



# **Good Health Rotorua Health & Well-being Services 2022**

Citizens Advice Bureau  
Rotorua



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by Citizens Advice Bureau Rotorua Inc

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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](mailto:rotorua@cab.org.nz)  
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## **CHAPTER 1: ADDICTIONS – DEPENDENCIES**

### **ALCOHOL DRUG HELPLINE - 0800 787 797**

<b>Phone:</b>	0800 787 797	<b>Email:</b>	info@alcoholdrughelp.org.nz
<b>Mobile:</b>	Free text to 8681	<b>Website:</b>	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, Meth Help Team 0800 787 797.**

### **ALCOHOL AND DRUG COUNSELLING SERVICE - TE UTUHINA MANAAKIORA TRUST**

<b>Address:</b>	First Floor 1154 Hinemoa Street PO Box 1802 Rotorua 3040	<b>Email:</b>	tu_admin@manaakiora.org.nz
<b>Phone:</b>	348 3598	<b>Website:</b>	www.manaakiora.org.nz

Te Utuhina Manaakiora 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**

<b>Website:</b>	www.al-anon.org.nz	<b>Phone:</b>	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**

<b>Phone:</b>	0800 229 6757	<b>Website:</b>	www.aa.org.nz
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**

<b>Phone:</b>	021 379 344	<b>Website:</b>	www.ash.org.nz
		<b>Email:</b>	ashnz@ash.org.nz
An independent organisation seeking urgent action from the government to achieve Smokefree NZ by 2025.			

## **GAMBLING HELPLINE**

<b>Phone:</b>	0800 654 655 or Txt 8006	<b>Website:</b>	www.gamblinghelpline.co.nz
		<b>Email:</b>	info@gamblinghelpline.co.nz
Support for problem gamblers and their families. 24-hour free phone or text 8006. Forum on website checked daily for sharing online.  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.			

## **NARCOTICS ANONYMOUS AOTEAROA NZ**

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

## **NZ DRUG FOUNDATION**

<b>Phone:</b>	For 24 hour assistance call the Alcohol and Drug Helpline on 0800 787 797	<b>Website:</b>	www.drugfoundation.org.nz
		<b>Email:</b>	admin@drugfoundation.org.nz
For information about drugs, their effects, where to get help, latest research.			

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

<b>Phone:</b>	0800 664 262	<b>Email:</b>	help@pgfnz.org.nz
		<b>Website:</b>	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**

<b>Phone:</b>	0800 778 778 or Text 4006	<b>Email:</b>	quit@quit.org.nz
		<b>Website:</b>	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 – <a href="http://www.quit.org.nz">www.quit.org.nz</a>. Here you can also chat with other people who are quitting. Quitline's phone service is available in a variety of languages.</p>			

## **ROTORUA NEEDLE EXCHANGE**

<b>Address:</b>	1478 Hinemoa Street Rotorua 3010	<b>Email:</b>	rane@nznep.org.nz
<b>Phone:</b>	349 3322	<b>Website:</b>	www.needle.co.nz
<b>Fax:</b>	349 3321		
<p>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. An electronic dispenser is available after hours – PIN number 1111. Open Mon to Fri – 9am to 3pm.</p>			

## **WEIGHTWATCHERS NEW ZEALAND**

<b>Phone:</b>	0800 009 009 9.00am – 5.00pm Mon-Fri	<b>Website:</b>	www.weightwatchers.co.nz
<p>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.</p>			





## CHAPTER 2: ADVOCACY & INFORMATION

### AGE CONCERN ROTORUA

<b>Address:</b>	Parkside House 5 Tarewa Place Rotorua 3010	<b>Email:</b>	admin@acrotorua.nz
<b>Phone:</b>	347 1539	<b>Website:</b>	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

<b>Address:</b>	1143 Eruera Street Rotorua 3010	<b>Email:</b>	rotorua@cab.org.nz
<b>Phone:</b>	348 3936 or 0800 367 222	<b>Website:</b>	www.cab.org.nz
	Text on 021 0904 5026	<b>Contact:</b>	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 2.00pm 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.

**ADVOCACY & INFORMATION****COMMUNITY LAW CENTRE**

<b>Address:</b>	1276 Pukuatua Street Rotorua 3010	<b>Email:</b>	reception@rdclc.co.nz
<b>Phone:</b>	348 8060	<b>Website:</b>	www.communitylaw.org.nz
		<b>Contact:</b>	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 Monday.

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

**Outreach Services:**

Murupara – 3<sup>rd</sup> Thursday of the month –and Taupo on 3<sup>rd</sup> Wednesday of the month – ring 07 348 8060 to make an appointment for these.

**NATIONWIDE HEALTH AND DISABILITY ADVOCACY SERVICE**

<b>Address:</b>	PO Box 5013 Rotorua West Rotorua 3044	<b>Contact:</b>	Tiana Broughton-Bell
<b>Phone:</b>	349 0182 or 0800 555 050	<b>Email:</b>	advocacy@advocacy.org.nz
<b>Fax:</b>	0800 278 77678	<b>Website:</b>	www.advocacy.org.nz

We work alongside users of health and disability services to ensure their voices are heard, where rights have been infringed. Support consumers with complaints and ensures the Code of Rights is carried out. Education and training provided to consumers and providers in relation to the Code of Rights. Free service. Monday to Friday 8.30am to 5pm.

**PERSONAL ADVOCACY AND SAFEGUARDING ADULTS TRUST INC**

<b>Phone:</b>	07 393 5728 or 022 088 7439	<b>Contact:</b>	Narissa Siemonek
		<b>Email:</b>	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.

**ADVOCACY & INFORMATION****ROTORUA AND TAUPO HOSPITALS LAKES DISTRICT HEALTH BOARD QUALITY AND RISK TEAM**

<b>Phone:</b>	343 7735	<b>Email:</b>	feedback@lakesdhb.govt.nz
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 the Lakes District Health Board.			

**ROTORUA MULTICULTURAL COUNCIL**

<b>Address:</b>	c/- Rotorua Arts Village 1240 Hinemaru Street Rotorua 3010	<b>Email:</b>	exec.rmc@gmail.com
<b>Facebook:</b>	Facebook Multicultural Rotorua	<b>Contact:</b>	Yumiko Kawano – Executive Officer – 021 741 664
<b>Website:</b>	<a href="http://multiculturalrotorua.nz/">http://multiculturalrotorua.nz/</a>		
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.			



