 am - 5 pm Monday to Friday. Answerphone

 (0800) 333 170 service at all other times.

(03) 789 7551 All services free of charge. http://www.poutiniwaiora.co.nz No referral required.

## Public Health Nurse - Hokitika

FSD0001165 Last updated 08/06/2020

Public Health Nurses carry out health education, health promotion, health assessment and disease prevention activities in schools and contact tracing for vaccine preventable communicable diseases in the community.

 Hokitika Health Centre 59 Sewell Street Hokitika 7810 fiona.croft@westcoastdhb.health.nz  8am - 4.30pm Monday to Friday.

(03) 756 9700 All services free of charge. (027) 206 0508 Referral may apply.

## Rural Nurse Specialists at South Westland Clinics - Hari Hari, Whataroa, Franz Joseph, Fox Glacier, Haast

FSD0021068 Last updated 04/02/2021

A one-stop shop for medical concerns in South Westland. Each clinic is run by a Rural Nurse Specialist with a weekly Doctor’s day at each clinic. Call 0800 SW HEALTH (0800 794 325) for appointments and enquiries. See our website for more information, including a roster for each clinic.

 97 Cron Street Franz Joseph 7886

 swadmin@wcdhb.health.nz  Available by telephone 8:30am to 5pm (with a

|  |  |
| --- | --- |
| (0800) 794 325 (03) 750 0800 https://www.wcdhb.health.nz/hospitalshealth-facilities/south-westland-areapractice/   | half hour break for lunch) Mondays to Fridays.call toll free 0800 SW HEALTH All services free of charge.No referral required. |

## Westcoast Homebirth Association

FSD0001173 Last updated 11/01/2021

Provide information and support for families that are interested in home birth.

info@homebirth.org.nz  Meets Monthly

|  |  |
| --- | --- |
| (03) 755 6095 https://www.homebirth.org.nz   | All services free of charge. No referral required. |
|  |  |
| 57 |  |

# Legal / Civil Services

## Citizens Advice Bureau - Buller

FSD0006911 Last updated 22/04/2021

Citizens Advice Bureau provides free, confidential information and advice to anyone about any query or problem. CAB is staffed by trained volunteers who can access information by computer or from the extensive range of resources held by each bureau. The service can be accessed by phone, email or in person.

 Clocktower Building 113 Palmerston Street Westport 7825

 buller@cab.org.nz  10.00am - 1.00pm, Monday, Wednesday,

|  |  |
| --- | --- |
| (03) 789 8388(03) 789 8879 http://www.cab.org.nz   | Thursday, Friday, 10am - 3pm TuesdayClosed public holidaysAfter hours answerphone service.All services free of charge.No referral required. |

## Nelson Bays Community Law Service Inc - Westport Outreach

FSD0018472 Last updated 19/03/2021

We provide free legal help to those on low incomes and others facing difficulties accessing legal assistance.

 Clock Tower Building 113 Palmerston Street Westport

 (03) 789 7170  Wednesday

 (0800) 246 146 9am – 4pm

 http://www.communitylaw.org.nz Koha/donation may apply.

No referral required.

## Victim Support - Buller

FSD0015720 Last updated 02/02/2021

Victim support provides information, support and assistance to victims, witnesses, their families and friends. Victim Support also promotes victims' rights through raising public awareness and

recognition of the effects of crime.

nationaloffice@victimsupport.org.nz 

(0800) VICTIM (0800) 842 846 http://www.victimsupport.org.nz The Victim Support Service is available 24 hours, 7 days a week.

All services free of charge. No referral required.

## Victim Support - Grey Districts/Westland

FSD0001171 Last updated 02/02/2021

Victim support provides information, support and assistance to victims, witnesses, their families and friends. Victim Support also promotes victims' rights through raising public awareness and recognition of the effects of crime.

|  |  |
| --- | --- |
| nationaloffice@victimsupport.org.nz(0800) VICTIM (0800) 842 846 http://www.victimsupport.org.nz |  The Victim Support Service is available 24 hours, 7 days a week All services free of charge.No referral required. |

# Mental Health

## Emerge Aotearoa (West Coast)

FSD0023383 Last updated 22/12/2020

Emerge Aotearoa provides a wide range of community-based mental health, addiction, and disability support services nationwide. We believe that everyone is capable of living full and rich lives in their communities.

 45 Boundary Street Greymouth 7805

 westcoast@emergeaotearoa.org.nz  8:30am - 5:00pm Weekdays

|  |  |
| --- | --- |
| (0800) 000 029 (03) 768 9286 http://www.emergeaotearoa.org.nz  **Family Support** | All services free of charge. No referral required.  |
| FSD0007469 | Last updated 09/02/2021 |

Cornerstone Family Support formerly Supporting Families in Mental Illness West Coast. Our organisation was formed in 1977 by families, for families of people who experience all forms of mental illness. Since that time it has striven 'to promote the best quality of life for persons with a mental illness and their families/whanau and caregivers'. Cornerstone Family Support is a charitable organisation that provides Support, Education and Advocacy for Family members/ whanau that have a member that is affected by mental illness, addictions and/or neurological disorders. We also provide a programme for children "understanding mental illness." This programme is unique to each families needs.

Cornerstone Family Support is managed by volunteer trustees, an advisory committee and members.

 132 Tainui Street Greymouth

 alisonsohiercfs@xtra.co.nz  9am to 4pm Monday - Friday

|  |  |
| --- | --- |
| (03) 768 4290 |  |
| (0800) 684 290 | If urgent call Mobile 027 459 2777 All services free of charge.No referral required. |

# Older People

## Access - Greymouth Office

FSD0001150 Last updated 14/01/2021

Access is one of New Zealand's leading healthcare providers, specialising in home-based healthcare and support. We work with the Ministry of Health, DHB and ACC, among others, to support 20,000 people nationwide to live independently in their own homes.

 114 High Street Greymouth 7805 info@access.org.nz  Office Hours: 8.30am - 4.30pm, Monday-Friday.



|  |  |
| --- | --- |
| (0800) 284 663 http://www.access.org.nz   | 24 hour telephone answering service available.All services free of charge.Referral may apply. |

## Buller Wheelchair Bus Incorporated

FSD0020649 Last updated 05/08/2020

To provide a safe, free transport service for aged and/or disabled people in the Buller District.

Service is available daily on request.

 36 Bright Street Westport 7825

 cteichert@xtra.co.nz  Daily on request.

|  |  |  |
| --- | --- | --- |
| (03) 789 6672  **C.A.R.E. Incorporated** | All services free of charge. No referral required. |   |
| FSD0001059 |  | Last updated 08/01/2021 |

CARE is situated in Greymouth and provides a service to our elderly.

Our aim is "assisting elderly people to maintain independence in their own homes".

 48 Albert Street Greymouth 7805

careinc@xtra.co.nz  Office hours 12:30pm - 2.30pm (027) 274 4454 All services free of charge.

 (03) 768 4014 No referral required.

https://www.facebook.com/CareIncNZ/

## CCS Disability Action - Westport Office

FSD0008311 Last updated 16/03/2021

CCS Disability Action is a not for profit organisation here to provide support and strengthen communities so people with disabilities are included in the life of the family and in their community.

 Buller REAP Building 111 Palmerston Street Westport 7825 canterbury@ccsdisabilityaction.org.nz  Please contact us to make an appointment.

 (03) 789 6833 All services free of charge.

(0800) 227 2255 No referral required. http://www.ccsdisabilityaction.org.nz

## Ministry of Social Development - Greymouth Service Centre

FSD0008019 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 112-116 Mackay Street Greymouth 7805

(0800) 559 009  8:30am-5:00pm Monday, Tuesday, Thursday, http://www.workandincome.govt.nz Friday.

9:30am-5:00pm Wednesday.

All services free of charge. No referral required.

## Ministry of Social Development - Westport Service Centre

FSD0008020 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 50-52 Russell Street Westport 7825

 (0800) 559 009  Monday, Tuesday, Thursday, Friday 8:30am -

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| http://www.workandincome.govt.nz  **MS & Parkinson's West Coast** | 5:00pm. Wednesday 9:30am - 5:00pm. Note: The office is closed between 12.30pm - 1.30pm every business day.All services free of charge. No referral required.  |
| FSD0007225 | Last updated 01/04/2021 |

MS & Parkinsons West Coast provides education, information and support through a Field Officer service for all people with Parkinsons's, Multiple Sclerosis and other neurological conditions. They also provide this to caregivers and families of these people.

 26 Mackay Street Greymouth 7805 mspdwestcoast@gmail.com  Field Officer Service by appointment.

(03) 768 7007 Office Hours Monday to Friday 9.30am to 12pm (027) 675 3778 Koha/donation may apply. http://www.msnz.org.nz/ No referral required.

