



Good Health Rotorua Health & Well-being Services 2024

Citizens Advice Bureau
Rotorua



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by Citizens Advice Bureau Rotorua Inc

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Disclaimer: Care has been taken in the production of this publication to ensure its contents are as accurate as possible. However, the authors take no responsibility for any incorrect information or claims contained within this document, or any actions that may result from the use of information in this publication.

For free, confidential, impartial advice, information, and
advocacy, both face-to-face and telephone –
1143 Eruera Street, Rotorua, Phone 07 348 3936,
0800 367 222 or email rotorua@cab.org.nz
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CHAPTER 1: ADDICTIONS – DEPENDENCIES

ALCOHOL DRUG HELPLINE - 0800 787 797

Phone:	0800 787 797	Email:	info@alcoholdrughelp.org.nz
Mobile:	Free text to 8681	Website:	www.alcoholdrughelp.org.nz

A service of ADANZ (Alcohol Drug Association NZ), the **Alcohol Drug Helpline 0800 787 797** is a national telephone brief intervention service where anyone can get up to date information about alcohol and other drugs. The Helpline offers a confidential support, information and referral service for people wanting help with their own or someone else's alcohol or other drug problems.

Māori Line 0800 787 798, Pasifika Line 0800 787 799, Youth Service 0800 787 984

ALCOHOL AND DRUG COUNSELLING SERVICE - TE UTUHINA MANAAKI ORA TRUST

Address:	1272 Fenton Street PO Box 1802 Rotorua 3040	Email:	tu_admin@manaakiora.org.nz
Phone:	348 3598	Website:	www.manaakiora.org.nz

Te Utuhina Manaaki Ora Trust is a community based, outpatient (Alcohol and Other Drug) counselling agency. The primary aim of the Trust is to reduce the harm caused by alcohol and drugs. We offer one to one counselling/therapy, support for family/Whānau, support groups, LTSA Sec 65 assessments, cannabis and synthetic drug testing, referrals to detoxification and residential treatment services and also Rangatahi (Youth) alcohol and drug counselling in secondary schools. Also provide support for problem gambling.

We also have a three month residential AOD service (Te Whare Oranga Ngakau).

AL-ANON GEYSERLAND FAMILY GROUP

Website:	www.al-anon.org.nz	Phone:	0508 425 266
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Al-Anon Family Groups offer support and fellowship to relations and friends of alcoholics and other addictions, who share their experience, strength and hope in order to solve their common problem. Meets Thursdays at 7.30pm Malfroy Primary School, 196 Malfroy Road.

ALCOHOLICS ANONYMOUS – ROTORUA

Phone:	0800 229 6757	Website:	www.aa.org.nz
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Support for alcoholics available 24 hours a day. Ten meetings a week. Times and places of meetings on 0800 answer phone or visit the website.

A.S.H. – ACTION FOR SMOKEFREE 2025

Phone:	021 247 3027	Website:	www.ash.org.nz
		Email:	ashnz@ash.org.nz
<p>An independent organisation seeking urgent action from the government to achieve Smokefree NZ by 2025.</p>			

GAMBLING HELPLINE

Phone:	0800 654 655 or Txt 8006	Website:	www.gamblinghelpline.co.nz
		Email:	info@gamblinghelpline.co.nz
<p>Support for problem gamblers and their families. 24-hour free phone or text 8006. Forum on website checked daily for sharing online.</p> <p>Also specialist advice offered on Māori Gambling Helpline 0800 654 656, Pasifika Helpline 0800 654 657, Youth Helpline 0800 654 659 and Gambling Debt Helpline 0800 654 658.</p>			

NARCOTICS ANONYMOUS AOTEAROA NZ

Phone:	0800 628 632	Website:	www.nzna.org
		Email:	nasc@nzna.org
<p>Support for narcotic addiction sufferers. For a list of local meetings check the website.</p>			

PGF SERVICES (PROBLEM GAMBLING FOUNDATION OF N.Z.)

Phone:	0800 664 262	Email:	help@pgfnz.org.nz
		Website:	www.pgfnz.org.nz
<p>Qualified counsellors available by phone, email, text or live chat Monday to Friday 8.30am to 5.00pm to provide free, professional and confidential counselling service for gamblers and others affected by gambling. Health promotion team works in the community to raise awareness of gambling harm.</p>			

QUITLINE

Phone:	0800 778 778 or Text 4006	Email:	quit@quit.org.nz
		Website:	www.quit.org.nz
<p>Call Quitline for free advice and non-judgmental support to quit smoking. Many Quit Advisors are former smokers and will work with you on a plan to beat your addiction. A quit pack will be sent with tips and low-cost patches, gum and lozenges are available. 24 hours each day, seven days per week. There is also a full online service on the website – www.quit.org.nz. Here you can also chat with other people who are quitting. Quitline's phone service is available in a variety of languages.</p>			

ADDICTIONS - DEPENDENCIES**ROTORUA NEEDLE EXCHANGE**

Address:	1478 Hinemoa Street Rotorua 3010	Email:	rane@mnt.org.nz
Phone:	349 3322	Website:	www.needle.co.nz
Fax:	349 3321		

The Needle Exchange Service is a confidential, non-judgmental, peer-based service. Includes practical advice on the prevention of blood borne infections, a full range of clean injecting equipment, free returns containers for NEP clients, safe collection and disposal of used injection equipment.

Open Mon to Fri – 9am to 3pm.

TE PUNA WHAKAITI PĀMAEMAE KAI WHAKAPIRI NZ DRUG FOUNDATION

Phone:	04 801 6303 9.00am to 5.00pm weekdays	Website:	www.drugfoundation.org.nz www.thelevel.org.nz
		Email:	admin@drugfoundation.org.nz

For information about drugs and their effects, where to get help and the latest research on drug use in Aotearoa.

WEIGHTWATCHERS NEW ZEALAND

Website:	www.weightwatchers.co.nz		
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To assist people to lose weight and change lifestyle. Weekly meetings at various locations in the Bay of Plenty. These are listed on the website. Some charges apply.

CHAPTER 2: ADVOCACY & INFORMATION

AGE CONCERN ROTORUA

Address:	Parkside House 5 Tarewa Place Rotorua 3010	Email:	admin@acrotorua.nz
Phone:	347 1539	Website:	www.ageconcernrotorua.org.nz

Age Concern Rotorua provides information, support and social connect for older people in the Rotorua community. We work with people aged 65+.

Key services the Rotorua office provides are an Accredited Visiting Service to reduce loneliness; an assisted Supermarket Shopping Service and Age Concern Odd Jobs for minor jobs around the house and garden. Is a Total Mobility Assessor for half price taxis for those who are eligible.

Office hours are Tuesday to Thursday 9am to 2pm.

CITIZENS ADVICE BUREAU ROTORUA

Address:	1143 Eruera Street Rotorua 3010	Email:	rotorua@cab.org.nz
Phone:	348 3936 or 0800 367 222	Website:	www.cab.org.nz
	Text on 021 0904 5026	Contact:	Jane Eynon-Richards

Free, confidential and impartial information and referral service for a variety of problems, including health. Free legal service two days a week by appointment. JP Clinics on Mondays and Wednesdays between 12 noon and 1.30pm and Fridays 11.00am to 12.30pm. Access to specialist Immigration Advice. Specialist Beneficiary Advocacy Service – helping clients having problems communicating with Work and Income, specialised employment support, tenancy support and ACC Advocate, face-to-face information service for new migrants.

Assistance with accessing government websites via the internet, creating RealMe and My MSD accounts etc.

Open Monday to Thursday 9.00am to 5.00pm and Friday 9.00am to 3.00pm.

ADVOCACY & INFORMATION**COMMUNITY LAW CENTRE**

Address:	1276 Pukuatua Street Rotorua 3010	Email:	reception@rdclc.co.nz
Phone:	348 8060	Website:	www.communitylaw.org.nz
		Contact:	Ellie Herbert

Free, confidential legal services for the Rotorua community. Information, legal assistance and advice, advocacy and representation, law-related education for community groups.
Monday to Friday 9am to 4.00pm.

We also offer:

Free Criminal Law Clinic every Tuesday between 1.00pm and 2.00pm.

Free Family Law Clinic every Tuesday between 1.00pm and 2.00pm. Please call 07 348 8060 to make an appointment.

Outreach Services:

Murupara –3rd Thursday of the month – ring 07 348 8060 to make an appointment for these.

NATIONWIDE HEALTH AND DISABILITY ADVOCACY SERVICE

Address:	PO Box 5013 Rotorua West Rotorua 3044	Contact:	Tiani Broughton-Bell
Phone:	349 0182 or 0800 555 050	Email:	advocacy@advocacy.org.nz
		Website:	www.advocacy.org.nz

Free support to help patients/consumers of a Health or Disability Service (excluding Medical Doctors) raise their concerns when they feel rights have been infringed. Support consumers with concerns/complaints and ensure of Code of Rights is upheld. Education and training provided to consumers and providers in relation to the Code of Rights. Monday to Friday 8.30am to 6.00pm.

PERSONAL ADVOCACY AND SAFEGUARDING ADULTS TRUST INC

Phone:	07 393 5728 or 022 088 7439	Contact:	Narissa Siemonek
		Email:	bayofplenty@pasat.org.nz

The Personal Advocacy and Safeguarding Adults Trust provides a range of safeguarding services and supports. These include supported decision-making support and training, short term advocacy and life-long advocacy and a coordinated inter-agency response for adults at risk.

The Trust offers parents and other interested persons an opportunity to invest in peace of mind for the future through membership and enrolment. The Trust also extends support to people not enrolled in the Trust. Please contact the Trust for more information.

ROTORUA AND TAUPO HOSPITALS QUALITY AND RISK TEAM

Phone:	343 7735	Email:	feedback@lakesdhb.govt.nz
<p>Deals with complaints, feedback and compliments from patients and their whānau regarding care provided by Rotorua and Taupo Hospitals and community-based services provided by New Zealand Te Whatu Ora in Lakes.</p>			

ROTORUA MULTICULTURAL COUNCIL

Address:	c/- Rotorua Arts Village 1240 Hinemaru Street Rotorua 3010	Email:	exec.rmc@gmail.com
Facebook:	Facebook Multicultural Rotorua	Contact:	Yumiko Kawano – Executive Officer – 021 741 664
Website:	http://multiculturalrotorua.nz/		
<p>We promote and protect the interests of the many different ethnic, migrant and cultural groups in the Rotorua District. We hold bi-monthly meetings, organise and participate in high profile events which celebrate cultures. We work with various groups/individuals in order to achieve shared outcomes for migrants and ethnic communities.</p>			

CHAPTER 3: CHILDREN & PARENTING (INCLUDING PREGNANCY)

BIG BROTHERS BIG SISTERS ROTORUA

Phone:	021 158 8227	Website:	www.bigbrothersbigsisters.co.nz
Email:	nicki@bbbs.nz	Contact:	Nicki Airey

We make a positive difference in the lives of young people aged 6 to 11 years through strong and enduring, professionally supported, mentoring relationships. Please contact us via our website or phone to register your child or to become a Volunteer.

BREAST FEEDING SUPPORT - LA LECHE LEAGUE OF ROTORUA

Contact:	Jane Trask	Phone:	021 834 771
Website:	www.lalecheleague.org.nz	Email:	onemummalove@gmail.com

Information and support to help make breastfeeding easier and more rewarding for mother and child.

CHILDREN'S HEALTH HUB & LIBRARY – TE AKA MAURI

Address:	1127 Haupapa Street Rotorua	Email:	Childrens.healthHub@lakesdhub.govt.nz
Phone:	07 348 1199 extn 5401	Contact:	Joelene Mann - Administrator
Fax:	07 343 5024		

The Health Hub is co-located with Rotorua Library in Te Aka Mauri, providing a range of child health and maternal services.

The Hub is open Monday to Friday 9.00am to 4.30pm. Services include:

- Bicillin Clinic
- B4 School Checks
- Child Development Team
- Vision & Hearing screening
- Breastfeeding Service
- Infant, Child & Adolescent Mental Health Services (iCAMHS)
- Newborn Hearing screening
- Outreach Immunisation
- Drop-in immunisation
- BCG clinic
- Paediatric Outpatient clinics
- Nurse-led eczema clinic
- Nurse-led enuresis and encopresis clinics

Most children visiting the hub will be referred by other health professionals or agencies. Those young people and/or their families who have questions about their child's health will be put in touch with the best person to help.

DYSLEXIA, ADHD DYSCALCULA OTHER NEURODIVERSE SUPERPOWERS

Email:	andria@happytalk.nz	Contact:	Andria Studman
Phone:	0800 427 798	Website:	www.dysco.nz/www.happytalk.nz

Based on neuroscientific research, we offer WORK SMARTER NOT HARDER:

- Parent & Teacher Training
- Child Assessments & Solutions

9D assessment: Screen, report, plan and solutions focused with family friendly terminology

- Dyslexia : Read
- Dysphasia: Comprehend
- Dysgraphia: Write
- Dyspraxia: Coordinate
- Dyscalculia: Calculate (Maths)
- Dysnomia: Recall and Connect
- ADHD: Energy (fight, flight, freeze)
- ASD/Autism
- ODD: Oppositional Defiance

Andria is an experienced Teacher, Brain Coach and Electro-mechanical Engineer. She is currently working at a High School in Hamilton, and is available outside of school hours, please text 027 806 9973 or email andria@happytalk.nz with brief details and she will call you back.

EMPOWERED LEARNING TRUST

Address:	PO Box 33 Reporoa 3842 Broadlands Road Reporoa Rotorua 3083	Contact:	Hayley Hathaway
Phone:	027 564 2774	Email:	info@empoweredlearningtrust.co.nz
		Website:	www.empoweredlearningtrust.co.nz

It is the intention of the Empowered Learning Trust to deliver screening programs that identify individual students' barriers to learning. We offer a range of interventions that assist them to reach their optimum potential. We aim to work collaboratively with other community groups and schools, to improve the lives of the one in five school aged children in our community with learning and processing issues. We provide specialist screening services and support to learners in the Central Plateau region, including:

- Irlen and visual processing screening and referral for further testing
- Auditory Processing Disorder (APD) screening and referral for further testing
- Dyslexia

We aim to provide these services at no cost to either schools or families.

FAMILY COURT

Address:	C/- The Rotorua District/High Court Main Courthouse Entrance Cnr Arawa and Tutanekai Streets Rotorua Postal: High/District Court DX: JX10550 Rotorua	Email:	FCC.Rotorua@justice.govt.nz
Phone:	Coordinator 921 7460 or 07 837 2017 Manager 921 7449	Website:	www.justice.govt.nz/family-justice
Freephone:	0800 268 787	Contact:	Vicki Manarangi and Jamie Wharepapa

Provides information on Protection Orders, Parenting Orders, Supervised contact/access, Dissolution/divorce, Paternity, Relationship Property, Care and Protection of Children, Protection of Personal and Property Rights. Information programmes for parents going through or considering separation, who would like to help their children. Programmes for adults and children with Protection Orders. Non-Violence programmes.

For information go to website www.justice.govt.nz/family-justice or ring the Family Justice Helpline 0800 224 733.

FAMILY WORKS

Address:	Suite 3, 48 Biak Street Rotorua 3010	Email:	admin.rotorua@fwn.org.nz
Phone:	349 0990	Website:	www.familyworks.org.nz
		Contact:	Kirsty Sears

Counselling, social work for children and their families. Parenting programmes. Domestic violence - adult protective persons and children.

Programmes available: Parenting Through Separation, Incredible Years Parenting Programme, Women Against Violence Education Programme, Restore Programme for children who have witnessed violence.

HE TOHU Counselling and Supervision – Huhana Pene

Address:	Arts Village, 1240 Hinemoa Street Rotorua 3010	Phone:	022 586 1330
		Email:	hetohucounselling@gmail.com

Professional, Cultural and Clinical Supervision, Counselling for all ages and presenting issues. Individual, Couple and Whanau/Family Counselling, Working with tamariki/children. Family violence, grief and loss, trauma, abuse, anxiety, self-harm, stress, emotional wellbeing. Mindfulness-based stress reduction program, work overload, life-work balance, teamwork performance, workplace well-being, management and governance support and wellbeing mediation.

Full registration with MNZAC, MNZCCA. Accredited Supervision with MNZAC, DAPAANZ, MNZCCA. Mauri ora Kaiwhakaruruhau Practitioner, ACC Reg (ISSC Sensitive Claims), Family Court Counselling.
Zoom and Online capabilities if required.

HOME BIRTH ASSOCIATION

Website:	www.homebirth.org.nz/community		
Support and information for women and families interested in home birth.			

KIDZ NEED DADZ BAY OF PLENTY (ROTORUA BRANCH)

Phone:	027 372 6215	Email:	Kidzkare.rotorua@knd.org.nz
Helpline:	0800 563 123	Website:	www.KidzNeedDadz.org.nz
<p>The mission of Kidz Need Dadz is to strengthen father/child relationships through support, education and fun. Offer weekly Rotorua DadzKare Group Support every Wednesday. Weekly online support group each Thursday, a support line, one on one support for dads, education including a correspondence parenting programme and anger management.</p> <p>Also offer court approved Supervised Contact in Rotorua.</p>			

MANAAKI ORA TRUST - TIPU ORA

Address:	16-20 Haukotuku Street PO Box 807 Rotorua 3010	Email:	referralhub@manaakiora.org.nz
Phone:	0800 348 2400 or 348 2400	Website:	www.manaakiora.org.nz
Fax:	348 2403		
<p>Tipu Ora provides a wide range of primary health, social and education services accessible to all people living in the Rotorua District.</p> <p>We focus on the health and wellbeing needs of children, their Whānau and their extended Whānau. Tipu Ora has an integrated approach to service delivery. This means that clients receive a continuum of care, according to their needs and across a range of services. Services include Community Dental, Well Child Tamariki Ora, Family Start, Teen Parents, Regional Stop Smoking Service, Elder Abuse Response Service, Young Dad's Service and Western Heights Child Health. Tipu Ora is also a private training establishment providing National Certificate and National Diploma in Hauora Māori – NZQA approved qualifications.</p>			

MĀTAURANGA AKE

Address:	36 York Street Rotorua 3010	Contact:	Henrietta Cassidy, Manager
Phone:	021 994 531	Email:	h.cassidy@centralkids.org.nz
Website:	www.centralkids.org.nz/matauranga-ake/	Other Contacts:	Dee Horne, Tamariki Navigator 021 309 274; d.horne@centralkids.org.nz Jessica De Perugia, Tamariki Navigator 021 319 615; j.delperugia@centralkids.org.nz Kirsty Hohneck, Social Worker 021 196 1352 k.hohneck@centralkids.org.nz For Referrals: referrals.ma@centralkids.org.nz

The focus of Mātauranga Ake is on helping establish a stable, supportive, home life for tamariki through positive, personalised support from a dedicated team of Navigators/Kawawao. Mātauranga Ake Supports whānau living in emergency housing and support whānau to engage their children in Early education.

Mātauranga Ake is led by the Maori model of wellbeing Te Whare Tapa Whā which is based on the principles of:

- Te Taha Wairua (spiritual health)
- Te Taha Hinengaro (mental health)
- Te Taha Tinana (physical health)
- Te Taha Whānau (family health)
- Te Taha Whenua

Individual Whānau plans can include a wide variety of support areas such as housing, employment, mental health, physical health, early childhood education, budgeting and overall wellness.

Connection with Central Kids Early Education gives the organisation direct access to excellent early childhood education and assistance with accessing fee subsidies.

MISCARRIAGE SUPPORT

Phone:	Support line 0508 726 372	Website:	www.miscarriagesupport.org.nz
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Provides support and information to women and their families who have miscarried. Facebook puts women in touch with others who have also miscarried.

MOKOIA COMMUNITY ASSOCIATION

Address:	297 Vaughan Road Owhata Rotorua 3010	Email:	office@mokoia.org.nz
Phone:	345 5971	Website:	www.mokoia.org.nz
		Facebook:	www.facebook.com/Mokoia Community Association

In working alongside our Eastside communities, the Mokoia Community Association may act as a facilitator, broker, advocate, educator administrator and/or communication hub. As well as its community-led activities, the Association also provide:

- **Whanau Support:** Our Whanau support services are free for Eastside residents. Forms of support include relationship, parenting, grief, stress or other issues that you face daily. We can see people as individuals, within partnerships or as a family/whanau.
- **Navigation and Advocacy support:** The Piripoho Navigator is committed to working with Tamariki and their whanau (family) in all aspects of social needs. This includes supporting those who have children aged 0 to 18 years who need assistance with basic needs such as finances, health advocacy or housing.
- **Rangatahi (Youth) support:** Our Rangatahi (Youth) Services Coordinator can support Eastside Rangatahi (Youth) aged between 12 and 20 years with a variety of services including: The Moemoea program is a free mentoring and leadership journey that supports youth aged from 12 to 20 years, within Eastside Rotorua who may be experiencing challenges with their education, social issues such as bullying/peer pressure or educational issues.
- **Active Aging for 55+**
- **Adult and Community Education:** Drivers licence, Te Reo Maori, Professional speaking for migrants.
- **Inside Eastside** (Communications) and newsletter to over 3,800 people.
- **Mokoia Community Hall and Portacom Hire:** Available for hire by community groups.
- **Community Book Exchange Library**
- **A Document Centre** – providing affordable printing and photocopying, email and scanning services.

OPEN HOME FOUNDATION – INCLUDING TEEN PARENT HOME (TE WHARE KAUPAPA AWHINA)

Address:	1239 Haupapa Street PO Box 587 Rotorua	Email:	rotorua@ohf.org.nz
Phone:	348 8009	Website:	www.ohf.org.nz

A child and family support service, including teen parent home. Respite care, working with families to strengthen their family. A home and teen parenting programme in Rotorua for teen parents and their children. Te Whare Kaupapa Awhina is a safe, nurturing and friendly place to stay where you will be given support and information to assist you to become the best parent you can be.

ORANGA TAMARIKI MINISTRY FOR CHILDREN (FORMERLY CHILD YOUTH AND FAMILY SERVICE

Address:	Level 1 1207 Pukuatua Street Rotorua 3010	Email:	contact@ot.govt.nz
Phone:	0508 FAMILY – 0508 326 459 then ask for Rotorua office or 921 5000	Website:	www.orangatamariki.govt.nz
<p>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 roles.</p>			

PARENTS' CENTRE - ROTORUA

Address:	PO Box 2187 Rotorua	Email:	rotorua@parentscentre.org.nz
		Website:	www.parentscentre.org.nz/rotorua
<p>Pregnancy and parenting information and education including free antenatal/childbirth education classes. Evening and weekend classes available. Facilitated from Office in Amohia Street by qualified and experienced educators. Topics covered include pregnancy care, pain relief options, the onset of labour, breast feeding, care of a new-born and postnatal changes.</p> <p>Also offer a six-week course supporting the transition into parenthood called Baby and You. Topics covered include infant CPR, feeding and sleeping, postnatal changes, child development and baby massage.</p>			

PARENT TO PARENT - CENTRAL LAKES DISTRICT

Contact:	Jane Ford	Email:	centrallakes@parent2parent.org.nz janef@parent2parent.org.nz
Phone:	0508 236 236	Mobile:	027 808 3945
<p>Parent to Parent is a support and information network for parents, caregivers and Whānau who have children and family members with disabilities, health impairments or special needs. By contacting Parent to Parent, families can access written information and/or talk with a volunteer Support Parent who has similar personal experiences. We cover over 3,600 conditions ranging from very common through to the rarest.</p> <p>Our free services include a sibling support programme, seminars, training workshops, family support activities, advocacy support, medical professionals and community, and Altogether Autism - an Autism Spectrum Disorder information and advisory service.</p>			

PREGNANCY AND PARENTING INFORMATION AND EDUCATION (ANTENATAL AND POST NATAL CLASSES)

Contact:	Rotorua Parents Centre PO Box 2187 Rotorua 3040	Email:	rotorua@parentscentre.org.nz
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DHB funded classes on pregnancy, childbirth, life with a new born and parenting. Registrations essential.

PREGNANCY COUNSELLING

Phone:	0800 773 462 or text 021 289 8727	Website:	www.pregnancycounselling.org.nz
		Email:	help@pregnancycounselling.org.nz

Free and confidential 24-hour service for women facing a worrying pregnancy. Practical support offered relating to accommodation, baby and maternity clothing.

Also offers post abortion and post miscarriage counselling.

ROTORUA CAR SEAT SERVICE

Phone:	022 159 3322	Email:	rotorua.carseats@outlook.com
Website:	www.facebook.com/rotorua.carseats		

Short and long-term car seat hire. All seats are installed by a qualified technician. It's a good idea to reserve a seat early to ensure you are able to hire the seat you want.

ROTORUA COMMUNITY CRECHE AND KINDERGARTEN

Address:	187 Old Taupo Road Rotorua 3015	Phone:	348 6605
Website:	www.rcck.org.nz	Email:	office@rcck.org.nz

Morning crèche programmes:

8.30am to 11.30am Monday to Friday
8.30am to 12.30pm Monday to Friday
The focus is on 0-5 year olds.

All day programmes:

8.45am to 2.45pm Monday to Friday
8.30am to 3.30pm Monday to Friday.

The crèche caters for 0-5 year olds. The all-day programmes focus on 2-5 year olds. Contact the office for additional information.

ROYAL NZ PLUNKET TRUST

Address:	1436 Pukuatua Street PO Box 10011 Rotorua Mail Centre	Phone:	0800 184 803 appointments and enquiries 0800 933 922 Plunketline nurses available 24/7
Website:	www.plunket.org.nz	Email:	Central.admin@plunket.org.nz Lakes.plunket@plunket.org.nz

The Rotorua Whānau Āwhina Plunket Team provide support and education to parents on the health and wellbeing of children and whānau. Our Plunket nurses are registered nurses who will work with you to develop and agree a plan of care and support tailored to your needs and based around the Tamariki Ora Well Child schedule. The Plunket nurses visit new babies at home from around five weeks of age and continue to see them regularly to do well child health and development assessments in homes and clinics. Our Community Karitane and Plunket Kaiawhina (health workers) are also available to visit to provide extra support and health promotion activities to improve child health. The Plunket nurses also complete B4 School checks for children aged 4 years to 4 ½ years.

Rotorua Plunket Central Clinic is a community space. We encourage families to pop in between 8.30am and 4.00pm Monday to Friday to utilise our clean changing facilities, comfortable breastfeeding chairs, dedicated kitchenette for parent use and fully fenced playground. We offer a chance to rest and re-set while you are in town.

We provide community services by running Parent groups, events and fundraisers. Parent groups provide a space where whanau can meet and connect over a hot drink. We welcome families to our large comfortable room, with adjoining fully fenced playground. Our room provides heating, cooling, tea and coffee, plenty of toys, privacy if needed and a breastfeeding chair.