## **CHAPTER 3: CHILDREN & PARENTING (INCLUDING PREGNANCY)**

### **BIG BROTHERS BIG SISTERS ROTORUA**

<b>Phone:</b>	021 158 8227	<b>Website:</b>	www.bigbrothersbigsister.co.nz
<b>Email:</b>	nicki@bbbs.nz	<b>Contact:</b>	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**

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

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

### **CHILDREN'S HEALTH HUB & LIBRARY – TE AKA MAURI**

<b>Address:</b>	1127 Haupapa Street Rotorua	<b>Email:</b>	Childrens.healthHub@lakesdhub.govt.nz
<b>Phone:</b>	07 348 1199 extn 5401	<b>Contact:</b>	Lynne McVicar Population Health Services Manager
<b>Fax:</b>	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, AUTISM AND OTHER NEURODIVERSE SUPERPOWERS

<b>Email:</b>	andria@happytalk.nz	<b>Contact:</b>	Andria Studman
<b>Phone:</b>	0800 427 798	<b>Website:</b>	www.dysco.nz/www.happytalk.nz
<p>DYSCO Dyslexia Training &amp; Happy Talk Trust offer:</p> <ul style="list-style-type: none"> <li>Visual Dyslexia Solutions – screen and instant solutions – up to four family members (30 minute session). <i>Note a discounted rate and funding may be available from Work &amp; Income</i></li> <li>Smooth Transitions &amp; Avoiding Meltdowns – for adults or under 8s (group of 5-10 adults required – 1 day). <i>Note – incorporates 2021 Neuroscience research</i></li> <li>Accelerating learning &amp; success – for people whose brains think differently e.g. Autism, ADHD, Dyslexia (read), Dyscalculia (maths) and other neurodiverse superpowers – Team of Grand/parents and teachers/TAs (3-6 teams with regular contact to the child – 3 days). <i>Note Andria is a MoE Accredited PLD Facilitator so can/may be funded and run through your ECC/Kohanga Reo or Primary School/Kura.</i></li> <li>Resources provided to keep as an ongoing benefit for family/whanau and schools/kura.</li> </ul> <p>In addition:</p> <ul style="list-style-type: none"> <li>DYSCO (pronounced disco) can provide a gull 6D “SAC” (Special Assessment Conditions), 3-page report for children transitioning to high school (1 hour).</li> <li>Happy Talk Trust also offers “I’ve Got Your 6” training: practical solutions to prevent suicide, self-harm and harming others for youths aged 10-24 (2 days).</li> </ul>			

## FAMILY COURT

<b>Address:</b>	C/- The Rotorua District/High Court Main Courthouse Entrance Cnr Arawa and Tutanekai Streets Rotorua Postal: High/District Court DX: JX10550 Rotorua	<b>Email:</b>	FCC.Rotorua@justice.govt.nz
<b>Phone:</b>	Coordinator 921 7460 or 07 837 2017 Manager 921 7449	<b>Website:</b>	www.justice.govt.nz/family-justice
<b>Freephone:</b>	0800 268 787	<b>Contact:</b>	Vicki Manarangi and Jamie Wharepapa
<p>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.</p> <p>For information go to website <a href="http://www.justice.govt.nz/family-justice">www.justice.govt.nz/family-justice</a> or ring the Family Justice Helpline 0800 224 733.</p>			

## **FAMILY PLANNING – HEALTH PROMOTION SERVICE**

<b>Phone:</b>	347 0703	<b>Email:</b>	healthpromotionrotorua@familyplanning.org.nz
		<b>Website:</b>	www.familyplanning.org.nz

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.

## **FAMILY WORKS**

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

## **FETAL ALCOHOL SUPPORT TRUST (FAST)**

<b>Phone:</b>	0800 006 752		
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Support for pregnant women and education on the dangers of alcohol. Assessment, advocacy and support for affected children and their families.

## **HE TOHU Counselling and Supervision – Huhana Pene**

<b>Address:</b>	1143 Hinemoa Street 2 <sup>nd</sup> Floor (above Daily Post, life accessible) Rotorua 3010	<b>Phone:</b>	022 586 1330
		<b>Email:</b>	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). Zoom and Online capabilities if required.

## HOME BIRTH ASSOCIATION

<b>Contact:</b>	Michelle	<b>Phone:</b>	345 8441
Support and information for women and families interested in home birth.			

## KIDZ NEED DADZ SUPPORT SERVICES

<b>Phone:</b>	07 571 0379	<b>Email:</b>	<a href="mailto:kidzkare@kidzneeddadz.org.nz">kidzkare@kidzneeddadz.org.nz</a>
		<b>Website:</b>	<a href="http://www.KidzNeedDadz.org.nz">www.KidzNeedDadz.org.nz</a>
The mission of KidzNeedDadz is to strengthening father/child relationships through support, education and fun. Offer DadzKare Personal/Group Support, a support line, education including a correspondence parenting programme and supervised contact services.			

## MANAAKI ORA TRUST - TIPU ORA

<b>Address:</b>	16-26 Haukotuku Street PO Box 807 Rotorua 3010	<b>Email:</b>	<a href="mailto:referralhub@manaakiora.org.nz">referralhub@manaakiora.org.nz</a>
<b>Phone:</b>	0800 348 2400 or 348 2400	<b>Website:</b>	<a href="http://www.manaakiora.org.nz">www.manaakiora.org.nz</a>
<b>Fax:</b>	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 – Kia Pakari 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

<b>Address:</b>	1358 Hinemoa Street Rotorua 3040 PO Box 341 Putaruru 3442	<b>Contact:</b>	Henrietta Cassidy, Team Lead
<b>Phone:</b>	021 994 531	<b>Email:</b>	h.cassidy@centralkids.org.nz
<b>Website:</b>	www.centralkids.org.nz	<b>Other Contacts:</b>	Dee Horne, Whanau Navigator 021 309 275; d.horne@centralkids.org.nz Kirsty Hohneck, Tamariki Navigator 021 319 615; k.hohneck@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.

## MINISTRY OF EDUCATION – LEARNING SUPPORT

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

## MISCARRIAGE SUPPORT

<b>Phone:</b>	Support line 0508 726 372	<b>Website:</b>	www.miscarriagesupport.org.nz
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

<b>Address:</b>	297 Vaughan Road Owhata Rotorua 3010	<b>Email:</b>	manager@mokoiaca.org.nz
<b>Phone:</b>	345 5971	<b>Contact:</b>	Frances Porter - Manager
	Inside Eastside: <a href="http://insideeastside.org.nz">http://insideeastside.org.nz</a>	<b>Facebook:</b>	<a href="http://www.facebook.com/Inside-Eastside-rotorua">www.facebook.com/Inside-Eastside-rotorua</a>
<p>The Mokoia Community Association operates from the east side of Rotorua and uses community-led development principles to work alongside its Eastside Communities. Advocacy and information support is provided through our Whanau Support Service which provides free counselling and social work support for Eastside residents. Other services which the Mokoia Community Association provides includes:</p> <p><b>Counselling:</b> support with life stresses such as grief and loss, stress, family violence, relationships and work/life balance.</p> <p><b>Navigation and Advocacy services:</b> support for those who have children aged 0 to 18 years who need assistance with basic needs such as finances, health, advocacy or housing.</p> <p><b>Rangatahi/Youth support:</b> working individually with young people, 12 to 20 years who need support with things like engaging in school or moving to employment. Leadership support to identify, set and work towards reaching personal goals.</p> <p><b>Active Aging:</b> activities including arts and crafts, fitness and social events for Eastside Seniors (55+).</p> <p><b>Adult and Community Education:</b> For example Te Reo Maori, computer classes, learner driver licence theory courses (open to anyone who lives in Rotorua).</p> <p><b>Plunket Clinic</b></p> <p><b>"Inside Eastside":</b> A community newsletter delivered to 4,400 Eastside households, providing a mechanism for communicating with and connecting our Eastside Communities.</p> <p><b>Community Hall Hire:</b> This is available for hire by community groups.</p>			

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

<b>Address:</b>	1239 Haupapa Street PO Box 587 Rotorua	<b>Email:</b>	ohfrotorua@ohf.org.nz
<b>Phone:</b>	348 8009	<b>Website:</b>	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.			