## Presbyterian Support - West Coast

FSD0015582 Last updated 12/03/2021

Presbyterian Support (USI) is a community based social services agency working towards a just and inclusive society. We deliver a wide range of social services developed in response to local need in the Upper south Island. We aim to help people, families and society to be safe, strong and connected. Operating as a not-for-profit NGO, the agency has been in business over 100 years and delivers services from twelve service centres as well as community venues in the Upper South Island region.

 8 Frickleton Street Greymouth 7805

 chrisw@psusi.org.nz  Business hours

|  |  |
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| (0800) 477 874 http://enlivenuppersouth.org.nz/ **Classification : FVSS** **REAP - Buller** | All services free of charge. No referral required.  |
| FSD0000003 | Last updated 13/07/2020 |

An educational and social service support organisation providing a variety of services in the community. Buller REAP operates services and programmes across the three stages of education, early childhood, schools and adult and community. We provide information to the general public and can refer or facilitate to meet needs of groups and individuals.

 111 Palmerston Street Westport 7825 office@bullerreap.co.nz  8.30 am - 4.30 pm Weekdays.



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| (03) 789 7659 https://www.facebook.com/BullerReap/ **Classification : YS**  | Some charges may apply. Referral may apply. |

## Reefton Who Cares Incorporated

FSD0008197 Last updated 09/10/2020

For families and individuals in crisis - Reefton Who Cares offers a personal and confidential service in a safe environment by well trained Community Support Workers, Community Law Services, Budget Advisory Services and other services covering many issues affecting all ages.

We also run Parenting programs, provide Supervised Access, recreation activities for 50yrs+.

 14 Mace Street Reefton 7830

whocares@xtra.co.nz  Monday - Friday 9.30am - 11.30am

(03) 732 8631 Koha/donation may apply. http://www.reeftonwhocareshouse.org.nz/ No referral required.

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| **The Salvation Army - Westport** |  |
| FSD0023571 | Last updated 20/04/2021 |

Worship, community and welfare services of The Salvation Army

 Cnr Henley & Russel Streets 20 Henley Street Westport 7825

 westport\_corps@salvationarmy.org.nz  Mon,Tues & Fri 9.30am - 12pm

(03) 789 8085 Some charges may apply. https://www.salvationarmy.org.nz/centres/ No referral required. nz/west-coast/westport/westport-corps

## Westport Care & Craft Centre

FSD0006351 Last updated 05/04/2021

The Care & Craft Centres of New Zealand Trust gives opportunities to the housebound, disabled or lonely people by encouraing them to have a fuller life through participation in a range of craft and recreation activities.

 Club Buller 44 Queen Street Westport 7825

 (03) 789 6783  Meets MONDAYS at the Workingmen's Club,

Queen Street 9am - 1pm- during school terms Some charges may apply. No referral required.

# Parents and Caregivers

## BABES in Arms

FSD0000021 Last updated 03/05/2021

Babies And Breastfeeding Education & Support (BABES).

 Plunket Rooms - Lyndhurst St Westport 7825

 raewyn.johnson@westcoastpho.org.nz  BABES in Arms breastfeeding and parenting

 (027) 288 0269 group meets once a month on the second

Monday of the month in Reefton and the third Monday of the month in Westport. Free Lactation Consultant at meetings.

All services free of charge. No referral required.

## Family Start Buller-Grey

FSD0008196 Last updated 02/10/2020

Family Start is a free and voluntary programme providing intensive on-going support in the areas of Health, Education and Welfare from the time of pregnancy up to 3-5 years of a child's life. Our focus is on child development, including delivering the Born to Learn programme that focuses on a child's development for their age group.

 70 Bright Street Cobden Greymouth 7802

 beanel@familystart.co.nz  Monday to Friday, 8.30am-5pm.

 (03) 768 6568 All services free of charge.

No referral required.

## Greymouth Multiple Birth Club

FSD0007697 Last updated 16/09/2020

To address the special and unique needs of families experiencing a multiple birth by providing information and support to Multiple Birth Clubs and members.

 498 Main South Road Paroa Greymouth

 lindamonk58@hotmail.com  Some charges may apply.

 (03) 762 6302 No referral required.

(027) 490 8806 http://www.multiples.org.nz/

## Greymouth Parents Centre

FSD0007333 Last updated 10/02/2021

Parents Centre NZ offers a wide range of support networks for parenting with the prime service being childbirth education. Internal supports are a priority for locally run committees which in turn ensures good quality support and education is available for parents within the community.

 Karora Bowling Club Cnr Nelson and Shelley Streets Greymouth 7805

 greymouth@parentscentre.org.nz  Some charges may apply.

(03) 768 6316 No referral required. http://www.parentscentre.org.nz

## Greymouth Youthtown

FSD0023798 Last updated 18/12/2020

Youthtown is a nationally operated, not-for-profit organisation offering a whole ‘township’ of developmental activity in key communities across New Zealand for 5-18 year olds.

Since 1932, we have been empowering young New Zealanders to be the best they can be and we have evolved into one of New Zealand’s leading youth development organisations.

How do we do this? We deliver programmes, that develop skills and knowledge, to as many young people as we can. We also ensure they have tonnes of fun with their peers!

When and where? Before school, during school, after school and in the holidays.

 Grey Main School 12 Joyce Crescent Greymouth 7805

 greymain@youthtown.org.nz  After School and Holiday Programme

(027) 548 0972 Some charges may apply. http://www.youthtown.org.nz No referral required.

**Classification : OSCAR**

## Homebuilders West Coast Trust

FSD0000009 Last updated 12/10/2020

We provide quality social services to children and whanau ages 0-17 years for the West Coast from Karamea to Hokitika and inland to Reefton. Homebuilders are the only Level 1 provider on the West Coast for Respite care of children aged 0-17 yrs. We provide Homebased Social Work Support, Respite Care, Family Counselling, Social Worker in Schools - all schools in the Buller and Greymouth schools Runanga, Blaketown, Cobden, Paparoa Range - Dobson/Blackball, Big

Brothers Big Sisters of Buller and Grey District Youth Mentoring Programmes, Kawatiri Family

Harm Prevention Administrator, Strengthening Families Lead Agency and Connecting Families.

Our mission statement: Together we strengthen the well-being of children, families and community.

 52 Mill Street Westport

 office@homebuilderswpt.co.nz  Office hours 8.30 am - 5 pm Mon - Friday,

|  |  |
| --- | --- |
| (03) 768 6665 (027) 623 9879 http://www.homebuilderstrust.co.nz **Classification : FVSS**  | answer phone message system available All services free of charge.No referral required. |

## Homebuilders West Coast Trust - Greymouth

FSD0019157 Last updated 12/10/2020

We provide quality social services to children and whanau ages 0-17 years for the West Coast from Karamea to Haast and inland to Reefton. Homebuilders are the only Level 1 provider on the West Coast for Respite care of children aged 0-17 yrs. We provide Homebased Social Work

Support, Respite Care, Family Counselling, Social Worker in Schools - Greymouth - Runanga, Blaketown, Cobden, Paparoa Range - Dobson/Blackball Schools. Strengthening Families Lead Agency.

Our mission statement: Together we strengthen the wellbeing of children, families and community.  11 Nelson Street Greymouth

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| --- | --- |
| office@homebuilderswpt.co.nz(03) 768 6665 (027) 311 8240 http://www.homebuilderstrust.co.nz   |  8.30 - 5.00pm office is sometimes unstaffed, phone for an appointment All services free of charge.No referral required. |

## Ministry of Social Development - Greymouth Service Centre

FSD0008019 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 112-116 Mackay Street Greymouth 7805

(0800) 559 009  8:30am-5:00pm Monday, Tuesday, Thursday, http://www.workandincome.govt.nz Friday.

9:30am-5:00pm Wednesday.

All services free of charge. No referral required.

## Ministry of Social Development - Westport Service Centre

FSD0008020 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 50-52 Russell Street Westport 7825

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| --- | --- |
| (0800) 559 009 http://www.workandincome.govt.nz   |  Monday, Tuesday, Thursday, Friday 8:30am 5:00pm. Wednesday 9:30am - 5:00pm. Note: The office is closed between 12.30pm - 1.30pm every business day.All services free of charge.No referral required. |

## Number thirty seven community house

FSD0015034 Last updated 23/04/2021

Potikohua Charitable Trust operating as Number Thirty Seven Community House, has been providing drop-in support, self-development and educational programmes since 1993. It began with a vision of wanting to develop holistic programmes for women and their families.

The Trust is governed by a board of trustees, all of whom have extensive experience within the community in Mental and Physical Health and Well being. Our services are based on the principles of confidentiality and respect for differences.

A foundation aim is to provide an opportunity for those who face barriers to full participation to develop skills and confidence.

The facilities at 37 Peel Street, Westport include private gardens, a drop-in support service and comfortable spaces for programmes and activities.

We strengthen personal, family and community well being by providing a trustful, nurturing environment in which services meet the holistic needs of individuals and their families.