Our spaces are also available for hire if you need a space to hold your own group or community/corporate meeting. We love to support other organisations who provide services to our community.

If you would like a clinic appointment please phone 0800 184 803.
Our Drop in Clinic is available every Thursday 9.00am to 2.00pm at 1436 Pukuatua Street – you do not need an appointment to see a nurse on this day.

Central Clinic
1436 Pukuatua Street

Westbrook Clinic
10 Hapi Street, Rotorua

Mokoia Clinic
297 Vaughan Road

Ngongotaha Clinic
Tauī Street

Follow us on Facebook Rotorua Plunket to see information about events and activities.

For help with car seats please follow “Rotorua Car Seat Service” on facebook –
<https://www.facebook.com/rotorua.carseats>
 Website: rotoruacarseats.com
 Email: rotorua.carseats@outlook.com

S.A.N.D.S. – PREGNANCY, INFANTS AND BABY LOSS SUPPORT

Website:	www.sands.org.nz		
<p>A voluntary, parent run, not for profit organisation set up to support parents and families who have experienced the death of a baby at any stage during pregnancy, as a baby or infant.</p>			

SEASONS FOR GROWTH – GROWING THROUGH GRIEF, ROTORUA

Address:	St Luke’s Church Cnr Amohia and Pukuatua Streets Rotorua 3010	Email:	gtgadmin@acw.org.nz
Phone:	0800 229 484	Contacts:	GTG Co-ordinator
<p>Growing Through Grief is a social service of the Anglican Diocese of Waiapu, providing programmes in the areas of change, loss and grief. These programmes aim to strengthen the social and emotional wellbeing, help people to learn that they are not alone in dealing with the effects of change and offer help in understanding their experience and attend well to their grief.</p> <p>Children/Young People Programmes – run termly, once a week for an hour, for 8-9 weeks. These are run in schools or afterschool.</p> <p>Parent/Whānau Workshops – supporting your child following the death of someone they love. Supporting your child following a separation or divorce. Run at various times in the year, 1-2 sessions, 2.5 hours per session.</p> <p>All programmes/workshops/seminars have an enrolment process.</p> <p>Volunteering opportunities – training is offered to suitable people who may like to become volunteer facilitators.</p>			

SEXUAL WELLBEING (PREVIOUSLY FAMILY PLANNING – HEALTH PROMOTION SERVICE

Email:	hp.rotorua@familyplanning.org.nz	Website:	www.sexualwellbeing.org.nz
<p>Information, education and resources for young people, their parents, caregivers and professionals. We also offer professional development and support for teachers in delivery of the sexuality component of the NZ Education curriculum and resources and support for tutors in alternative education and training establishments.</p>			

SPACE

Phone:	0800 535 659	Website:	www.space.org.nz
		Email:	rotoruaspace.effect@gmail.com

Parent support for parents or caregivers and babies.

Sessions are held over 3 terms in a relaxed, baby-friendly atmosphere. Weekly sessions include the opportunity to meet and get to know other new parents, discussions on child development and parenting topics, play sessions with age-appropriate equipment that supports infants' learning and development and an introduction to rhymes, music and books for infants. Non-judgemental and confidential.

SPEECH THERAPY SERVICE

Phone:	343 1371	Email:	Speech.therapy@lakesdhb.govt.nz
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A service to assist pre-schoolers and school children who have speech and language delay.

Referrals from GPs, schools, parents and professionals. Ring and leave a message on 343 1371.

STAND TŪ MĀIA

Address:	Moana Terrace Rotorua 3010	Email:	midland@standforchildren.org.nz
Phone:	345 9097	Website:	www.standforchildren.org.nz
Contact:	Toni Hocquard - Manager		

Stand – Tū Māia offers a range of community and residential services to vulnerable children and their families, with a particular focus on recovery from trauma.

Services offered include the Intensive Family Wraparound Service (IFWS), which is a social work service operating within the community and available for children aged 5 to 12, Therapeutic Care and Education (TCE) which is the residential part of the service that provides a therapeutic environment for up to five weeks, for children aged 5 to 12 and is accessed through the IFWS, the Family Therapy Service available for children aged 0 to 17, Kidzacoool Adventures – a week residential holiday programme for children living with caregivers..

Stand Tū Māia is a secondary service and information regarding referrals and an on-line referral form can be found on the website – www.standforchildren.org.nz/services

TE MAHAU - MINISTRY OF EDUCATION – LEARNING SUPPORT

Address:	Ministry of Education 1144 Pukaki Street PO Box 701 Rotorua 3040	Website:	www.education.govt.nz
Phone:	349 7399	Email:	enquiries.bop-waiariki@education.govt.nz
Fax:	349 7398		

We support schools, Kura, early childhood centres and kohanga reo to further support children with learning support needs. We also have Psychologists and Special Education Advisors to assess needs and offer advice for children with behavioural difficulties.

Speech Language Therapists provide help for children who have problems speaking, understanding language or expressing ideas. Support is also provided by a range of personnel: Advisor on Deaf Children – guidance and support for children with hearing impairment. Early Intervention – teachers provide support for infants with developmental problems. We work closely with a range of agencies and organisations to enhance an ecological approach of support.

TOOL BOX PARENTING GROUPS

Email:	support@parentingplace.nz	Website:	www.theparentingplace.nz
Phone:	09 524 0025		

Toolbox and Building Awesome parenting courses are designed to inspire and support people to be the best parents they can be. They are bursting with great advice, humour and encouragement, offering practical strategies and insights into developmental stages. The courses are run over a number of weeks in a relaxed and conversational small group setting with a trained facilitator. The courses - Building Awesome Whānau (0-12), Baby Years and Toddler Years (0-4), Primary Years (5-9) and Teenage Years run nationwide throughout the year, usually during school terms. Courses are facilitated by trained local volunteers and community organisations who are friendly and supportive and who keep each session flowing smoothly.

Check out the Parenting Place website for more information and to find a course.

CHAPTER 4: COMMUNITY CENTRES

KO TE TUARA TOTARA O FORDLANDS

Address:	48 Bellingham Crescent Rotorua	Email:	office@fordlands.co.nz
Phone:	343 9691	Contact:	Maraea Pomana
		Website:	www.fordlands.co.nz

Fordlands Community Centre provides local support for Fordlands Residents, with services like a Youth Programme, Whānau Support Service, Housing Service, Lawn Mower hire, Whānau Kai once a week and a Maara Kai (Community Garden) and more.

Operates as a drop-in centre for all ages. Open Monday to Friday 9.00am to 3.00pm

LINTON PARK COMMUNITY CENTRE

Address:	16 Kamahi Place Pukehangi Rotorua 3015	Email:	office@lintonpark.co.nz
Phone:	348 0757	Contact:	Veena Kameta – manager@lintonpark.co.nz
Website:	www.lintonpark.co.nz	Facebook:	https://www.facebook.com/lintonparkcommunity

A community centre operating in the north west of Rotorua.

A range of community organisations operate from the building including various church groups, play groups, craft groups, rehabilitation groups. Ideal for workshops, courses, meetings, family parties, family gatherings of any sort (e.g. after funeral functions, weddings), reunions. We are fully child and disability friendly.

Holds up to 60 -100 people comfortably. Kitchen and bathroom facilities. Table and chairs available.

COMMUNITY CENTRES**MOKOIA COMMUNITY ASSOCIATION**

Address:	297 Vaughan Road Owhata Rotorua 3010	Email:	office@mokoia.org.nz
Phone:	07 345 5971	Website:	www.mokoia.org.nz
		Facebook:	www.facebook.com/Mokoia Community Association

In working alongside our Eastside communities, the Mokoia Community Association may act as a facilitator, broker, advocate, educator administrator and/or communication hub. As well as its community-led activities, the Association also provide:

- **Whanau Support:** Our Whanau support services are free for Eastside residents. Forms of support include relationship, parenting, grief, stress or other issues that you face daily. We can see people as individuals, within partnerships or as a family/whanau.
- **Navigation and Advocacy support:** The Piripoho Navigator is committed to working with Tamariki and their whanau (family) in all aspects of social needs. This includes supporting those who have children aged 0 to 18 years who need assistance with basic needs such as finances, health advocacy or housing.
- **Rangatahi (Youth) support:** Our Rangatahi (Youth) Services Coordinator can support Eastside Rangatahi (Youth) aged between 12 and 20 years with a variety of services including: The Moemoea program is a free mentoring and leadership journey that supports youth aged from 12 to 20 years, within Eastside Rotorua who may be experiencing challenges with their education, social issues such as bullying/peer pressure or educational issues.
- **Active Aging for 55+**
- **Adult and Community Education:** Drivers licence, Te Reo Maori, Professional speaking for migrants.
- **Inside Eastside** (Communications) and newsletter to over 3,800 people.
- **Mokoia Community Hall and Portacom Hire:** Available for hire by community groups.
- **Community Book Exchange Library**
- **A Document Centre** – providing affordable printing and photocopying, email and scanning services.

PARKSYDE OLDER PERSONS COMMUNITY CENTRE

Address:	7-9 Tarewa Place PO Box 806 Rotorua 3040	Contact:	Robyn Skelton
Phone:	348 9892	Email:	office@parksyde.org.nz

Activity centre offering a wide range of opportunities for older people. It caters for the social, recreational, health and educational needs of over 55s in Rotorua and the surrounding district. The timetable of activities can be found on the website – www.parksyde.org.nz. Great café/restaurant, salon for haircuts and toenail care, as well as event facilities.

Activities include: 500 cards, Bokwa, Book Club, Canasta, Card Making, Parkinsons exercise, Dance Sport, Embroiderers' Guild, Indoor Bowls, Line Dancing, Mah-jong, Parksyde Café Knitters, Probus North, QE Health Balance Upright Standing, Rotorua Hospital Auxiliary Knitter's Group, Rummikub, Scrabble, Social Crafters, Seated Aerobics, SeniorNet, Square Dancing, Table tennis, Tai Chi, Travel Club, U3A History Group, Yog and Zumba. Small donor fee for the activities.

For people over the age of 55 years.

COMMUNITY CENTRES**PROGRESS NGONGOTAHA – KOKIRI NGONGOTAHA INC**

Address:	437 Paradise Valley Road RD 2 Rotorua	Email:	progressngongotaha@gmail.com
Phone:	07 357 4565 or 022 140 4391	Contact:	Lynn Benfell

Progress Ngongotaha are a team of local people committed to Community-Led Development and making Ngongotaha a great place to live, work and play.

We focus on:

- The environment – Ngongotaha Stream Care Team
- Local young people
- Culture and art
- Ngongotaha history - Ngongotaha Life Memories (Museum)
- Business well-being
- Community safety and support

Services Include:

- Host local consultation meetings at the Ngongotaha Community Hall.
- Meet with locals to discuss community concerns.
- Knowledge base re: local Council long term plan and others e.g. Spatial Plan, traffic management and SH36 engineering, active in putting submissions in and encourage locals to put in their own submissions.
- Contribute articles to the Ngongotaha Journal.
- Member of the **Ngongotaha Collective** consisting of members from the Ngongotaha Bowling Club, Ngongotaha Rugby Sports Club, Church groups of St Barnabas and Trinity Centre, Rotorua Community Patrol, Lakefront residents, Federated Farmers and Schools.

There are many opportunities to get out and about, to get involved, to meet with others and share your interests and skills and to learn from others. Great friends can be made.

- **Progress Ngongotaha Stream Care Restoration Project:**

This project has the support of Rotorua Lakes Council and BOP Regional Council. It started over twenty years ago. It is an amazing place to visit. It was created by volunteers and continues to be managed by our volunteers today. Volunteers are needed.

- **Village Focus**

Progress Ngongotaha is still very active, operating its service from the “Community” at large. Currently (May 2023) seeking other premises in the Ngongotaha Village. Until then we are happy to meet with you, to talk about what you like about Ngongotaha, share ideas, thoughts and hear your concerns. Let’s work together.

- **Facebook Page**

Coming soon. Please email progressngongotaha@gmail.com to be invited to our page. Please like the page.

- **Ngongotaha Life Memories**

Ngongotaha Life Memories is a community project following the principles of “Community-Led Development”. It deals with written history, photographs and other historical smaller items. It operated for five years in a shop in the Centre of the Village which attracted over 2,500 visitors. Due to covid and rent increases, the premises have now been vacated and the historic items are in storage. But we are still operating, gathering personal and local history. We use the local Ngongotaha News to keep in touch with the community.

COMMUNITY CENTRES

We are also fortunate enough to have a local family who are prepared to lease an area of their original “1903” farm land to the Ngongotaha Life Memories as a permanent home. This venture will require input and knowledge of our locals to be successful. It is also an opportunity for local school pupils to use the resource as part of their curriculum. Volunteers are welcome. Contact us on homengongotahamemories@gmail.com.

TAIOHI TŪRAMA – ROTORUA CENTRE FOR YOUTH (WAS ROTORUA YOUTH CENTRE)

Address:	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	Email:	steveh@taiohiturama.org.nz
Phone:	07 343 1012	Website:	www.taiohiturama.org.nz
		Contact:	Steve Holmes

Our diverse range of youth development programmes and activities equip youth with employability soft-skills, technical skills and supports them through transitional periods of life. These activities seek to create pathways to develop young people’s capabilities (knowledge, skills and attributes) and build resilience to succeed in life.

Building a sense of achievement resulting in confidence and an innate sense of self-belief and worth through unique experiences such as:

- Radio and Broadcasting
- The Vault (Beat making and Rap writing)
- Singing and Song writing
- DJ Workshop
- Audio Production
- Barista skills
- Film editing
- Leadership/Events and marketing
- E-Sports
- PC building

WESTERN HEIGHTS COMMUNITY CENTRE

Address:	Western Heights Community Assn 3 Brookland Road Rotorua 3015	Email:	westernheightscommunity@gmail.com
Phone:	07 562 5631 or 0274 960 304	Facebook:	www.facebook.com/westernheightscommunity/
		Contact:	Owen Roberts

Follow on Facebook and to find out what is happening at the Centre.

CHAPTER 5: COMMUNITY SERVICES

ACCESS COMMUNITY HEALTH

Phone:	0800 284 663	Email:	info@access.org.nz
		Website:	www.access.org.nz
<p>Access Community Health specialises in home-based health care and support. We work with the Ministry of Health, DHBs and ACC to care for more than 16,000 people nationwide. Whether you require personal care, or just some help around the house, Access is dedicated to giving you the care and support you need to live independently in your community.</p> <p>Our skilled team of nurses and support workers provide a range of services delivered to your home, to support people to remain, active, safe and independent in their own homes.</p>			

AGE CONCERN - ROTORUA

Address:	Parkside House 5 Tarewa Place PO Box 1605 Rotorua 3010	Email:	admin@acrotorua.nz
Phone:	347 1539	Website:	www.ageconcernrotorua.org.nz
<p>Age Concern Rotorua provides information, support and social connect for older people in the Rotorua community. We work with people aged 65+.</p> <p>Key services the Rotorua office provides are an Accredited Visiting Service to reduce loneliness; an assisted Supermarket Shopping Service and Age Concern Odd Jobs for minor jobs around the house and garden. Are also a Total Mobility Assessor for half price taxis for those who are eligible.</p> <p>Office hours are Tuesday to Thursday 9am to 2pm.</p>			

BELLBIRD CHARITABLE TRUST

Website:	www.bellbird.net.nz	Email:	hello@bellbird.net.nz
		Facebook:	www.facebook.com/bellbirdsupport
<p>A Charitable Trust that supports social service professionals and organisations to develop their potential so that they can deliver services which strengthen communities in Rotorua.</p> <p>Provides organisational support and development, a platform to share knowledge and network, community-based events and training.</p>			

COMMUNITY SERVICES**BLOOD DONOR RECRUITER - NEW ZEALAND BLOOD SERVICE**

Phone:	0800 448 325	Email:	todd.martelli@nzblood.co.nz
Contact:	Todd Martelli	Website:	www.nzblood.co.nz

Every year 30,000 New Zealanders will require blood products but currently less than 4% of eligible people donate. Our mobile unit visits Matariki Room next to the Novotel on Tutanekai Street, regularly. Ring 0800 448 325 for time and dates or check the website.

BUDGET ADVISORY SERVICE

Address:	1247 Pukuatua Street Rotorua 3010	Email:	rbas@rotoruabudgetadvice.co.nz
Phone:	346 3236 for appointments and enquiries	Website:	www.rotoruabudgetadvice.co.nz
Free Phone:	0800 420 028	Facebook:	Rotorua Budget Advice Services

We provide free face to face budget advice and financial mentoring and education, presentations and facilitated group discussions on personal money management. All discussions are confidential and non-judgemental.

CATHOLIC FAMILY SUPPORT SERVICES

Address:	1128 Hinemoa Street Rotorua 3010	Email:	admin@cfss.org.nz
Phone:	07 242 7220	Website:	www.cfss.co.nz
Free Phone:	0800 24 20 25		

This service offers free and confidential one-on-one financial wellbeing services to assist people who are experiencing financial hardship or have debts they wish to have assistance in paying off. They offer: Financial Mentors, Money Mates Support Group, Money Management and Kahukura Service – a Building Financial Capability Plus service aimed at families and whanau with multiple and complex needs, experiencing or in risk of experiencing extreme financial hardship.

Also offer Family Support Services including parenting advice and information, mentoring, support for extended whanau, addressing family harm, Positive Parenting Programmes.

COMMUNITY SERVICES**CITIZENS ADVICE BUREAU**

Address:	1143 Eruera Street Rotorua 3010	Email:	rotorua@cab.org.nz
Phone:	348 3936 or 0800 367 222	Website:	www.cab.org.nz
Fax:	348 3547	Contact:	Jane Eynon-Richards

Free, confidential and impartial information and referral service for a variety of problems, including health. Free legal service two days a week.

JP Clinics on Mondays and Wednesdays between 12 noon and 1.30pm and Fridays between 11.00am and 12.30pm.

Specialist Beneficiary Advocacy Service – helping clients having problems communicating with Work and Income, specialised Employment, Tenancy and Consumer Support, Face-to-Face Information Service for New Migrants, ACC Advocate, assistance with creating RealMe accounts, MyMSD, communicating with Government departments and other agencies online.

Open Monday to Thursday 9.00am to 5.00pm and Friday 9.00am to 3.00pm.

COMMUNITY LAW CENTRE

Address:	1276 Pukuatua Street Rotorua 3010	Email:	reception@rdclc.co.nz
Phone:	348 8060	Website:	www.communitylaw.org.nz
		Contact:	Ellie Herbert

Free, confidential legal services for the Rotorua community. Information, legal assistance and advice, advocacy and representation, law-related education for community groups. Monday to Friday 9am to 4.00pm

We also offer:

- Free Criminal Law Clinic every Tuesday between 1.00pm and 2.00pm.
- Free Family Law Clinic every Tuesday between 1.00pm and 2.00pm – please call 07 348 8060 to make an appointment.

Outreach Services:

We also offer an outreach service at Murupara – 3rd Thursday of the month. Please ring 07 348 8060 to make an appointment for these.

CURTAINBANK ROTORUA

Address:	2 nd Building, Arawa Park Racecourse Entrance next to Arawa Park Hotel Fenton Street Rotorua 3010	Email:	rotoruacurtainbank@gmail.com
Phone:	022 042 8098 (leave a message)	Contact:	Sewing Room

We provide donated pre-loved curtains to the elderly, families/whānau in need, giving homes the thermal protection that is so important for warmth, health and well-being.

Opening hours are Wednesday 9.00am to 11.00am and Friday 9.00am to 10.30am.

COMMUNITY SERVICES**DECYPHER INTERPRETING AND TRANSLATING**

Phone:	0800 332 974, 07 853 0480 or 027 479 2419	Email:	info@decypher.co.nz
		Website:	www.decipher.co.nz

A service to assist communication between languages. Face to face, telephone and video interpreting available. Also written translations. Charges apply.

DRESS FOR SUCCESS ROTORUA

Address:	1195 Eruera Street Rotorua 3010 and 67 Devonport Road Tauranga 3110	Email:	bayofplenty@dressforsuccess.org
Phone:	348 3660	Facebook:	Fb.com/dressforsuccessbop
Mobile:	027 679 0020		

With a referral from the Ministry of Social Development (WINZ), you may schedule a meeting with a trained stylist who will assist you with selecting clothing for job interviews, court appearances, or rental interviews. Assistance is also available for writing CVs and cover letters, job searching and interview preparation.

Our Career Centre offers personal development workshops such as *A Confident You!*, *Resilience: Overcoming Obstacles, Be Heard! Effective Communication for Daily Life* and many more. These workshops are offered free of charge to the Rotorua Community. For further information, please contact our offices for a list of upcoming events.

DRIVING MISS DAISY

Phone:	347 4001 or 021 503 605	Contact:	Rosie and Bruce Graham
		Email:	rotorua@drivingmissdaisy.co.nz
Freephone:	0800 948 432	Website:	www.drivingmissdaisy.co.nz

A safe, reliable and friendly companion driving service. Driving Miss Daisy is perfect for:

- ACC-related transport (work/rehab/physio etc)
- Medical and personal appointments
- Social engagements/outings and scenic drives
- Grocery or other shopping trips
- Airport/bus/rail departures or pick ups
- Pets to the vet

Driving Miss Daisy now accepts Total Mobility Scheme Cards. The service is affordable and cost effective. Bookings are essential.

DIY SHED ROTORUA

Address:	Awaiting approval of new premises	Email:	diyrotorua@gmail.com
Contacts:	Jocelyn Jacobs 021 065 8329		

The DIY Shed is an inclusive community initiative for women and men 15 years and older, wanting to learn basic trade skills using powered and non-powered tools. Currently in recess awaiting approval of new premises. For further updates email diyrotorua@gmail.com or check the Facebook Page for updates – facebook.com/DIY-Shed-Rotorua.

EMPOWERED LEARNING TRUST

Address:	PO Box 33 Reporoa 3842 Broadlands Road Reporoa Rotorua 3083	Contact:	Hayley Hathaway
Phone:	027 564 2774	Email:	info@empoweredlearningtrust.co.nz
		Website:	www.empoweredlearningtrust.co.nz

It is the intention of the Empowered Learning Trust to deliver screening programs that identify individual students' barriers to learning. We offer a range of interventions that assist them to reach their optimum potential. We aim to work collaboratively with other community groups and schools, to improve the lives of the one in five school aged children in our community with learning and processing issues. We provide specialist screening services and support to learners in the Central Plateau region, including:

- Irlen and visual processing screening and referral for further testing
- Auditory Processing Disorder (APD) screening and referral for further testing
- Dyslexia

We aim to provide these services at no cost to either schools or families.

FOOD BANK

Address:	Community Ministries, Salvation Army, 1228-1238 Amohia Street Rotorua 3015	Phone:	346 8113
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Provide food parcels for those in need. Monday to Friday 10.00am to 12.00noon and 1.00pm to 3.00pm. Appointments must be made to apply for a food parcel or other assistance.

Referrals from other agencies will also be considered.

FREEDOM COMPANION DRIVING SERVICE

Phone:	213 1961 or 027 531 9767	Contact:	Kelly Seymour
Website:	www.freedomcompaniondrivers.co.nz	Email:	rotorua@freedomdrivers.co.nz

Freedom drivers provide transport and assistance with hospital visits, care for elderly relatives, medical appointments, shopping visits, special outings, children's safe travel.

Freedom drivers will pick you up, drop you off or stay and assist you with appointments. Affordable with a truly personalised driving service designed to meet your individual needs. Wheel chair access and invalid's transport. Freedom is a Total Mobility provider for those who have a Total Mobility card.

GRANDPARENTS RAISING GRANDCHILDREN TRUST

Contact:	Support Coordinator	Email:	rotoruaarg@gmail.com
Phone:	022 0595 107	Website:	www.grg.org.nz
		Contact:	Anne Donnell

We provide support for grandparents/kin-carers raising their grandchildren/kin-children. We get together regularly to support each other and provide outings for the children in our care and to meet others in similar situations. We have field workers and advocates who provide support in specialist areas such as Work and Income, CYFs, legal issues, parenting issues etc.

GREY POWER ROTORUA

Address:	1333 Eruera Street, PO Box 414 Rotorua 3040	Contact:	https://www.greypowerrotorua.org.nz/contact-us
Phone:	07 346 1739	Email:	greypower.rotorua@gmail.com
		Website:	www.greypowerrotorua.org.nz

Our focus is local and government-level advocacy on behalf of all New Zealanders on all matters, particularly those issues relating to seniors. There is no age limit for membership, which is by annual subscription and gives members access to nationally negotiated discounts on essential services such as electricity and insurance, extensive local discounts not related to the Super Gold Card, election candidate forums, outings and a voice in matters of concern to members.

Office open: Tuesday – Thursday 11.00am to 2.00pm. Or send an email outside of these times.

COMMUNITY SERVICES**HABITAT FOR HUMANITY**

Address:	50 Edmund Road Rotorua 3015	Email:	aza.smith@habitat.org.nz
Phone:	343 9273	Website:	www.habitat.org.nz

Christian organisation that works in partnership with people of good will and families in need, to eliminate substandard housing by building and selling simple homes on a not-for-profit basis with affordable repayments. Habitat for Humanity also operates a community Op-shop which sells furniture, clothing, household goods, linen, antiques and collectables, books, toys etc...all of the proceeds go towards assisting families into warmer, drier, healthy homes. Currently are building homes in Rotorua.

HEALTH CARE OF NEW ZEALAND

Phone:	347 6580	Email:	info@healthcarenz.co.nz
		Website:	www.healthcarenz.co.nz

Home help and personal care services. HFA and ACC health service provider.

HEALTH HOSPITAL TRANSPORT – HEALTH NEW ZEALAND/TE WHATU ORA LAKES

Phone:	0800 768 537	Contact:	National Travel Assistance
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Linking patient transport service for out of town appointments between Taupō – Tūrangi – Rotorua – Waikato – Auckland.

Phone the free phone number 0800 768 537 9.00am and 4.00pm Monday to Friday (excluding public holidays) for any further enquiries. Bookings are essential.

National Travel Assistance (NTA) - transport for hospital treatment and appointments is subject to the patient's eligibility. For more information see:

<https://www.health.govt.nz/your-health/services-and-support/health-care-services/hospitals-and-specialist-services/travel-assistance/>

HEALTHLINE

Phone:	0800 611 116	Website:	www.healthline.govt.nz
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Free from a mobile or landline, 24 hours, 7 days a week. If you don't have a family doctor, if you are feeling unwell but you are not sure if you need to see a doctor for advice about what is happening for you and next steps if you want some advice about a family member or a friend who is sick (if you are with them) and if you want advice on finding services near you.