**CHILDREN & PARENTING (INCLUDING PREGNANCY)****ORANGA TAMARIKI MINISTRY FOR CHILDREN (FORMERLY CHILD YOUTH AND FAMILY SERVICE)**

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

<b>Address:</b>	PO Box 2187 Rotorua	<b>Email:</b>	rotorua@parentscentre.org.nz
		<b>Website:</b>	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**

<b>Contact:</b>	Breanna Turner	<b>Email:</b>	centrallakes@parent2parent.org.nz
<b>Phone:</b>	0508 236 236	<b>Mobile:</b>	027 808 3952
<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)**

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

## **PREGNANCY COUNSELLING**

<b>Phone:</b>	0800 773 462 or text 021 289 8727	<b>Website:</b>	www.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 COMMUNITY CRECHE AND KINDERGARTEN**

<b>Address:</b>	187 Old Taupo Road Rotorua 3015	<b>Phone:</b>	348 6605
<b>Website:</b>	www.rcck.org.nz	<b>Email:</b>	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

<b>Address:</b>	1436 Pukuatua Street PO Box 10011 Rotorua Mail Centre	<b>Phone:</b>	348 4161 – Nurses base 350 1517 - Community
<b>Website:</b>	www.plunket.org.nz	<b>Email:</b>	Lakes.plunket@plunket.org.nz

Plunket nurses look after the health needs of children aged from birth to 5 years. They provide support and education to parents on the health and wellbeing of children and whānau. Plunket nurses visit new babies at home from around five weeks of age and continue to see them regularly to do well child assessments in homes and clinics. Community Karitane and Plunket Kaiawhina are also available to visit to provide extra support and health promotion activities to improve child health.

Volunteers run play groups, parenting courses and are involved in fundraising and activities.

All clinics are by appointment only – phone 348 4161

### Central Clinic

1436 Pukuatua Street  
Rotorua  
Clinics on Tues, Wed, Thurs and Friday  
Drop-in clinic every Thursday 9am-2pm

### Westbrook Clinic

10 Hapi Street  
Rotorua  
Clinics on Wednesday by appointment

### Mokoia Clinic

Mokoia Community Centre  
297 Vaughan Road  
345 5971  
Clinics on Tuesday and Wednesday by appointment

### Ngongotaha Clinic

Ngongotaha Medical Centre  
Tau Street  
Clinic on Thursdays by appointment

Follow us on Facebook Rotorua Plunket

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

<b>Website:</b>	www.sands.org.nz		
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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.

## SEASONS FOR GROWTH – GROWING THROUGH GRIEF, ROTORUA

<b>Address:</b>	St Luke's Church Cnr Amohia and Pukuatua Streets Rotorua 3010	<b>Email:</b>	gtgrotorua@waiapu.com
<b>Phone:</b>	350 3384 and 021 814 816	<b>Contacts:</b>	Co-ordinator

Children and youth grief and loss programme - 6-18 year olds for any loss, e.g. death or separation of parents. After school programme on Tuesdays 3.45 – 5pm, term time. Also now offer a programme for adults – for information contact the Co-ordinator.

## **S.I.D.S. - SUDDEN INFANT DEATH SYNDROME (COT DEATH)**

<b>Phone:</b>	0800 164 455	<b>Website:</b>	www.sidsandkids.org.nz
<p>24-hour helpline and on-going support for bereaved parents who have lost a child suddenly, of any age and/or unexpectedly of any cause including S.I.D.S.</p> <p>Resource information available on website.</p>			

## **SPACE – A PLACE FOR YOU AND YOUR BABY**

<b>Phone:</b>	0800 535 659	<b>Website:</b>	www.space.org.nz
		<b>Email:</b>	rotoruaspace.effect@gmail.com
<p>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.</p>			

## **SPEECH THERAPY SERVICE**

<b>Phone:</b>	343 1371		
<p>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.</p>			

## **STAND TU MAIA**

<b>Address:</b>	Moana Terrace Rotorua 3010	<b>Email:</b>	midland@standforchildren.org.nz
<b>Phone:</b>	345 9097	<b>Website:</b>	www.standforchildren.org.nz
<b>Contact:</b>	Toni Hocquard - Manager		
<p>Stand – Tu Maia 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, Kidzacool Adventures – a week residential holiday programme for children living with caregivers..</p> <p>Stand Tu Maia is a secondary service and information regarding referrals and an on-line referral form can be found on the website – <a href="http://www.standforchildren.org.nz/services">www.standforchildren.org.nz/services</a></p>			

## TE TAUMATA O NGATI WHAKAUE IHO AKE

<b>Address:</b>	2C Ranolf Street Rotorua 3010 PO Box 12017 Rotorua 3040	<b>Email:</b>	Korero- mai@taumata.org.nz
<b>Phone:</b>	346 0095	<b>Website:</b>	www.taumata.org.nz
<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 – Housing First connects 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 <a href="http://www.taumata.org.nz">www.taumata.org.nz</a></p>			

## TOOL BOX PARENTING GROUPS

<b>Email:</b>	support@parentingplace.nz	<b>Website:</b>	www.theparentingplace.nz
<b>Phone:</b>	09 524 0025		
<p>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.</p> <p>Check out the Parenting Place website for more information and to find a course.</p>			

## TOUGH LOVE

<b>Website:</b>	www.toughlove.org.nz	<b>Email:</b>	waikatopsg@gmail.com
<p>Parent support for parents of children with unacceptable adolescent behaviour. Nearest support group is in Hamilton.</p>			





## CHAPTER 4: COMMUNITY CENTRES

### KO TE TUARA TOTARA O FORDLANDS

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

<b>Address:</b>	16 Kamahi Place Pukehangi Rotorua 3015	<b>Email:</b>	office@lintonpark.co.nz
<b>Phone:</b>	348 0757	<b>Contact:</b>	Veena Kameta – manager@lintonpark.co.nz
		<b>Facebook:</b>	<a href="https://www.facebook.com/lintonparkcommunity">https://www.facebook.com/lintonparkcommunity</a>

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**

<b>Address:</b>	297 Vaughan Road Owhata Rotorua 3010	<b>Email:</b>	manager@mokoia.org.nz
<b>Phone:</b>	07 345 5971	<b>Contact:</b>	Frances Porter - Manager
		<b>Websites/Facebook:</b>	Inside Eastside: <a href="http://insideeastside.org.nz">http://insideeastside.org.nz</a> <a href="http://www.facebook.com/Inside-Eastside-Rotorua">www.facebook.com/Inside-Eastside-Rotorua</a>

The Mokoia Community Association operates from the east side of Rotorua and uses community-led development principles to work alongside its Eastside Communities. Advocacy and information support is provided through our Whanau Support Service which provides free counselling and social work support for Eastside residents. Other services which the Mokoia Community Association provides includes:

**Counselling:** support with life stresses such as grief and loss, stress, family violence, relationships and work/life balance.