 37 Peel Street Westport

poti@xtra.co.nz  Mon - Fri 9am - 2.30pm, (03) 789 6000 other times by appointment

https://numberthirtyseven.wixsite.com/poti except public holidays kohuatrust/poti Koha/donation may apply.

No referral required.

## Oranga Tamariki-Ministry for Children, Greymouth

FSD0007000 Last updated 09/07/2020

Our social workers work with families to: protect children and young people up to the age of 18 years; manage young offenders up to the age of 18 years; ensure that children in need are cared for; help families maintain and strengthen their child-rearing role.

 Level 1 112-116 Mackay Street Greymouth 7805

contact@ot.govt.nz  +64 9 912 3820 (from outside New Zealand) (0508) 326 459 All services free of charge.

(0508) FAMILY No referral required. https://www.orangatamariki.govt.nz/

## Plunket - Hokitika

FSD0015862 Last updated 19/01/2021

Plunket believes in supporting the development of healthy families.

 60 Sewell Street Hokitika 7810

 (03) 755 6332  Please call for an appointment

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| (0800) 933 922 http://www.plunket.org.nz  **Plunket - Westport** | All services free of charge. No referral required. |   |
| FSD0000020 |  | Last updated 23/06/2020 |

Plunket believes in supporting the development of healthy families.

 Plunket Rooms 12 Lyndhurst Street Westport 7825

 davinia.bowden@plunket.org.nz  Opening hours: Please phone for appointment

 (0800) 933 922 All services free of charge.

(027) 281 4587 No referral required. http://www.plunket.org.nz

## Plunket - Greymouth

FSD0015863 Last updated 13/04/2021

Plunket believes in supporting the development of healthy families.

 7 Tarapuhi Street Greymouth southern.region@plunket.org.nz  Please call to make an appointment.



|  |  |
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| (03) 768 7249 (0800) 933 922 http://www.plunket.org.nz   | All services free of charge. No referral required. |

## Poutini Waiora - Health & Social Services, Greymouth

FSD0001170 Last updated 28/09/2020

Kaupapa Maori Health & Social Service provider. Our attendance service covers the Mawhera / Hokitika rohe.

 62 Shakespeare Street Greymouth enquiries@poutiniwaiora.co.nz  Monday to Friday 8.30am-5.00p.m.



|  |  |
| --- | --- |
| (0800) 333 170 (03) 755 6572 http://www.poutiniwaiora.co.nz   | All services free of charge. No referral required. |

## Poutini Waiora - Health & Social Services, Hokitika

FSD0001166 Last updated 29/07/2020

Kaupapa Maori Health & Social Service provider. Our attendance service covers the Mawhera / Hokitika rohe.

 12 Revell Street Hokitika 7810

 enquiries@poutiniwaiora.co.nz  Monday to Friday 8.30am - 5.00 pm

|  |  |
| --- | --- |
| (0800) 333 170 (03) 755 6572 http://www.poutiniwaiora.co.nz/ | All services free of charge. No referral required. |

**Classification : FVSS**

## Poutini Waiora - Health & Social Services, Westport

FSD0000008 Last updated 29/07/2020

Kaupapa Maori Health & Social Service provider. Our attendance service covers the Mawhera / Hokitika rohe.

 98 Brougham Street Westport 7825

 enquiries@poutiniwaiora.co.nz  8.30 am - 5 pm Monday to Friday. Answerphone

 (0800) 333 170 service at all other times.

(03) 789 7551 All services free of charge. http://www.poutiniwaiora.co.nz No referral required.

## Public Health Nurse - Hokitika

FSD0001165 Last updated 08/06/2020

Public Health Nurses carry out health education, health promotion, health assessment and disease prevention activities in schools and contact tracing for vaccine preventable communicable diseases in the community.

 Hokitika Health Centre 59 Sewell Street Hokitika 7810 fiona.croft@westcoastdhb.health.nz  8am - 4.30pm Monday to Friday.

(03) 756 9700 All services free of charge. (027) 206 0508 Referral may apply.

## REAP - Westland

FSD0001159 Last updated 15/01/2021

WestREAP is based in Hokitika and Greymouth and promotes and provides lifelong learning opportunities in the Westland and Grey Districts across Early Childhood, Schools and Adult Community Education. Our delivery of programmes, resources, and services are based on filling gaps in community learning through an ongoing extensive Needs Analysis process. WestREAP also works in collaboration with numerous other providers and community groups to improve access to a range of quality learning initiatives for the community.

 72 Tudor Street Hokitika

|  |  |
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| reception@westreap.org.nz(0800) 927 327 http://www.westreap.org.nz **Classification : YS**  |  Monday to Friday 8.30am - 5.00pm.Some charges may apply.Referral may apply. |

## Reefton Who Cares Incorporated

FSD0008197 Last updated 09/10/2020

For families and individuals in crisis - Reefton Who Cares offers a personal and confidential service in a safe environment by well trained Community Support Workers, Community Law Services, Budget Advisory Services and other services covering many issues affecting all ages.

We also run Parenting programs, provide Supervised Access, recreation activities for 50yrs+.

 14 Mace Street Reefton 7830

 whocares@xtra.co.nz  Monday - Friday 9.30am - 11.30am

(03) 732 8631 Koha/donation may apply. http://www.reeftonwhocareshouse.org.nz/ No referral required.

## Rural Nurse Specialists at South Westland Clinics - Hari Hari, Whataroa, Franz Joseph, Fox Glacier, Haast

FSD0021068 Last updated 04/02/2021

A one-stop shop for medical concerns in South Westland. Each clinic is run by a Rural Nurse Specialist with a weekly Doctor’s day at each clinic. Call 0800 SW HEALTH (0800 794 325) for appointments and enquiries. See our website for more information, including a roster for each clinic.

 97 Cron Street Franz Joseph 7886

 swadmin@wcdhb.health.nz  Available by telephone 8:30am to 5pm (with a

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| (0800) 794 325 (03) 750 0800 https://www.wcdhb.health.nz/hospitalshealth-facilities/south-westland-areapractice/ | half hour break for lunch) Mondays to Fridays.call toll free 0800 SW HEALTH All services free of charge.No referral required. |

## SPACE for you and your baby at WestREAP

FSD0023671 Last updated 05/10/2020

SPACE for you and your baby offers parenting support and early childhood education for new parents and their babies.

 7 Tarapuhi Street Greymouth 7805

 ece@westreap.org.nz  SPACE for you and your baby runs Thursdays

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| (027) 598 8816 https://westreap.org.nz/space/   | 10am to 12pm. Out main office in Hokitika is open 9am to 4.30pm Monday to Friday.Some charges may apply.No referral required. |

## Westcoast Homebirth Association

FSD0001173 Last updated 11/01/2021

Provide information and support for families that are interested in home birth.

info@homebirth.org.nz  Meets Monthly

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| (03) 755 6095 https://www.homebirth.org.nz   | All services free of charge. No referral required. |
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# Special Needs / Disability

## Access - Greymouth Office

FSD0001150 Last updated 14/01/2021

Access is one of New Zealand's leading healthcare providers, specialising in home-based healthcare and support. We work with the Ministry of Health, DHB and ACC, among others, to support 20,000 people nationwide to live independently in their own homes.

 114 High Street Greymouth 7805 info@access.org.nz  Office Hours: 8.30am - 4.30pm, Monday-Friday.



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| (0800) 284 663 http://www.access.org.nz   | 24 hour telephone answering service available.All services free of charge.Referral may apply. |

## Buller Wheelchair Bus Incorporated

FSD0020649 Last updated 05/08/2020

To provide a safe, free transport service for aged and/or disabled people in the Buller District.

Service is available daily on request.

 36 Bright Street Westport 7825 cteichert@xtra.co.nz  Daily on request.



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| (03) 789 6672   | All services free of charge. No referral required. |

## Buller/West Coast Home Hospice Trust

FSD0008233 Last updated 05/04/2021

To assist families living on the West Coast in the care and management of their terminally ill members, maintaining them at home for as long as the patient wishes - up to and including death.

 191 High Street Greymouth 7805

 jen.hen@xtra.co.nz  Monday to Friday 9am-5pm.

 (03) 768 1979 All services free of charge.

No referral required.

## CCS Disability Action - Greymouth Office

FSD0007637 Last updated 26/03/2021

CCS Disability Action is a not for profit organisation here to provide support and strengthen communities so people with disabilities are included in the life of the family and in their community.

 90 Tainui Street Greymouth 7805

 greymouth@ccsdisabilityaction.org.nz  8.30am - 4.30pm Monday and Tuesday

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| (03) 768 4675(0800) 227 2255 http://www.ccsdisabilityaction.org.nz/   | 8.30am - 3.00pm ThursdayWednesday and Friday by appointment Some charges may apply.No referral required. |

## CCS Disability Action - Westport Office

FSD0008311 Last updated 16/03/2021

CCS Disability Action is a not for profit organisation here to provide support and strengthen communities so people with disabilities are included in the life of the family and in their community.