HEALTH AND WELLNESS SERVICES – SCHOOLS

Address:	ROTORUA LAKES HIGH SCHOOL Hauora Centre	Phone:	345 9502
		Email:	nurse@rotorualakes.school.nz
<p>The Wellness Centre - Doctors, family planning visits to school.</p> <p>Hours Monday to Friday 9.45am to 2.45pm. Doctor's clinic on Thursdays 11.30am to 1.30pm.</p>			
Address:	JOHN PAUL COLLEGE	Phone:	347 8795 ext. 8806
<p>Te Korowai Maioha – Student Well-being Centre with nurse and doctor services, and both male and female counsellors.</p> <p>Nurse available Monday to Friday 9.00am to 3.00pm. Doctor 1 hour/week.</p>			
Address:	ROTORUA BOYS' HIGH SCHOOL	Phone:	348 6169 Ext 253
<p>Student Health and Guidance Centre open Monday to Friday 8.00am to 4.00pm with doctor (twice weekly Tuesday and Thursday), full time nurse service (8.00am to 4.00pm). Visits from community agencies and Guidance Counsellor available</p>			
Address:	REPOROA COLLEGE	Phone:	333 8117
<p>Nurse-led clinics are held Mondays and Thursdays. Doctor visits Thursdays during the lunch hour. Appointments can be made to see the doctors or nurse at the Student Hub. Guidance counsellor available..</p> <p>Access to drug and alcohol counselling and community agencies on request.</p>			
Address:	ROTORUA GIRLS' HIGH SCHOOL	Phone:	348 0156 ext. 245
<p>Wellness Centre available for students on site between 9.00am and 3.00pm. Wellness Centre Coordinator, First Aid, Guidance Counselling, Doctors, Drug and Alcohol Counselling available on request. Open for information, education, advocacy and support.</p> <p>All visits private and confidential.</p>			
Address:	WESTERN HEIGHTS HIGH SCHOOL	Phone:	349 5943 Nurse
<p>Centre with nurse 8.30am to 3.30pm. Doctors only on Tuesdays by appointment made through the Nurse. Alcohol and drug counsellors visit weekly. Mental Health Team visits weekly. General Counsellor on site every day, with back-up counsellors available when busy on Mondays, Wednesdays and Fridays. Physiotherapist Thursdays 9.00am to 12 noon.</p> <p>Access to community agencies on request.</p>			

HEALTH REPOROA - RURAL PRIMARY HEALTH CARE

Address:	3838 Broadlands Road PO Box 69 Reporoa 3060	Email:	reporoasms@raphs.org.nz
Phone:	333 7301	Contact:	Kerry Wilton-Hill
		Facebook:	@facebook.com/HealthReporoa

Health Reporoa provides a rural nursing primary health care service that covers the areas of Reporoa, Waikite Valley, Rerewhakaaitu and Kaingaroa. Nurse-led only clinics are based in Reporoa - Monday to Friday between 9.00am to 3.00pm, Kaingaroa – Wednesdays and Fridays between 9.30am to 12 mid-day – appointments preferred not drop-in. Reporoa College clinics, for students only are held during the lunch break Monday and Thursdays with a visiting GP on a Thursday. Other Services included are District Nursing, Public Health Nursing including school visits, basic health checks at local industries, vaccination and childhood immunisations services as arranged with Health Reporoa.

Please contact us during opening hours, 8.30am to 4.00pm Monday to Friday if you have any further queries. We are closed on Public Holidays.

HEALTH SHUTTLE

Phone:	0800 824 325	Email:	lakeshealthshuttles@stjohn.org.nz
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St John provides a health shuttle to any medical related appointment. Bookings should be made at least 48 hours before the appointment. The Health Shuttle is provided as a community service and your donation assists us to keep the service running. Operates Mon – Fri, 8:30am – 3:00pm, except public holidays. Also do Waikato Hospital only appointments on a daily basis – again booking should be made at least 48 hours before appointment and donation accepted.

JUSTICE OF THE PEACE CLINICS

Justice of the Peace (JP) clinics are held as follows in Rotorua – drop in:

Monday 12 noon to 1.30pm at the Citizens Advice Bureau, 1143 Eruera Street;
 Tuesday 11am to 1.00pm at the Rotorua Lakes Council, 1061 Haupapa Street;
 Tuesday 1.00pm to 4.00pm in the Rotorua Library, 1127 Haupapa Street;
 Wednesday 12 noon to 1.30pm at the Citizens Advice Bureau, 1143 Eruera Street;
 Thursdays 12noon to 2.00pm Rotorua Lakes Council, 1061 Haupapa Street;
 Thursdays 2.00pm to 4.00pm at Toi Ohomai, Mokoia Drive;
 Fridays 11.00am to 12.30pm at the Citizens Advice Bureau, 1143 Eruera Street;
 Saturday 10.00am to 12 noon at Rotorua Library, 1127 Haupapa Street

KIMIORA COMMUNITY TRUST

Address:	Equippers 324 Malfroy Road Rotorua 3015	Email:	office@kimiora.nz
Phone:	07 215 9665	Contact:	Kirsty Petley
		Website:	www.kimiora.nz

Kimiora offers a range of services and programs designed to empower, build strength and bring hope for a better community.

Emerge – is a program for tamariki aged 8-12. This yearlong program includes weekly hubs, School Holiday camps and Whānau Days. Tamariki learn emotional resilience through the “My Life Rules” curriculum and try new experiences out in the community.

Rourou – Māra Kai Initiative – Build, plant and grow your own portable garden, grow mushrooms and go fishing.

Flying Solo – Support and advocacy for single Mums, we will learn and grow together.

Gym Mentorship – This program supports rangatahi who are struggling with their emotional and mental wellbeing. We partner with CrossFit Te Arawa and run this course 2 X per week for 8 weeks during the school terms. Our kaupapa is one of encouragement, positivity and developing a ‘can do’ mentality.

For more information contact Kirsty Petley– Community Co-ordinator - kirsty@kimiora.nz ph: 021 100 1681

KO TE TUARA TOTARA O FORDLANDS

Address:	48 Bellingham Crescent Rotorua PO Box 5188 Rotorua West 3044	Email:	Office@fordlands.co.nz
Contact:	Maraea Pomana	Phone:	343 9691

Fordlands Community Centre provides local support for Fordlands Residents, with services like a Youth Programme, Whānau Support Service, Housing Service, lawn mower hire, Whānau Kai once a week and a Maara Kai (Community Garden).

We operate as a drop-in centre for all ages. Open Monday to Friday 9.00am to 3.00pm

COMMUNITY SERVICES**MENZ SHED(ROTORUA) – ROTORUA COMMUNITY MENZ SHED TRUST**

Address:	39 Pererika Street Rotorua 3010	Contact:	Gary Cooper
Phone:	347 8393	Email:	rotoruamenzshed@xtra.co.nz

The Menz Shed is for the older, mainly retired men as both a “drop-in” centre and also to learn or pass on woodworking skills or knowledge. Open Monday to Friday 9.00am to 12noon. Come along and meet like-minded men and enjoy the company. Donations of useable materials, equipment and tools welcome.

MOKOIA COMMUNITY ASSOCIATION

Address:	297 Vaughan Road, Owhata Rotorua 3010	Email:	office@mokoiaa.org.nz
Phone:	345 5971	Facebook:	www.facebook.com/Mokoia Community Association

In working alongside our Eastside communities, the Mokoia Community Association may act as a facilitator, broker, advocate, educator administrator and/or communication hub. As well as its community-led activities, the Association also provide:

- **Whanau Support:** Our Whanau support services are free for Eastside residents. Forms of support include relationship, parenting, grief, stress or other issues that you face daily. We can see people as individuals, within partnerships or as a family/whanau.
- **Navigation and Advocacy support:** The Piripoho Navigator is committed to working with Tamariki and their whanau (family) in all aspects of social needs. This includes supporting those who have children aged 0 to 18 years who need assistance with basic needs such as finances, health advocacy or housing.
- **Rangatahi (Youth) support:** Our Rangatahi (Youth) Services Coordinator can support Eastside Rangatahi (Youth) aged between 12 and 20 years with a variety of services including: The Moemoea program is a free mentoring and leadership journey that supports youth aged from 12 to 20 years, within Eastside Rotorua who may be experiencing challenges with their education, social issues such as bullying/peer pressure or educational issues.
- **Active Aging for 55+**
- **Adult and Community Education:** Drivers licence, Te Reo Maori, Professional speaking for migrants.
- **Inside Eastside** (Communications) and newsletter to over 3,800 people.
- **Mokoia Community Hall and Portacom Hire:** Available for hire by community groups.
- **Community Book Exchange Library**
- **A Document Centre** – providing affordable printing and photocopying, email and scanning services.

COMMUNITY SERVICES**NEIGHBOURHOOD SUPPORT GROUP**

Address:	c/- Police Station 1190 Fenton Street Rotorua 3010	Email:	nsrotorua@gmail.com
Phone:	349 9470	Contact:	Richard Perkins
Fax:	349 1674	Website:	www.nsrotorua.info
Provide support for neighbourhood groups to enable them to take an effective role in developing and maintaining the safety and security of their neighbourhoods.			

NEW ZEALAND RED CROSS – ROTORUA SERVICE CENTRE

Address:	Rotorua Service Centre Rangiuru Street and Lake Road Rotorua 3040	Email:	First Aid Enquiries: firstaid@redcross.org.nz
Phone:	0800 REDCROSS or 0800 733 2767 07 348 3738	Website:	www.redcross.org.nz
		Contact:	Dawn Braim – First Aid Training
The NZRC Rotorua Service Centre offers first aid training to the public, schools, polytechnics and other organisations. The Rotorua NZRC Disaster Welfare and Response Team provides emergency response to support Civil Defence in case of a disaster.			
There is a NZRC shop in Rotorua, adjacent to the Service Centre and at 24 Te Ngae Road.			
The Service Centre is committed to supporting NZRC in its mission to improve the lives of vulnerable people and communities.			

PRISONERS' AID AND REHABILITATION SOCIETY

Address:	Pukaki Centre 1144 Pukaki Street Rotorua 3010	Email:	rotorupars@xtra.co.nz
Phone:	348 0005 or 0800 767 277	Contact:	Janine Colenso Greg Halse
Fax:	349 1674	Website:	www.parsrotorua.org.nz
Rotorua Prisoners Aid provides help and support to prisoners, ex-prisoners and their families and Whānau in the Rotorua/Eastern Bay of Plenty Districts.			

ROTORUA COMMUNITY PATROLS

Contact:	David Reader	Email:	dbreader@xtra.co.nz rotorua@cnpz.org.nz
Phone:	357 4734 or 027 490 2816		
These are groups of local people who volunteer to patrol their neighbourhoods day and night in order to keep them safe. Covers Ngongotaha, Kaharoa, Mamaku, Hamurana and endeavour to include the Central Business District and the rest of Rotorua as patroller numbers increase.			

COMMUNITY SERVICES**ROTORUA COMMUNITY MĀORI WARDENS TRUST**

Address:	5 Tauī Street Ngongotaha	Contacts:	Johnny Morris and Tangihaere Hughes
Phone:	022 085 9741	Email:	Office.rcmw@gmail.com
		Website:	www.rotoruumw.nz

Are a group of volunteers who set out to patrol the Rotorua community and CBD during week days. The group provide assistance with events in Rotorua and in the Waiariki District when and where needed. Maori Wardens serve to protect the community and support local by-laws and assist with the enforcement. Maori Wardens support local police by being visible and annually report to Iwi Liaison Officers. Can be contacted via the Safety Hub in Hinemoa Street.

ROTORUA SETTLERS AND STEAM MUSEUM

Address:	43-45 Robinson Avenue Holdens Bay Rotorua 3010	Contact:	Silke Hackbarth
Phone:	07 345 9525 or 027 657 1172	Email:	teamorangimuseum@xtra.co.nz

Join our team of volunteers! The Settlers and Steam Museum's (Te Amorangi Trust Museum Inc) fascinating collections comprise artefacts and objects from the district's past, items from people's work and everyday lives, including vintage machinery and some historic buildings which are set in beautiful gardens.

The volunteers share all the tasks that are necessary to keep the museum operating, as well as maintaining the site and caring for the collection. Their various roles involve front-of-house/hostess, machinery maintenance and operation (steam engines), building and restoration work, general cleaning/tidying, cataloguing, improvement of displays, research, gardening. In our well-equipped workshop volunteers build, modify, repair and refurbish a wide range of items for the benefit of the museum's collections and displays.

We are open every Thursday and Sunday 10.00am to 4.00pm all year round.

Contact us for further information or just come along.

ROTORUA COMMUNITY HOSPICE TRUST

Address:	1469 Hinemoa Street Rotorua	Email:	ceo@rotoruahospice.co.nz
Phone:	343 6591		
Fax:	347 8377	Contact:	Jonathon Hagger

Free care and support service for terminally ill people and their families. Specialist palliative care nursing service and bereavement support offered to all Hospice patients and families. Hospice Charity Shops are located at 1134 Eruera Street, open Monday to Saturday.

COMMUNITY SERVICES**ST JOHN – AMBULANCE AND OTHER SERVICES**

Address:	33 Pererika Street and 214 Te Ngae Road PO Box 1205 Rotorua 3040	Phone:	Non-urgent 0800 785 646 Emergency 111
		Website:	www.stjohn.org.nz

St John is at the frontline of medical response, providing Ambulance Services throughout New Zealand. It is also part of a much broader picture of health care, through the provision of first aid training, event medical services, AEDs (defibrillators), first aid kits and supplies, medical alarms, youth groups and a wide range of community programmes including:

- The Caring Caller service that puts people in touch regularly with someone who cares about them
- Friends of the Emergency Department – where volunteers give their time and care so that people in distress in the hospital Emergency Department can receive comfort

St John provides emergency and non-urgent ambulance service for Rotorua and outlying areas. Recently Mauri Tau, Whare Waka Mannaki located on Te Ngae Road was opened – a custom-built hub providing garaging for emergency vehicles, storage and training facilities to enhance the service provided by St John Ambulance.

ST VINCENT DE PAUL SOCIETY

Address:	Shops operating at: Westend Shopping Centre Old Taupo Road Rotorua 3015		Te Ngae Shopping Centre Te Ngae Road Rotorua 3010
Phone:	347 7376	Phone:	345 4399

Practical help for those in need (e.g. clothes, furniture, food). Westend Shop open Monday to Thursday 10.00am to 3.30pm and Friday 10.00am to 3.00pm. Food parcels on Tuesdays, Wednesdays and Thursdays from 10am to 2pm – phone 027 276 1399 to make a request and appointment to come in for food.

Te Ngae Shop open Monday to Saturday 10.00am to 3.00pm – no food parcels from this venue.

SALVATION ARMY – FAMILY STORE

Address:	1238 Pukuatua Street Rotorua 3010	Contact:	Leonie Nickson
Phone:	346 8113	Email:	Leonie.nickson@salvationarmy.org.nz

Through the generous donations and sale of goods, the Family Store is committed to raising funds to assist in achieving the mission of the Salvation Army at a local and regional level. Come in and see us and find a treasure, knowing that your contribution is going back to supporting the needs of our local community.

COMMUNITY SERVICES**SALVATION ARMY COMMUNITY MINISTRIES**

Address:	1228-1238 Amohia Street Rotorua 3010	Contact:	Community Ministries Manager
Phone:	07 346 8113	Email:	rotorua.corps@salvationarmy.org.nz

The Salvation Army Rotorua provide a variety of programs and services, these include the Positive Lifestyle Program, Building Awesome Whanau Program, a Tuesday morning Over 55s group and a Thursday morning Drop-in Centre.

Also provide Social Work for whanau, as well as having a Chaplain available.

Our Foodbank is available by appointments between 10.00am and 12 noon and 1.00pm and 3.00pm. Referrals from agencies are also available upon appointments made.

SAVE OUR BABIES CHARITABLE TRUST

Phone:	027 739 3959	Email:	saveourbabiescharitabletrust@gmail.com
		Website:	www.facebook.com/SaveOurBabiesCharitableTrust

A Charitable Trust which provides support services for victims of domestic violence and sexual abuse in a safe place. The Trust is involved in, or facilitates a number of services including:

Boutique of Aroha - a safe place where people can select free, quality used clothing;

Running to Stop It - a biennial running campaign to raise awareness of domestic violence, sexual abuse, self harm and suicide;

Serenity Sistaz - cuppa and korero in a safe, non-judgemental environment for wahine affected by domestic violence and sexual abuse;

Wellbeing Wananga - holistic healing wananga for wahine with a tamariki programme;

Christmas school bags for tamariki.

The Trust embraces a kaupapa of healthy and positive lifestyles, embracing physical activity, with the goal of protecting babies. Works closely with Male Survivors BOP, Tautoko Tane to support male victims of domestic violence and sexual abuse.

SOCIAL AND FRIENDSHIP GROUP

Contacts:	John Kamp	Phone:	027 544 3711
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A small group who meet regularly for companionship and arrange activities and outings for enjoyment and support. New members welcome. For people aged over 60.

COMMUNITY SERVICES**SPORT BAY OF PLENTY**

Address:	1189 Amohia Street Rotorua 3040	Email:	adminrotorua@sportbop.co.nz
Phone:	348 4125	Website:	www.sportbop.co.nz

Sport Bay of Plenty supports active lifestyles across the community via health programmes and helps support and build the capability of physical activity providers. This is done by collaboratively working with a variety of partners including Council, clubs, recreation providers, schools and health organisations. Sport Bay of Plenty has a wide range of information about the sport, recreation and play sector available at the office on Amohia Street or on the website.

SUSTAINABILITY OPTIONS

Phone:	022 497 2529 or 022 0855 866	Email:	Rachel.chapman@so.org.nz
		Website:	www.sustainabilityoptions.org.nz

A not-for-profit service that helps households in the Bay of Plenty achieve and sustain a healthy temperature of 20 degrees on cold winter nights. They offer a free healthy homes assessment service – whether a tenant or a homeowner. Provide information on how safe and healthy your home is and provides tips on how to make your home better, drier, warmer and cheaper to heat.

TAIOHI TURAMA – YOUTH HEALTH CLINIC (WAS ROTOVEGAS YOUTH HEALTH CLINIC)

Address:	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	Email:	Youthhealth.admin@taiohiturama.org.nz
Fax:	07 349 3492	Phone:	07 343 1013

Rotovegas Youth Health is a free nurse-led clinic for 15 - 24 year olds who live in Rotorua. We have a small number of Doctor clinics available but ask that you see the nurse first. We see young people for health such as contraception and sexual health, pregnancy tests and follow up, general healthcare and referral for wellbeing support (counselling). The nurse clinic is by drop in between the hours below. Appointments needed to see the Doctor.

Drop-in clinic for Nurse on Monday, Wednesday, Thursday 10.00am to 4.30pm, Tuesday 10.00am to 7.00pm and Friday 10.00am to 4.00pm.

COMMUNITY SERVICES**TOI OHOMAI INSTITUTE OF TECHNOLOGY – TE WHARE
HAUORA HEALTH CENTRE**

Address:	M11, M Block Toi Ohomai Rotorua Campus Mokoia Drive Rotorua 3015	Phone:	346 8883
		Email:	healthcentre@toiohoma.ac.nz

Free, confidential health and counselling services to all enrolled students and staff at Toi Ohomai. Services available include:

- Mental Health Nurse services – providing brief psychological intervention in a one-to-one consult as well as contextualised mental health workshops, education sessions within the classroom setting.
- Kaitiaki Nursing services – a clinic-based health service providing services such as general wellness check-ups, treatment of minor injuries and wound care, cervical smears and sexual health screening, immunisation, smoking cessation and health promotion.
- Weekly doctors' clinic – a doctor's service is available during term-time for enrolled students. Conditions apply.
- Accessibility (Disability) support available onsite for students with any mobility, hearing or learning difficulty.
- Te Whare Hauora – Health Centre is open Monday to Friday 8.30am to 4.00pm. Booked appointments available between 8.30am and 10.00am and 2.00pm and 4.00pm. Drop-in services available between 10.00am and 2.00pm.
- Services are delivered via face to face or phone consults.

TOI TE ORA PUBLIC HEALTH

Address:	First Floor 1166 Amohau Street PO Box 12060 Rotorua South 3045	Email:	enquiries@toiteora.govt.nz
		Website:	www.toiteora.govt.nz
Phone:	349 3520	Fax:	346 0105

Health promotion, protection and education services. Resources on a wide range of public health issues. Free leaflets and posters. Ministry of Health publications.

VOLUNTEERING SERVICES

Address:	The Kollektive 145 17 th Avenue Tauranga	Email:	volunteering@socialink.org.nz
Phone:	07 571 3714	Website:	www.volunteeringservices.org.nz

Looking for a volunteer opportunity? Seeking volunteers for your organisation? We are here to help! This is the Volunteer Centre that serves the Western Bay of Plenty and surrounds, including Rotorua.

Volunteering is great way to improve your wellbeing, meet new people and help in the community.

CHAPTER 6: COMPLEMENTARY HEALTH AND WELLBEING

CHARLES, ANNETTE

Phone:	343 6929 or 029 779 9700	Email:	annette@genetesting.nz
		Website:	www.genetesting.nz
<p>Naturopath – natural medicine, functional medicine, gene testing, nutrition health and wellbeing.</p>			

CHIROPRACTORS

<p>Spinal adjustment for a wide range of health problems. Correction of spinal misalignment allowing the body to heal itself. Appointments necessary. Referrals not necessary.</p>	
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BURT CHIOPRACTI

Address:	74 Elizabeth Street Rotorua 3010	Contact:	Dr James Burt DC.LLB
Phone:	348 5894 or 021 450 315	Email:	burtchiro@xtra.co.nz

FUNNELL FAMILY CHIOPRACTIC

Address:	1360 Eruera Street Rotorua 3010	Contacts:	Dr John Funnell Dr Margi Bishop-Funnell Dr Nicola Phillips Dr Melanie Bell Dr Anabella Newman Dr Bronia Tindall Dr Phil McMaster
Phone:	348 0959	Email:	chiropractic@funnell.co.nz
		Website:	www.funnell.co.nz

ROTORUA CHIOPRACTIC CENTRE

Address:	74 Elizabeth Street PO Box 1271 Rotorua 3040	Contact:	Dr Colin Edwards
Phone:	349 0271 or 027 449 0271	Email:	colinedchiro@gmail.com

FLEMING, DANIELLE

Address:	PO Box 1591 Rotorua	Email:	dani.fleming@xtra.co.nz
Phone:	027 711 6228		
<p>Reiki master teacher. Craniosacral therapy, visceral manipulation and homeopathy, classical homeopathy, neural manipulation, Swedish massage, relaxation. Natural organic facial. Massage.</p> <p>Main clinic hours are 10.00am to 5.00pm Monday to Friday. Weekend and evening consultations are available by appointment.</p>			

HOMEOPATHIC CLINIC (ROTORUA)

Address:	19 Ward Road Hamurana RD 7, Rotorua 3097	Email:	suzitet@hotmail.com
Phone:	332 2003	Contact:	Suzi Tetenburg
Qualified classical homeopath and Bach Flowers practitioner. Personal health coaching for maintenance of optimum health.			

NATUROPATHIC CENTRE – ROTORUA

Address:	1430 Eruera Street Rotorua 3010	Email:	ronatural@outlook.com
Phone:	346 3506	Website:	www.rotoruanaturopathiccentre.co.nz
		Contact:	Aidan Pargeter
Hyperactivity, allergy association, allergy diagnosis and treatment. Homeopathic and botanical medicine. 3D Sonar Analyser.			

NICKY NEWMAN MASSAGE THERAPY

Address:	33 Taharangi Street Rotorua 3010	Email:	nickynewman@xtra.co.nz
Phone:	027 287 4242	Contact:	Nicky Newman
Massage therapist with 25 years' experience. Therapeutic massage for a wide range of health issues.			

ROTORUA HEALTH 2000

Address:	1170 Amohau Street (Central Mall) Rotorua 3010	Email:	h2krotoruacentral@gmail.com
Phone:	350 3060	Website:	www.health2000.co.nz
Natural health remedies. Natural beauty products and skin care. Homeopathic supplies. Sports supplements. Aromatherapy oils.			

THE HEALTH SHOP

Address:	1184 Eruera Street Rotorua 3010	Email:	info@thehealthshoprotorua.com
Phone:	348 4883	Website:	www.thehealthshoprotorua.com

Stockist of health foods including wheat/ gluten/yeast/sugar and dairy free foods and bulk foods. Vitamin and mineral supplements, Herbal supplements, Homeopathy, Aromatherapy, skincare and personal care products. Health and fitness, books and cards, access to water filters.

THE WELLNESS WAREHOUSE

Address:	Upstairs, 64 Lytton Street Glenholme Rotorua 3010	Contact:	Cherry Campbell
Phone:	021 214 6538	Email:	cherry.campbell@gmail.com
Website:	www.thewellnesswarehouse.co.nz	Facebook:	TheWellnessWarehouse

Offering mind, body and spirit therapies to help restore, rebalance and calm.

PILATES mat and reformer classes including private 1:1 and 1:2, from stretch and relax to beginner, MTBers and classes for people with back problems or osteoporosis. Help strengthen the core, increase flexibility and help posture.

MEDITATION – Learn to meditate classes for those wanting to calm their mind and gain self-awareness.

REIKI – to rebalance and relax the mind, body and spirit.