**Navigation and Advocacy services:** support for 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:** working individually with young people, 12 to 20 years who need support with things like engaging in school or moving to employment. Leadership support to identify, set and work towards reaching personal goals.

**Active Aging:** activities including arts and crafts, fitness and social events for Eastside Seniors (55+).

**Adult and Community Education:** For example Te Reo Maori, computer classes, learner driver licence theory courses (open to anyone who lives in Rotorua).

**Plunket Clinic**

**"Inside Eastside":** A community newsletter delivered to 4,400 Eastside households, providing a mechanism for communicating with and connecting our Eastside Communities.

**Community Hall Hire:** This is available for hire by community groups.

**PARKSYDE OLDER PERSONS COMMUNITY CENTRE**

<b>Address:</b>	7-9 Tarewa Place PO Box 806 Rotorua 3040	<b>Contact:</b>	Robyn Skelton
<b>Phone:</b>	348 9892	<b>Email:</b>	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 older people in Rotorua and the surrounding district. Activities include Tai Chi, Housie, Zumba, Square Dancing, Mahjong, Balance and Exercise classes, Indoor Bowls, Table Tennis, Scrabble, Rummy-O and more. The timetable of activities can be found on the website [www.parksyde.org.nz](http://www.parksyde.org.nz). Great café/restaurant and event facilities.

For people over the age of 55 years.

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

<b>Address:</b>	437 Paradise Valley Road RD 2 Rotorua	<b>Email:</b>	progressngongotaha@gmail.com
<b>Phone:</b>	07 357 4565 or 022 140 4391	<b>Contact:</b>	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**

Closed office/shop/museum due to Covid unable to meet government requirements. Progress Ngongotaha is still very active, operating its service from the “Community” at large. Currently (May 2022) 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.

- Progress Ngongotaha-Kokiri Ngongotaha Inc post volunteer opportunities onto BeCollective NZ site.

**ROTORUA YOUTH CENTRE**

<b>Address:</b>	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	<b>Email:</b>	yd.manager@rotoruyouthcentre.org
<b>Phone:</b>	343 1012	<b>Website:</b>	www.rotoruyouthcentre.org
		<b>Contact:</b>	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**

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

The following programmes and services are based at the Centre:  
Reinvigoration Projects – Turner Drive, Fairview Reserve, Man Up Programme and support for Rheumatic Fever Prevention Programme/Healthy Homes.

## CHAPTER 5: COMMUNITY SERVICES

### ACCESS COMMUNITY HEALTH

<b>Phone:</b>	0800 284 663	<b>Email:</b>	info@access.org.nz
		<b>Website:</b>	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

<b>Address:</b>	Parkside House 5 Tarewa Place PO Box 1605 Rotorua 3010	<b>Email:</b>	admin@acrotorua.nz
<b>Phone:</b>	347 1539	<b>Website:</b>	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>			

### BLOOD DONOR RECRUITER - NEW ZEALAND BLOOD SERVICE

<b>Phone:</b>	0800 448 325	<b>Email:</b>	jan.johnston@nzblood.co.nz
<b>Contact:</b>	Jan Johnston	<b>Website:</b>	www.nzblood.co.nz
<p>We need new Blood Donors every month in Rotorua. Our mobile unit visits The Distinction Hotel in Fenton Street monthly. Ring 0800 448 325 for time and dates or check the website.</p>			

## BUDGET ADVISORY SERVICE

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

## CITIZENS ADVICE BUREAU

<b>Address:</b>	1143 Eruera Street Rotorua 3010	<b>Email:</b>	rotorua@cab.org.nz
<b>Phone:</b>	348 3936 or 0800 367 222	<b>Website:</b>	www.cab.org.nz
<b>Fax:</b>	348 3547	<b>Contact:</b>	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 2.00pm 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.

## COMMUNITY HOSPICE TRUST– ROTORUA

<b>Address:</b>	1469 Hinemoa Street Rotorua	<b>Email:</b>	ceo@rotoruahospice.co.nz
<b>Phone:</b>	343 6591		
<b>Fax:</b>	347 8377	<b>Contact:</b>	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****COMMUNITY LAW CENTRE**

<b>Address:</b>	1276 Pukuatua Street Rotorua 3010	<b>Email:</b>	reception@rdclc.co.nz
<b>Phone:</b>	348 8060	<b>Website:</b>	www.communitylaw.org.nz
		<b>Contact:</b>	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 Monday
- 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 – 3<sup>rd</sup> Thursday of the month and Taupo on 3<sup>rd</sup> Wednesday of the month – ring 07 348 8060 to make an appointment for these.

**CURTAINBANK ROTORUA**

<b>Address:</b>	2 <sup>nd</sup> Building, Arawa Park Racecourse Entrance next to Ridges Hotel Fenton Street Rotorua 3010	<b>Email:</b>	curtainbankrotorua@gmail.com
<b>Phone:</b>	027 653 0836	<b>Contact:</b>	Val

We support and help the elderly and families in need by providing pre-loved curtains. Giving warmth and privacy to people with health or financial issues. Our organisation relies on donations of clean curtains which we recycle to those people who desire reduced heating bills and warm homes.

Opening hours are Wednesday 10.00am to 11.00am and Friday 9.00am to 10.00am.

**DECYPHER INTERPRETING AND TRANSLATING**

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

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

**COMMUNITY SERVICES****DRESS FOR SUCCESS ROTORUA**

<b>Address:</b>	1195 Eruera Street Rotorua 3010 Suite 3, 30 Grey Street Tauranga	<b>Email:</b>	bayofplenty@dressforsuccess.org
<b>Phone:</b>	348 3660	<b>Website:</b>	www.dressforsuccess.org/bayofplenty
<b>Mobile:</b>	027 679 0020	<b>Facebook:</b>	Fb.com/dressforsuccessbop
<p>We assist women return into the workforce by providing appropriate clothing, accessories, confidence and grooming advice for their job interviews.</p> <p>We have a Career Centre where we can assist clients to write their CVs, cover letters and online job search. Or alternatively, they can do this themselves with support from our team. We are also committed to support our clients with employment retention through our Professional Women's Group programme which includes a Financial Literacy course.</p> <p>Our services are free; we operate through a referral system and by appointment only.</p> <p>How can you help? Dress for Success Rotorua welcomes donations of good quality new and used clothing, shoes and accessories (we particularly like larger sizes (18+)). We rely on the support and commitment of volunteer staff to provide the service. Give your time or talents, financial donations and/or support our fundraising activities so we can continue to support women in our community.</p>			