 Buller REAP Building 111 Palmerston Street Westport 7825 canterbury@ccsdisabilityaction.org.nz  Please contact us to make an appointment.

 (03) 789 6833 All services free of charge.

(0800) 227 2255 No referral required. http://www.ccsdisabilityaction.org.nz

## Family Support

FSD0007469 Last updated 09/02/2021

Cornerstone Family Support formerly Supporting Families in Mental Illness West Coast. Our organisation was formed in 1977 by families, for families of people who experience all forms of mental illness. Since that time it has striven 'to promote the best quality of life for persons with a mental illness and their families/whanau and caregivers'. Cornerstone Family Support is a charitable organisation that provides Support, Education and Advocacy for Family members/ whanau that have a member that is affected by mental illness, addictions and/or neurological disorders. We also provide a programme for children "understanding mental illness." This programme is unique to each families needs.

Cornerstone Family Support is managed by volunteer trustees, an advisory committee and members.

 132 Tainui Street Greymouth

 alisonsohiercfs@xtra.co.nz  9am to 4pm Monday - Friday

|  |  |
| --- | --- |
| (03) 768 4290(0800) 684 290   | If urgent call Mobile 027 459 2777 All services free of charge.No referral required. |

## IDEA Services - Buller / Westland

FSD0007173 Last updated 06/04/2021

IDEA Services provides support for people with intellectual disabilities so they can live, learn, work and enjoy life as part of the community. We provide vocational and day services, accommodation services, supported employment and supported living.

 131 Tainui Street Greymouth

 westland@idea.org.nz  All hours

|  |  |
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| (03) 768 7873(03) 788 8280 http://www.idea.org.nz  **Life Links Agent** | Some charges may apply. No referral required.  |
| FSD0001072 | Last updated 12/04/2021 |

Lifelinks is contracted by the Ministry of Health to provide needs assessment and service coordination for people with disabilities and their families. (West Coast area).

 90 Tainui Street Greymouth 7805

 miedemaro@lifelinks.co.nz  Wednesday and Friday 9 am - 3 pm.

 (03) 768 4675 All services free of charge.

No referral required.

## Ministry of Social Development - Westport Service Centre

FSD0008020 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 50-52 Russell Street Westport 7825

 (0800) 559 009  Monday, Tuesday, Thursday, Friday 8:30am -

|  |  |
| --- | --- |
| http://www.workandincome.govt.nz  **MS & Parkinson's West Coast** | 5:00pm. Wednesday 9:30am - 5:00pm. Note: The office is closed between 12.30pm - 1.30pm every business day.All services free of charge. No referral required.  |
| FSD0007225 | Last updated 01/04/2021 |

MS & Parkinsons West Coast provides education, information and support through a Field Officer service for all people with Parkinsons's, Multiple Sclerosis and other neurological conditions. They also provide this to caregivers and families of these people.

 26 Mackay Street Greymouth 7805 mspdwestcoast@gmail.com  Field Officer Service by appointment.

(03) 768 7007 Office Hours Monday to Friday 9.30am to 12pm (027) 675 3778 Koha/donation may apply. http://www.msnz.org.nz/ No referral required.

## Parkinson's - West Coast

FSD0007376 Last updated 25/03/2021

Parkinson’s New Zealand provides support, education and information for people with Parkinson’s and Parkinsonism conditions, including their family, carers and health professionals.

Our team of Parkinson’s Nurses and Educators can provide home visits for personalised sessions. Parkinson’s New Zealand also has support groups for members for sharing their coping strategies, experiences, and is a chance to establish social networks.

Programmes for people with Parkinson’s can include some of the following: exercise, physiotherapy, hydrotherapy, and art or music therapy sessions.

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| --- | --- |
| info@parkinsons.org.nz (0800) 473 4636 http://www.parkinsons.org.nz   |  Please make contact through our national office – Monday to Friday 8.30am – 5.00pm or via the referral form on our website www.parkinsons.org.nz.Some charges may apply.No referral required. |

## SPELD NZ Inc - West Coast Local Liaison Group

FSD0020502 Last updated 02/10/2020

SPELD NZ Inc offers detailed diagnostic assessment and specialised one-on-one tuition for people with specific learning disabilities, including dyslexia. It also offers information, support, advice and training.

southern@speld.org.nz  Office administration open Monday to Friday,

(0800) 773 536 9.00am-3.00pm. http://www.speld.org.nz Some charges may apply.

No referral required.

## Westport Care & Craft Centre

FSD0006351 Last updated 05/04/2021

The Care & Craft Centres of New Zealand Trust gives opportunities to the housebound, disabled or lonely people by encouraing them to have a fuller life through participation in a range of craft and recreation activities.

 Club Buller 44 Queen Street Westport 7825

 (03) 789 6783  Meets MONDAYS at the Workingmen's Club,

Queen Street 9am - 1pm- during school terms Some charges may apply. No referral required.

## Workbridge Inc - Greymouth

FSD0007872 Last updated 11/03/2021

Our mission is to enable people with disabilities to participate and experience equal opportunities in the labour market.

 26 Mackay Street Greymouth 7840 westcoast@workbridge.co.nz  Monday - Friday 8.30am -4.30pm.

 (03) 768 0596 All services free of charge.

(0800) 858 858 No referral required. http://www.workbridge.co.nz

# Youth Services

## Big Brothers Big Sisters of Westland

FSD0006477 Last updated 20/03/2021

To provide one on one youth mentoring for at risk young people referred to the programme.

 Heartlands 49 Tancred Street Hokitika 7810 derek.blight@bigbrothersbigsisters.org.nz  10.00am - 2.00pm Monday to Friday.

(021) 215 6252 All services free of charge. http://www.bigbrothersbigsisters.org.nz/ No referral required.

## CCS Disability Action - Greymouth Office

FSD0007637 Last updated 26/03/2021

CCS Disability Action is a not for profit organisation here to provide support and strengthen communities so people with disabilities are included in the life of the family and in their community.

 90 Tainui Street Greymouth 7805

 greymouth@ccsdisabilityaction.org.nz  8.30am - 4.30pm Monday and Tuesday

|  |  |
| --- | --- |
| (03) 768 4675(0800) 227 2255 http://www.ccsdisabilityaction.org.nz/   | 8.30am - 3.00pm ThursdayWednesday and Friday by appointment Some charges may apply.No referral required. |

## CCS Disability Action - Westport Office

FSD0008311 Last updated 16/03/2021

CCS Disability Action is a not for profit organisation here to provide support and strengthen communities so people with disabilities are included in the life of the family and in their community.

 Buller REAP Building 111 Palmerston Street Westport 7825 canterbury@ccsdisabilityaction.org.nz  Please contact us to make an appointment.

 (03) 789 6833 All services free of charge.

(0800) 227 2255 No referral required. http://www.ccsdisabilityaction.org.nz

## Citizens Advice Bureau - Buller

FSD0006911 Last updated 22/04/2021

Citizens Advice Bureau provides free, confidential information and advice to anyone about any query or problem. CAB is staffed by trained volunteers who can access information by computer or from the extensive range of resources held by each bureau. The service can be accessed by phone, email or in person.

 Clocktower Building 113 Palmerston Street Westport 7825

 buller@cab.org.nz  10.00am - 1.00pm, Monday, Wednesday,

|  |  |
| --- | --- |
| (03) 789 8388(03) 789 8879 http://www.cab.org.nz  **Family Support** | Thursday, Friday, 10am - 3pm TuesdayClosed public holidaysAfter hours answerphone service.All services free of charge. No referral required.  |
| FSD0007469 | Last updated 09/02/2021 |

Cornerstone Family Support formerly Supporting Families in Mental Illness West Coast. Our organisation was formed in 1977 by families, for families of people who experience all forms of mental illness. Since that time it has striven 'to promote the best quality of life for persons with a mental illness and their families/whanau and caregivers'. Cornerstone Family Support is a charitable organisation that provides Support, Education and Advocacy for Family members/ whanau that have a member that is affected by mental illness, addictions and/or neurological disorders. We also provide a programme for children "understanding mental illness." This programme is unique to each families needs.

Cornerstone Family Support is managed by volunteer trustees, an advisory committee and members.

 132 Tainui Street Greymouth

 alisonsohiercfs@xtra.co.nz  9am to 4pm Monday - Friday

|  |  |
| --- | --- |
| (03) 768 4290 |  |
| (0800) 684 290 | If urgent call Mobile 027 459 2777 All services free of charge.No referral required. |

## Front-Line Training Consultancy Ltd

FSD0017062 Last updated 02/02/2021

Provider of youth and corporate education, training and employment services based in Invercargill.

Front-Line is a registered and NZQA category one provider. This is your assurance of quality.

Our clients work in a modern environment and are supported by high quality experienced staff.

Teaching and learning standards encompass the wide range of learners needs.

Our goal is to meet our learner and clients learning needs in a manner that has the best possible result.