CHAPTER 7: COUNSELLING & SOCIAL WORK

1737 NEED TO TALK

Phone:	1737 call or text			
<p>Are you feeling anxious or just need someone to talk to? Call or text 1737</p> <p>Are you feeling down or a bit overwhelmed? Call or text 1737</p> <p>Do you know someone who is feeling out-of-sorts or depressed? Let them know they can call or text 1737. Whatever it is, we're here. 24 hours each day.</p>				

ATAWHAI ABUSE SERVICES

Phone:	0800 282 9424			
<p>Atawhai Abuse Services looks after victims of sexual abuse, both recent and historical. The clinic is open Monday to Friday 8.30am to 5.00pm, but there is access to a 24 hour help line.</p> <p>For urgent, immediate, emergency issues, if the client needs medical care they should present at the Emergency Department of the Hospital or ring the Hospital and ask for the Sexual Assault Doctor on call.</p>				

COUNSELLOR – Attune Psychology - Furstenburg, George and Tanya (Registered Clinical Psychologists)

Address:	Attune Psychology 1427 Eruera Street Rotorua	Email:	George.furstenburg@attunepsychology.nz	
Phone:	021 230 5429 or 027 264 6146	Website:	www.attunepsychology.nz	
<p>George and Tanya are both Clinical Psychologists each with more than 20 years providing talking therapy for conditions like depression, anxiety, life and trauma-based difficulties. They have a particular interest in relationships and provide therapy for individuals, couples, families or parent-child difficulties. Fees could apply.</p>				

COUNSELLOR – Yvette Atkinson

Address:	Office Central 1163 Eruera Street Rotorua 3010	Email:	yvette.atkinson1002@gmail.com	
Phone:	027 808 9121			
<p>Specialises in grief, anxiety, depression, low self-esteem. Offers a client-centred approach and hope to provide perspective for clients experiencing any of these. Offer online (telehealth) and face to face sessions, whichever is preferred by clients.</p> <p>Fees apply. Registered with Work and Income as a provider. Member NZAC.</p>				

COUNSELLING & SOCIAL WORK**COUNSELLOR – He Tohu Counselling & Supervision– Huhana Pene**

Address:	The Arts Village 1240 Hinemoa Street Rotorua 3010	Phone:	022 586 1330
		Email:	hetohucounselling@gmail.com
<p>Professional, Cultural and Clinical Supervision, Counselling for all ages and presenting issues. Individual, Couple and Whanau/Family Counselling, Working with tamariki/children. Family violence, grief and loss, trauma, abuse, anxiety, self-harm, stress, emotional wellbeing. Mindfulness-based stress reduction program, work overload, life-work balance, teamwork performance, workplace well-being, management and governance support and wellbeing mediation.</p> <p>Full registration with MNZAC, MNZCCA. Accredited Supervision with MNZAC, DAPAANZ, MNZCCA. Mauri ora Kaiwhakaruruhau Practitioner, ACC Reg (ISSC Sensitive Claims), Family Court Counselling.</p> <p>Zoom and Online capabilities if required.</p>			

COUNSELLOR – Brigette Hohepa

Address:	Office 4, 1301 Amohau Street Rotorua 3010	Email:	bridgettemaryhohepa@gmail.com
Phone:	027 270 6643		
<p>Counsellor for youth, adults, couples and families. EAP – (Habit Health, Vitae, In-Step, Clearhead), I Am Hope and WINZ funding available. Registered ACC Sensitive Claims practitioner. General counselling including anxiety, depression, loss and grief, addiction, trauma, ptsd, relationships, sexual abuse and more.</p> <p>Client centred, holistic and solution focussed approach. CBT, Narrative Therapy, EFT, EMDR and Whare tapa Wha influenced therapies.</p> <p>Telephone, video and in-person sessions available.</p>			

COUNSELLOR – HOPE COUNSELLING – Joy Dorfliger

Phone:	021 210 3339	Email:	hopecounselling.joy@gmail.com
		Website:	www.counsellingrotorua.co.nz
<p>Affordable counselling to offer hope for the following areas: relationship, marriage, anxiety, depression, anger, grief and communication skills. Face-to-face and Zoom counselling.</p> <p>Full member of NZCCA. Also offering Professional Supervision (PG Cert Prof Sup). Fees negotiable.</p>			

COUNSELLOR – Mindtek Counselling – Neil Carter

Phone:	028 8516 4481	Email:	neil@mindtek.co.nz
		Website:	www.mindtek.co.nz
<p>Neil has spent many years working with young people and their families, helping them deal with the issues life throws at them. Provides general counselling for life issues including depression, anxiety, anger, loss, grief and personal growth. Works from a trauma informed perspective and actively pursues being non-judgmental, easy to talk to and not to tell you what you think or believe, but to assist you in understanding yourself and supporting you as you journey through life.</p> <p>Neil’s counselling style is an eclectic mix of CBT, Narrative, mindfulness and Client Centred with influences of solution focused and ACT modalities. Special interest in working with children and young people.</p> <p>Private practice, MNZAC.</p>			

COUNSELLOR – Nancy Macmillan – Counselling & Supervision

Phone:	027 294 4134	Email:	nmacmillan416@gmail.com
<p>Nancy works as a Narrative Counsellor and draws on CBT and neuroscience learnings in support of the work she does. Offers counselling support in dealing with anxiety, depression, coping with change, relational difficulty, trauma, self-harm, grief and loss, mental health support, ASD, ADHD, disordered eating, anger and personal goal setting.</p> <p>Nancy also works as a Narrative Supervisor, with a particular interest in supervising counsellors working at schools.</p> <p>MNZAC, Master of Counselling, Post Grad Certificate in Counselling Supervision, ACC Provisional Registration (sensitive claims).</p>			

COUNSELLOR – Te Ruruhau Counselling – Jill Moore (Registered with NZCCA)

Address:	Euippers Building 324 Malfroy Road Rotorua 3015	Email:	trcounselling@outlook.com
Phone:	021 274 0627		
<p>General counselling including parenting, anxiety, depression, anger, loss and grief, personal development, spiritual issues, pre-marriage counselling and marriage counselling. I also work with children.</p> <p>Fee negotiable.</p>			

COUNSELLING & SOCIAL WORK**COUNSELLOR – Personal Transformation Therapy & Counselling
– Debbie Marie (Debs) Cunningham**

Address:	Ground Floor, Office 2, 1144 Pukaki Centre Rotorua 3010	Email:	debs@personaltransformation.co.nz
Phone:	0275 044 788		

Are you looking for new strategies and skills to create new outcomes in your life? Debs is able to offer opportunities to use your skills and talents with her learning to enable change that will support you to live your best life – create better relationships to support you, your whānau/family and create a flow on effect into your community.

Supervision for future proofing your goals, dreams and aspirations. Communication skills being core to moving forward in realising your potential.

Provides support for individuals, couples and whānau/family in what you want to achieve.

Debs is an eclectic motivational therapist with a spiritual indigenous world view.

Practitioner with MNZAC, affiliated to MNZCCA, Professional MNZANLP, I AM HOPE, Victim Support Counsellor.

COUNSELLOR - Phillipps, David

Address:	145 Old Taupo Road Rotorua 3015	Email:	designerminds@outlook.com
Phone:	349 4390		

General child behaviour, anger, addiction, trauma issues. Training and supervision. Registered Psychologist (Private Practitioner). Is now semi-retired, only working Mondays.

COUNSELLOR – Skinner, Malcolm

Phone:	332 2583 or 0275 651 161	Email:	mskinner@outlook.co.nz
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Uses Narrative, Solution-focussed and Mindfulness approaches in his work with adults and late teens. He is Family Court accredited; a provider of EAP counselling with several providers; is an ACC Provider (Integrated Services for Sensitive Claims) and can be contacted directly for counselling. He is also certified to provide EMDR services as an Associate Member EMDR (Australia).

He is a contract counsellor with the NZ Aids Foundation providing support for Gay, Lesbian and Transgender peoples.

DEPRESSION HELPLINE – Depression Helpline

Phone:	0800 111 757 or text 4202	Website:	www.depression.org.nz
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Free, 24 hours, 7 days a week – call to talk to a trained, counsellor at the Depression Helpline about how you are feeling or to ask a question. Support, tools and information about depression and anxiety.

COUNSELLING & SOCIAL WORK**FAMILY WORKS**

Address:	Suite 3, 48 Biak Street Rotorua 3010	Email:	Admin.rotorua@fwn.org.nz
Phone:	349 0990	Website:	www.familyworks.org.nz
		Contact:	Kirsty Sears

Counselling, social work for children and their families (cost negotiable). Parenting programmes. Domestic violence - adult protective persons and children. Strengthening Families. Programmes include: Blended Families, Incredible Years Parenting Programme, Women Against Violence Education Programme, Restore Programme for Children who have witnessed violence.

LAKES PSYCHOLOGY - DEBBIE HERON REGISTERED CLINICAL PSYCHOLOGIST

Phone:	027 3666 021	Email:	Debbie@lakespsychology.nz
Address:	1427 Eruera Street Rotorua	Website:	www.lakespsychology.nz

Specialising in the treatment of adolescents and adults. Psychological wellness, anxiety, depression, relationship difficulties, grief and trauma.

GROW ROTORUA (MENTAL HEALTH)

Address:	Meets at St Luke's Church Hall 1223 Amohia Street Rotorua	Contact:	Steve
Phone:	0204 624 654	Email:	grow.rotorua@gmail.com
		Website:	www.grow.org.nz

GROW provides support and resources for individuals facing mental health challenges. Their support groups and peer-led programs provide a safe place where you can learn together with friendly and helpful people. You can tell your story in a confidential setting and begin your unique journey towards improved mental health, better coping strategies and a stronger support system.

GROW groups vary in size from 3 to 15 people and are peer-led. Meetings are held weekly and last one and a half to two hours. They combine personal stories, group work on members' problems, reports on progress and learning together about growth and recovery. Between meetings members keep in touch through friendly phone calls or messages.

The GROW program does not focus on any one mental health condition but looks at the whole person. This involves improving habits of thought and action, connecting with people and practicing emotional self-regulation; all with mutual support.

LIFELINK/SAMARITANS

Address:	1274 Fenton Street PO Box 2225 Rotorua 3040	Contact:	Greg Halse – 027 454 3325 business hours
		Email:	rotorua.lifelink@xtra.co.nz
Phone:	0800 726 666 – client hotline	Website:	www.samaritans.org.nz
24-hour telephone crisis counselling and listening service.			

MANA SOCIAL SERVICES TRUST

Address:	1231 Haupapa Street PO Box 775 Rotorua 3040	Email:	reception@manasocialservices.co.nz
Phone:	348 6191	Fax:	348 6192
We provide free, competent and professional social services to the Rotorua community. Our services include a Social Worker intervention 10-week programme tailored to meet the individual needs of tamariki/Whānau, children/families. We provide anger management counselling, social workers in schools and Court-referred restorative justice servicing five courts.			

MOKOIA COMMUNITY ASSOCIATION

Address:	297 Vaughan Road Owhata Rotorua 3010	Email:	office@mokoiaca.org.nz
Phone:	345 5971		
General counselling service. Self-referral or through family doctor or other agencies. Free to residents of eastern suburbs. (Charges for others, first session free when advice on funding assistance or referral to other specialist service can be discussed).			

COUNSELLING & SOCIAL WORK**OPEN HOME FOUNDATION (TE WHARE KAUPAPA AWHINA)**

Address:	1239 Haupapa Street PO Box 587 Rotorua 3010	Email:	rotorua@ohf.org.nz
Phone:	348 8009	Contact:	Practice Manager

We are a national organisation across Aotearoa New Zealand and we work in partnership with Oranga Tamariki providing foster care for vulnerable children from 0-18 years. We work within our community to create and strengthen family and whanau relationships, connections and services. We have a Foster Parent Recruiter together with qualified and registered Social Workers working collaboratively with our Support Workers, to ensure we can deliver, support, assess and train our wonderful Foster Parents who believe they are called to open their homes and hearts to children who are unable to live or be cared for by their own family or whanau.

Also provide Supervised Access, Prevention of Entry into Care, Family Whanau Reunification, FGC Monitoring, Parenting and Care Giving Assessments and Social Work Support, Manaaki Whanau, Permanency Support, specialised and disability care needs and also have a residential home for young parents and their babies Te Whare Kaupapa Awhina.

SEASONS FOR GROWTH – GROWING THROUGH GRIEF, ROTORUA

Address:	St Luke's Church Cnr Amohia and Pukuatua Streets Rotorua 3010	Contact:	Rotorua GTG Co-ordinator
Phone:	0800 229 484	Email:	gtgrotoruan@acw.org.nz
		Website:	www.acw.org.nz

Growing Through Grief is a social service of the Anglican Diocese of Waiapu, providing programmes in the areas of change, loss and grief. These programmes aim to strengthen the social and emotional wellbeing, help people to learn that they are not alone in dealing with the effects of change and offer help in understanding their experience and attend well to their grief.

Children/Young People Programmes – run termly, once a week for an hour, for 8-9 weeks. These are run in schools or afterschool.

Adult Programmes – Exploring the Seasons of Grief – run at various times of the year, 4 sessions, 2.5 hours per session.

Parent/Whānau Workshops – supporting your child following the death of someone they love. Supporting your child following a separation or divorce. Run at various times in the year, 1-2 sessions, 2.5 hours per session.

Professional Development Seminar – Understanding Change, Loss and Grief. Run at various times of the year, 3.5 hour seminar.

All programmes/workshops/seminars have an enrolment process.

Volunteering opportunities – training is offered to suitable people who may like to become volunteer facilitators.

TAIOHI TURAMA – YOUTH HEALTH CLINIC (WAS ROTOVEGAS YOUTH HEALTH CLINIC)

Address:	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	Email:	Youthhealth.admin@taiohiturama.org.nz
Phone:	07 343 1012	Website:	www.taiohiturama.org.nz

The Rangatahi Potential – Primary Mental Health Service focuses on young people (12-24 years) who are experiencing mild to moderate levels of distress and seeks to increase the access to and choice of, primary mental health and addiction services for young people. The Service encompasses all aspects of young peoples' lives, so that when young people are in distress, they know there is appropriate support available that is easily accessible and is delivered where the young people are comfortable.

Focused on delivering services which:

- Provide immediate support to address the needs of young people experiencing distress;
- Are easily accessible for young people;
- Offer a range of options of support that are youth-centric and strengthen young people's mana;
- Are delivered in a space and in a way that is comfortable and appropriate for young people;
- Meet the developmental needs of young people;
- Enable young people to connect with, or reconnect with, mana whenua;
- Seamlessly connect young people to other relevant NGO, cultural, social, health support or other support in the area.

CHAPTER 8: DENTAL SERVICES

CLINICO DENTURE & HEARING

Address:	10/100 Fairy Springs Road Rotorua 3015	Phone:	0800 11 23 24
Website:	www.clinico.co.nz	Email:	sales@clinico.co.nz

LAKE VIEW DENTAL LABORATORY

Address:	1180 Amohia Street Rotorua 3010	Phone:	348 3368
Website:	www.lakeviewdental.co.nz	Email:	inquiries@lakeviewdental.co.nz

P. TASKER DENTAL (DENTURES AND DENTURE REPAIRS)

Address:	1140 Tutanekai Street Rotorua 3040	Phone:	348 3970
Website:	www.ptaskerdental.co.nz	Email:	info@ptaskerdental.co.nz

ABSOLUTE DENTAL

Address:	164 Old Taupo Road Rotorua 3015	Phone:	348 3882 or 0800 687 336
Website:	www.absolutedental.co.nz	Email:	roto@absolutedental.co.nz

BRIGHT SMILE DENTIST (FORMERLY ROTORUA DENTISTS)

Address:	173 Old Taupo Road Rotorua 3015	Email:	reddydental1@gmail.com
Phone:	348 6569		

COMPLETE DENTAL

Address:	1203 Tutanekai Street Rotorua 3010	Dentists:	Shailendra Jain Chelsea Chai Miqat Al-Sabahim
Website:	www.completedental.co.nz	Phone:	348 4288
		Email:	info@completedental.co.nz

KUIRAU DENTIST – ANGUS CAMPBELL

Address:	1370 Pukuatua Street Rotorua 3010	Phone:	349 2279
		Email:	kuiraudental@xtra.co.nz

LAKES CARE DENTAL CENTRE

Address:	1172 Arawa Street Rotorua 3010	Dentists:	Ankush Bejaj Ben Sorensen Yue Tan
Phone:	348 8888	Email:	office@moderndental.co.nz

LUMINO IN CITY DENTAL

Address:	1180 Haupapa Street Rotorua 3010	Email:	haupapastreet@lumino.co.nz
		Dentists:	Cushla Bachelor-Hynd Helene Lombard
Phone:	348 8286	Website:	www.lumino.co.nz

DENTAL SERVICES**LUMINO DENTISTS**

Address:	1206 Ranolf Street Rotorua 3010	Or 021 246	ranolfstreet@lumino.co.nz
Phone:	348 4787		

LYNMORE JUNCTION DENTAL CARE

Address:	Unit PU6, 346 Te Ngae Road Lynmore Rotorua 3010	Dentist:	Rajendra Thathiah
Phone:	07 215 9889	Email:	reception@lynmoredentalcare.co.nz

NGONGOTAHA – ABSOLUTE DENTAL

Address:	284 Ngongotaha Road Rotorua 3010	Email:	ngo@absolutedental.co.nz
Phone:	357 2280		

RANOLF DENTAL

Address:	86 Ranolf Street Rotorua 3010	Dentist:	Dr Leroy Chan
Phone:	350 2115	Website:	www.ranolfdental.co.nz

TEAM DENTAL, ROTORUA

Address:	The Redwood Centre 5 Tarawera Road Rotorua 3010		Three Dentists (part time)
Phone:	07 222 5053 or 0508 TEAM DENTAL	Website:	www.team-dental.co.nz

THE DENTISTS PUKAKI

Address:	1125 Pukaki Street Rotorua 3010	Dentists:	Danny Lee Maryann Al Adawi Mia Chua Gaius Zhing Maia Tapsell
Phone:	348 5385	Email:	rotorua@td.co.nz

ORTHODONTIC CLINIC

Address:	1206 Ranolf Street, Rotorua 3010	Orthodontists:	Tony Lund Nitin Raniga
Phone:	347 8231		

DENTAL SERVICES**COMMUNITY ORAL HEALTH SERVICE**

Address:	Ground Floor Bridgman West Rotorua Hospital Private Bag 3023 Rotorua	Email:	teeth@lakesdhb.govt.nz
Phone:	0800 525 378 or 343 7762	Contact:	Admin Officer at 343 7762 or Rena O'Connell, Oral Health Manager 349 7955 ext. 8504

The Community Oral Health Service provides free dental care for all children aged between birth and 18 years of age. The Lakes Region includes Rotorua, Taupō and Tūrangi. It is important that all children are enrolled from birth and have their first dental visit to a dental clinic at 12 months of age. Early and annual dental examinations for infants and toddlers ensure children receive good oral health care, advice and professional care. When a child starts dental visits early, the dental team can start to develop positive experiences which encourages good oral health and well-being. The service provides comprehensive dental examinations, preventative care, diagnosis and treatment where necessary.

Adolescents receive free dental care up until their 18th birthday or they can choose to enrol with a dentist who provides free care. For more information regarding oral health care for your teenager ring 0800 525 378.

Dental Team – the Team consists of qualified practitioners who are Oral Health Therapists and Dental Therapists. Dental Assistants are also valuable members of the team who provide clinical and administrative assistance to the practitioners.

Dental Clinics: There are eight school dental clinics and mobile units throughout the district. All clinics have been fully upgraded and are equipped to deliver modern practices in dentistry.

Oral Health Education: Oral Health Education is a key focus for the Community Oral Health Service. There are two Oral Health Educators, one based in Rotorua and one based in Taupo. The Oral Health Educator provides dental health education in early childhood centres, Kohanga Reo, primary schools, intermediate schools and kura kaupapa schools also.

MANAAKIORA ORAL HEALTH SERVICES

Address:	16-20 Houkotuku Street Ohinemutu Rotorua 3010	Phone:	348 9613 or 0800 348 2400
Website:	www.manaakiora.org.nz	Email:	enquiries@manaakiora.org.nz

Assessment and treatment for adults with Community Services Card for “relief of pain” with a payment of \$35.00 per visit (maximum of two visits per year). Need to get WINZ quote first. Free assessment and treatment for 0-5 years and Adolescents (first year of high school) up to the age of 18 years.
Referrals from School Dental Therapist/Nurse.

People without a Community Services Card are also welcome, however, charges will apply accordingly. Monday to Friday by appointment only – 8.30am to 5.00pm.

CHAPTER 9: DISABILITIES & SPECIAL NEEDS

ACHILLES INTERNATIONAL – ROTORUA CHAPTER

Email:	atkin@xtra.co.nz	Contact:	Debbie Atkin
Phone:	027 548 0453	Website:	www.achillesnewzealand.org

Achilles supports people with all types of disabilities, no matter whether you walk, run, hop or wheel to participate alongside able bodied athletes in mainstream events like the Rotorua Marathon, Cigna Round the Bays, New York Marathon and many more.

C.C.S DISABILITY ACTION

Address:	1452B Hinemoa Street Rotorua PO Box 2148 Tauranga 3144	Email:	bop@ccsDisabilityAction.org.nz
Phone:	347 6545 or 0800 227 2255	Website:	www.ccsdisabilityaction.org.nz

CCS Disability Action is the largest pan-disability support and advocacy organisation in New Zealand. We have a long, proud history of working in partnership with disabled people, families and whānau to provide dedicated and flexible support services. We provide information, support and advocacy in a flexible and person-directed way, tailoring support to the individual.

Also hold contracts with Whaiaha, Ministry of Social Development and Accident Compensation Corporation. Some of the services and support provided under these contracts are: Transition, Supported Independent Living, Community Participation, Supported Lifestyles Under 19, Enhanced Individualised Funding, VHN (Very High Needs), Contract Board, Foster Care, Shared Care, Mobility Parking.

EQUISUCCEED NZ LTD (FORMERLY RIDING FOR THE DISABLED – ROTORUA DISTRICT

Address:	110 Parawai Road Ngongotaha PO Box 203 Rotorua 3041	Email:	finance@equisucceed.co.nz
Phone:	357 2085	Contact:	Lou Transom

Formerly known as Riding for the Disabled, an equestrian organisation providing therapeutic horse riding and horse interactions for those with physical, mental, social or behavioural challenges in our wider community.

Operates Monday - Thursday 9.00am to 2.00pm during school term. Volunteers needed to help, 2-3 hours a week. Horse care levy applies to all clients.

DISABILITIES & SPECIAL NEEDS**HABIT HEALTH**

Phone:	021 411 668	Email:	Mary.eriksen@habit.health
<p>Services include work assessment, assessment and retraining following stroke or head injury, prescription of daily living aids. Living My Life Programmes.</p>			

IDEA SERVICES

Address:	Suite 2, 48 Biak Street Rotorua 3010	Phone:	348 1451
Website:	www.ihc.org.nz	Email:	midcentral@idea.org.nz
<p>Services include family homes for people with disabilities and support for independent living for people with intellectual disabilities.</p>			

LAKELAND DISABILITIES SUPPORT TRUST

Address:	Maketu Postal Centre Maketu 3189	Email:	lakelanddisabilities@gmail.com
Phone:	027 208 0235	Contact:	Runa Morrison
		Website:	www.ldst.org.nz

The Lakeland Disabilities Support Trust is funded by Whaikaha Ministry for Disabled People and provides funding to contracted forum member groups, supporting delivery of information services through Information Days and Expositions.

The following organisations are active members of the Trust:

Age Concern Rotorua	manager@acrotorua.nz
Autism NZ	janine-parsons-eade@autismnz.org.nz
Brain Injury Rotorua	admin@braininjurywaikato.org.nz
CCS Disability Action	bop@ccsdisabilityaction.org.nz
Dementia Lakes	annette@dementialakes.org.nz
Diabetes NZ Branch Rotorua	karen@diabetes.org.nz
NZ Stroke Foundation	lakeland@stroke.org.nz
NZ Lakes EBOP	Rotorua.easternbop@epilepsy.org.nz
Parent to Parent Central Lakes	janef@parent2parent.org.nz
Equisucceed NZ Ltd	finance@equisucceed.co.nz
Riding for Development Taupo	tauporda@gmail.com
Rotorua Multiple Sclerosis Society	msrotorua@districts@gmail.com
Rotorua Asthma	kimb@asthma.org.nz
Rotorua Specialist School	jenny@rss.ac.nz
Special Olympics	ste.mcl@xtra.co.nz
St Chads Communication Centre	sharron@stchads.co.nz
Work Together Rotorua	info@worktogetherrotorua.co.nz
Your Way Kia Roha	mary.barnett@yourwaykiaroha.nz
Central North Island Community	
Aphasia	centralnorth@aphasia.org.nz
Dementia Lakes Taupo	michelle.king@dementia.nz
Age Concern Taupo	ann@ageconcerntaupo.org.nz
Taupo Riding for Development	tauporda@gmail.com

DISABILITIES & SPECIAL NEEDS**LAKES NASC – LAKES NEEDS ASSESSMENT SERVICE
COORDINATION SERVICE**

Address:	283 Vaughan Road Suite 3, Ngahere House Rotorua 3046	Phone:	343 1030
Website:	www.lakesdhb.govt.nz	Email:	nasc.admin@lakesdhb.govt.nz

The Needs Assessment Service Coordination (NASC) service undertakes comprehensive health needs assessment and co-ordinates funded and unfunded support services for the Lakes DHB population who have long term, disability related needs through age or chronic medical conditions and for people who require short-term support following an acute event, hospital discharge or as part of palliative care support.

MOBILITY CENTRE

Phone:	0800 243 866	Email:	info@mobilitycentre.co.nz
Website:	www.mobilitycentre.co.nz		

The Trust has an extensive range of mobility equipment and daily living aids available for purchase or hire, including: Mobility scooters and power wheelchairs, Walkers, Bathroom equipment and safety rails, Incontinence products, Living and bedroom furniture, kitchen tools and utensils and dressing aids.

NATIONWIDE HEALTH AND DISABILITY ADVOCACY SERVICE

Address:	PO Box 5013 Rotorua West Rotorua 3044	Contact:	Tiani Broughton-Bell
Phone:	349 0182 or 0800 555 050	Email:	advocacy@advocacy.org.nz
		Website:	www.advocacy.org.nz

Free support to help patients/consumers of a Health or Disability Service (excluding Medical Doctors) raise their concerns when they feel rights have been infringed. Support consumers with concerns/complaints and ensure of Code of Rights is upheld. Education and training provided to consumers and providers in relation to the Code of Rights. Monday to Friday 8.30am to 6.00pm.

PARENT TO PARENT - CENTRAL LAKES DISTRICT

Phone:	0508 236 236	Contact:	Janet Ford
Mobile:	027 808 3945	Email:	centrallakes@parent2parent.org.nz

Parent to Parent is a support and information network for parents, caregivers and Whānau who have children and family members with disabilities, health impairments or special needs. By contacting Parent to Parent, families can access written information and/or talk with a volunteer Support Parent who has similar personal experiences. We cover over 3,600 conditions ranging from very common through to the rarest. Our free services include a sibling support programme, seminars, training workshops, family support activities, advocacy support, medical professionals and community, and Altogether Autism - an Autism Spectrum Disorder information and advisory service.

DISABILITIES & SPECIAL NEEDS**PERSONAL ADVOCACY AND SAFEGUARDING ADULTS TRUST
INC**

Phone:	07 393 5728 or 022 088 7439	Contact:	Narissa Siemonek
		Email:	bayofplenty@pasat.org.nz

The Personal Advocacy and Safeguarding Adults Trust's provides a range of safeguarding services and supports. These include Supported Decision-making support and training, short term advocacy and life-long advocacy and a co-ordinated inter-agency response for Adults at Risk.

The Trust offers parents and other interested persons an opportunity to invest in peace of mind for the future through membership and enrolment. The Trust also extends support to people not enrolled in the Trust. For further information please contact the Trust.

**TAIOHI TURAMA YOUTH HEALTH CLINIC (WAS ROTOVEGAS
YOUTH HEALTH CLINIC)**

Address:	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	Email:	Youthhealth.admin@taiohiturama.org.nz
Phone:	07 343 1013	Website:	www.taiohiturama.org.nz

Rotovegas Youth Health provides a quality health service for the young people (15-24 years) of Rotorua. We offer an accessible, free and non-judgemental health services that reduces barriers for young people to engage with health care services. Being a Youth One Stop Shop ensures young people have access to a variety of supports that encourages them to flourish and thrive. Our guiding principles of whanaungatanga, whakapapa, manaakitanga and wairuatanga underpin all services at the Youth Centre, including health services.