**DRIVING MISS DAISY**

<b>Phone:</b>	347 4001 or 021 503 605	<b>Contact:</b>	Rosie and Bruce Graham
		<b>Email:</b>	rotorua@drivingmissdaisy.co.nz
<b>Freephone:</b>	0800 948 432	<b>Website:</b>	www.drivingmissdaisy.co.nz
<p>A safe, reliable and friendly companion driving service. Driving Miss Daisy is perfect for:</p> <ul style="list-style-type: none"> <li>• ACC-related transport (work/rehab/physio etc)</li> <li>• Medical and personal appointments</li> <li>• Social engagements/outings and scenic drives</li> <li>• Grocery or other shopping trips</li> <li>• Airport/bus/rail departures or pick ups</li> <li>• Pets to the vet</li> </ul> <p>Driving Miss Daisy now accepts Total Mobility Scheme Cards.</p> <p>The service is affordable and cost effective. Bookings are essential.</p>			



**COMMUNITY SERVICES****DIY SHED ROTORUA**

<b>Contacts:</b>	Jocelyn Jacobs 021 065 8329	<b>Email:</b>	diyrotorua@gmail.com
<p>The DIY Shed is a not-for-profit community initiative for women wanting to learn basic trade skills using powered and non-powered tools. Check their Facebook Page for updates – facebook.com/DIY-Shed-Rotorua. Open 9.00am to 2.30pm Wednesday and 5.00pm to 9.30pm Thursday.</p>			

**EMPOWERED LEARNING TRUST**

<b>Address:</b>	PO Box 33 Rotorua 3060 3842 Broadlands Road Reporoa Rotorua 3083	<b>Contact:</b>	Hayley Hathaway
<b>Phone:</b>	027 564 2774	<b>Email:</b>	info@empoweredlearningtrust.co.nz
		<b>Website:</b>	www.empoweredlearningtrust.co.nz
<p>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:</p> <ul style="list-style-type: none"> <li>• Irlen and visual processing screening and referral for further testing</li> <li>• Auditory Processing Disorder (APD) screening and referral for further testing</li> <li>• Dyslexia</li> </ul> <p>We aim to provide these services at no cost to either schools or families.</p>			

**FOOD BANK**

<b>Address:</b>	Community Ministries, Salvation Army, 1228-1238 Amohia Street Rotorua 3015	<b>Phone:</b>	346 8113
<p>Provide food parcels for those in need. Monday, Wednesday and Friday 10.00am to 12.00noon and 12.30pm to 2.00pm. Appointments must be made to apply for a food parcel or other assistance. All clients must have a letter from Work and Income showing they have met with a case manager and have been declined special assistance with breakdown of benefits. The letter must include income and expenditure before they are considered for a food parcel. Photo ID required plus two weeks of bank statements. Likely Social Work follow up will occur.</p> <p>Referrals from other agencies will also be considered.</p>			

**COMMUNITY SERVICES****FREEDOM COMPANION DRIVING SERVICE**

<b>Phone:</b>	213 1961 or 027 531 9767	<b>Contact:</b>	Kelly Seymour
<b>Website:</b>	<a href="http://www.freedomcompaniondrivers.co.nz">www.freedomcompaniondrivers.co.nz</a>	<b>Email:</b>	<a href="mailto:rotorua@freedomdrivers.co.nz">rotorua@freedomdrivers.co.nz</a>

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**

<b>Contact:</b>	Support Coordinator	<b>Email:</b>	<a href="mailto:rotoruaarg@gmail.com">rotoruaarg@gmail.com</a>
<b>Phone:</b>	022 0595 107	<b>Website:</b>	<a href="http://www.grg.org.nz">www.grg.org.nz</a>

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**

<b>Address:</b>	1333 Eruera Street, PO Box 414 Rotorua 3040	<b>Contact:</b>	<a href="https://www.greypowerrotorua.org.nz/contact-us">https://www.greypowerrotorua.org.nz/contact-us</a>
<b>Phone:</b>	07 346 1739	<b>Email:</b>	<a href="mailto:greypower.rotorua@gmail.com">greypower.rotorua@gmail.com</a>
		<b>Website:</b>	<a href="http://www.greypowerrotorua.org.nz">www.greypowerrotorua.org.nz</a>

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, quarterly magazines, forums and events 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.

**HABITAT FOR HUMANITY**

<b>Address:</b>	50 Edmund Road Rotorua 3015	<b>Email:</b>	<a href="mailto:hfhrotorua@xtra.co.nz">hfhrotorua@xtra.co.nz</a>
<b>Phone:</b>	343 9273	<b>Website:</b>	<a href="http://www.habitat.org.nz">www.habitat.org.nz</a>

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.

**COMMUNITY SERVICES****HEALTH CARE OF NEW ZEALAND**

<b>Phone:</b>	347 6580	<b>Email:</b>	office@healthcarenz.co.nz
		<b>Website:</b>	www.healthcarenz.co.nz
Home help and personal care services. HFA and ACC health service provider.			

**HEALTH HOSPITAL TRANSPORT – LAKES DHB**

<b>Phone:</b>	0800 768 537	<b>Contact:</b>	National Travel Assistance
<p>Linking patient transport service for out of town appointments between Taupo – Turangi – Rotorua – Waikato – Auckland.</p> <p>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.</p> <p>National Travel Assistance (NTA) - transport for hospital treatment and appointments for patients in the Lakes DHB area is subject to the patient's eligibility. For more information see:</p> <p><a href="https://www.health.govt.nz/your-health/services-and-support/health-care-services/hospitals-and-specialist-services/travel-assistance/">https://www.health.govt.nz/your-health/services-and-support/health-care-services/hospitals-and-specialist-services/travel-assistance/</a></p>			

**HEALTHLINE**

<b>Phone:</b>	0800 611 116	<b>Website:</b>	www.healthline.govt.nz
<p>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.</p>			

**HEALTH AND WELLNESS SERVICES – SCHOOLS**

<b>Address:</b>	ROTORUA LAKES HIGH SCHOOL	<b>Phone:</b>	345 9502
		<b>Email:</b>	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>			
<b>Address:</b>	JOHN PAUL COLLEGE	<b>Phone:</b>	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>			

**COMMUNITY SERVICES**

<b>Address:</b>	<b>ROTORUA BOYS' HIGH SCHOOL</b>	<b>Phone:</b>	348 6169 Ext 253
<p>Student Health and Guidance Centre open Monday to Friday 8.30am to 4.00pm with doctor (twice weekly Tuesday and Thursday), full time nurse service and guidance counsellors. Visits from community agencies.</p>			
<b>Address:</b>	<b>REPOROA COLLEGE</b>	<b>Phone:</b>	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 front office. Guidance counsellor available – contact office for available times/days. Access to drug and alcohol counselling and community agencies on request.</p>			
<b>Address:</b>	<b>ROTORUA GIRLS' HIGH SCHOOL</b>	<b>Phone:</b>	348 0156 ext. 245
<p>Wellness Centre available for students on site between 8.00am 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. All visits private and confidential.</p>			
<b>Address:</b>	<b>WESTERN HEIGHTS HIGH SCHOOL</b>	<b>Phone:</b>	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. Access to community agencies on request.</p>			

**HEALTH REPOROA - RURAL PRIMARY HEALTH CARE**

<b>Address:</b>	3838 Broadlands Road PO Box 69 Reporoa 3060	<b>Email:</b>	reporoasms@raphs.org.nz
<b>Phone:</b>	333 7301	<b>Contact:</b>	Kerry Wilton-Hill
<b>Fax:</b>	333 7302	<b>Facebook:</b>	@facebook.com/HealthReporoa
<p>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 to be made due to Covid 19 changes. 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.</p> <p>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.</p>			