Youth learners have the opportunity to gain qualifications in Retail, Hospitality, Tourism and Small Business Enterprise alongside NCEA levels 1-3.

We are outcome driven, gaining qualifications, experience in the workforce, gaining employment or moving into higher level education are all a priority for people who enrol and engage with us.

 416 Dee Street Invercargill 9810

 pauline@front-line.co.nz  8.00am- 5.00pm Monday to Friday

|  |  |
| --- | --- |
| (0800) 287 754 (03) 214 2174 http://www.front-line.co.nz  **Heartland Services - Hokitika** | Some charges may apply. Referral may apply.  |
| FSD0007156 | Last updated 26/03/2021 |

Heartland Service Centre is a one-stop-shop from which the local population may access a range of Government and other related services.

 Heartland Service Centre 49 Tancred Street Hokitika

 Adair.Quaife@pactgroup.co.nz  Hours of opening: 10.00am - 2.00pm

|  |  |
| --- | --- |
| (03) 755 7336 (027) 327 3615 http://www.heartlandservices.govt.nz | Days of opening: Monday - Friday All services free of charge.Referral may apply. |

## Heartland Services - Westport

FSD0007155 Last updated 12/06/2020

Heartland Service Centre is a one-stop-shop from which the local population may access a range of Government, and other related services.

 150 Palmerston Street Westport 7825

 Westport@heartlandservices.govt.nz  Hours of opening: 10.00 - 2pm Monday - Friday

(03) 789 6519 All services free of charge. http://www.heartlandservices.govt.nz No referral required.

## Homebuilders West Coast Trust

FSD0000009 Last updated 12/10/2020

We provide quality social services to children and whanau ages 0-17 years for the West Coast from Karamea to Hokitika and inland to Reefton. Homebuilders are the only Level 1 provider on the West Coast for Respite care of children aged 0-17 yrs. We provide Homebased Social Work Support, Respite Care, Family Counselling, Social Worker in Schools - all schools in the Buller and Greymouth schools Runanga, Blaketown, Cobden, Paparoa Range - Dobson/Blackball, Big

Brothers Big Sisters of Buller and Grey District Youth Mentoring Programmes, Kawatiri Family

Harm Prevention Administrator, Strengthening Families Lead Agency and Connecting Families.

Our mission statement: Together we strengthen the well-being of children, families and community.

 52 Mill Street Westport

 office@homebuilderswpt.co.nz  Office hours 8.30 am - 5 pm Mon - Friday,

|  |  |
| --- | --- |
| (03) 768 6665 (027) 623 9879 http://www.homebuilderstrust.co.nz **Classification : FVSS**  | answer phone message system available All services free of charge.No referral required. |

## Homebuilders West Coast Trust - Greymouth

FSD0019157 Last updated 12/10/2020

We provide quality social services to children and whanau ages 0-17 years for the West Coast from Karamea to Haast and inland to Reefton. Homebuilders are the only Level 1 provider on the West Coast for Respite care of children aged 0-17 yrs. We provide Homebased Social Work

Support, Respite Care, Family Counselling, Social Worker in Schools - Greymouth - Runanga, Blaketown, Cobden, Paparoa Range - Dobson/Blackball Schools. Strengthening Families Lead Agency.

Our mission statement: Together we strengthen the wellbeing of children, families and community.

 11 Nelson Street Greymouth

 office@homebuilderswpt.co.nz  8.30 - 5.00pm office is sometimes unstaffed,

|  |  |
| --- | --- |
| (03) 768 6665 (027) 311 8240 http://www.homebuilderstrust.co.nz   | phone for an appointment All services free of charge.No referral required. |

## Ministry of Social Development - Westport Service Centre

FSD0008020 Last updated 29/07/2020

COVID-19: All of our service centres are open at Level 1, however, please telephone ahead or go online to access services in the first instance – you may not need to leave home to get our help (see links above).

Work and Income is a service of the Ministry of Social Development (MSD) and delivers support and employment services to more than 1 million New Zealanders. Work and Income provides assistance in a number of ways; see our services to find out how we can help you and your family.

 50-52 Russell Street Westport 7825

 (0800) 559 009  Monday, Tuesday, Thursday, Friday 8:30am -

|  |  |
| --- | --- |
| http://www.workandincome.govt.nz   | 5:00pm. Wednesday 9:30am - 5:00pm. Note: The office is closed between 12.30pm - 1.30pm every business day.All services free of charge.No referral required. |

## Number thirty seven community house

FSD0015034 Last updated 23/04/2021

Potikohua Charitable Trust operating as Number Thirty Seven Community House, has been providing drop-in support, self-development and educational programmes since 1993. It began with a vision of wanting to develop holistic programmes for women and their families.

The Trust is governed by a board of trustees, all of whom have extensive experience within the community in Mental and Physical Health and Well being. Our services are based on the principles of confidentiality and respect for differences.

A foundation aim is to provide an opportunity for those who face barriers to full participation to develop skills and confidence.

The facilities at 37 Peel Street, Westport include private gardens, a drop-in support service and comfortable spaces for programmes and activities.

We strengthen personal, family and community well being by providing a trustful, nurturing environment in which services meet the holistic needs of individuals and their families.

 37 Peel Street Westport

poti@xtra.co.nz  Mon - Fri 9am - 2.30pm, (03) 789 6000 other times by appointment

https://numberthirtyseven.wixsite.com/poti except public holidays kohuatrust/poti Koha/donation may apply.

No referral required.

## Oranga Tamariki-Ministry for Children, Greymouth

FSD0007000 Last updated 09/07/2020

Our social workers work with families to: protect children and young people up to the age of 18 years; manage young offenders up to the age of 18 years; ensure that children in need are cared for; help families maintain and strengthen their child-rearing role.

 Level 1 112-116 Mackay Street Greymouth 7805

contact@ot.govt.nz  +64 9 912 3820 (from outside New Zealand) (0508) 326 459 All services free of charge.

(0508) FAMILY No referral required. https://www.orangatamariki.govt.nz/

## Plunket - Hokitika

FSD0015862 Last updated 19/01/2021

Plunket believes in supporting the development of healthy families.

 60 Sewell Street Hokitika 7810

 (03) 755 6332  Please call for an appointment

|  |  |  |
| --- | --- | --- |
| (0800) 933 922 http://www.plunket.org.nz  **Plunket - Westport** | All services free of charge. No referral required. |   |
| FSD0000020 |  | Last updated 23/06/2020 |

Plunket believes in supporting the development of healthy families.

 Plunket Rooms 12 Lyndhurst Street Westport 7825

 davinia.bowden@plunket.org.nz  Opening hours: Please phone for appointment

 (0800) 933 922 All services free of charge.

(027) 281 4587 No referral required. http://www.plunket.org.nz

## Plunket - Greymouth

FSD0015863 Last updated 13/04/2021

Plunket believes in supporting the development of healthy families.

 7 Tarapuhi Street Greymouth southern.region@plunket.org.nz  Please call to make an appointment.



|  |  |
| --- | --- |
| (03) 768 7249 (0800) 933 922 http://www.plunket.org.nz   | All services free of charge. No referral required. |

## Poutini Waiora - Health & Social Services, Hokitika

FSD0001166 Last updated 29/07/2020

Kaupapa Maori Health & Social Service provider. Our attendance service covers the Mawhera / Hokitika rohe.

 12 Revell Street Hokitika 7810

 enquiries@poutiniwaiora.co.nz  Monday to Friday 8.30am - 5.00 pm

|  |  |
| --- | --- |
| (0800) 333 170 (03) 755 6572 http://www.poutiniwaiora.co.nz/ **Classification : FVSS**  | All services free of charge. No referral required. |

## Presbyterian Support - West Coast

FSD0015582 Last updated 12/03/2021

Presbyterian Support (USI) is a community based social services agency working towards a just and inclusive society. We deliver a wide range of social services developed in response to local need in the Upper south Island. We aim to help people, families and society to be safe, strong and connected. Operating as a not-for-profit NGO, the agency has been in business over 100 years and delivers services from twelve service centres as well as community venues in the Upper South Island region.

 8 Frickleton Street Greymouth 7805

chrisw@psusi.org.nz  Business hours (0800) 477 874 All services free of charge. http://enlivenuppersouth.org.nz/ No referral required.

**Classification : FVSS**

## Public Health Nurse - Hokitika

FSD0001165 Last updated 08/06/2020

Public Health Nurses carry out health education, health promotion, health assessment and disease prevention activities in schools and contact tracing for vaccine preventable communicable diseases in the community.

 Hokitika Health Centre 59 Sewell Street Hokitika 7810

fiona.croft@westcoastdhb.health.nz  8am - 4.30pm Monday to Friday.

(03) 756 9700 All services free of charge. (027) 206 0508 Referral may apply.