We can help with any of these needs:

- General Medical
- Contraception
- Pregnancy testing
- Sexual health
- Stress
- Injuries and ACC
- Social Support

Drop in clinic for Nurse on Monday, Wednesday, Thursday 10.00am to 4.30pm, Tuesday 10.00am to 7.30pm and Friday 10.00am to 4.00pm.

SPECIAL OLYMPICS - ROTORUA

Address:	PO Box 603 Rotorua 3040	Email:	rotorua@specialolympics.org.nz
Phone:	348 5889	Website:	www.specialolympicsrotorua.co.nz
		Contact:	Stella McLeod

Special Olympics offer a year-round programme of sports training and competition for children and adults with intellectual disabilities. From 8 years old, athletes are able to train and compete locally and regionally in as many sports codes as they wish. Some may also qualify to compete nationally and internationally in the sport code of their choice. We offer the following sports: tenpin, indoor bowls, bocce, swimming, basketball and football (soccer). Our ability to extend the sports we offer is dependent on having suitable coaches and venues.

Volunteers are always very welcome.

ST CHADS COMMUNICATION CENTRE

Address:	2 Devon Street Rotorua PO Box 6121 Rotorua 3040	Contact:	Kath Curran
Phone:	347 8515	Email:	info@stchads.co.nz
		Website:	www.stchads.co.nz

St Chads is a community of adults with disabilities. We provide supports that realise potential and help achieve life aspirations. These supports are based around the three spheres of life: Home and Living, Vocational and Social and Leisure. We focus on developing life skills, supporting meaningful community participation and promoting effective communication through a variety of activities including the arts. Each participant is encouraged to discover their individual goals and these goals direct our planning and the supports we provide.

SUPPORT NET

Address (Postal):	Private Bag TG12024 Tauranga Mail Centre Tauranga	Email:	SupportNet.BOPDHB@bopdhb.govt.nz
Phone:	0800 262 477	Contact:	Jane Lyle

Supporting disabled people to plan what a good life means for them, and allocating resource (funding) to contribute to making their plan a reality.

The Government's definition of disability determines who is eligible for Ministry-funded Disability Support Services (DSS) via a NASC. The definition states that "A person with a disability is someone, under the age of 65, who has been assessed as having physical, intellectual or sensory disability, or an Autism Spectrum Disorder (or a combination of these) which is likely to continue for a minimum of six months and result in a reduction of independent function to the extent that ongoing support is required." Clients can self-refer using the phone or email address, but will need some formal confirmation of the impairment diagnosis.

DISABILITIES & SPECIAL NEEDS**TE ARATU TRUST**

Address:	34-36 Ferguson Place PO Box 1919 Rotorua 3040	Email:	te.aratu@xtra.co.nz
Phone:	349 4244		
Fax:	348 2174	Contact:	Nigel Walker
<p>Provide programmes and support for people with mental health challenges, physical and/or intellectual disabilities. Mission is to support those with a disability to realise their potential and live life as valued members in their community.</p> <p>Operational hours are Monday to Friday 8.00am to 4.00pm with scheduled sessions beginning at 8.50am until 3.00pm. Referral criteria age is between 18 and 65 years. Clients must be able to self-manage. Accept self-referrals as well as from Mental Health Service Providers, Community agencies, Family/Whanau and GPs.</p>			

TE WHĀNAU TOKOTOKORANGI TRUST

Address:	49 White Street PO Box 1429 Rotorua 3010	Contact:	Dorothy Latimer
Phone:	07 349 3228	Mobile:	tokotoko@xtra.co.nz
		Website:	www.tokotokorangi.co.nz

Who are we?

Te Whānau Tokotokorangi Trust is a Kaupapa Maori organisation that has been providing services to Rotorua and surrounding communities since 1996. The Trust currently offers the following health and disability services:

Mātāpuna - Residential Service

- 24/7 Full time residential care for people with intellectual disabilities
- 24/7 Full time residential care for people with physical disabilities
- 24/7 Full time residential care for people with long-term chronic illnesses

Ao Manaaki - Day Service

- Day activities for people with intellectual disabilities
- Day programmes for people with physical disabilities

Kaha Tu – Disability Information Advocacy Service

- Disability information/advocacy services (DIAS) to navigate potential consumers through the myriad of questions and/or enquiries
- Support families/individuals through a needs assessment/medical appointments/educational meetings/welfare appointments/legal appointments
- Support to access services
- Seminars/workshops

Tiwhaki Hinengaro – Training and education

- Educational and training development in health and disability services for the community and families

Tu Taikaka Youth Programme

- A programme for youth and young adults who are most at risk aged 15 to 24 years old.

TOTAL MOBILITY SCHEME

Address:	Administered by BOP Regional Council PO Box 364 Whakatane 3158	Email:	tm.admin@boprc.govt.nz
Phone:	0800 884 880	Website:	Accessible transports (bohttps://www.boprc.govt.nz/living-in-the-bay/getting-around/accessible-transportprc.govt.nz
		Contact:	Mary McLaren, Mary Norris or Kaili'a Lee

The Total Mobility scheme helps people with mobility constraints access subsidised door-to-door transport through approved transport providers.

Eligible scheme members use their Total Mobility card to receive a 75% discount on door-to-door travel up to a maximum of \$37.50 per trip (75% discount on \$50 full fare).

WORKBRIDGE

Address:	Level 1, 1172 Haupapa Street Rotorua 3010	Email:	barbaraj@workbridge.co.nz
Phone:	343 1804 or 021 190 2409	Contact:	Barbara Jamieson-Tucker

Workbridge is a Professional Employment Agency for people with all types of disability, injury or illness where the impact is likely to last more than six months. There is no charge for using Workbridge services.

YOUR WAY/KIA ROHA

Address:	Level 1, 1172 Haupapa Street Rotorua 3010	Contact:	Mary
Phone:	027 558 6565	Email:	Mary.barnett@yourwaykiaroha.nz
		Website:	www.yourwaykiaroha.nz

Local Area Coordinators walk alongside disabled people and their families/Whānau to support them to live a good life within welcoming communities, hapu and iwi.

CHAPTER 10: FAMILY VIOLENCE PREVENTION & INTERVENTION SERVICES

ATAWHAI ABUSE SERVICES

Phone:	0800 282 9424		
<p>Atawhai Abuse Services looks after victims of sexual abuse, both recent and historical. The clinic is open Monday to Friday 8.30am to 5.00pm, but there is access to a 24 hour help line.</p> <p>For immediate, urgent emergency issues where the client needs medical care they should present at the ED of the Hospital or call and ask for the Sexual Assault Doctor on call.</p>			

COURT SERVICES FOR VICTIMS

Address:	1162 Tutanekai Street Rotorua 3010	Contact:	Meletise Peleti-Tuilave 921 7451 Andrea Nahu (for victims of sexual violence) 921 7427 Kellie Hansen 921 7596
Website:	www.justice.govt.nz	Email:	meletise.peleti-tuilave@justice.govt.nz andrea.nahu@justice.govt.nz kellie.hansen@justice.govt.nz
Phone:	0800 650 654		

A free and confidential service designed to help victims take part in the court process. It is available from the defendant's first day in court, until sentencing and through any appeals. It is delivered by Victim Advisors, who are specialist in delivering services to victims of crime. The Victim Advisor can help by:

- Advising about rights under the Victim's Rights Act 2002
- Providing information about the case you are involved in
- Helping you take part in the court process.

It is not a counselling service. Emotional support is available from other organisations. To learn about the counselling and financial support available to you contact Victims Information on 0800 650 654.

FAMILY VIOLENCE PREVENTION & INTERVENTION SERVICES**FAMILY COURT**

Address:	C/- The Rotorua District/High Court Main Courthouse Entrance Cnr Arawa and Tutanekai Streets Rotorua Postal: High/District Court DX: JX10550 Rotorua	Email:	FCC.Rotorua@justice.govt.nz
Phone:	Coordinator 921 7460 or 07 837 2017 Manager 921 7449	Website:	www.justice.govt.nz/family-justice
Freephone:	0800 268 787	Contact:	Vicki Manarangi or Jamie Wharepapa

Provides information on Protection Orders, Parenting Orders, Supervised contact/access, Dissolution/divorce, Paternity, Relationship Property, Care and Protection of Children, Protection of Personal and Property Rights. Information programmes for parents going through or considering separation, who would like to help their children.

Programmes for adults and children with Protection Orders. Non-Violence programmes. For information go to website www.justice.govt.nz/family-justice or ring the Family Justice helpline 0800 224 733.

FAMILY FOCUS ROTORUA

Address:	1115 Pukaki Street Rotorua 3010	Email:	office@familyfocus.org.nz
Phone:	346 2096	Contact:	Stacey Ford - Manager
		Website:	www.familyfocus.org.nz

Family Focus Rotorua provides crisis support and services to women and children who have been affected by family violence. Although family violence prevention is the core of our work, we also provide essential services to wrap around the client and their family/Whānau such as financial mentoring, parenting programmes and counselling

The services Family Focus offers are:

- Women's support services – crisis and post-crisis intervention for women and children affected by family violence, empowerment programmes and non-violence programmes
- Ministry of Justice approved supervised contact
- Parenting programmes for men and women – building an awareness of the effects of family violence on children
- Men's services – Ministry of Justice approved non-violence programmes
- Elder abuse response service – crisis support and social work support for older people
- Sexual harm and crisis support for survivors of recent or historic sexual abuse
- Sexual abuse counselling and education
- Pasifika services – family violence prevention and education, advocacy and budget advice services for Pacific people
- Counselling – general, grief and loss, trauma
- Building financial capability (formerly Budget Advice) – financial mentoring and education

FAMILY VIOLENCE PREVENTION & INTERVENTION SERVICES**FAMILY WORKS**

Address:	Suite 3, 48 Biak Street Rotorua 3010	Email:	Admin.rotorua@fwn.org.nz
Phone:	349 0990	Website:	www.familyworks.org.nz
		Contact:	Kristy Sears

Counselling, social work for children and their families. Parenting programmes. Domestic violence - adult protective persons and children.

Programmes include: Parenting Through Separation, Incredible Years Parenting Programme, Women Against Violence Education Programme, Restore Programme for Children who have witnessed violence.

HEALTH NEW ZEALAND/TE WHATU ORA LAKES FAMILY VIOLENCE INTERVENTION

Address:	Rotorua Hospital Pukeroa Road Rotorua	Phone:	348 1199 ext 8566 Family Violence Intervention Programme Coordinator or ext 7967 Child Protection Officer
		Contact:	Child Protection Co-ordinator 027 679 5442

Coordination of family violence services across the Lakes district that includes: advice, training and supporting health professionals to respond to family violence as well as advocating for vulnerable adults and children.

LINK PEOPLE

Address:	Level 1, 1213 Haupapa Street PO Box 253 Rotorua 3010	Email:	Lakes.bop.info@linkpeople.co.nz
Phone:	0800 932 432	Website:	www.linkpeople.co.nz

Link People provides health, housing and tenancy services:

- Support for people and whānau to access and retain permanent accommodation.
- Working with people to sustain their tenancies and prevent homelessness.
- Supporting people with a mental illness or addiction to transition from inpatient, residential or community housing settings into greater independence.
- Connecting people to the services they require in the community and staff who can approve funding for full time carers of someone with mental illness to access respite.
- Needs Assessment Service Coordination (NASC) – assessing the needs of mental health clients and linking them with appropriate services in the community that meet their needs.
- Consumer and family/whānau advisors – strategic roles designed to influence change at a systems level under the framework of Te Ara Tauwhirotaanga – The Lakes DHB Mental Health and Addictions Model of Care, by connecting service users and whānau with decision makers.

FAMILY VIOLENCE PREVENTION & INTERVENTION SERVICES

LinkPeople are a Community Housing Provider so we lease properties to manage as social housing.

For more information about LinkPeople visit – www.linkpeople.co.nz or call into our office.

MANA SOCIAL SERVICES TRUST

Address:	1231 Haupapa Street PO Box 775 Rotorua 3040	Email:	reception@manasocialservices.co.nz
Phone:	348 6191	Fax:	348 6192

We provide free, competent and professional social services to the Rotorua community.

Our services include a Social Worker intervention 10-week programme tailored to meet the individual needs of tamariki/Whānau, children/families. We provide anger management counselling, social workers in schools and Court-referred restorative justice servicing five courts.

OPEN HOME FOUNDATION (TE WHARE KAUPAPA AWHINA)

Address:	1239 Haupapa Street PO Box 587 Rotorua 3040	Email:	rotorua@ohf.org.nz
Phone:	348 8009		

We are a national organisation across Aotearoa New Zealand and we work in partnership with Oranga Tamariki providing foster care for vulnerable children from 0-18 years. We work within our community to create and strengthen family and whanau relationships, connections and services. We have a Foster Parent Recruiter together with qualified and registered Social Workers working collaboratively with our Support Workers, to ensure we can deliver, support, assess and train our wonderful Foster Parents who believe they are called to open their homes and hearts to children who are unable to live or be cared for by their own family or whanau.

Also provide Supervised Access, Prevention of Entry into Care, Family Whanau Reunification, FGC Monitoring, Parenting and Care Giving Assessments and Social Work Support, Manaaki Whanau, Permanency Support, specialised and disability care needs and also have a residential home for young parents and their babies Te Whare Kaupapa Awhina.

ORANGA TAMARIKI MINISTRY FOR CHILDREN

Address:	1207 Pukuatua Street PO Box 1845 Rotorua 3040	Contact:	Duty Social Worker
Phone:	921 5000 or Freephone 0508 FAMILY 0508 326 459 - Notifications/Concerns		

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 and help families maintain and strengthen their child-rearing role.

FAMILY VIOLENCE PREVENTION & INTERVENTION SERVICES**POLICE FAMILY HARM INTERVENTION COORDINATOR**

Address:	1190-1214 Fenton Street Rotorua 3010	Phone:	349 9424
<p>Oversees and monitors all Family Harm events, interagency collaboration, risk assessments on victims, their families and offenders, advice and training to Police staff and other agencies. Coordinates the Tier Two High Risk Family Harm Manager meetings. Works alongside the Family Intervention Team (FIT) Supervisor to coordinate FIT team prevention advice to victims and perpetrators.</p>			

PLUNKET ROTORUA

Address:	PO Box 10011 Rotorua 3040	Phone:	0800 184 803
<p>Professional Well Child, Family and Whānau Health Care Service. Parent and child social groups, parenting information, toy library and home and clinic visits.</p>			

SHAKTI NZ

Phone:	0800 SHAKTI 0800 742 584 (Crisis Line 24 hour)	Email:	crisisline@shakti.org.nz
		Website:	www.shakti-international.org/shakti-nz/
<p>Provides culturally appropriate Domestic Violence Services for migrant and refugee women of Asian, African and Middle Eastern origins through the process of empowerment and awareness of women's' rights. Our endeavours include enabling women to fully integrate into New Zealand society in such a manner that they are able to live a life of dignity free from violence and are able to exercise their rights and responsibilities.</p>			

SHINE DOMESTIC ABUSE HELPLINE

Phone:	0508 744 633	Website:	www.2shine.org.nz
<p>Supporting women and men who are worried about their own situation or someone else who might be living with domestic abuse.</p> <p>24 hours, 7 days a week.</p>			

TE WAIARIKI PUREA TRUST

Address:	1274 Fenton Street PO Box 566 Rotorua 3040	Email:	reception@twptnz.org
Phone:	348 5051 or 0800 884 7782	Contact:	Kiti Ransfield-King – Pou Tahia (Manager)

Te Waiariki Purea Trust is guided by Te Arawa and Tikanga Maori and has been offering Rangatahi and Whānau Services in the Rotorua Community for over 33 years.

TE ROOPU A IWI O TE ARAWA CHARITABLE TRUST – MAATUA WHANGAI

Address:	Tarewa Pounamu Marae 26 Tarewa Road Rotorua 3010	Email:	admin@maatua-whangai.co.nz
Phone:	348 1231 or 0800 622 882	Website:	www.maatua-whangai.co.nz

Te Roopu a Iwi O Te Arawa is an Iwi/Māori social service provider that offers services to families living in the Rotorua Community.

Services include:

- Youth Justice – mentoring, supported bail
- Te Kooti Rangatahi: Marae based Youth Court
- Whānau Ora: strengthening Whānau capabilities
- Family Harm – Victim Support
- Te Pae Oranga-Iwi Community Panel

Opening hours Monday to Friday 8.00am to 4.00pm

THE FAMILY VIOLENCE INFORMATION LINE

Phone:	0800 456 450	Website:	www.areyouok.org.nz
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Free helpline available 365 days a year between 9.00am and 11.00pm for information about services that can help you if you are experiencing or witnessing violence, or want to change your own behaviour. It is OK to ask for help.

FAMILY VIOLENCE PREVENTION & INTERVENTION SERVICES**TE WAHI WHAKAORA ROTORUA & DISTRICT WOMEN'S REFUGE**

Address:	17A Marguerita Street Fenton Park Rotorua 3010	Email:	manager@twwr.org.nz
Phone:	343 9993 or 0800 REFUGE (937 997) CRISIS LINE		

Women's Refuge provides support and advocacy when you are dealing with family violence in your life.

Our free confidential services include:

- 24 hours crises line, 0800 REFUGE
- Safe house (assessment required)
- Community support
- Whānau protect alarm services
- Advocacy and assistance with police, legal, court, WINZ, housing, doctors, immigration, schools and Oranga Tamariki
- Assist with referrals to other services
- Budgeting
- Provide safety

WAIARIKI WOMEN'S REFUGE

Address:	1281 Hinemoa Street PO Box 704 Rotorua 3040	Email:	admin@wwr.co.nz
Phone:	Crisis Line (24 hours) 0800 937 997 and office 349 0852	Website:	www.waiarikiwomensrefuge.co.nz

Waiariki Women's Refuge is a non-profit organisation that provides services to whanau experiencing domestic or sexual violence. Our free and confidential services include:

- Crisis lines
- Safety plans, escape plans and recovery plans
- Access to housing
- Access to trained Family Harm Practitioners
- Community outreach programmes
- Resource assistance
- Full Advocacy service for NZ Police, lawyers, court assistance, Work and Income, Doctors, Oranga Tamariki and referrals for other services such as counselling.
- Childrens' Wellbeing Programmes
- ReNEW – HER women's resilience programme

VICTIM SUPPORT

Address:	C/- Police Station Private Bag 3044 Rotorua 3040	Phone:	0800 842 846 24hours/7 days
Website:	www.victimsupport.org.nz	Email:	rotorua@victimsupport.org.nz contactservice@victimsupport.org.nz

Provides 24-hour emotional support, personal advocacy to all people affected by crime and trauma throughout New Zealand. By striving to meet these objectives the service aims to provide a comprehensive, flexible service to reduce the effects of crime and trauma.

All services are provided under strict ethical and confidential guidelines, ensuring the privacy of all who access the service.

CHAPTER 11: GOVERNMENT AND RELATED

ACCIDENT REHABILITATION COMPENSATION INSURANCE CORPORATION (ACC)

Address:	1190 Pukaki Street PO Box 649 Rotorua 3040	Website:	www.acc.govt.nz
Phone:	350 0300 or 0800 222 822		

The Corporation is responsible for the assessment, payment of compensation and help with rehabilitation needed, as a result of injury caused by accident.

MINISTRY OF SOCIAL DEVELOPMENT

Address:	1207 Pukuatua Street Private Bag 3016 Rotorua 3010	Website:	www.msd.govt.nz
Phone:	0800 559 009 customer enquiries		

Benefits and Pension – help with financial benefits, including special needs grants, accommodation benefits, disabled child allowance, home help and employment.

NEW ZEALAND POLICE

Address:	1190 Fenton Street Private Bag 3044 Rotorua 3040	Phone:	348 0099
Fax:	343 1604	Website:	www.police.govt.nz

For emergencies phone 111, for non-urgent incidents phone 105 or report the incident using the online form. You can call this number to report things that have already happened that don't need urgent Police assistance, including:

- Theft in a public place
- Theft from a car
- Intentional property damage
- Shoplifting
- Lost property

ORANGA TAMARIKI MINISTRY FOR CHILDREN

Address:	Level 1 1207 Pukuatua Street Rotorua 3010	Email:	contact@mvcot.govt.nz
Phone:	0508 FAMILY – 0508 326 459 then ask for Rotorua office or 921 5000	Website:	www.mvcot.govt.nz

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 roles.

TE PUNI KOKIRI

Address:	6 Tarawera Road Rotorua 3040	Email:	tpk.rotorua@tpk.govt.nz
Phone:	0800 875 499	Website:	www.tpk.govt.nz

To facilitate and support Māori achievement initiatives in education, training, housing and employment.

TE MAHAU - MINISTRY OF EDUCATION – LEARNING SUPPORT

Address:	Ministry of Education Level 3, 1144 Pukaki Street Rotorua 3010	Website:	www.minedu.govt.nz
Phone:	349 7399	Email:	Enquiries.bop- waiariki@education.govt.nz
Fax:	349 2560		

We support schools, kura, early childhood centres and kohanga reo to further support children with learning needs. We also have psychologists and special education advisors to assess needs and offer advice for children with behavioural difficulties. Speech Language Therapists provide help for children who have problems speaking, understanding language or expressing ideas. Support is also provided by a range of other personnel: Advisor on Deaf Children – guidance and support for children with hearing impairment.

Early Intervention – teachers provide support for infants with developmental problems. We work closely with a range of agencies and organisations to enhance an ecological approach of support.

WORKSAFE MAHI HAUMARU NZ

	0800 030 040	Website:	www.worksafe.govt.nz
<p>New Zealand's health and safety in the workplace regulator. Workplace assessments, response to notifications and reported risk and harm, investigations into workplace safety, provide guidance and information resources to achieve a safe and compliant work place.</p>			

CHAPTER 12: HEALTH SUPPORT GROUPS

ALLERGY AWARENESS AND SUPPORT GROUP ROTORUA

Website:	www.allergy.org.nz	Phone:	0800 340 800
<p>Allergy NZ is a national not-for-profit organisation that provides support, education and information for people with allergies and their families. Also provides resources for the community to help ensure a safe environment for allergic individuals: from eating out safely, or managing potential life-threatening allergies without fear, by providing guidelines to schools and early childhood centres.</p>			

ARATIKA CANCER TRUST

Address:	1235 Ranolf Street Rotorua 3010	Phone:	022 429 5063
Website:	www.aratikatrust.co.nz	Email:	aratika@aratikatrust.co.nz
<p>The Aratika Cancer Trust's mission is to empower people impacted by a cancer diagnosis through evidence-informed matauranga (knowledge) illuminating the integrative and holistic nature of living well.</p> <p>Provide community based supportive cancer care. Support and Connection offered include:</p> <ul style="list-style-type: none"> • Aratika Supportive Cancer Residential Retreats • Monthly Cancer Support Group – Rotorua • ONLINE Informative Cancer Care Conversations • Weekly Cancer Support Walking Group • Creative Art Therapy 			

AROHA MAI –CANCER SUPPORT SERVICES

Address:	1318 Pukuatua Street Rotorua 3010	Contact:	Bubsie MacFarlane
Phone:	349 3118	Email:	bubsie@arohamaicancersupport.co.nz
<p>Aroha Mai Cancer Support Services is a voluntary team. Our aim is to extend support to people with cancer and their family/Whānau by offering the following services:</p> <ul style="list-style-type: none"> • Counselling with compassion • Guidance when required • Relieving family members (listening ear for family members) • Assistance with petrol and food vouchers (when available) • Open door policy • Transport support & driver (when available) • Support person and family/Whānau through stages of cancer journey • Offer guidance and support to WINZ, ACC, Doctors, Chemo, radiation etc, and budget visits • Massage/Mirimiri 			

ARTHRITIS NEW ZEALAND

Phone:	0800 663 463	Website:	www.arthritis.org.nz
<p>Contact us for any information on any type of arthritis, water exercise programmes; support groups and education meetings.</p>			

ASTHMA NZ (LAKES REGION)

Address:	Korowai Aroha Community Services Building 1290 Eruera Street Rotorua 3010	Email:	rotorua@asthma.org.nz or kimb@asthma.org.nz
Phone:	021 0844 1635	Contact:	Kim – Nurse Educator
		Website:	www.asthma.org.nz
<p>Support and education for anyone with asthma. Covering Rotorua to Taupo, Turangi and Murupara.</p>			

AUTISM NEW ZEALAND INC - ROTORUA

Phone:	347 7455 or 027 4455 047	Email:	rotorua@autismnz.org.nz
Website:	www.autismnz.org.nz	Contact:	Outreach Coordinator
<p>Autism NZ provides support, training, advocacy, resources and information on Autism Spectrum Disorder including Asperger's Syndrome. Our members include children, young adults and adults on the autism spectrum; their families/Whānau, caregivers and professionals who work in this field.</p>			

BLIND LOW VISION NZ

Address:	PO Box 15 114 Tauranga 3144	Website:	www.blindlowvision.org.nz
Phone:	07 578 2376 or 0800 243 333		
<p>Low Vision offers a wide range of essential services to blind, deaf and blind and vision impaired members. These services include: Habitation and rehabilitation, Sports and Recreation, Deaf blind Services, Vocational advice, Volunteer Support, Māori and Pacific services, Library services, Blindness Awareness and prevention programmes, accessible technology.</p> <p>Office hours 9.00am to 4.00pm Monday to Friday.</p>			

HEALTH SUPPORT GROUPS**BRAIN INJURY ASSOCIATION**

Phone:	022 381 369	Email:	admin@braininjurywaikato.org.nz
		Website:	www.braininjurywaikato.org.nz

Services: Support, information and education for people with brain injury, their carers and family/Whānau. Currently providing a Brain Injury Support Group in Taupo on the 1st Thursday of each month at Taupo Women's Club 10.30am to 12pm. For navigation of ACC please reach out to Wayfinders – a free ACC navigation service using www.wayfinders.org.nz

CANCER SOCIETY WAIKATO/BOP

Address:	1235 Ranolf Street Rotorua 3010	Email:	rotorua@cancersociety.org.nz
Phone:	349 4556 or 0800 227 744	Website:	www.cancer.org.nz

The Cancer Society provides practical assistance and supportive care to help people affected by cancer as well as their whānau.

There's no need for a referral from a healthcare professional to access the service. Contact the Cancer Society by phone or email and a supportive care nurse will be in touch to talk about the support that can be provided. This may include:

- Assessment of your individual needs
- Information about cancer and treatment
- Support to help manage the side-effects of treatment
- Links to other Cancer Society services such as transport to treatment, therapeutic massage, frozen meals, support groups and education and wellbeing programmes
- Referrals to other healthcare professionals and community services.

