

**Community Directory**

**Chatham Islands**

Created 05/05/2021

**Table of contents**

**Service Type Page**

[Basic Needs 1](#_Toc23931)

[Budgeting / Financial Capability 2](#_Toc23932)

[Child Care 3](#_Toc23933)

[Education and Training 4](#_Toc23934)

[Family / Whanau Services 5](#_Toc23935)

[Health 7](#_Toc23936)

[Older People 8](#_Toc23937)

[Parents and Caregivers 9](#_Toc23938)

[Youth Services 10](#_Toc23939)

[National Helplines 11](#_Toc23940)

# Basic Needs

## Chatham Islands Community Focus Trust

FSD0000082

We work with Oranga Tamariki - Ministry for Children and the Ministry of Social Development to provide a budgeting service, weekly newsletter, funding, community events, programmes and courses, and visitors' information. The main service we provide is budgeting and advisory services.

 4 Meteorological Lane Waitangi Chatham Islands 8942

 chathamcommunityfocus@xtra.co.nz  10.00am - 2.00pm, Monday to Friday . NB: The

 (03) 305 0443 Chatham Islands are 45 minutes ahead of New

Zealand in time.

Some charges may apply. No referral required.

# Budgeting / Financial Capability

## Chatham Islands Community Focus Trust

FSD0000082

We work with Oranga Tamariki - Ministry for Children and the Ministry of Social Development to provide a budgeting service, weekly newsletter, funding, community events, programmes and courses, and visitors' information. The main service we provide is budgeting and advisory services.

 4 Meteorological Lane Waitangi Chatham Islands 8942

 chathamcommunityfocus@xtra.co.nz  10.00am - 2.00pm, Monday to Friday . NB: The

 (03) 305 0443 Chatham Islands are 45 minutes ahead of New

Zealand in time.

Some charges may apply. No referral required.

# Child Care

## Chatham Islands Community Focus Trust

FSD0000082

We work with Oranga Tamariki - Ministry for Children and the Ministry of Social Development to provide a budgeting service, weekly newsletter, funding, community events, programmes and courses, and visitors' information. The main service we provide is budgeting and advisory services.

 4 Meteorological Lane Waitangi Chatham Islands 8942

 chathamcommunityfocus@xtra.co.nz  10.00am - 2.00pm, Monday to Friday . NB: The

 (03) 305 0443 Chatham Islands are 45 minutes ahead of New

Zealand in time.

Some charges may apply. No referral required.

# Education and Training

## Chatham Islands Community Focus Trust

FSD0000082

We work with Oranga Tamariki - Ministry for Children and the Ministry of Social Development to provide a budgeting service, weekly newsletter, funding, community events, programmes and courses, and visitors' information. The main service we provide is budgeting and advisory services.

 4 Meteorological Lane Waitangi Chatham Islands 8942

 chathamcommunityfocus@xtra.co.nz  10.00am - 2.00pm, Monday to Friday . NB: The

 (03) 305 0443 Chatham Islands are 45 minutes ahead of New

Zealand in time.

Some charges may apply. No referral required.

# Family / Whanau Services

## Chatham Islands Community Focus Trust

FSD0000082

We work with Oranga Tamariki - Ministry for Children and the Ministry of Social Development to provide a budgeting service, weekly newsletter, funding, community events, programmes and courses, and visitors' information. The main service we provide is budgeting and advisory services.

 4 Meteorological Lane Waitangi Chatham Islands 8942

 chathamcommunityfocus@xtra.co.nz  10.00am - 2.00pm, Monday to Friday . NB: The

 (03) 305 0443 Chatham Islands are 45 minutes ahead of New

Zealand in time.

Some charges may apply. No referral required.

## Chatham Islands Council

FSD0016973 Last updated 23/12/2020

To promote the social, economic, environmental and cultural well being of the community

 9 Tuku Road Chatham Islands 8942

 info@cic.govt.nz  Monday to Friday: 8.30 am to 4.30 pm

 (03) 305 0033 (45minutes ahead of NZ)

 http://www.cic.govt.nz All services free of charge.

No referral required.

## Ha o Te Ora O Wharekauri Trust

FSD0000083 Last updated 17/08/2020

Maori Community Services: Hauora, health: physical, spiritual, mental and family. Mobile transport service for house visits, well checks, transporting to Hospital, Health Centre Dr Appointments, Health promotion , education and awareness for Whanau all ages. Office - Kokiri Centre, Schools, Kohanga Reo, Playgroups.

Learning Hub- Life skills, basic computer, assisting with correspondence courses, applications and general information , Harakiki, mini gym 24/7 at Kokiri Centre Waitangi and Kaingaroa, Te Reo classes (open to all Chatham Island residents).