**COMMUNITY SERVICES****HEALTH SHUTTLE**

<b>Phone:</b>	0800 824 3258	<b>Email:</b>	lakeshealthshuttles@stjohn.org.nz
<p>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.</p>			

**JUSTICE OF THE PEACE CLINICS**

<p>Justice of the Peace (JP) clinics are held as follows in Rotorua:</p> <p>Monday 12 noon to 2.00pm at the Citizens Advice Bureau, 1143 Eruera Street;          Tuesday 10.00am to 4.00pm in the Rotorua Library, 1127 Haupapa Street;          Wednesday 12 noon to 2.00pm at the Citizens Advice Bureau, 1143 Eruera Street;          Thursdays at 12noon to 2.00pm at the Rotorua Lakes Council, 1061 Haupapa Street,          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</p> <p>Appointments are not necessary.</p>
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**KA PAI KAI ROTORUA**

<b>Phone:</b>	027 275 7093	<b>Contact:</b>	Joe Dorset - GM
		<b>Email:</b>	manager@kapaikairotorua.co.nz
<p>Ka Pai Kai Rotorua is a not-for-profit school lunch service, making nourishing school lunches fresh to order each day and helping to make the healthy choice, the easy choice.</p>			

**KIMIORA COMMUNITY TRUST**

<b>Address:</b>	Harvest Centre 324 Malfroy Road Rotorua 3015	<b>Email:</b>	office@kimiora.nz
<b>Phone:</b>	347 0169	<b>Contact:</b>	Kirsty Wallis
		<b>Website:</b>	www.kimiora.nz
<p>Kimiora offers a range of services and programs designed to empower, build strength and bring hope for a better community.</p> <p><b>Emerge</b> – is an early intervention program for tamariki aged 8-12. The yearlong program includes weekly hubs, camps and Whānau Days, where tamariki learn about positive life choices in a safe, fun and loving environment.</p> <p><b>Waahi Aroha</b> – is our Mothers support group initiative. The aim of this initiative is to build a strong community that helps Māmā transition out of isolation and reconnect to their local and wider community in a more positive and desirable way. Waahi Aroha looks at empowering Māmā to connect and upskill through workshops/seminars, wananga, coffee groups, fundraising and self-development as well as parenting courses.</p>			

**COMMUNITY SERVICES**

**Gym Mentorship** – This program supports rangatahi who are struggling with their emotional and mental wellbeing. This year we embark on a journey of Crossfit. Our programme runs 2X per week for 8 weeks during the school terms. Our kaupapa is one of relationship, encouragement, empowerment, positivity and developing a 'can do' mentality.

**Kirsty Wallis** – Community Co-ordinator - [kirsty@kimiora.nz](mailto:kirsty@kimiora.nz) ph: 021 100 1681

**Amber Gordine-King** – Community Team Leader – [amber@kimiora.nz](mailto:amber@kimiora.nz) ph: 027 525 8510

**KO TE TUARA TOTARA O FORDLANDS**

<b>Address:</b>	48 Bellingham Crescent Rotorua PO Box 5188 Rotorua West 3044	<b>Email:</b>	<a href="mailto:Office@fordlands.co.nz">Office@fordlands.co.nz</a>
<b>Contact:</b>	Maraea Pomana	<b>Phone:</b>	343 9691
<p>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).</p> <p>We operate as a drop-in centre for all ages. Open Monday to Friday 9.00am to 3.00pm</p>			

**LAKES MEDICAL SERVICES TRUST**

<b>Address:</b>	PO Box 7143 Te Ngae Rotorua 3042	<b>Email:</b>	<a href="mailto:info@lmst.org.nz">info@lmst.org.nz</a>
<b>Phone:</b>	027 663 1151	<b>Website:</b>	<a href="http://www.lmst.org.nz">www.lmst.org.nz</a>
<p>A registered charitable trust offering alternate, non-emergency transport services for patients between healthcare providers, hospitals, rehabilitation facilities, aged care residential homes and private homes. Transfers can be booked on-line, email or phone. A charge applies. Personalised quotes and rates available upon request. LMST also provides medical event cover at concerts, school events, sporting events.</p>			

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

<b>Address:</b>	41 Pererika Street Rotorua 3010	<b>Contact:</b>	Gary Cooper
<b>Phone:</b>	347 8393	<b>Email:</b>	<a href="mailto:rotoruaenzshed@xtra.co.nz">rotoruaenzshed@xtra.co.nz</a>
<p>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.</p>			

## MOKOIA COMMUNITY ASSOCIATION

<b>Address:</b>	297 Vaughan Road, Owata Rotorua 3010	<b>Email:</b>	manager@mokoiaa.org.nz
<b>Phone:</b>	345 5971	<b>Facebook:</b>	www.facebook.com/inside-eastside-rotorua
<p>The Mokoia Community Association operates from the east side of Rotorua and uses community-led development principles to work alongside its Eastside Communities. Advocacy and information support is provided through our Whanau Support Service which provides free counselling and social work support for Eastside residents. Other services which the Mokoia Community Association provides includes:</p> <p><b>Counselling:</b> support with life stresses such as grief and loss, stress, family violence, relationships and work/life balance.</p> <p><b>Navigation and Advocacy services:</b> Support for those who have children aged 0 to 18 years who need assistance with basic needs such as finances, health, advocacy or housing.</p> <p><b>Rangatahi/Youth support:</b> working individually with young people, 12 to 20 years who need support with things like engaging in school or moving to employment. Leadership support to identify, set and work towards reaching personal goals.</p> <p><b>Active Aging:</b> activities including arts and crafts, fitness and social events for Eastside Seniors (55+).</p> <p><b>Adult and Community Education:</b> For example Te Reo Maori, computer classes, learner driver licence theory courses (open to anyone who lives in Rotorua).</p> <p><b>Plunket Clinic</b></p> <p><b>"Inside Eastside":</b> A community newsletter delivered to 4,400 Eastside households, providing a mechanism for communicating with and connecting our Eastside Communities.</p> <p><b>Community Hall Hire:</b> This is available for hire by community groups.</p>			

## NEIGHBOURHOOD SUPPORT GROUP

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

## NEW ZEALAND RED CROSS – ROTORUA SERVICE CENTRE

<b>Address:</b>	Rotorua Service Centre Rangiuru Street and Lake Road Rotorua 3040	<b>Email:</b>	First Aid Enquiries: firstaid@redcross.org.nz
<b>Phone:</b>	0800 REDCROSS or 0800 733 2767 07 348 3738	<b>Website:</b>	www.redcross.org.nz
		<b>Contact:</b>	Dawn Braim – First Aid Training
<p>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.</p> <p>The Service Centre is committed to supporting NZRC in its mission to improve the lives of vulnerable people and communities.</p>			

## PRISONERS' AID AND REHABILITATION SOCIETY

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

## ROTORUA COMMUNITY PATROLS

<b>Contact:</b>	David Reader	<b>Email:</b>	dbreader@xtra.co.nz rotorua@cpnz.org.nz
<b>Phone:</b>	357 4734 or 027 490 2816		
<p>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.</p>			

## ROTORUA COMMUNITY MĀORI WARDENS TRUST

<b>Address:</b>	5 Tauī Street Ngongotaha	<b>Contacts:</b>	Johnny Morris
<b>Phone:</b>	349 1852 or 022 085 9741	<b>Email:</b>	Office.rcmw@gmail.com
<p>Provide security for events, monitor youth misbehaviour - drinking and drugs, support Police and to be visible to help the community.</p>			



**COMMUNITY SERVICES****ROTORUA SETTLERS AND STEAM MUSEUM**

<b>Address:</b>	43-45 Robinson Avenue Holdens Bay Rotorua 3010	<b>Contact:</b>	Silke Hackbarth
<b>Phone:</b>	07 345 9525 or 027 657 1172	<b>Email:</b>	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.