CHILD CANCER FOUNDATION – LAKES/BOP/EASTERN BOP

Phone:	0800 424 453 or 027 206 3007	Email:	proyal@childcancer.org.nz
Contact:	Pam Royal Family Support Coordinator	Website:	www.childcancer.org.nz

Practical assistance and emotional support for children and young people with cancer, their families and bereaved families.

Support groups, education support, some financial assistance and advocacy.

COELIAC NEW ZEALAND

Website:	www.coeliac.co.nz		
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Supporting those diagnosed with coeliac disease, dermatitis herpetiformis and those on a gluten free diet.

HEALTH SUPPORT GROUPS

We assist those who are gluten free, promote and educate, and collaborate with gluten free manufacturers, medical professionals and support research.

COMPLEX CHRONIC ILLNESS SUPPORT (CCIS)

Phone:	0800 224 787 or 07 281 1481	Contact:	Miranda Whitwell
Website:	www.ccisupport.org.nz	Email:	info@ccisupport.org.nz

The purpose of Complex Chronic Illness Support is to improve the quality of life of people who suffer from complex chronic illness, as well as that of their loved ones. The illnesses supported include: Myalgic Encephalomyelitis/Chronic Fatigue Syndrome (ME/CFS), Post Viral Syndrome (PVS), Long-Covid, Fibromyalgia and POTsa. With Complex Chronic Illness Support, people with complex, chronic illnesses can, in time, develop an increased ability to participate in family, social and community life and lead a life that is fulfilling and meaningful for them.

DEAF AOTEAROA NEW ZEALAND

Phone:	Text: 8223	Email:	duty@deaf.org.nz
National Office:	0800 332 322	Website:	www.deaf.org.nz

Provides services for the Deaf community, Service Co-ordination, equipment, employment services, community relations with the sharing of information in NZSL, programmes and promotion of NZSL. Facilitator will visit the Deaf community in Rotorua on request.

DEMENTIA LAKES

Address:	The Business Hub 1209 Hinemaru Street Rotorua	Email:	lakes@dementia.nz
Phone:	07 349 0053	Contact:	Dementia Advisor
Website:	www.dementia.nz		

Dementia Lakes Dementia Advisors provide information, education, advocacy and support that promotes wellness, increases independence and provides reassurance. It is our mission to improve the quality of life for everyone affected by dementia and to inspire and nurture a dementia friendly society, whereby those affected by dementia feel supported and prepared for the journey ahead.

DIABETES NZ LAKES AND BOP BRANCH

Contact:	Karen Reed 027 270 0486	Email:	rotorua@diabetes.org.nz
Address:	The Business Hub 1209 Hinemaru Street Rotorua	Website:	www.diabetes.org.nz/rotorua-branch

Information and support for people who diagnosed with diabetes and their families.

HEALTH SUPPORT GROUPS**ENDOMETRIOSIS NEW ZEALAND**

Email:	info@nzendo.org.nz	Website:	www.nzendo.org.nz
		Facebook:	www.facebook.com/nzendo

Endometriosis New Zealand represents the tens of thousands of girls and women with endometriosis and persistent pelvic pain in New Zealand and work with those who treat the condition. They provide specialised and professional services and programmes to school, communities, the workplace and GP and Specialist education.

EPILEPSY ASSOCIATION OF NEW ZEALAND – LAKES DISTRICT – EBOP

Address:	First Floor 1172 Haupapa Street Rotorua 3010	Email:	lakes.ebop@epilepsy.org.nz
Phone:	346 3912 or 027 408 1201	Contact:	Marjo Tenhagen

Information, education, support and advocacy for anyone affected by epilepsy.

GREEN PRESCRIPTION

Address:	Sport Bay of Plenty 1189 Amohia Street Rotorua 3010	Email:	belindam@sportbop.co.nz
Phone:	348 4125 or 021 816 781	Contact:	Belinda Muller
		Website:	www.sportbop.co.nz

An exercise prescription issued by general practitioners encouraging their patients to improve their level of physical activity and nutrition and to improve health outcomes.

HEART KIDS– ROTORUA

Website:	www.heartnz.org.nz	Contact:	Vicki Hill
Phone:	0800 543 943 or 022 673 1640	Email:	rotorua.fsw@heartkids.org.nz

An organisation supporting families with children affected by a childhood heart condition or heart disease.

HEALTH SUPPORT GROUPS**HEART FOUNDATION – ROTORUA BRANCH**

Address:	PO Box 703 Rotorua 3040	Contact:	Fraser Heron
Phone:	027 281 2488	Email:	FraserHe@heartfoundation.org.nz
Heart Nurse Helpline:	0800 863 375	Website:	www.heartfoundation.org.nz

Services include advocacy and support, raising awareness of heart health issues, providing assistance for those at high risk, supporting cardiac rehabilitation after a cardiac arrest and encouraging healthy lifestyle, working to reduce rates of smoking and obesity.

IRLEN CLINIC

Address:	19 Day Place Springfield Rotorua 3015	Email:	mary@irlenclinic.co.nz warren_nyree@xtra.co.nz
Phone:	348 8816 Mary 347 8280 or 027 418 0551 Nyree	Website:	www.aaic.org.nz and www.irlen.com
		Contact:	Mary Cubie/Nyree Grigsby

For reading, dyslexia, migraine and perceptual assistance by the use of tinted lenses, or coloured overlays.

KUPE

Website:	www.kupe.net.nz		
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Free on-line resources to aid men and their whānau navigating the seas of prostate cancer. A website and tool to help men understand more about prostate cancer and to decide if they should see their doctor to get tested.

LEUKAEMIA AND BLOOD CANCER

Phone:	0800 151 015	Website:	www.leukaemia.org.nz
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Support for people with leukaemia and their families.

MULTIPLE SCLEROSIS SOCIETY

Phone:	022 314 0212	Email:	msrotoruataupo@outlook.com
		Contact:	Fiona Marett

Support and education for people with Multiple Sclerosis and other neurological conditions and their carers. Monthly support group meetings.

HEALTH SUPPORT GROUPS**PARKINSON'S NZ**

Phone:	0800 473 4636	Email:	info@parkinsons.org.nz
Information, education, advocacy and support services for people living with or supporting someone with Parkinsons or Parkinsons Plus conditions.			

PROSTATE CANCER SUPPORT

Phone:	0800 477 678	Website:	www.prostate.org.nz
Support group for men who are living with a diagnosis and treatment for Prostate Cancer.			

STROKE FOUNDATION (LAKELAND – ROTORUA/TAUPO AND TURANGI)

Phone:	349 6022	Email:	lakeland@stroke.org.nz
Website:	www.stroke.org.nz	Contact:	Vivienne McDonald
Co-ordination of free stroke support services for the Rotorua, Taupo, Turangi region. Free confidential education, support and information for clients and their families, in the Rotorua District.			
Field Officer Service and communication volunteers.			

CHAPTER 13: HOMELESS SUPPORT

CITIZENS ADVICE BUREAU ROTORUA

Address:	1143 Eruera Street Rotorua 3010	Email:	rotorua@cab.org.nz
Phone:	348 3936 or 0800 367 222	Website:	www.cab.org.nz
		Contact:	Jane Eynon-Richards

Free, confidential and impartial information and referral service for a variety of problems, including accommodation issues. Free legal service two days a week. JP Clinics on Mondays and Wednesdays between 12 noon and 1.30pm and Fridays 11.00am to 12.30pm. Specialist Beneficiary Advocacy Service – helping clients having problems communicating with Work and Income. Employment and tenancy support people also available. We also can help you create a RealMe Account, A MyMSD Account, a gmail account or to communicate with government agencies and other organisations online.

Hours are Monday to Thursday 9.00am to 5.00pm and Friday 9.00am to 3.00pm.

FEEDING ROTORUA

Phone:	021 174 1494	Email:	admin@feedingrotorua.nz
Facebook:	www.facebook.com/FeedingRotorua	Website:	www.feedingrotorua.nz

Partnering with MSD, DIA, Bay Trust and Rotorua Trust, Feeding Rotorua have been able to set up and facilitate a regional food distribution hub. They also partner with Papatuanuku in their premises at 1129 Hinemoa Street so people can sit down for a meal in comfortable surroundings on Monday to Friday – doors open at 5.00pm and meals are served at 5.30pm.

KAINGA ORA HOMES AND COMMUNITY (FORMERLY HOUSING NZ)

Phone:	0800 801 601	Email:	enquiries1@kaingaora.govt.nz
		Website:	www.kaingaora.govt.nz

Kāinga Ora brings together the people, capabilities and resources of the KiwiBuild Unit, Housing New Zealand and its development subsidiary HLC. This is designed to enable a more cohesive, joined-up approach to delivering the Government’s priorities for housing and urban development in New Zealand. These priorities include addressing homelessness and making homes more affordable for New Zealanders.

Kāinga Ora has two key roles:

- being a world-class public housing landlord
- partnering with the development community, Māori, local and central government, and others on urban development projects of all sizes.

Kāinga Ora provides tenancy services to about 187,000 public housing tenants and maintains and develops around 65,000 public houses while also providing home ownership products and other services. We are focusing on prioritising our tenants’ wellbeing, and provide tenants with good quality, warm, dry and healthy homes.

HOMELESS SUPPORT

Our Customer Services Centre (Freephone 0800 801 601) provides national coverage for all enquiries 8am to 6pm Monday to Friday. They also provide 24/7 support for urgent calls. Our trained housing advisors provide a range of services and can answer most questions on the spot. Our Customer Services Centre can help with:

- getting a state house or flat repaired
- checking a tenant's account
- lodging complaints and providing feedback
- answering questions about damage and rental debts and credits
- getting in touch with organisations which can help a tenant with other issues

LIFEWISE TRUST

Address:	8 Kuirau Road Rotorua 3010	Contact:	Tepora Apirana
Phone:	348 6239 (24 hour)	Email:	rotorua@lifewise.org.nz
		Website	www.lifewise.org.nz

Lifewise offers supported accommodation for people who require mental health and addictions services. This service offers a recovery focused residential programme for adults and is committed to positive health, wellbeing and Mana Motuhake. The Pathway also supports residents to connect with whānau and their community.

MĀTAURANGA AKE

Address:	36 York Street Rotorua 3010	Contact:	Henrietta Cassidy, Manager
Phone:	021 994 531	Email:	h.cassidy@centralkids.org.nz
Website:	www.centralkids.org.nz/matauranga-ake/	Other Contacts:	Dee Horne, Tamariki Navigator 021 309 274; d.horne@centralkids.org.nz Jessica De Perugia, Tamariki Navigator 021 319 615; j.delperugia@centralkids.org.nz Kirsty Hohneck, Social Worker 021 196 1352 k.hohneck@centralkids.org.nz For Referrals: referrals.ma@centralkids.org.nz

The focus of Mātauranga Ake is on helping establish a stable, supportive, home life for tamariki through positive, personalised support from a dedicated team of Navigators/Kawawao. Mātauranga Ake Supports whānau living in emergency housing and support whānau to engage their children in Early education.

Mātauranga Ake is led by the Maori model of wellbeing Te Whare Tapa Whā which is based on the principles of:

- Te Taha Wairua (spiritual health)
- Te Taha Hinengaro (mental health)
- Te Taha Tinana (physical health)
- Te Taha Whānau (family health)
- Te Taha Whenua

HOMELESS SUPPORT

Individual Whānau plans can include a wide variety of support areas such as housing, employment, mental health, physical health, early childhood education, budgeting and overall wellness. Connection with Central Kids Early Education gives the organisation direct access to excellent early childhood education and assistance with accessing fee subsidies.

MINISTRY OF SOCIAL DEVELOPMENT

Address:	1207 Pukuatua Street Rotorua 3010	Website:	www.workandincome.govt.nz
Phone:	0800 559 009		

The Ministry of Social Development provides employment services and financial assistance. Financial support includes main benefits, supplementary assistance as well as assistance with urgent or essential needs.

Ministry of Social Development do not assist people to find suitable accommodation, but may be able to provide financial support once suitable accommodation has been found. Clients can take a support person with them to meetings, as there may be a lot of information to take in.

Clients in need of emergency accommodation need to make an appointment by phoning on 0800 559 009 or through MYMSD or online. Ministry of Social Development will assess the client's situation to determine whether assistance is available. MSD also completes assessments for social housing for anyone who is currently in Emergency Housing.

PAPATUANUKU SUPPORT SERVICES

Address:	1129 Hinemoa Street Rotorua 3010	Contact:	Julia Fonotia
Phone:	07 216 0002	Email:	admin@papatuanuku.org.nz

A transitional homeless shelter and drop-in centre for the homeless whanau of Rotorua. The accommodation and communal hub includes a kitchen and dining area which operates with a marae-style philosophy bringing whānau together for meals, programme delivery and education.

They work with other agencies to provide a safe place to run Wananga which underpin a Te Ao Maori framework, drawing on the healing modalities of Papatuanuku (Earth Mother).

HOMELESS SUPPORT**PRISONERS' AID AND REHABILITATION**

Address:	Pukaki Centre 1144 Pukaki Street Rotorua 3010	Contact:	Janine Colenso Greg Halse
Phone:	348 0005 or 0800 767 277	Email:	rotorupars@xtra.co.nz
		Website:	www.parsrotorua.org.nz

Rotorua PARS recognise the stresses on the Family/Whānau when an inmate is imprisoned and on/after their release. PARS believe supporting the families/Whānau of offenders decreases the likelihood of re-offending.

Confidentiality is assured. They assist with:

- management of relationship issues
- developing Pro-Social Community Support
- Whānau /Family/Inmate Support
- preventing Victim Related Problems
- community service
- providing support to the individual in the Court Setting.

PARS can also help in finding temporary accommodation after release and assistance in preparing for Employment. PARS services are provided to people located in Rotorua and Eastern Bay of Plenty districts.

ST JOHN'S CHURCH

Address:	Cnr Ranolf and Victoria Streets Rotorua	Email:	cfm@rdpc.org.nz
Phone:	348 2954 or 027 200 9409	Website	www.rotorupresbyterian.org.nz

St John's Church offers a free morning tea, open to anyone, on Wednesdays at 9.00am. Their food bank is open from 9.45am to 11.00am on Wednesdays and is also open to anyone.

ST VINCENT DE PAUL SOCIETY

Address:	Westend Shopping Centre Cnr Old Taupo and Malfroy Roads Rotorua 3015	Phone:	347 7376 or 027 276 1399
		Website	www.svdp.org.nz

St Vincent de Paul can assist people in need by providing free food, clothes and furniture. Food parcels available Tuesday, Wednesday and Thursday from 10am to 2pm – clients need to phone or text 027 276 1399 to make a request and appointment to come in for assessment.

People who request assistance on multiple occasions are referred to a budgeting service.

HOMELESS SUPPORT**SALVATION ARMY COMMUNITY MINISTRIES**

Address:	1228-1238 Amohia Street Rotorua 3010	Contact:	Community Ministries Manager
Phone:	07 346 8113	Email:	rotorua.corps@salvationarmy.org.nz

The Salvation Army Rotorua provide a variety of programs and services. These include the Positive Lifestyle Program, Building Awesome Whanau Program, a Tuesday morning Over 55's groups and a Thursday morning Drop-in Centre. We also provide a Social Work for Whanau as well as having a Chaplain available.

Our Foodbank is available by appointments between 10.00am and 12 noon and 1.00pm and 3.00pm. Referrals from agencies are also available upon appointments made.

TE POKAPŪ – THE HUB

Address:	1199 Fenton Street Rotorua 3010	Email:	tautoko@tepokapu.org.nz
Phone:	0800 2 WHARE – 0800 294 273		

Te Pokapū is a community-led housing hub in Rotorua that provides holistic support and placement for those in need of housing. Based on the kaupapa Māori approach.

The initiative, led by Te Taumata o Ngāti Whakaue and supported by the Ministry of Social Development, involves collaboration among local providers and agencies.

The Hub will triage and assess those seeking emergency housing and assist with placement into short-term accommodation. The Hub coordinates and leads a collective of associated providers who work together to better support whānau into stable housing.

Contact the team on 0800 2 WHARE (0800 294 273) or call into 1199 Fenton Street, Rotorua to make an appointment. Hours are 9.30 am to 4.30pm.

VISIONS OF A HELPING HAND CHARITABLE TRUST

Address:	Visions Hub 320 Malfroy Road Rotorua 3010	Phone:	07 343 6563 0800 VISIONS
Email:	info@visions.org.nz	Website:	www.visions.org.nz

Contracted Emergency Housing Provider (via MSD or Te Pokapu referral only). Transitional and Community Housing, Employment Services, Community Connection services, Programmes and Courses.

Mana Aroha - access to showers, free clothing and a laundry service at 1229-1231 Pukuatua Street.

CHAPTER 14: HOSPITALS AND MEDICAL CENTRES

ROTORUA COMMUNITY HOSPICE TRUST

Address:	1469 Hinemoa Street Rotorua 3010	Contact:	Jonathon Hagger
Phone:	343 6591	Email:	ceo@rotoruahospice.co.nz
Fax:	347 8377	Website:	www.rotoruahospice.co.nz

Palliative care service. Bereavement Peer Support Group for people who have lost a loved one and need to understand more about grief.

ROTORUA HOSPITAL

Address:	Rotorua Hospital Pukeroa Road Private Bag 3023 Rotorua 3046	Phone:	348 1199 all departments 24 hours every day
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Hospital visiting hours: 8.00am to 8.00pm daily.

Please respect our patients' right to quiet time to rest and recover.

Please note the following re visiting at Rotorua Hospital:

- Patients are entitled to a support person, to be discussed with staff and included in the patients' care plans
- If you have a cold, viral illness or are generally feeling unwell, please do not visit patients.
- Visitors are expected to behave in a manner respectful of both the patient they are visiting, other patients and the facility in general.
- Health New Zealand/Te Whatu Ora has a zero tolerance for any violence and/or aggression.
- No visitors clearly under the influence of drugs or alcohol will be allowed on the premises.

HOSPITALS AND MEDICAL CENTRES**QE HEALTH**

Address:	1084 Hinemaru Street PO Box 1342 Rotorua 3040	Email:	infoline@qehealth.co.nz gym@qehealth.co.nz
Phone:	348 0189 (General) or 0800 734 325	Website:	www.qehealth.co.nz
Fax:	348 4266		

QE Health is a holistic healthcare and spa centre open to locals and visitors to Rotorua. Traditional spa treatments include massage, mud baths and mineral pools and are combined with modern specialist care.

QE Health also offers: specialised medical diagnosis and treatment, a gym, physiotherapy, occupational therapy, psychology and counselling, orthotics, dietetics, bone density, community rehabilitation services, rheumatology, education and fitness classes and beauty treatments and advanced skincare. Clients with chronic pain conditions and rheumatic disease are treated at QE Health, with a range of programmes available from single day to two-week in-house stays. All of these services are open to the public with either DHB, ACC or private funding and most with no GP referral needed, although this is preferred.

The gym and spa are open Monday to Saturday. Other services run Monday to Friday.

SOUTHERN CROSS HOSPITAL

Address:	58 Otonga Road Rotorua 3015 PO Box 2240 Rotorua 3040	Website:	www.healthcare.southerncross.co.nz
Fax:	921 2701	Phone:	921 2700
		Email:	rotorua@southerncrosshospitals.co.nz

Southern Cross Rotorua hospital boasts 3 hi-tech operating theatres, and a range of clinical facilities for medical specialists and their patients, including 22 patient beds, comfortable and well-equipped patient rooms. We also have purpose-built day stay facilities for those who do not require overnight accommodation. The hospital is set in quiet park-like gardens, with ample visitor parking available on site. Visiting hours 11am to 8pm

THE CARE VILLAGE (PREVIOUSLY WHARE AROHA CARE)

Address:	32 Tauī Street Ngongotaha PO Box 202 Rotorua 3040	Email:	reception@thecarevillage.co.nz
Phone:	347 9612	Website:	www.thecarevillage.co.nz

The Care Village provides hospital, a rest home and dementia level care for those needing a safe environment. The Care Village focuses on providing a home-like facility for residents and their families. Rotorua Continuing Care Trust is a non-profit organisation providing 24-hour registered nursing care with the support of general practitioner, specialist medical care, physiotherapy, occupational therapy, diversional therapy, chaplaincy, podiatry and pharmaceutical services.

HOSPITALS AND MEDICAL CENTRES**ROTORUA AREA PRIMARY HEALTH SERVICES (ROTORUA GENERAL PRACTICE GROUP)**

Address:	First Floor Lakes Prime Care Building 1165 Tutanekai Street Rotorua	Email:	raphs_reception@raphs.org.nz
Website:	www.raphs.org.nz	Phone:	349 3563

Primary care management services and clinical coordination network for healthcare providers across the Rotorua District.

Rotorua Area Primary Health Care Services (RAPHS) plans and funds primary healthcare services for more than 72,000 people in the Rotorua district. The organisation has contracts with a wide range of healthcare providers including GPs, NGOs and allied professions.

KOIORA

Address:	1185 Tutanekai Street Rotorua 3010	Phone:	0800 156 4672
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RAPHS comprehensive care team is operating out of 1185 Tutanekai Street, delivering an interdisciplinary health and wellbeing service to Rotorua residents who are not enrolled with a General Practitioner and who meet financial eligibility criteria. Services include retinal screening, immunisation, nurse and GP consultations, services of Health Improvement Practitioner (HIP) who can assess, maintain and improve health and wellness. They will also work with clients to find a permanent GP in Rotorua.

GENERAL PRACTITIONERS (DOCTORS)**Eruera Medical Centre**

Address:	1325A Eruera Street Rotorua 3010	Phone:	347 8418
		Website:	www.erueramedicalcentre.com

Korowai Aroha

Address:	1292 Hinemoa Street Rotorua 3010	Phone:	348 8454
		Website:	www.korowai.org.nz

Murupara Medical Centre

Address:	27 Kowhai Avenue Murupara 3025	Phone:	07 366 5555
		Facebook:	www.facebook.com/murupara-medical-centre

Ngongotaha Medical Centre

Address:	17 Tauiri Street Ngongotaha 3010	Phone:	357 1030
		Website:	www.nmc.org.nz

HOSPITALS AND MEDICAL CENTRES**Ranolf Medical Centre**

Address:	59 Ranolf Street Rotorua 3010	Phone:	347 7537
		Website:	www.ranolfmedical.co.nz

Rotorua Medical Group – Central Health

Address:	1181 Amohia Street Rotorua 3010	Phone:	347 0000
		Website:	www.rotoruamedical.co.nz

Rotorua Medical Group – Fairy Springs Medical Centre

Address:	Shop 10/100 Fairy Springs Road Rotorua 3015	Phone:	347 0000
		Website:	www.rotoruamedical.co.nz

Ruatahi Medical Centre

Address:	1271 Hinemoa Street Rotorua 3010	Phone:	348 3002
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Te Ngae Medical Centre

Address:	Redwood Centre 5 Tarawera Road Rotorua 3010	Phone:	345 6627
		Website:	www.tengaemedical.co.nz

Three Lakes Clinic

Address:	1131 Pukaki Street Rotorua 3010	Phone:	346 1333
		Website:	www.threelakesclinic.co.nz

Tiaho Medical Centre

Address:	5553 Te Ngae Road Rotorua 3010	Phone:	282 2909
		Website:	www.tiahomedical.co.nz

Westend Medical Centre

Address:	227 Old Taupo Road PO Box 5007 Rotorua 3015	Phone:	350 1193
		Website:	www.westernmedical.nz

Western Heights Health Centre

Address:	1 Brookland Road Rotorua 3015	GP's:	Alastair McLean Julie Iverson Jo Meyer
Phone:	347 0565	Facebook:	www.facebook/westernheightshealthcentre

HOSPITALS AND MEDICAL CENTRES**After Hours Medical Service – Lakes Prime Care**

Address:	1165 Tutanekai Street Rotorua 3010	Phone:	348 1000
Open 7 days a week from 8.00am to 10.00pm. Doctor and nurse services available.			

NGATI PIKIAO HEALTH SERVICES/OWHATA MEDICAL CENTRE

Address:	1208 Amohia Street Rotorua 3010 and 556A Te Ngae Road Rotorua 3010	Phone:	347 3195 and 0508 745 426
		Website:	www.pikiaorunanga.org.nz

TAIOHI TURAMA - YOUTH HEALTH CLINIC (WAS ROTOVEGAS YOUTH HEALTH CLINIC)

Address:	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	Phone:	343 1013
Website:	www.taiohiturama.org.nz		

Rotovegas Youth Health provides a quality health service for the young people (15-24) of Rotorua. We offer an accessible, free and non-judgemental health service that reduces barriers for young people to engage with health care services. Being a Youth One Stop Shop ensures young people have access to a variety of supports that encourage young people to flourish and thrive. Our guiding principles of whanaungatanga, whakapapa, manaakitanga and waruatanga underpin all services at the youth centre, including health services.

The Centre can help with any of these:

- General medical
- Contraception
- Pregnancy testing
- Sexual health
- Stress
- Injuries and ACC
- Social Support

CHAPTER 15: MĀORI HEALTH INITIATIVES

AROHA MAI –CANCER SUPPORT SERVICES

Address:	1318 Pukuatua Street Rotorua 3010	Contact:	Bubsie MacFarlane
Phone:	349 3118	Email:	bubsie@arohamaicancersupport.co.nz

Aroha Mai Cancer Support Services is a voluntary team and our aim is to extend support to people with cancer and their family/Whānau by offering the following services:

- Counselling with compassion
- Guidance when required
- Relieving family members (listening ear)
- Assistance with petrol and food vouchers (when available)
- Open door policy
- Transport support & driver (when available)
- Support person and family/Whānau through stages of cancer journey
- Offer guidance and support to WINZ, ACC, Doctors, Chemo, radiation etc, and budget visits
- Massage/Mirimiri

KOROWAI AROHA

Address:	1292 Hinemoa Street and 1209 Eruera Street Rotorua 3010	Email:	admin@korowai.org.nz
Phone:	348 8454	Website:	www.korowai.org.nz

Korowai Aroha GP service is located at the Hinemoa Street Clinic. We have a wide team of doctors, nurses, healthcare assistants and administrators. This service is for enrolled patients only and includes:

- Diabetes education and support
- Mirimiri
- Cervical/HPV screening
- CVRA (Healthy Heart Check)
- Immunisations
- Hapu Māmā support
- Whaioranga programme for patients over the age of 55 years of age to build connection, increase mobility and improve Hauora
- Long term conditions

Services available to the unenrolled are:

- Tane Takitu Ake – a programme for men to improve Hauora through reconnection with whenua and whakapapa
- Respiratory Service – Asthma Education and Tōku Oranga (Pumony Rehab)

MAORI HEALTH INITIATIVES**MANAAKI ORA TRUST - TIPU ORA**

Address:	1272 Fenton Street and 16-20 Haukotuku Street PO Box 807 Rotorua 3010	Email:	referralhub@manaakiora.org.nz
Phone:	0800 348 2400 or 348 2400	Website:	www.manaakiora.org.nz
Fax:	348 2403		

Tipu Ora provides a wide range of primary health, social and education services accessible to all people living in the Rotorua District.