## REAP - Buller

FSD0000003 Last updated 13/07/2020

An educational and social service support organisation providing a variety of services in the community. Buller REAP operates services and programmes across the three stages of education, early childhood, schools and adult and community. We provide information to the general public and can refer or facilitate to meet needs of groups and individuals.

 111 Palmerston Street Westport 7825

 office@bullerreap.co.nz  8.30 am - 4.30 pm Weekdays.

|  |  |
| --- | --- |
| (03) 789 7659 https://www.facebook.com/BullerReap/ **Classification : YS** **REAP - Westland** | Some charges may apply. Referral may apply.  |
| FSD0001159 | Last updated 15/01/2021 |

WestREAP is based in Hokitika and Greymouth and promotes and provides lifelong learning opportunities in the Westland and Grey Districts across Early Childhood, Schools and Adult Community Education. Our delivery of programmes, resources, and services are based on filling gaps in community learning through an ongoing extensive Needs Analysis process. WestREAP also works in collaboration with numerous other providers and community groups to improve access to a range of quality learning initiatives for the community.

 72 Tudor Street Hokitika reception@westreap.org.nz  Monday to Friday 8.30am - 5.00pm.



|  |  |
| --- | --- |
| (0800) 927 327http://www.westreap.org.nz | Some charges may apply. Referral may apply. |

**Classification : YS**

## Rural Nurse Specialists at South Westland Clinics - Hari Hari, Whataroa, Franz Joseph, Fox Glacier, Haast

FSD0021068 Last updated 04/02/2021

A one-stop shop for medical concerns in South Westland. Each clinic is run by a Rural Nurse Specialist with a weekly Doctor’s day at each clinic. Call 0800 SW HEALTH (0800 794 325) for appointments and enquiries. See our website for more information, including a roster for each clinic.

 97 Cron Street Franz Joseph 7886

 swadmin@wcdhb.health.nz  Available by telephone 8:30am to 5pm (with a

|  |  |
| --- | --- |
| (0800) 794 325 (03) 750 0800 https://www.wcdhb.health.nz/hospitalshealth-facilities/south-westland-areapractice/   | half hour break for lunch) Mondays to Fridays.call toll free 0800 SW HEALTH All services free of charge.No referral required. |

## SPELD NZ Inc - West Coast Local Liaison Group

FSD0020502 Last updated 02/10/2020

SPELD NZ Inc offers detailed diagnostic assessment and specialised one-on-one tuition for people with specific learning disabilities, including dyslexia. It also offers information, support, advice and training.

|  |  |
| --- | --- |
| southern@speld.org.nz (0800) 773 536 http://www.speld.org.nz   |  Office administration open Monday to Friday,9.00am-3.00pm.Some charges may apply.No referral required. |

## The Salvation Army - Greymouth

FSD0001168 Last updated 19/03/2021

Worship, community and welfare services of The Salvation Army

 141 Tainui Street Greymouth 7805

greymouth.corps@salvationarmy.org.nz  Office Hours - Monday, Wednesday, Thursday

 (03) 768 5045 and Friday 10am - 3.00pm.

https://www.salvationarmy.org.nz/centres/ Food Bank - Tuesday 10am-12pm nz/west-coast/greymouth/greymouth- Thursday & Friday 10am-12pm corps All services free of charge.

No referral required.

**Classification : BFC**

## Victim Support - Buller

FSD0015720 Last updated 02/02/2021

Victim support provides information, support and assistance to victims, witnesses, their families and friends. Victim Support also promotes victims' rights through raising public awareness and recognition of the effects of crime.

|  |  |
| --- | --- |
| nationaloffice@victimsupport.org.nz(0800) VICTIM (0800) 842 846 http://www.victimsupport.org.nz   |  The Victim Support Service is available 24 hours, 7 days a week.All services free of charge.No referral required. |

## Victim Support - Grey Districts/Westland

FSD0001171 Last updated 02/02/2021

Victim support provides information, support and assistance to victims, witnesses, their families and friends. Victim Support also promotes victims' rights through raising public awareness and recognition of the effects of crime.

|  |  |
| --- | --- |
| nationaloffice@victimsupport.org.nz(0800) VICTIM (0800) 842 846 http://www.victimsupport.org.nz   |  The Victim Support Service is available 24 hours, 7 days a week All services free of charge.No referral required. |

## West Coast Women's Refuge

FSD0007678 Last updated 02/07/2020

Women's Refuges work to raise public awareness of violence against women and children, promoting the prevention and elimination of violence, and the rights of women and children to care and protection. For support, please ring our Crisis Line: 0800 REFUGE (0800 733 843). In an emergency, please ring 111.

|  |  |
| --- | --- |
| westcoast-refuge@xtra.co.nz(03) 789 8025(0800) 733 843 REFUGE http://www.womensrefuge.org.nz |  24 hour crisis line 0800 733 843 REFUGE All services free of charge.Referral may apply. |

**Classification : FVSS**

# National Helplines

## Alcohol Drug Helpline

FSD0003840 Last updated 28/08/2020

The Alcohol Drug Helpline offers confidential information, insight and support on any problem, issue or query people may have about their own or someone else's drinking or drug use.

We offer brief interventions which allow someone to anonymously identify their level of use, consider the pros and cons of continuing to use, and the reasons they would like to change. We offer referrals to treatment services. The person making contact is then offered a selection of options in an affirming confidential manner.

We work with concerned others and support families/whanau to stay well when their loved ones are struggling with an alcohol or other drug problem.

info@alcoholdrughelp.org.nz  24 hours/ 7 days/ 365 days a year (0800) 787 797  All services free of charge.

(Free TXT) 8681 No referral required. http://www.alcoholdrughelp.org.nz

**Body Positive Inc.**

FSD0000152 Last updated 04/03/2021

Body Positive Inc. is a group founded by and run for people with HIV/AIDS. We welcome all people living with HIV and AIDS in New Zealand.

Body Positive Inc. breaks down isolation and builds a sense of community while advocating on behalf of HIV+ people on a national level.

 Unit 1 3 Poynton Terrace Auckland 1010

office@bodypositive.org.nz  Mon-Fri 10am-5pm (0800) HIV LINE (448 5463)  All services free of charge.

(09) 309 3989 No referral required. http://www.bodypositive.org.nz

## Child Cancer Foundation - National Contact

FSD0007609 Last updated 11/03/2021

Promoting services of excellence and consistency for children and young people with cancer and their families.

Free phone 0800 4 CHILD (0800 4 24453). We offer family support and coordination services throughout New Zealand

 The Family Place 76 Grafton Road Grafton Auckland 1030 akl.familyplace@childcancer.org.nz  8.30am - 5.00pm, Monday to Friday.

 (0800) 4 CHILD (0800 424 453)  All services free of charge.

(09) 366 1270 No referral required. http://www.childcancer.org.nz

## Continence New Zealand

FSD0001723 Last updated 14/10/2020

Continence New Zealand aims and ideals are to work towards the promotion and expansion of continence issues providing information and support for people experiencing continence problems and the professionals working with them.

 PO Box 254 Waiuku 2341

info@continence.org.nz  8.30am-5pm (0800) 650 659  All services free of charge. http://www.continence.org.nz No referral required.

## Depression Helpline

FSD0017387 Last updated 28/08/2020

The Depression Helpline 0800 111 757 and text 1737 - callers can talk through emotional and psychological issues with counsellors and via the national depression initiatives:

* www.depression.org.nz – helping people find a way through depression
* The Lowdown - www.thelowdown.co.nz and text 5626 – support to help young people recogniseand understand depression or anxiety
* The Journal @ depression.org.nz - an online programme to help people learn skills to tackle

depression.

 PO Box 105346 Auckland 1010

(0800) 111 757  (Free TXT) 4202 http://www.depression.org.nz

All support is available 24 hours a day, seven days a week, 365 days a year.

All services free of charge. No referral required.

## Elder Abuse Response Service

FSD0023052 Last updated 30/04/2021

A 24/7 freephone helpline service that connects callers to information and/or support services in relation to elder abuse.

|  |  |
| --- | --- |
| support@elderabuse.nz(0800) 32 668 65(EA NOT OK)  **Classification : EARS, FVSS** **Ezispeak** |  Freephone service available 24/7.Text 5032 or email support@elderabuse.nz All services free of charge. No referral required.  |
| FSD0024013 | Last updated 31/08/2020 |

Ezispeak is a telephone based interpreting service which offers clients of the participating agencies free interpreting in over 180 different languages.

 Level 16 157 Lambton Quay Te Aro Wellington 6011

(0800) 453 771   Call us Monday to Friday: 8.00am to 6.00pm http://www.ezispeak.nz/ All services free of charge.

No referral required.

## Family Court

FSD0022756 Last updated 14/10/2020

The Family Court deals with lots of issues, from making orders for children not yet born right through to older people who are in need of care and protection. Providing families with help doesn't always involve actually going to court. There are many advice and support services that the Court will provide or recommend to you first, depending on the nature of your problem.