**ROTOVEGAS YOUTH HEALTH CLINIC**

<b>Address:</b>	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	<b>Contact:</b>	Robyn Sharp
		<b>Email:</b>	Rotovegas.admin@raphs.org.nz
<b>Phone:</b>	343 1013	<b>Fax:</b>	349 3492

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 7.30pm and Friday 10.00am to 4.00pm.

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

<b>Address:</b>	35 Pererika Street PO Box 1205 Rotorua 3040	<b>Phone:</b>	Non-urgent 0800 785 646 Emergency 111
		<b>Website:</b>	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**

<b>Address:</b>	Shops operating at: Westend Shopping Centre Old Taupo Road Rotorua 3015		Te Ngae Shopping Centre Te Ngae Road Rotorua 3010
<b>Phone:</b>	347 7376	<b>Phone:</b>	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 4.00pm – no food parcels from this venue.

**SALVATION ARMY – FAMILY STORE**

<b>Address:</b>	1228-1238 Amohia Street Rotorua 3015	<b>Contact:</b>	Leonie Nickson
<b>Phone:</b>	346 8113	<b>Email:</b>	Leonie.nickson@salvationarmy.org.nz

Our Family Store is an Op Shop in town, that offers quality, affordable second-hand goods for purchase. Stop by at the store for a visit and browse and perhaps find yourself a bargain.

**COMMUNITY SERVICES****SALVATION ARMY COMMUNITY MINISTRIES**

<b>Address:</b>	1228-1238 Amohia Street Rotorua 3010	<b>Contact:</b>	Tania Hore
<b>Phone:</b>	346 8113	<b>Email:</b>	tania.hore@salvationarmy.org.nz

**Food Bank**

Community Ministries does provide food assistance to those who have exhausted other means. Clients are asked to apply to WINZ first to see if they are eligible to receive a food grant. If WINZ decline this assistance clients need to bring a decline letter or MyMSD evidence. Referrals from agencies for consideration are welcome. Community Ministries requests that written referrals are on the appropriate form or letterhead and that the client is actively engaged with the agency.

Office hours for foodbank are Monday, Wednesday and Friday 10.00am to 2.30pm. Open for enquiries on Tuesday and Thursday 10.00am to 2.00pm.

**Open day:**

This is for anyone who comes – Thursdays 10.00am to 12noon – morning tea and a chat.

**Social Work**

We have a Social Worker who can navigate for you and help with difficulties through different government agencies. They can help with parenting orders, protection orders and family harm and kai. Our Social Worker can help fill in paperwork and gather any information the client may need to provide. We are able to assist in accessing specialist services via referrals to other agencies/service providers that would benefit you the most.

If you are not sure that we can help you, give us a call and ask.

**No Interest Loans**

We have a No Interest Loans Advisor who works two days a week in Rotorua. To see Sean it is by appointment only due to the huge demand.

**SOCIAL AND FRIENDSHIP GROUP**

<b>Contacts:</b>	John Kamp	<b>Phone:</b>	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.

**SPORT BAY OF PLENTY**

<b>Address:</b>	1189 Amohia Street Rotorua 3040	<b>Email:</b>	adminrotorua@sportbop.co.nz
<b>Phone:</b>	348 4125	<b>Website:</b>	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.

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

<b>Address:</b>	M11, M Block Toi Ohomai Rotorua Campus Mokoia Drive Rotorua 3015	<b>Phone:</b>	346 8883
		<b>Email:</b>	healthcentre@toiohomai.ac.nz
<p>A free, confidential health and counselling service is offered to all enrolled students and staff at Toi Ohomai. Service include Kaitiaki nurse, treatment of minor injuries and wound care, sexual health screening, immunisation, smoking cessation and health advice and promotion.</p> <p>Regular doctor clinics are available for enrolled students. Disability support also available. Open Monday to Friday 8.30am to 4.00pm.</p>			

## **TOI TE ORA PUBLIC HEALTH**

<b>Address:</b>	First Floor 1166 Amohau Street PO Box 12060 Rotorua South 3045	<b>Email:</b>	enquiries@toiteora.govt.nz
		<b>Website:</b>	www.toiteora.govt.nz
<b>Phone:</b>	349 3520	<b>Fax:</b>	346 0105
<p>Health promotion, protection and education services. Resources on a wide range of public health issues. Free leaflets and posters. Ministry of Health publications.</p>			

## **VOLUNTEERING BAY OF PLENTY**

<b>Address:</b>	Rotorua Hub Cnr Rangiuru and Lake Roads Ohinemute Rotorua 3010	<b>Email:</b>	admin@volbop.org.nz
<b>Phone:</b>	07 571 3714 or 021 194 6184	<b>Website:</b>	www.volbop.org.nz
<p>Provides a range of services to support and promote volunteering in the Bay of Plenty (Tauranga, Rotorua, Katikati, Whakatane), including:</p> <ul style="list-style-type: none"><li>• Linking potential volunteers and organisations.</li><li>• Providing a range of training relating to voluntary work.</li><li>• Providing news and information to our community about volunteering and new developments.</li><li>• Promoting the value of volunteering by showing our appreciation. One of the ways we do this is through awards for individual volunteers and organisations.</li><li>• supporting organisations with the development of their volunteer programme.</li></ul> <p>Monday to Thursday 10.00am to 2.00pm or by appointment.</p>			

**COMMUNITY SERVICES****WESTERN HEIGHTS COMMUNITY ASSOCIATION**

<b>Address:</b>	Western Heights Community Association 3 Brookland Road Rotorua 3015	<b>Email:</b>	westernheightscommunity@gmail.com
The Western Heights Community Association meets at 6.00pm on the first Monday of each month. The purpose of the Association is to improve the wellbeing of the Western Heights community. Everyone welcome.			



# CHAPTER 6: COMPLEMENTARY HEALTH AND WELLBEING

## ACUPUNCTURE – BARRY BIRD

<b>Address:</b>	Level 1 1174 Hinemoa Street Rotorua 3010	<b>Email:</b>	health.focus@xtra.co.nz
<b>Phone:</b>	348 5567 or 021 037 2560		
Traditional Chinese medicine, acupuncture and Chinese herbs. ACC provider.			