We focus on the health and wellbeing needs of children, their Whānau and their extended Whānau. Tipu Ora has an integrated approach to service delivery. This means that clients receive a continuum of care, according to their needs and across a range of services. Services include Community Dental, Well Child Tamariki Ora, Family Start, Teen Parents, Regional Stop Smoking Service, Elder Abuse Response Service, Young Dad's Service –and Western Heights Child Health.

Tipu Ora is also a private training establishment providing National Certificate and National Diploma in Hauora Māori – NZQA approved qualifications.

MANA SOCIAL SERVICES TRUST

Address:	1231 Haupapa Street PO Box 775 Rotorua	Email:	mana.reception@outlook.com
Phone:	348 6191	Fax:	348 6192

We provide free, competent and professional social services to the Rotorua community. Our services include a Social Worker intervention 10-week programme tailored to meet the individual needs of tamariki/Whānau, children/families. We provide anger management counselling, social workers in schools and Court-referred restorative justice servicing five courts.

MĀORI WOMEN'S WELFARE LEAGUE

Contact:	Emma Herewini-Hawkins	Phone:	021 878 444
		Email:	Ej-hawkins@outlook.com

The Māori Women's Welfare League (Te Roopu Wahine Māori Toko i Te Ora) is an organisation set up to enable members to effectively participate in the spiritual, social, cultural and economic development of their whānau and community. They are also involved in: promoting the holistic health of Māori; promoting life-long education and training; assisting in the rehabilitation of offenders and promoting understanding between women of all races.

MAORI HEALTH INITIATIVES**ORANGA TINANA O UE**

Contact:	Dr Laurie Morrison	Phone:	027 259 5665
		Email:	orangatinanaou@gmail.com

Oranga Tinana O Ue offers and delivers safe gym friendly activities and health initiatives to strengthen physical, structural, social and mental well-being for 60+ Kaumatua seniors at QE Health Gym, 1084 Hinemaru Street, Rotorua. Gym and Balance classes are held Monday and Thursday 11-12noon and Hydro class is on Wednesday at 9.30am. Contact Dr Laurie Morrison for further information.

TE ARAWA WHANAU ORA COLLECTIVE

Address:	1143 Hinemoa Street Rotorua 3010	Phone:	07 213 1995
	0800 004 554	Email:	reception@tearawawhānauora.org.nz

Te Arawa Whānau Ora is a collective of seven organisations that have decided to come to an agreement about how they deliver services in a combined way. The mission is working collectively for Whānau-centred outcomes. The Collective believes it is important that its services and service approaches reflect the needs and aspirations of whānau. By focusing on Whānau-centred services the Collective wants to support individual health needs but also provide Whānau-centred approaches to issues that are more systemic and intergenerational and require a range of service responses to address.

The organisations are:

- Aroha Mai Cancer Support Services
- Korowai Aroha Trust
- Maketu Health and Social Services
- Te Runanga O Ngati Pikiao Trust
- Te Papa Takaro o Te Arawa
- Te Roopu a Iwi o Te Arawa – Maatua Whangai
- Te Waiariki Purea Trust
- Te Ika Whenua Hauora – Murupura
- Ngati Whare
- Poutiri Trust

A commitment to Whānau being at the centre of all decisions and in control of their own outcomes is the driving focus of Whānau Ora.

TE IKA WHENUA HAUORA INCORPORATED SOCIETY

Address:	43-45 Pine Drive PO Box 14 Murupara 3025	Contact:	Operations Manager – Robert Jenner
Phone:	07 366 5585 (office)	Email:	robert@tiwh.org.nz

Provide Mental Health Services including family/Whānau support information, education and advocacy service, Rheumatic Fever and CAYAD (Community Action on Youth and Drugs). Adult community support service. Whānau Ora. Health coach, Child immunisation, vaccination, district wound management, Mata Ora Navigator (alternative health therapy), Community health/Maori population health.

TE PAPA TAKARO O TE ARAWA

Address:	38 Koutu Road Tumahaurangi Marae Complex Koutu PO Box 1658 Rotorua 3040	Email:	office@papatakro.org.nz
		Social Media:	348 3377

Based on Te Arawa and Māori philosophies we encourage healthier lifestyles primarily through physical activity, sport, nutrition, fitness and positive activity for people of all ages. We also facilitate aspirational strategic planning, mentoring service, traditional Māori games, parenting programmes utilising Parents Under Pressure (PUP) therapy and specialise in Matauranga transferral and Whakapapa connections. We are also a Whānau Ora, Rangatahi Tu Rangatira and He Oranga Poutama service provider.

TE ROOPU A IWI O TE ARAWA CHARITABLE TRUST – MAATUA WHANGAI

Address:	Tarewa Pounamu Marae 26 Tawera Road Rotorua 3010	Email:	admin@maatua-whangai.co.nz
Phone:	348 1231 or 0800 622 882	Website:	www.maatua-whangai.co.nz

Te Roopu a Iwi o Te Arawa is an Iwi/Māori social service provider that offers services to families living in the Rotorua community. Services include:

- Youth Justice: mentoring, supported bail
- Whānau Support Services: working with Whānau to provide emotional and professional support
- Te Kooti Rangatahi: marae-based Youth Court
- Whānau Ora: strengthening Whānau capabilities
- Family Harm – Victim support
- To Pae Oranga – Iwi Community Panel

Opening hours Monday to Friday 8.00am to 4.00pm

TE RUNANGA O NGATI PIKIAO TRUST

Address:	1208 Amohia Street PO Box 2241 Rotorua 3040	Email:	admin@pikiaorunanga.org.nz
Phone:	347 3195		

Health, social service and counselling. Whānau Ora healthy lifestyle. GP service, social workers/mental health services, community nursing support, quit smoking programmes, pregnancy screening, educational, cervical and breast screening. Mirimiri and holistic energy healing.

TE TAUMATA O NGATI WHAKAUE IHO AKE

Address:	2C Ranolf Street Rotorua 3010	Email:	admin@taumata.org.nz
Phone:	346 0095		
<p>Te Puna Manawa o Whakaue – We support parents and Whānau with children aged 3 to 5 to engage in high quality, Whānau - focused, culturally responsive early childhood education.</p> <p>Kokiri – An alternative education service is available for Rangatahi, to support their growth and transition back to mainstream schooling.</p> <p>Mangatakitahi – Providing emergency and transitional accommodation as part of the partnership at Te Pokapu Housing Trust connecting our homeless community with support services for health, wellbeing and transitioning into permanent homes and accommodation.</p> <p>To view our full range of services go to www.taumata.org.nz</p>			

TE UTUHINA MANAAKI ORA TRUST

Address:	1272 Fenton Street PO Box 1802 Rotorua 3040	Email:	tu_admin@manaakiora.org.nz
Phone:	348 3598	Web:	www.tumt.org.nz
		Fax:	348 1783
<p>Te Utuhiina Manaaki Ora Trust is a community based, outpatient (Alcohol and Other Drug) counselling agency. The primary aim of the Trust is to reduce the harm caused by alcohol and drugs. We offer one to one counselling/therapy, support for family/Whānau , support groups, LTSA Sec 65 assessments, cannabis and synthetic drug testing service, referrals to detoxification and residential treatment services and also Rangatahi (Youth) alcohol and drug counselling in secondary schools.</p> <p>Problem gambling service also available.</p> <p>We also have a three month residential AOD service (Te Whare Oranga Ngakau).</p>			

MAORI HEALTH INITIATIVES**TE WHĀNAU TOKOTOKORANGI TRUST**

Address:	Tui House 14 Te Ngae Road PO Box 1429 Rotorua 3010	Contact:	Dorothy Latimer 07 349 3228 tokotoko@xtra.co.nz
		Contact:	Denise Reese 07 349 3228 deniser@tokotokorangi.co.nz

Who are we?

Te Whānau Tokotokorangi Trust is a Kaupapa Maori organisation that has been providing services to Rotorua and surrounding communities since 1996. The Trust currently offers the following health and disability services:

Mātāpuna - Residential Service

- 24/7 Full time residential care for people with intellectual disabilities
- 24/7 Full time residential care for people with physical disabilities
- 24/7 Full time residential care for people with long-term chronic illnesses

Ao Manaaki - Day Service

- Day activities for people with intellectual disabilities
- Day programmes for people with physical disabilities

Kaha Tu – Disability Information Advocacy Service

- Disability information/advocacy services (DIAS) to navigate potential consumers through the myriad of questions and/or enquiries
- Support families/individuals through a needs assessment/medical appointments/educational meetings/welfare appointments/legal appointments
- Support to access services
- Seminars/workshops

Tiwhaki Hinengaro – Training and education

- Educational and training development in health and disability services for the community and families

Tu Taikaka Youth Programme

- A programme for youth and young adults who are most at risk aged 15 to 24 years old.

TE WHARE O KENEHI TRUST

Address:	1415 Hinemoa Street Rotorua	Email:	office@tewhareokenehi.co.nz
Phone:	349 6119		

The vision of Te Whare O Kenehi is to provide and deliver quality traditional rongoa Māori healing services. Our aim is to combine traditional and contemporary treatments to provide hauora services to Māori and non-Māori, which recognises the importance of physical, mental and spiritual wellbeing as the basis of good health and welfare.

MAORI HEALTH INITIATIVES**WOMEN'S HEALTH LEAGUE**

Contacts:	Joyce Gardiner	Phone:	027 295 9956
		Email:	jgardiner@manaakiora.org.nz

Promotes fellowship and understanding between Māori and European women with emphasis on health. Addresses health matters including the care and feeding of infants, correct methods of cooking and the value of fresh air, fresh water and sunshine. The League encourages the need for home gardening and fruit trees and assists in the teaching of Māori arts and crafts, language and culture.

The League also:

- To maintain a correct record of births and deaths by the Secretary of each Branch of the League for their area.
- To encourage members to work in harmony with their Marae Committee.
- To give aid in sickness and misfortune.

CHAPTER 16: MENTAL HEALTH

1737 NEED TO TALK

Phone:	1737 - call or text	Website:	www.1737.org.nz
<p>Are you feeling anxious or just need someone to talk to? Call or text 1737</p> <p>Are you feeling down or a bit overwhelmed? Call or text 1737</p> <p>Do you know someone who is feeling out-of-sorts or depressed? Let them know they can call or text 1737. Whatever it is, we're here. 24 hours each day.</p>			

BEVERLEY HOUSE

Address:	32 Whittaker Road Rotorua 3010	Email:	kl.mac@xtra.co.nz
Phone:	347 2940	Contact:	Kerry Mackness
<p>We provide a recovery-based service that offers classes in daily living skills, fitness, health and wellbeing and general interest topics. The service caters to all age groups including mental health services for older people and is available to current users of mental health services following a needs assessment which can be accessed through Te Ngako Community Mental Health service, GPs and other service providers. Also referrals from Link People.</p>			

BRAEMORE LTD

Address:	19 Oakland Place Ngongotaha Rotorua 3010	Phone:	357 4575
Email:	braemore@braemore.co.nz	Contact:	Luke Harding
<p>Contracted by the Te Whatu Ora, Lakes to provide 24/7 and community services for people who are currently users of mental health services in the region. All referrals Link People.</p>			

DEPRESSION HELPLINE

Phone:	0800 111 757	Text:	4202
Website:	www.depression.org.nz		
<p>Free 24 hours/7 days a week. Talk to a trained counsellor at the Depression Helpline about how you are feeling or to ask a question. Support, tools and information about depression and anxiety.</p>			

EMERGE AOTEAROA

Phone:	07 348 4739	Contact:	Coordinator
Website:	www.emergeaotearoa.org.nz		

Emerge Aotearoa provides a wide range of recovery and rehabilitation services designed to empower people to reach their full recovery potential. We believe everyone is capable of living a meaningful life and are committed to helping clients to be the best they can be – resulting in improved overall community well-being and participation.

Our recovery approach focuses on the whole person – it's about having a real home, real relationships, independence, good health and financial security. We take an innovative, evidence-based approach to mental health recovery and consistently challenge ourselves to achieve better results for our clients, their Whānau and our communities. Combined with the care and support from our experienced, qualified and well-trained team, our clients can achieve positive long-term recovery outcomes.

Emerge Aotearoa provides specialist care to people with mental health/drug & alcohol issues. Access to their services is through referral by a relevant organisation, e.g. Acute Response Team, Te Utuhina Manaakitanga Trust, Te Ngako Adult Community Mental Health Centre or the Lakes DHB Needs Assessment Services Coordinator.

Emerge Aotearoa offers a number of different services to fit the needs of individual clients. For people who are transient or homeless and require additional support, a Package of Care service can be provided, where clients can drop in at any time for a meal, a hot shower, clothing and emergency accommodation. The emergency accommodation is limited to those in a crisis situation. Emerge Aotearoa provides services for infants, children and youth with mental health and addiction support needs. This includes a residential service for young people.

GROW ROTORUA (MENTAL HEALTH)

Phone:	0204 624 654	Email:	grow.rotorua@gmail.com
Website:	www.grow.org.nz	Contact:	Steve

Grow is here to listen and help you care for your mental health and well-being by providing a safe place where you can learn together with friendly and helpful people. You can tell your story in a confidential setting and begin your unique journey towards maturity and improved mental health.

Grown groups vary in size from 3 to 15 people and are run by their own Grow members. Meetings are held weekly and last one and a half to two hours. They combine personal stories, group work on members' problems, reports on progress and learning together about growth and recovery. Between meetings members keep in touch through friendly phone calls or messages.

The Grow program does not focus on any one mental health condition but looks at the whole person. This involves improving habits of thought and action and connecting people and practicing emotional self-regulation all through mutual help.

The Rotorua meeting is every Monday at 10.00am to 12 noon at St Luke's Church Hall, 1223 Amohia Street, Rotorua. Grow is not a religious organisation. Just come along, you will be most welcome.

MENTAL HEALTH**INFANT, CHILD AND ADOLESCENT MENTAL HEALTH SERVICE**

Address:	Te Aka Mauri Children's Library Health Hub 1127 Haupapa Street Rotorua 3010 Private Bag 3023 Rotorua 3046	Phone:	343 5005 348 1199 after hours
Fax:	343 5030	Contact:	Intake Worker via administrator 343 5005
		Email:	infoiCAMHS@lakesdhb.govt.nz

iCAMHS is a team of specialist health workers who provide very specific assessment and treatment for mental health related problems in children and young people, up to the age of 18. Our team is made up of health professionals along with our administrators.

For referral and related information please see our information on the Lakes DHB website.
<http://www.lakesdhb.govt.nz/our-services/mental-health/infant-child-and-adolescent-mental-health-service-icamhs/>

LIFEWISE TRUST

Address:	8 Kuirau Road Rotorua 3010	Contact:	Tepora Apirana
Phone:	348 6239 (24 hour)	Email:	rotorua@lifewise.org.nz
		Website	www.lifewise.org.nz

Lifewise offers supported accommodation for people who require mental health and addictions services. This service offers a recovery focused residential programme for adults and is committed to positive health, wellbeing and Mana Motuhake. The Pathway also supports residents to connect with whanau and their community.

LINKPEOPLE

Address:	Level 1, 1213 Haupapa Street PO Box 253 Rotorua 3010	Email:	Lakes.bop.info@linkpeople.co.nz
Phone:	0800 932 432	Website:	www.linkpeople.co.nz

Link People provide Health, Housing and Tenancy services:

- Support for people and whānau to access and retain permanent accommodation.
- Working with people to sustain their tenancies and prevent homelessness.
- Supporting people with a mental illness or addiction to transition from inpatient, residential, or community housing settings into greater independence.
- Connecting people to the services they require in the community and staff who can approve funding for full time carers of someone with mental illness to access respite.
- Needs Assessment Service Coordination (NASC) – assessing the needs of mental health clients and linking them with appropriate services in the community that meet their needs.
- Consumer and Family/Whānau Advisors – strategic roles designed to influence change at a systems level under the framework of Te Ara Tauwhiro tangata – the Lakes DHB Mental Health

MENTAL HEALTH

and Addictions Model of Care, by connecting service users and whānau with decision makers.

LinkPeople are a Community Housing Provider so lease properties to manage as social housing.

For more information about LinkPeople visit – www.link.people.co.nz or call into our office.

MENTAL HEALTH AND ADDICTION SERVICE FOR OLDER PEOPLE (MHSOP)

Address:	2 Ranolf Street Rotorua 3010	Contact:	Reception 343 7718
Phone:	343 7718		

Provides multidisciplinary assessment and treatment for older people who present with new onset mental illness and complex dementia.

PIRINGA MENTAL HEALTH SUPPORT TRADING AS KARLDON TRUST INCORPORATED

Address:	132A Malfroy Road Rotorua 3010	Email:	office@piringamentalhealth.nz
Phone:	348 8857	Website:	www.piringamentalhealth.nz

A not-for-profit charitable Trust which provides residential and home-based support for adult mental health clients. Works in collaboration with lakes DHB Adult Mental Health Services to provide recovery support services. 24-hour service provided. Referral via Lakes DHB NASC service.

SAFE TO TALK 24/7 SEXUAL HARM HELPLINE

Phone:	0800 044 334 or Text 4334	Website:	www.safetotalk.nz
		Email:	support@safetotalk.nz

Safe to Talk provides free, confidential information and support to people affected by sexual harm. The helpline can be accessed free, 24 hours a day, 7 days a week by phone, text, website, online chat and email. The service is staffed by specialists trained in sexual harm support. People will be able to access information, crisis counselling and support and/or given advice about local service providers.

TE NGAKO – ADULT COMMUNITY MENTAL HEALTH CENTRE

Address:	Second Floor 1144 Pukaki Street Rotorua 3010	Contact:	Kelly Mitchell
Phone:	343 5050	Website:	www.lakesdhb.govt.nz
Fax:	343 5080		

The Rotorua Adult Community Mental Health Centre of Lakes District Health Board provides clinical assessment and treatment for adults with community mental health issues.

MENTAL HEALTH**THE LOWDOWN**

Phone:	0800 111 757	Website	www/thelowdown.co.nz
<p>Free 24 hours, 7 days a week. Helping young people who are stuck or anxious or depressed. Whatever's going on the Lowdown will help find ideas and people who can help you.</p>			

WORKWISE EMPLOYMENT AGENCY

Address:	Level 1 1213 Haupapa Street PO Box 253 Rotorua 3010	Contact:	Nik Andre
Phone:	348 2940 or 0508 TOWORK	Email:	workwiseBOP@workwise.org.nz
		Website:	www.workwise.org.nz
<p>Workwise Employment Agency supports people with experience of mental illness and disabilities to choose, get and keep jobs.</p>			

YELLOW BRICK ROAD

Address:	1358 Hinemoa Street Rotorua 3010	Email:	Referrals.waikato@yellowbrickroad.org.nz
Phone:	0275 466 055 or 0800 555 434	Website:	www.yellowbrickroad.org.nz
<p>A free service that supports family/whānau who have a loved one with mental health challenges. Offer whānau one-on-one or group support, information, workshops/programme on a range of mental health and wellbeing topics and advocacy.</p> <p>Formerly Supporting Families NZ and prior to that Schizophrenia Fellowship.</p>			

CHAPTER 17: OLDER PERSONS SERVICES AND REST HOMES

ACCESS COMMUNITY HEALTH

Phone:	0800 284 663	Email:	info@access.org.nz
		Website:	www.access.org.nz

Access Community Health specialises in home-based health care and support. We work with the Ministry of Health, DHBs and ACC to care for more than 16,000 people nationwide. Whether you require personal care, or just some help around the house, Access is dedicated to giving you the care and support you need to live independently in your community.

Our skilled team of nurses and support workers provide a range of services delivered to your home, including: personal care, household assistance, nursing services, palliative care and carer relief to support people to remain active, safe and independent in their own homes.

AGE CONCERN ROTORUA

Address:	Parksyde House 5 Tarewa Place PO Box 1605 Rotorua 3010	Email:	admin@acrotorua.nz
Phone:	347 1539	Website:	www.ageconcernrotorua.org.nz

Age Concern Rotorua provides information and support for older people in the Rotorua community. We work mostly with people aged 65+.

Key services the Rotorua office provides are an Accredited Visiting Service to reduce loneliness; an assisted Supermarket Shopping Service, Age Concern Odd Job for minor jobs around the house and garden. A Total Mobility Assessor for half price taxis for those who are eligible.

Office hours are Tuesday to Thursday 9am to 2pm.

BUPA CARE SERVICES – THE GARDENS REST HOME AND HOSPITAL

Address:	15 Hodgkins Street Rotorua 3015	Email:	donna.inwood@bupa.co.nz
Phone:	347 9658		

Rest Home, Hospital Care and the Maimoa Cultural Unit. Retirement Village attached.

OLDER PERSONS SERVICES & RESTHOMES**BUPA CARE SERVICES - REDWOOD HOME AND HOSPITAL**

Address:	425 - 429 Te Ngae Road Rotorua 3010	Email:	Simone.macmillan@bupa.co.nz
Phone:	349 7150	Contact:	Simone Macmillan

Offering rest home care, hospital care and dementia care, respite care 7 days/week, as well as the psychogeriatric care unit. Retirement Village also available.

B.U.S. (BALANCED, UPRIGHT AND SAFE)

Phone:	348 0189	Email:	gym@qehealth.co.nz
		Website:	www.qehealth.co.nz/balance-classes

BUS is an exercise programme aimed at older adults (55 and over) and looks at improving strength and balance in a safe, social and fun environment. The BUS programme aims to regain and retain strength and balance at any age. Offered at different locations in Rotorua.

CANTABRIA LIFECARE AND VILLAGE

Address:	369 Old Taupo Road Rotorua 3015	Email:	admin.cantabria@hll.org.nz
Phone:	07 347 9587	Website:	www.heritagelifecare.co.nz/cantabria-lifecare-village

Private hospital, rest home and retirement village with 161 beds. A wide range of care for elderly and disabled people. The six-acre complex includes a medical geriatric hospital and secure, fully supervised Dementia unit. Accommodation in thermally heated single rooms, each with bathroom and toilet. There are a range of private self-contained units with one or two bedrooms, kitchen, lounge, laundry and bathroom. An emergency bell is installed for security.

Recreational facilities include a heated hydrotherapy pool and exercise classes. Wheelchair van. Hair Salon, arts and crafts.

Quality day-care facilities are available for community-based elderly. This includes morning and afternoon teas and a main midday meal. Transport to and from is available, if required.

DAYBREAK SENIOR DAYCARE CENTRE

Address:	69 Lake Road (opposite Kuirau Park) Rotorua 3010	Email:	daybreakseniordaycare@gmail.com
Phone:	349 6633	Contact:	Libi Madappillil Jose

Quality day care for over-65's and allowing respite care for carers. Transport pickup if required. Morning tea, lunch and afternoon tea provided. Qualified nursing care. Activities. Drop off service for dementia guests, free of charge to enable care givers time out. Bookings required. Referrals via Lakes NASC.

OLDER PERSONS SERVICES & RESTHOMES**ELDER ABUSE RESPONSE SERVICE**

Phone:	0800 32 668 65	Website:	http://superseniors.msd.govt.nz/elder-abuse
Text:	5032	Email:	support@elderabuse.nz

Free helpline 24hours, 7 days a week. If you are in immediate danger dial 111 and ask for the Police. Call the information line 0800 456 450 for information about services that can help if you are experiencing or witnessing violence, or want to change your own behaviour.

ENLIVEN ROTORUA

Address:	Suite 3 48 Biak Street Rotorua 3010	Email:	lakesinfo@psn.org.nz
Phone:	349 3162 or 0800 365 4836	Website:	www.enliven.org.nz
		Contact:	Service Coordinator

Home based restorative care to meet the needs of older people (65+) who are living in their own home. Transition programmes provide solutions for older people who want to live as independently as possible in their own homes. Post-discharge support for the first four to six weeks after hospitalisation. ACC funded for people with disabilities.

FERGUSSON HOME

Address:	Cnr Carlton and Ranolf Streets Rotorua 3010	Email:	reception@fergussonhome.co.nz
Phone:	348 9053	Website:	www.fergussonhome.co.nz

Care and comfortable living for the elderly. Rest home catering for the very mobile to those residents requiring assistance with daily living. Accommodation for 40 residents in single or double room (with ensuites). Further accommodation in 12 own-your-own cottages or units. Relief care for the elderly.

GLENBRAE VILLAGE HOME AND HOSPITAL

Address:	22 Hilda Street Rotorua 3010	Email:	reception@glenbraeretirement.co.nz
Phone:	349 0014	Website:	www.arvida.co.nz
		Contact:	Maria Jay

A 41-bed Rest Home and hospital. In the Retirement Complex there are 78 villas, 14 serviced apartments and a further 21 apartments all set in park-like surroundings. Registered Nurses are situated in the hospital wing 24/7, and caregivers are trained in the care of older persons. Contracted GP service – Te Ngae Medical Centre currently visit weekly.

Facilities include: podiatrist, physio, and a van for shopping once a week. Short or long term care provided.

OLDER PERSONS SERVICES & RESTHOMES**HOUSING FOR THE ELDERLY (ROTORUA LAKES COUNCIL)**

Address:	Civic Centre 1061 Haupapa Street Rotorua 3010	Email:	info@rotorualc.nz
Phone:	348 4199	Website:	rotorualakescouncil.nz
Fax:	350 0206	Contact:	Property Team

Rotorua Lakes Council provides housing for the elderly, with 152 units located throughout the city and Ngongotaha. To be eligible for consideration for a unit a person must be capable of living independently, be a New Zealand citizen or hold New Zealand permanent residency, be retired from work, 65 years of age or over and on a permanent benefit, or 55 years or over and on an invalid benefit. Tenants must also have assets valued at less than \$25,000 to qualify for a single unit, or \$45,000 for a couple. Vacancies are filled from a waiting list based on date of application.

LAKES NASC – LAKES NEEDS ASSESSMENT SERVICE COORDINATION SERVICE

Address:	283 Vaughan Road Suite 3, Ngahere House Rotorua 3046	Phone:	343 1030
Website:	www.lakesdhb.govt.nz	Email:	nasc.admin@lakesdhb.govt.nz

The Needs Assessment Service Coordination (NASC) service undertakes comprehensive health needs assessments and co-ordinates funded and unfunded support services for the Lakes DHB population who have long term, disability related needs through age or chronic medical conditions and for people who require short term support following an acute event, following hospital discharge, or as part of palliative care support.