(0800) 224 733   Call between 8:30am and 5:00pm Monday to (0800) AGREE Friday. Otherwise, go to the website to find your http://justice.govt.nz/family/contact-us/ local district court.

Some charges may apply. No referral required.

## Family Violence Information Line

FSD0015122 Last updated 16/04/2021

A Family Violence Information Line that provides information about services that can help you if you are experiencing or witnessing violence, or want to change your own behaviour. The line provides self-help information and connects people to services where appropriate. It is available seven days a week, from 9am to 11pm, with an after-hours message redirecting callers in the case of an emergency.

|  |  |
| --- | --- |
| areyouok@msd.govt.nz (0800) 456 450 http://www.areyouok.org.nz **Classification : FVSS** **Gambling Helpline** |  Available seven days a week, from 9am to 11pm, with an after-hours message redirecting callers in the case of an emergency.All services free of charge. No referral required.  |
| FSD0003595 | Last updated 31/08/2020 |

Worried about your gambling? Or somone else's? Call 0800 654 655 or text 8006 for support or information 24 x 7. Calls and texts are free.

info@gamblinghelpline.co.nz  Available 24/7 (0800) 654 655  All services free of charge.

(Free TXT) 8006 No referral required. http://www.gamblinghelpline.co.nz

**Classification : PACIFIC**

## Healthline

FSD0000029 Last updated 28/08/2020

Healthline is a free telephone health information service 24 hours/ 7 days a week. Phone 0800 611 116 to talk to a registered nurse for health advice. Calls are free – including from a mobile phone. Interpreters available.

|  |  |
| --- | --- |
| (0800) 611 116 http://www.healthline.govt.nz  **Hey Bro Helpline** |  24 hours a day, seven days a week.All services free of charge. No referral required.  |
| FSD0023413 | Last updated 18/01/2021 |

Providing 24/7 helpline support for men who feel they’re going to harm a loved one or whanau member

 161 Pages Road Aranui Christchurch

(0800) 439 276   All services free of charge. https://www.hewakatapu.org.nz/services/0 No referral required. 800-hey-bro

## Immigration New Zealand

FSD0006147 Last updated 29/01/2021

Immigration New Zealand (INZ) is part of the Ministry of Business, Innovation and Employment.

Immigration New Zealand aims to bring the best people to New Zealand to enhance New Zealand’s social and economic outcomes. We directly support labour market growth by attracting the best people to New Zealand and supporting them into the workforce so they become long-term contributors. We also contribute to key export industries.

The role of Immigration New Zealand includes:

 deciding visa applications attracting migrant skills and labour matching migrant skills with employer needs managing border security with regard to the movement of people supporting migrant settlement and retention implementing the Government’s refugee quota programme enforcing compliance with immigration law and policy.

 2 Amersham Way Manukau Auckland 2104

(0508) 558 855   To phone from outside of New Zealand +64 9 http://www.immigration.govt.nz 914 4100

You can also send us an online query from the website.

Some charges may apply. No referral required.

## Kidsline

FSD0003474 Last updated 22/12/2020

Kidsline is a free, nationwide telephone counselling serivce for children up to 18. Our service is free and confidential. Contacting Kidsline is easy. We are available 24/7 - call us on 0800 kidsline.

If you would like to speak with one of our Buddies call the same number between 4pm-9pm weekdays from your home phone or mobile phone.

Remember: It helps to talk.

 95 Great South Road Greenlane Auckland City

(0800) 543 754   We are a 24/7 service. Callers can talk to a http://www.kidsline.org.nz trained Kidsline Buddy between 4 - 9pm weekdays.

All services free of charge. Referral may apply.

## LifeLine New Zealand

FSD0003381 Last updated 12/01/2021

LifeLine is here to listen to the unheard, to empower the caller to retake control of their situation, making callers aware of options rather than offering advice.

(0800) 543 354   24 hours a day, seven days a week.

(Free TXT) 4357 All services free of charge. http://www.lifeline.org.nz No referral required.

## MoneyTalks

FSD0023449 Last updated 18/01/2021

MoneyTalks is a helpline to provide free financial and budgeting advice to individuals, family and whnau

 Level 6 330 Lambton Quay Wellington 6146

help@moneytalks.co.nz  Monday to Friday 8am to 8pm (0800) 345 123  Saturday 9am to 4pm

 http://www.moneytalks.co.nz Sunday 10am to 2pm

All services free of charge. No referral required.

## National Collective Of Independent Women's Refuges

FSD0005514 Last updated 26/01/2021

For support, please ring our Crisis Line: 0800 REFUGE (0800 733 843). In an emergency, please ring 111. Women's Refuges work to raise public awareness of violence against women and children, promoting the prevention and elimination of violence, and the rights of women and children to care and protection.

 Ground Floor 275 Cuba Street Wellington 6141

|  |  |
| --- | --- |
| info@refuge.org.nz(0800) 733 843 (04) 802 5078 http://www.womensrefuge.org.nz **Classification : FVSS**  |  9.00 am - 5.00pm Monday - Friday (09) 8025078National Office24/7 Crisis line 0800 733 843 All services free of charge.No referral required. |

## Nationwide Health & Disability Advocacy Service

FSD0001042 Last updated 01/02/2021

Free support or guidance with resolving your concerns about a Health or Disability Service.

advocacy@advocacy.org.nz  Monday to Friday or 24 hours via website (0800) 555 050  www.advocacy.org.nz for complaint form or https://www.advocacy.org.nz/ LiveChat messages

All services free of charge. No referral required.

## Oranga Tamariki-Ministry for Children

FSD0004110 Last updated 10/07/2020

Our social workers work with families to: protect children and young people up to the age of 18 years; manage young offenders up to the age of 18 years; ensure that children in need are cared for; help families maintain and strengthen their child-rearing role.

 The Aurora Centre 56 The Terrace Wellington

 contact@ot.govt.nz  24/7

(0508) FAMILY  After hours: from 5pm – 8 am Monday to Friday, (0508) 326 459 weekends and public holidays, social workers https://www.orangatamariki.govt.nz/ will only assess emergency situations. But we encourage you to call if you're unsure.

All services free of charge. No referral required.

## OUTLine New Zealand Incorporated

FSD0003347 Last updated 19/10/2020

OUTLine is a national service that helps LGBTIQ+ New Zealanders (and their friends and whnau) to access support, information and a sense of community. We currently provide a free peer support phone line, a transgender peer support service for trans and non-binary people in Auckland, and specialist face-to-face and video counselling exploring gender and sexuality for LGBTIQ+ people across Aotearoa.

 OUTLineNZ (Nationwide), Level 2 31 Hargreaves Street Auckland 1011

 info@outline.org.nz  Every Day: 6 pm - 9 pm (messages can be left

|  |  |
| --- | --- |
| (0800) 688 5463 / OUTLINE (09) 281 3409 http://www.outline.org.nz/  **Parent Help Inc.** | outside of these hours) Some charges may apply. Referral may apply.  |
| FSD0003082 | Last updated 16/06/2020 |

Supporting parents and families to raise their children in a positive environment in order to prevent child abuse.

We help parents build resilient and positive families/whnau through our free parenting Helpline 0800 568 856, affordable parenting courses and counselling.

 Level 4 175 Victoria Street Wellington 6011

 info@parenthelp.org.nz  Helpline 0800 568 856 - 9am-9pm, 7 days a

 (0800) 568 856  week.

(04) 802 5767

 http://www.parenthelp.org.nz For office and counselling service Monday to

Friday, 9am - 5pm

Some charges may apply. No referral required.

## PlunketLine

FSD0002324 Last updated 19/03/2021

A toll free telephone support service staffed by specially trained Plunket Nurses is available to respond to caregivers' concerns on child health and parenting (0-5 years).

(0800) 933 922   24 hours a day, 7 days a week http://www.plunket.org.nz All services free of charge.

No referral required.

## Problem Gambling Foundation of New Zealand

FSD0000673 Last updated 01/04/2021

The Problem Gambling Foundation's mission is building healthy communities together, free from gambling harm.

 128 Khyber Pass Road Grafton Auckland

help@pgfnz.org.nz  8.30am to 5.00pm phone contact (0800) 664 262  All services free of charge.

(09) 368 1520 No referral required. http://www.pgf.nz

## Rural Support Trust

FSD0023593 Last updated 13/08/2020

Rural People Helping Rural People

Are times a bit tough? How about talking to someone who really understands the pressures of rural life?

We are local rural people that know from experience that severe weather, finances, relationships, and work pressures can all mount up.

Contact us any time. Call 0800 RURAL HELP - for a confidential chat about you, your business, the weather, your finances; or a neighbour, partner, friend, family member, or worker.

Our support is FREE and private. And if you need more than a chat, we can point you in the right direction.

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| (0800) 787 254 http://rural-support.org.nz  **Safe to talk helpline** |  call us anytime.All services free of charge. No referral required.  |
| FSD0023298 | Last updated 20/04/2021 |

A 24/7 freephone helpline service that connects callers to information and/or support services in relation to sexual harm.