 Cnr Tuku Rd and Met Lane - Meterological Lane Chatham Islands 8942

 office@haoteora.org.nz  8.30 am - 5 pm Monday to Friday. No

|  |  |
| --- | --- |
| (03) 305 0211https://www.facebook.com/Ha-O-Te-Ora-O-Wharekauri-Trust-475875729550612/?\_\_tn\_\_=HHH-R   | appointments necessary. House visits are available.All services free of charge.No referral required. |

## Heartland Services - Chatham Islands

FSD0007168 Last updated 06/07/2020

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

 Chatham Islands Council 9 Tuku Road Waitangi Chatham Islands 8942

 heartland@cic.govt.nz  Mon to Fri 9:30am – 3:30pm

(03) 305 0146 All services free of charge. http://www.heartlandservices.govt.nz No referral required.

# Health

## Chatham Islands Health Centre

FSD0004089 Last updated 16/04/2021

Rural hospital and GP clinic.

 6 Hospital Road Chatham Islands

 Sally.Lanauze@cdhb.health.nz  Office hours: 8:30am-4:30pm Monday -Friday;

 (03) 305 0035 After hours emergency only

All services free of charge. No referral required.

## Ha o Te Ora O Wharekauri Trust

FSD0000083 Last updated 17/08/2020

Maori Community Services: Hauora, health: physical, spiritual, mental and family. Mobile transport service for house visits, well checks, transporting to Hospital, Health Centre Dr Appointments, Health promotion , education and awareness for Whanau all ages. Office - Kokiri Centre, Schools, Kohanga Reo, Playgroups.

Learning Hub- Life skills, basic computer, assisting with correspondence courses, applications and general information , Harakiki, mini gym 24/7 at Kokiri Centre Waitangi and Kaingaroa, Te Reo classes (open to all Chatham Island residents).

 Cnr Tuku Rd and Met Lane - Meterological Lane Chatham Islands 8942

 office@haoteora.org.nz  8.30 am - 5 pm Monday to Friday. No

|  |  |
| --- | --- |
| (03) 305 0211https://www.facebook.com/Ha-O-Te-Ora-O-Wharekauri-Trust-475875729550612/?\_\_tn\_\_=HHH-R | appointments necessary. House visits are available.All services free of charge.No referral required. |

# Older People

## Ha o Te Ora O Wharekauri Trust

FSD0000083 Last updated 17/08/2020

Maori Community Services: Hauora, health: physical, spiritual, mental and family. Mobile transport service for house visits, well checks, transporting to Hospital, Health Centre Dr Appointments, Health promotion , education and awareness for Whanau all ages. Office - Kokiri Centre, Schools, Kohanga Reo, Playgroups.

Learning Hub- Life skills, basic computer, assisting with correspondence courses, applications and general information , Harakiki, mini gym 24/7 at Kokiri Centre Waitangi and Kaingaroa, Te Reo classes (open to all Chatham Island residents).

 Cnr Tuku Rd and Met Lane - Meterological Lane Chatham Islands 8942

 office@haoteora.org.nz  8.30 am - 5 pm Monday to Friday. No

|  |  |
| --- | --- |
| (03) 305 0211https://www.facebook.com/Ha-O-Te-Ora-O-Wharekauri-Trust-475875729550612/?\_\_tn\_\_=HHH-R | appointments necessary. House visits are available.All services free of charge.No referral required. |

# Parents and Caregivers

## Chatham Islands Community Focus Trust

FSD0000082 Last updated 18/01/2021

We work with Oranga Tamariki - Ministry for Children and the Ministry of Social Development to provide a budgeting service, weekly newsletter, funding, community events, programmes and courses, and visitors' information. The main service we provide is budgeting and advisory services.

 4 Meteorological Lane Waitangi Chatham Islands 8942

 chathamcommunityfocus@xtra.co.nz  10.00am - 2.00pm, Monday to Friday . NB: The

 (03) 305 0443 Chatham Islands are 45 minutes ahead of New

Zealand in time.

Some charges may apply. No referral required.

# Youth Services

## Heartland Services - Chatham Islands

FSD0007168 Last updated 06/07/2020

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

 Chatham Islands Council 9 Tuku Road Waitangi Chatham Islands 8942

 heartland@cic.govt.nz  Mon to Fri 9:30am – 3:30pm

(03) 305 0146 All services free of charge. http://www.heartlandservices.govt.nz No referral required.

# 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.

|  |  |
| --- | --- |
| (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.

|  |  |
| --- | --- |
| 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 -

|  |  |
| --- | --- |
| (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

|  |  |
| --- | --- |
| 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

|  |  |
| --- | --- |
| (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.

|  |  |
| --- | --- |
| 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.

|  |  |
| --- | --- |
| (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

|  |  |
| --- | --- |
| (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

|  |  |
| --- | --- |
| (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. |