KARAKA PINES REGENCY PARK LIFESTYLE VILLAGE

Address:	3A Brent Road Rotorua 3040	Email:	office@regencyparkestate.co.nz
Phone:	345 5836	Contact:	Tania Davis

Lifestyle village for people aged over 65 years. Two-bedroom units. Residents pay a weekly maintenance fee that covers rates, insurance, ground maintenance and security. Community Centre for residents, bowling green, library, gym and spa pool. Walking distance to Te Ngae Shopping Centre or catch the bus or ride with other residents.

LARA LODGE CARE HOME

Address:	4 Pegasus Drive Rotorua 3015	Email:	office@laralodge.org
Phone:	347 7604	Contact:	Teresa Scheer or The Clinical Team
		Website:	www.laralodge.org

Lara Lodge is a family owner-operated care home. Registered for 27 residents with 24-hour care from an exceptional team of nurses, carers, kitchen and cleaning staff that has been running for over 37 years in Rotorua. Offering full time rest home and palliative care along with short and long term respite care. With large bedrooms that have ensuites and sunny, north facing decks situated in a tree-lined cul-de-sac. The welcoming family style home is well placed on over an acre of beautiful gardens that contain a mix of vegetable, fruit, food, forest and flowers for picking. A daily activity program ensures body and brain are well stimulated in a warm and friendly environment. Come for a cuppa and meet the residents and staff who look forward to welcoming you and showing you around.

MAKOHA REST HOME AND HOSPITAL

Address:	19 Ruihi Street Rotorua 3010	Email:	facilitymanager@makoha.nz
Phone:	347 8805	Website:	www.makoha.nz

It is a 34-bed facility with 24 rooms with shared ensuite, 24 rooms reserved for rest home level and 10 for hospital/rest home care. It is situated close to the CBD with a three-minute walk to the supermarket and main shopping mall. It has a dedicated charging and parking room for mobility scooters. The rest home is for people who do not want to live in an institution but prefer to live in a homely environment where independence is valued and care provided with respect and dignity. We provide 24-hour care, both short or long term available, as well as hospital, rest home and rehabilitation services.

MIRANDA SMITH HOME CARE

Address:	926 Cameron Road Tauranga PO Box 3191 Greerton Tauranga 3143	Contact:	Laura Morrison
Phone:	0800 6000 26	Email:	info@mshomecare.co.nz
		Website:	www.mshomecare.co.nz

Miranda Smith Home Care is New Zealand's longest running private homecare agency, helping people maintain their independence, dignity and quality of life in the comfort of their own homes. Wide range of care available from personal care, home help through to advanced care.

OLDER PERSONS SERVICES & RESTHOMES**MOKOIA COMMUNITY ASSOCIATION**

Address:	297 Vaughan Road Owhata Rotorua 3010	Email:	office@mokoia.org.nz
Phone:	345 5971	Website/Facebook:	www.facebook.com/Mokoia Community Association

The Mokoia Community Association operates from the East side of Rotorua and uses community-led development principles to work alongside its Eastside communities. The Mokoia Community Association also offers a variety of services of interest to older persons its Active Aging programme, including Arts and Crafts, fitness and social events for Eastside seniors (55+).

MEALS ON WHEELS

Address:	Spotless Services Rotorua Hospital Private Bag 3023 Rotorua	Contact:	Julie Coles
Phone:	349 7959	Email:	Julie.coles@spotless.co.nz

Meals delivered Monday to Friday in Rotorua, including Ngongotaha and Holden's Bay.

PARKSYDE OLDER PERSONS COMMUNITY CENTRE

Address:	7-9 Tarewa Place PO Box 806 Rotorua 3040	Contact:	Robyn Skelton
Email:	office@parksyde.org.nz	Phone:	348 9892

Activity centre offering a wide range of opportunities for older people. It caters for the social, recreational, health and educational needs of over 55s in Rotorua and the surrounding district. The timetable of activities can be found on the website – www.parksyde.org.nz. Great café/restaurant, salon for haircuts and toenail care, as well as event facilities.

Activities include: 500 cards, Bokwa, Book Club, Canasta, Card Making, Parkinsons exercise, Dance Sport, Embroiderers' Guild, Indoor Bowls, Line Dancing, Mah-jong, Paksyde Café Knitters, Probus North, QE Health Balance Upright Standing, Rotorua Hospital Auxiliary Knitter's Group, Rummikub, Scrabble, Social Crafters, Seated Aerobics, SeniorNet, Square Dancing, Table tennis, Tai Chi, Travel Club, U3A History Group, Yog and Zumba. Small donor fee for the activities.

OLDER PERSONS SERVICES & RESTHOMES**RSA ROTORUA RETURNED SERVICES ASSN**

Address:	Temporary Home Arawa Park Racecourse Fenton Street Rotorua	Phone:	348 1055
Email:	rotrsa@xtra.co.nz	Contact:	Jason Ramsay

Open Tuesday 9.00am to 11.00am and Wednesday 9.30am to 11.00am. No longer a social club but for membership and renewals. Financial members welcome in Rotorua Club.

ST BARNABAS CLOSE LIFESTYLE RETIREMENT VILLAGE

Address:	24 Hall Road Ngongotaha 3010	Email:	village@stbarnabas.co.nz
Phone:	357 2121	Website:	www.heritagelifecare.co.nz

Contact Village Coordinator Tuesday to Thursday 9.00am to 2.30pm. Leave a message.

ST JOHN – CARING CALLER

Phone:	0800 780 780	Website:	www.stjohn.org.nz
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St John provides a telephone friendship service that puts people in touch regularly with someone who cares about them. It is a friendship that both client and caring caller can get much enjoyment from, benefitting people who feel isolated, or are house bound, home alone or people who need someone to check on them.

ST JOHN – MEDICAL ALARMS

Phone:	0800 50 23 23	Website:	www.stjohn.org.nz
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St John is a leading provider of medical alarms which are monitored 24 hours a day, 365 days a year. Our alarms are connected directly to St John Communication Centre, upon activation your call comes straight to us. An ambulance is dispatched if necessary.

SENIOR CITIZENS CLUB

Address:	Balmarino Lounge Rotorua Racing Club Fenton Street PO Box 1145 Rotorua 3010	Phone:	Lynn Hughes 022 140 4790
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Recreation group for senior citizens 50 years and over. Bowling on Mondays 10.00am to 12.30pm and Thursdays 10.00am to 12.30pm. Housie on Mondays and Wednesdays 1.00pm to 3.30pm. Bus trips organised.

OLDER PERSONS SERVICES & RESTHOMES SOCIAL AND FRIENDSHIP GROUP

Contacts:	John Kamp 027 544 3711		
Group for people over 50 living alone. Meet every Tuesday at a café for coffee and organise other outings or get together on a weekly basis.			

TOTAL MOBILITY SCHEME

Address:	Administered by BOP Regional Council PO Box 364 Whakatane 3158	Email:	Tm.admin@boprc.govt.nz
Phone:	0800 884 880	Website:	Accessible transport (bohttps://www.boprc.govt.nz/living-in-the-bay/getting-around/accessible-transportprc.govt.nz
		Contact:	Mary McLaren, Mary Norris or Kaili'a Lee
The Total Mobility scheme helps people with mobility constraints access subsidised door-to-door transport through approved transport providers.			
Eligible scheme members use their Total Mobility card to receive a 75% discount on door-to-door travel up to a maximum of \$37.50 per trip (75% discount on \$50 full fare).			

THE CARE VILLAGE (PREVIOUSLY WHARE AROHA CARE)

Address:	32 Tauī Street Ngongotaha PO Box 202 Rotorua 3040	Email:	reception@thecarevillage.co.nz
Phone:	347 9612	Website:	www.thecarevillage.co.nz
The Care Village provides hospital, a rest home and dementia level care for those needing a safe environment. The Care Village focuses on providing a home-like facility for residents and their families. Rotorua Continuing Care Trust is a non-profit organisation providing 24-hour registered nursing care with the support of general practitioner, specialist medical care, physiotherapy, occupational therapy, diversional therapy, chaplaincy, podiatry and pharmaceutical services. The Care Village provides long term care programmes.			

CHAPTER 18: PHARMACIES

CHEMIST WAREHOUSE

Address:	1257 Amohau Street Rotorua 3019	Email:	rotorua1@chemistwarehouse.co.nz (retail) rotorua2@chemistwarehouse.co.nz (dispensary)
Fax:	07 282 2453	Phone:	808 2411

FAIRY SPRINGS PHARMACY

Address:	Shop 10 – 100 Fairy Springs Road Rotorua 3015	Email:	fairyspringspharmacy@xtra.co.nz
Fax:	347 0888	Phone:	347 0777

LAKES CARE PHARMACY ROTORUA LTD

Address:	1155 Tutanekai Streets Rotorua 3120	Email:	lakescarepharmacy@gmail.com
Fax:	921 2031	Phone:	348 4385

NGONGOTAHA PHARMACY LTD

Address:	17 Tauī Street Ngongotaha 3010	Phone:	357 4240
Fax:	357 5252	Email:	prescriptions@nggpharm.co.nz

OWHATA MEDICAL CENTRE PHARMACY

Address:	Owhata Medical Centre 556 Te Ngae Road Rotorua 3010	Email:	owhatamcpharmacy@xtra.co.nz
Fax:	345 5479	Phone:	345 5467

PHARMACY 44 ON HINEMOA

Address:	1276 Hinemoa Street Rotorua 3010	Email:	hinemoa@pharmacy44.co.nz
Fax:	349 1131	Phone:	349 1144

PHARMACY WESTEND

Address:	227 Old Taupo Road Rotorua 3015	Email:	pharmacy.westend@xtra.co.nz
		Phone:	348 7625

RANOLF PHARMACY

Address:	59 Ranolf Street Rotorua 3010	Email:	ranolfpharmacy@gmail.com
Fax:	348 9027	Phone:	348 9011

TE NGAE PHARMACY

Address:	Redwoods Shopping Centre 5 Tarawera Road Rotorua 3010	Email:	tengaepharmacy@xtra.co.nz
		Phone:	345 9678

PHARMACIES**TIAHO PHARMACY**

Address:	553 Te Ngae Road Rotorua 3010	Email:	tiahopharmacy@gmail.com
		Phone:	345 9438

UNICHEM CENTRAL PHARMACY - ROTORUA

Address:	1181 Amohia Street Rotorua 3010	Email:	clickpharmacy@gmail.com
		Phone:	348 6028

UNICHEM THE MALL

Address:	Shop 27 Rotorua Central Mall Amohau Street Rotorua 3010	Email:	rotorua@unichem.co.nz
Fax:	348 0038	Phone:	348 8749

WESTERN HEIGHTS PHARMACY

Address:	10 Brookland Road Rotorua 3015	Email:	whpmanager@gmail.com
Fax:	346 2745	Phone:	348 6387

WOOLWORTHS PHARMACY

Address:	Woolworths Supermarket 246 Fenton Street Rotorua 3010	Email:	rotorua.pharmacy@woolworths.co.nz
		Phone:	343 6327

CHAPTER 19: RESOURCING THE COMMUNITY

COMMUNITY FRUIT

Contact:	Maree Kinder	Phone:	021 730 456
Website:	www.pickfruit.co.nz	Email:	Maree.kinder@nztravelbrokers.co.nz

If you have a tree with unwanted fruit we will pick it and donate it to people in need. Don't let the fruit go to waste. If you have a fruit tree, can pick fruit, make jam or preserve fruit, are a charity that needs fruit, then contact Community Fruit.

CURTAINBANK ROTORUA

Address:	2 nd Building, Arawa Park Racecourse Entrance next to Arawa Park Hotel Fenton Street Rotorua 3010	Email:	rotoruacurtainbank@gmail.com
022 042 8098	027 653 0836	Contact:	Sewing Room – leave a message or email

We provide donated pre-loved curtains to the elderly, families/whānau in need, giving homes the thermal protection that is so important for warmth, health and well-being.

Open Wednesday 9.00am to 11.00am and Friday 9.00am to 10.30am.

HABITAT FOR HUMANITY

Address:	50 Edmund Road Rotorua 3015	Contact:	Manager
Phone:	343 9273	Email:	rotorua@habitat.org.nz
		Website:	www.habitat.org.nz

Christian organisation that works in partnership with people of good will and families in need, to eliminate substandard housing by building and selling simple homes on a not-for-profit basis with affordable repayments. Habitat for Humanity also operates Restore – a community Op-Shop which sells furniture, clothing, household goods, linen, antiques and collectibles, books, toys etc...all of the proceeds of which to towards assisting families into warm, dry, healthy homes.

LOVE SOUP

Phone:	0220 749 526	Email:	admin@lovesoup.org.nz
		Facebook:	https://www.lovesoup.org.nz (Facebook Love Soup Rotorua)

Love Soup is dedicated to help feeding people and not landfill. We are actively involved in Food Rescue, sourcing kai, clothing, toys and care packages and work together with community groups that are supporting and providing essential services to our most vulnerable. Work closely with Rotorua Community Clothing Exchange, support community groups at community events with free kai, clothing, toys etc and supply free firewood to our elderly and low income.

Also help supply to Pataka Kai Pantries and have a community garden.

We are not a food bank and we are not open to the public on any set days.

Join our Facebook group for updates on our activities and when we are open to the public.

NZ RED CROSS – ROTORUA SERVICE CENTRE – URBAN ORE SHOP

Address:	Rotorua In-town Recycling Centre (At time of editing this shop was in the process of relocating).	Phone:	347 8646
		Website:	www.redcross.org.nz

Operates in conjunction with the Recycling Centre. Sells clean, recycled goods suitable for resale including toys, crockery, clothing, books, videos, glassware and furniture.

ROTORUA HOSPICE SHOP

Address:	1132 Eruera Street Phone 349 4231	Website:	www.rotoruahospice.co.nz
		Email:	admin@rotoruahospice.co.nz

Turning pre-loved treasures into much needed comfort for families in their time of need. Clothing, linen, furniture, bric-a-brac, china, jewellery, wool and craft, other curios and treasures.

Eruera Street shop open Monday to Friday 9.30am to 4.00pm and Saturdays 9.30am to 1.00pm.

Phone shop for pick up and deliveries.

RESOURCING THE COMMUNITY**ROTORUA SPCA – OP SHOP**

Address:	19 Fairy Springs Road Rotorua 3015	Phone:	347 2518
Website:	www.rotoruaspca.org.nz	Email:	rotorua.opshop@sPCA.nz

Selling second-hand clothing and household items to raise money for the shelter. Items for sale include household goods, kitchenware, furniture, clothing, brick-a-brac, shoes and toys. All proceeds go towards helping animals in need.

Hours of operation: Monday to Saturday 9.00am to 4.30pm. Sunday 9.00am to 4.00pm

Volunteers to work in shop welcome.

ROTORUA WHAKAORA

Facebook:	RotoruaWhakaora	Contact:	Gina and Elmer
Email:	rotoruawhakaora@gmail.com	Phone:	020 4029 5203

Rotorua Whakaora is about connecting food to the people. We are a food rescue partner with Countdown Rotorua and other food businesses, growers and manufacturers to access good surplus food for distribution in the community.

Check the Facebook page for times and locations of food distribution.

ST BARNABAS COMMUNITY OP SHOP

Address:	262 Ngongotaha Road Ngongotaha Rotorua 3010	Phone:	357 2107
		Email:	Admin.westrotorua@waiapu.com

A community opportunity shop operating in the Ngongotaha area. Will accept good quality clothing, books, toys and household goods. Open Tuesday to Friday 10.00am to 4.00pm and Saturday 9.30am to 12 noon.

ST LUKES CENTRE SHOP

Address:	1229 Amohia Street (under Church) Rotorua 3010	Phone:	349 0251
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Opportunity shop selling second-hand clothing and household items (but not electrical). Volunteers needed. Check whether donations are being accepted by ringing the shop. Open Monday to Friday 10.00am to 4.00pm and Saturday 10.00am to 1.00pm.

ST VINCENT DE PAUL SOCIETY

Address:	Shops operating at: Westend Shopping Centre, Old Taupo Road phone 347 7376		Te Ngae Shopping Centre phone 345 4399
<p>Practical help for those in need (e.g. clothes, furniture, food). Shops open 10.00am to 3.30pm week days. Happy to receive donations of food, clothing, household items etc.</p>			

SALVATION ARMY – FAMILY STORE

Address:	1228 Pukuatua Street Rotorua 3010	Contact:	Shirley Ann Nickson
Phone:	348 4586	Email:	Shirley- ann.nickson@salvationarmy.org.nz
<p>Our Family Store is an Op-Shop in town that offers quality and affordable second-hand goods for purchase. Stop by at the Store for a visit, browse and find yourself a bargain.</p>			

TREASURE BOX – WAIARIKI WOMENS REFUGE SECONDHAND STORE

Address:	1281 Hinemoa Street Rotorua 3010	Phone:	07 349 0852
<p>Non-profit organisation raising funds to support whanau in our services recovering from family harm. Staffed by amazing and generous volunteers. Drop off or shop, small goods and clothing only. Open Monday to Friday 10.00am to 3.00pm</p>			

VOLUNTEERING GUIDE

<p>Prepared by the Citizens Advice Bureau Rotorua, the Volunteering Guide contains information on the various not-for-profit organisations in Rotorua who are seeking voluntary staff and assistance. The Guide provides information on the type of work each organisation is offering and the skills and requirements volunteers will need to be appropriate for the position. Copies of the Guide are available from the Citizens Advice Bureau, 1143 Eruera Street, Rotorua.</p>

CHAPTER 20: SEXUAL HEALTH

N.Z. AIDS FOUNDATION

Phone:	0800 802 437 (AIDS Hotline)	Website:	www.burnettfoundation.org.nz
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Confidential, free, professional information, support and counselling for those affected by HIV and AIDS and their caregivers, family and friends. Access to resources, advocacy and education. Provide free and confidential, fast test for HIV, syphilis and hepatitis C.

RANGIORA CLINIC –SEXUAL HEALTH CLINIC

Address:	Rangiora Clinic Hospital Grounds (Use Ranolf Street entrance) Rotorua	Phone:	343 8760
		Email:	rangiora@lakesdhb.govt.nz

Free and confidential screening, treatment, education and counselling on sexual health issues. Appointments are necessary.

- Monday 12.00pm to 2.30pm
- Tuesday 9.00am to 11.30am and 1.00pm to 3.00pm
- Wednesday 9.00am to 11.30am
- Thursdays 9.00am to 11.30am and 1.00pm to 3.00pm
- Friday 9.00am to 11.30am

SEXUAL WELLBEING (PREVIOUSLY FAMILY PLANNING – HEALTH PROMOTION SERVICE

Email:	hp.rotorua@familyplanning.org.nz	Website:	www.sexualwellbeing.org.nz
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Information, education and resources for young people, their parents, caregivers and professionals. We also offer professional development and support for teachers in delivery of the sexuality component of the NZ Education curriculum and resources and support for tutors in alternative education and training establishments.

TAIOHI TURAMA YOUTH HEALTH CLINIC (WAS ROTOVEGAS YOUTH HEALTH CLINIC)

Address:	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	Phone:	343 1013
Website:	www.taiohiturama.org.nz		

Rotovegas Youth Health is a free nurse-led clinic for 15-24 year olds who live in Rotorua. We have a small number of Doctor clinics available but ask that you see the nurse first. We see young people for health such as contraception and sexual health, pregnancy tests and follow up, general healthcare and referral for wellbeing support (counselling). The nurse clinic is by drop in between the hours below. Appointments needed to see the Doctor.

Drop-in clinic for Nurse on Monday, Wednesday, Thursday 10.00am to 4.30pm, Tuesday 10.00am to 7.00pm and Friday 10.00am to 4.00pm.

CHAPTER 21: YOUTH SERVICES

DYSLEXIA, ADHD DYSCALCULA OTHER NEURODIVERSE SUPERPOWERS

Email:	andria@happytalk.nz	Contact:	Andria Studman
Phone:	0800 427 798	Website:	www.dysco.nz/www.happytalk.nz

Based on neuroscientific research, we offer WORK SMARTER NOT HARDER:

- Parent & Teacher Training
- Child Assessments & Solutions

9D assessment: Screen, report, plan and solutions focused with family friendly terminology

- Dyslexia : Read
- Dysphasia: Comprehend
- Dysgraphia: Write
- Dyspraxia: Coordinate
- Dyscalculia: Calculate (Maths)
- Dysnomia: Recall and Connect
- ADHD: Energy (fight, flight, freeze)
- ASD/Autism
- ODD: Oppositional Defiance

Andria is an experienced Teacher, Brain Coach and Electro-mechanical Engineer. She is currently working at a High School in Hamilton, and is available outside of school hours, please text 027 806 9973 or email andria@happytalk.nz with brief details and she will call you back.

REAL

Address:	1364 Hinemoa Street Rotorua 3010	Email:	lakes@real.org.nz
Phone:	348 2944	Websites:	www.real.org.nz/lakes www.facebook.com/realNZyouth

Real youth services is a free service that works with young people and their families/Whānau , to create opportunities that help them feel great about themselves, their lives and their futures.

Our team includes psychologists, clinicians and youth workers who actively engage with young people between the ages of 12-20 years, in environments familiar to them. We believe in the positive power of friendship as a means to support young people to realise their potential.

We support young people to:

- Deal with things that are causing distress
- Learn ways to continue dealing with intense emotions, social stressors and other things that get in the way of day-to-day life, or reaching their potential
- Build confidence, resilience and self-esteem
- Strengthen their relationships with family, Whānau , peers and their communities
- Avoid disruption to achieving as school, work or in other important areas of life.

YOUTH SERVICES

How to get Real – Here are some ways to connect with the Real Lakes Team:

- Student guidance counsellors
- Your Local GP or community support organisation.
- Rotovegas Youth Health
- Or you, or your family/Whānau can self-refer, just drop us a line or pop into our office on Hinemoa Street.

Open 8.30am to 5.00pm Monday to Friday

SEXUAL WELLBEING (PREVIOUSLY FAMILY PLANNING – HEALTH PROMOTION SERVICE

Email:	hp.rotorua@familyplanning.org.nz	Website:	www.sexualwellbeing.org.nz
<p>Information, education and resources for young people, their parents, caregivers and professionals. We also offer professional development and support for teachers in delivery of the sexuality component of the NZ Education curriculum and resources and support for tutors in alternative education and training establishments.</p>			

TAIHOHI TURAMA - ROTORUA CENTRE FOR YOUTH

Address:	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	Email:	steveh@taiohiturama.org.nz
Phone:	07 343 1012	Website:	www.taiohiturama.org.nz
		Contact:	Steve Holmes
<p>We are a dedicated Youth One Stop Shop with the purpose of “Enabling youth to reach their full potential by helping them to be happy, healthy, safe and moving towards a great future”. The primary focus is youth development and youth health.</p> <p>We focus on the delivery of services, programmes and activities that build on the strengths and skills of young people, with youth voice and participation at the centre.</p> <p>The Youth Centre Team facilitate a variety of programmes throughout the year. Feedback from participants in the programmes have shown young people develop new skills, build confidence, discover new pathways and the programmes have made young people feel valued and accepted. Some of the after-school workshops and programmes for young people to learn new skills, discover talents and make friends include:</p> <ul style="list-style-type: none"> • Music • Audio engineering • Filming and video editing • Game mode building • Barista • Cooking • Youth leadership and event management • And more 			

YOUTH SERVICES**TAIOHI TURAMA - YOUTH HEALTH CLINIC**

Address:	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	Email:	youthhealth.admin@taiohiturama.org.nz
Fax:	349 3492	Phone:	343 1013

A free nurse-led clinic for 15 - 24 year-olds who live in Rotorua. Have a small number of Doctor clinics available but ask that clients first see the nurse. See young people for health care such as contraception and sexual health, pregnancy tests and follow up, general health care and referral for wellbeing support (counselling). The nurse clinic is by drop in between the hours below. Appointments are needed to see the Doctor.

Hours Monday, Wednesday, Thursday 10.00am to 4.30pm, Tuesday 10.00am to 7.30pm and Friday 10.00am to 4.00pm.

TAIOHI TUPURANGA – TAIOHI TURAMA -ROTORUA CENTRE FOR YOUTH

Address:	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	Email:	steveh@taiohiturama.org.nz
Website:	www.taiohiturama.org.nz	Phone:	343 1012
		Contact:	Steve Holmes

Taiohi Tupuranga is a programme to support 15-year-old youth (akonga) who are not enrolled (or who are disengaged) from education.

This programme aims to support the successful re-engagement of akonga into education or into further training or employment.

The programme involves one on one support; home visits; whanau activities, brokering support back into education, training or employment and six months follow up mentoring, coaching and transition support in their chosen pathway.

Activities include outdoor experiential learning, aspirational pathway planning, employability and life skills, connection to education and employment pathways, holistic health and wellbeing services and support (including physical health, mental health, emotional health and resiliency, relationships and drug and alcohol education), creative arts programmes (including radio and broadcasting, barista, music and beat-making and more)!

YOUTH SERVICES**TE WAIARIKI PUREA TRUST**

Address:	1274 Fenton Street PO Box 566 Rotorua 3040	Email:	reception@twptnz.org
Phone:	348 5051	Contact:	Kiti Ransfield-King

Te Waiariki Purea Trust offers Rangatahi and Whānau services within the Te Arawa rohe, supporting people to: Participate in strengths-based services and activities, be active in their communities, achieve in education, be culturally connected and to engage with their Whānau support network.

Te Waiariki Purea Trust is guided by Te Arawa and Tikanga Maori and has been offering Rangatahi and Whānau Services in the Rotorua Community for over 33 years.

YOUTH EMPLOYMENT PLUS -TAIOHI TURAMA – ROTORUA CENTRE FOR YOUTH

Address:	6 Te Ngae Road (behind Pak n Save) Rotorua 3010	Email:	wandaA@taiohiturama.org.nz
Website:	www.taiohiturama.org.nz	Phone:	343 1012
		Contact:	Wanda Ashby

The Youth Employment Plus service supports a young person's (aged 15 to 24) wellbeing and guides them on a pathway to achieve success in education, training and/or employment. We help rangatahi to identify their aspirations, build on their strengths and reach their full potential.

A young person is matched with a dedicated Youth Worker Navigator who works with them to provide a holistic wrap around service. The young person can be connected with health services (including mental health support), youth development activities and any other support need. Young people are supported into training and/or employment and this support continues for a further six months once they are placed in a job. A Workplace Opportunities Broker connects rangatahi with the latest local job opportunities that align with their interests and aspirations.

Examples of the assistance we can provide includes:

- Access to information on careers, employment opportunities, training and apprenticeships;
- Career pathway planning;
- CVs and cover letters;
- Developing the 7 employability skills (which employers have told us they are looking for in staff);
- Interview skills;
- Driver licences (car);
- Gaining employment;
- Registering with a health provider;
- Access to a youth development activities to support the development of key competencies and skills.

We look forward to hearing from you if you would like more information.

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