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| support@safetotalk.nz(0800) 044 334 (Free TXT) 4344 http://www.safetotalk.nz **Classification : SHSS** **Samaritans** |  24 hours/7 days a week online chatsAll services free of charge. No referral required.  |
| FSD0004140 | Last updated 07/01/2021 |

A voluntary 24/7 telephone service providing a listening ear to those who need someone to talk to. We offer sympathetic, caring and confidential support to callers who may be experiencing a wide range of mental health issues, including such things as anxiety, loneliness, relationship difficulties, financial problems or suicidal thoughts.

 Basement of St Paul's Cathedral 45 Molesworth Street Thorndon Wellington marketing-wellington@samaritans.org.nz  24/7 365 days of the year.

 (0800) 726 666  All services free of charge.

(04) 473 9739 No referral required. http://www.samaritans.org.nz

## Seniorline

FSD0003889 Last updated 05/01/2021

Seniorline is contracted by all NZ DHBs as a telephone information service to assist older people to navigate the health system. Information includes how to get help to stay at home and support services for caregivers. Seniorline also advise on the process for entry to rest home, dementia or hospital care, funding and the services that should be provided.

 Ground Floor Building 17 Greenlane Clinical Centre Greenlane Auckland

seniorline@adhb.govt.nz  8.00am - 4.00pm Monday to Friday (0800) 725 463  All services free of charge.

(09) 375 4395 No referral required. http://www.seniorline.org.nz

## Settling into New Zealand - 0508 558 855

FSD0021008 Last updated 15/02/2021

Are you a new migrant? Do you need help to live, work or settle successfully in New Zealand? Ring the Immigration New Zealand’s contact centre on 0508 558 855 and press ‘2’ or email newmigrantinfo@mbie.govt.nz.

newmigrantinfo@mbie.govt.nz  From overseas or mobile: +64 9 914 4100 (0508) 558 855  All services free of charge. http://www.newzealandnow.govt.nz/ No referral required.

## Shakti Asian Women's Centre

FSD0007645 Last updated 27/01/2021

This organisation provides a 24-hour national crisis call service (0800 SHAKTI) for ethnic women in domestic violence, drop in centres for women, outreach, case work, advocacy, counselling, legal referral, interpreting, life skills programmes, domestic violence intervention and awareness training for communities and lobbying for legislation change.

 3 Cardwell Street Onehunga Auckland

scc@shakti.org.nzDrop In Centre 9am to 4pm

(0800) 742 584 SHAKTI (24 hr crisis) All services free of charge. http://shaktiinternational.org/ No referral required.

## Shine (Safer Homes In New Zealand Everyday)

FSD0003515 Last updated 18/09/2020

Shine (Safer Homes In New Zealand Everyday) is making homes violence free. Shine offers a free national Helpline, frontline services for adult and child victims of domestic abuse and for men who've used violence, as well as training programmes, the DVFREE workplace programme, and Shine in School programme.

 Ground Floor 409 New North Road Kingsland Auckland 1021

 enquiries@2shine.org.nz  Helpline (0508 744 633) is answered 9am -

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| (0508) 744 633 (09) 815 4601 http://www.2shine.org.nz   | 11pm, 7 days a week . Our office hours are8.30am - 5.00pm weekdays. Some charges may apply.Referral may apply. |

## SIDS and Kids New Zealand Incorporated

FSD0015107 Last updated 30/06/2020

Established to provide services for families and communities who have been affected by SIDS (Cot Death), SIDS New Zealand Incorporated is a national organisation of parents, families and friends of children who have died suddenly and/or unexpectedly of any cause including SIDS.

info@sids.org.nz  24 Hours

(0800) 164 455  All services free of charge. http://www.sidsandkids.org.nz No referral required.

## Skylight Trust

FSD0003787 Last updated 30/04/2021

Skylight supports children, young people, adults, and families/whnau who are facing any kind of tough life situation. We specialise in providing counselling support services and information around grief, loss and trauma. We aim to provide the right help, at the right time, in the right way.

 Level 3 5-7 Vivian Street Te Aro Wellington 6011

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| info@skylight.org.nz(0800) 299 100 (04) 939 6767 http://www.skylight.org.nz  **Student Rights Service** |  Monday - Friday 8.30am - 5pm. Messages can be left on the answerphone.Some charges may apply. No referral required.  |
| FSD0002323 | Last updated 27/07/2020 |

We provide parents and caregivers with knowledge about their own and their children's legal rights and obligations within the state and integrated school system.

 PO Box 24005 Wellington 6142

 info@wclc.org.nz  Available Monday to Friday with caller asked to

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| (0800) 499 488 (04) 499 2928 http://www.studentrights.nz   | leave a message and they will be contacted.All services free of charge.No referral required. |

## Suicide Crisis Helpline, 0508 TAUTOKO

FSD0021157 Last updated 14/09/2020

0508 TAUTOKO is Lifeline Aotearoa's suicide crisis helpline. Operated by highly trained and experienced telephone counsellors who have undergone advanced suicide prevention training, 0508 TAUTOKO is a free, nationwide service available 12 noon until 12 midnight, 7 days a week for those in distress, or for those who may be concerned about the wellbeing of family, whanau or friends.

info@lifeline.org.nz  Free, nationwide service available 24 hours, 7

 (0508) 82 88 65  days a week

(0508) TAUTOKO All services free of charge. https://www.lifeline.org.nz/services/suicide No referral required. -crisis-helpline

## Utilities Disputes Ltd

FSD0023339 Last updated 22/01/2021

Utilities Disputes offers a free service for resolving complaints about electricity, gas, and water, and disputes about access to shared property for fibre installations.

 Freepost 192682 PO Box 5785 Wellington 6140

 info@utilitiesdisputes.co.nz  8.30 am - 5.00 pm Weekdays or leave a

 (0800) 22 33 40  voicemail

http://www.utilitiesdisputes.co.nz/ All services free of charge. No referral required.

## Victim Support

FSD0002001 Last updated 02/02/2021

Victim support provides information, support and assistance to victims, witnesses, their families and friends. Victim Support also promotes victims' rights through raising public awareness and recognition of the effects of crime.

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| nationaloffice@victimsupport.org.nz(0800) 842 846 (04) 474 8862 http://www.victimsupport.org.nz   |  The Victim Support Service is available 24 hours, 7 days a week.All services free of charge.No referral required. |

## Victims of Crime Information Line

FSD0015207 Last updated 26/01/2021

A national free phone line that provides information for people affected by crime about their rights and what support services are available.

 19 Aitken Street Wellington

 victimscentre@justice.govt.nz  Call 24/7

(0800) 650 654 

 (0800) 842 846 Victims Information Line - 0800 650 654

 http://www.victimsinfo.govt.nz Victim support 0800 VICTIM (842 846)

All services free of charge. No referral required.

## Warmlines (select to access regional helpline numbers)

FSD0023002 Last updated 03/07/2020

National helpline supporting people accessing Mental Health Services that is delivered under regional coverage by three organisations.

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| (0800) Regional numbers https://www.mentalhealth.org.nz/gethelp/in-crisis/helplines/  **What's Up (0800 WHAT'S UP)** |  South Island 03 379 8415/0800 899 276 (1pm to midnight, 7 nights)Wellington 0800 200 207 (7pm–1am, Tuesday toSunday)Auckland Central 0508 927 654 or 0508 WARMLINE (8pm to midnight, 7 nights) All services free of charge. No referral required.  |
| FSD0015942 | Last updated 09/07/2020 |

What's Up is a free, national telephone counselling service for New Zealanders aged 5 to 18 years. The service operates seven days a week and is open Monday to Friday 12.00pm-11.00pm Saturday and Sunday 3pm -11pm. Online chat is open 3pm-10pm every day. Paid, fully trained and closely supervised professional counsellors answer the telephones.

 Barnardos WhatsUp PO Box 24153 Royal OAk Auckland 1345

 info@whatsup.co.nz  The helpline is available between 12pm and

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| (0800) 942 87 87 (0800) WHATSUPhttp://www.whatsup.co.nz  **Youthline** | 11pm Mon - Fri, 3pm - 11pm Sat - Sun open everyday of the year. Online chat 3.00pm -10.00pmWhatsUp is unable to offer counselling by email.All services free of charge. No referral required.  |
| FSD0006531 | Last updated 18/02/2021 |

Youthline offers access to a wide range of youth development and support services.

Youthline is at the forefront in developing and providing youth and family services and we offer and can link young people to a comprehensive range of clinical services.

 Youthline House 13 Maidstone Street Ponsonby Auckland 1021

 supportcentre@youthline.co.nz  Office open Monday to Friday 9am-5pm. Youth

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| (0800) 37 66 33 (09) 376 6645 http://www.youthline.co.nz | Help Line 24 hours a day, 7 days a week.Free TXT 234Some charges may apply.No referral required. |