## CHARLES, ANNETTE

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

## CHIROPRACTORS

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

<b>Address:</b>	10 Pererika Street Rotorua 3010	<b>Contact:</b>	Dr James Burt DC.LLB
<b>Phone:</b>	348 5894 or 021 450 315	<b>Email:</b>	burtchiro@xtra.co.nz

## FUNNELL FAMILY CHIOPRACTIC

<b>Address:</b>	1360 Eruera Street Rotorua 3010	<b>Contacts:</b>	Dr John Funnell Dr Margi Bishop-Funnell Dr Nicola Phillips Dr Melanie Bell Dr Anabella Vidal Dr Alison Brooker
<b>Phone:</b>	348 0959	<b>Email:</b>	chiropractic@funnell.co.nz
		<b>Website:</b>	www.funnell.co.nz

## ROTORUA CHIOPRACTIC CENTRE

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

## CLAPPERTON, RUTH - SPIRITUAL HEALER – CLAIRVOYANT

<b>Phone:</b>	347 1223 or 021 718 107	<b>Email:</b>	ruthclapperton@gmail.com info@footpower.co.nz
A practising healer who works with patients suffering from a range of health problems from injuries through accident to respiratory diseases and cancer. Teaching spiritual awareness.			

## FLEMING, DANIELLE

<b>Address:</b>	PO Box 1591 Rotorua	<b>Email:</b>	dani.fleming@xtra.co.nz
<b>Phone:</b>	027 711 6228		
Reiki master teacher. Craniosacral therapy, visceral manipulation and homeopathy, classical homeopathy, neural manipulation, Swedish massage, relaxation. Weekend and evening consultations are available by appointment. Natural organic facial. Massage.			

## GOOD NUTRITION – TATJANA SMOLIC

<b>Contact:</b>	Tatjana Smolic	<b>Phone:</b>	027 391 1633
<b>Email:</b>	info@goodnutrition.co.nz	<b>Web:</b>	www.goodnutrition.co.nz
		<b>Facebook:</b>	www.facebook.com/GoodNutrition9
Nutrition Services are provided by Tatjana, a registered nutritionist (NZ) and include: weight loss and weight management, lifecycle nutrition, healthy eating for cardiovascular health, diabetes, healthy eating for IBS sufferers, arthritis, sports nutrition, healthy eating in your workplace, emotional eating, post injury/surgery recovery.			
Good Nutrition runs nutrition workshops and seminars for small groups (up to 20 people).			

## HOMEOPATHIC CLINIC (ROTORUA)

<b>Address:</b>	19 Ward Road Hamurana RD 7, Rotorua 3097	<b>Email:</b>	<a href="mailto:suzitet@hotmail.com">suzitet@hotmail.com</a>
<b>Phone:</b>	332 2003	<b>Contact:</b>	Suzi Tetenburg
Qualified and registered classical homeopath and Bach Flowers practitioner. Personal health coaching for maintenance of optimum health.			

## KINGFISHER COTTAGE – SHERYL BAKER

<b>Contact:</b>	Sheryl Baker	<b>Phone:</b>	357 5243 or 022 401 1782
		<b>Email:</b>	sdbaker@slingshot.co.nz
Offers a range of energy healing modalities with some of those being Biotron light therapy, Biotron Light Agent, Energy healer, Reflexology, Reiki.			



## NATUROPATHIC CENTRE – ROTORUA

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

## NICKY NEWMAN MASSAGE THERAPY

<b>Address:</b>	10 Sheriff Street Rotorua 3010	<b>Email:</b>	nickynewman@xtra.co.nz
<b>Phone:</b>	027 287 4242	<b>Contact:</b>	Nicky Newman
Massage therapist with 20 years' experience. Therapeutic massage for a wide range of health issues.			

## ROTORUA HEALTH 2000

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

## THE HEALTH SHOP

<b>Address:</b>	1184 Eruera Street Rotorua 3010	<b>Email:</b>	info@thehealthshoprotorua.com
<b>Phone:</b>	348 4883	<b>Website:</b>	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

<b>Address:</b>	Upstairs, 64 Lytton Street Glenholme Rotorua 3010	<b>Contact:</b>	Cherry Campbell
<b>Phone:</b>	021 214 6538	<b>Email:</b>	cherry.campbell@gmail.com
		<b>Facebook:</b>	TheWellnessWarehouse
<p>Offering mind, body and spirit therapies to help restore, rebalance and calm.</p> <p>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.</p> <p>MEDITATION – Learn to meditate classes for those wanting to calm their mind and gain self-awareness.</p> <p>REIKI – to rebalance and relax the mind, body and spirit.</p>			

## CHAPTER 7: COUNSELLING & SOCIAL WORK

### 1737 NEED TO TALK

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

### ATAWHAI ABUSE SERVICES

<b>Address:</b>	Three Lakes Clinic 1131 Pukaki Street Rotorua 3010	<b>Phone:</b>	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>			

### COMMUNITY HOSPICE TRUST - ROTORUA

<b>Address:</b>	1469 Hinemoa Street Rotorua 3010	<b>Contact:</b>	Jonathon Hagger
<b>Phone:</b>	343 6591	<b>Email:</b>	ceo@rotoruahospice.co.nz
<b>Fax:</b>	347 8377	<b>Website:</b>	www.rotoruahospice.co.nz
<p>Palliative care service. Bereavement Peer Support Group for people who have lost a loved one and need to understand more about grief.</p>			

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

<b>Address:</b>	Attune Psychology 1427 Eruera Street Rotorua	<b>Email:</b>	George.furstenburg@attunepsychology.nz
<b>Phone:</b>	021 230 5429		
<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>			

**COUNSELLING & SOCIAL WORK****COUNSELLOR – Yvette Atkinson**

<b>Phone:</b>	027 808 9121	<b>Email:</b>	yvette.atkinson1002@gmail.com
<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. Works with adults and also offer couples' therapy.</p> <p>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>			

**COUNSELLOR – Concordia House**

<b>Address:</b>	2 Baxendale Drive Matipo Heights Rotorua 3015	<b>Email:</b>	lardysimmons@xtra.co.nz rosiekibb@gmail.com
<b>Phone:</b>	Rosemary Kibblewhite 021 059 2000 (Works Monday- Wednesday) Lardy Simmons 027 305 3585 (Monday to Wednesday)		
<p>Counselling: Couples, individuals, women's issues, matrimonial, parenting etc., family and relationship. Clinical supervision.</p> <p>Charges negotiable.</p>			

**COUNSELLOR – He Tohu Counselling & Supervision– Huhana Pene**

<b>Address:</b>	1143 Hinemoa Street 2 <sup>nd</sup> Floor (lift accessible) Rotorua 3010	<b>Phone:</b>	022 586 1330
		<b>Email:</b>	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). Zoom and Online capabilities if required.</p>			

**COUNSELLING & SOCIAL WORK****COUNSELLOR – Brigette Hohepa**

<b>Phone:</b>	027 270 6643	<b>Email:</b>	bridgettemaryhohepa@gmail.com
<p>Counsellor for youth, adults, couples and families.</p> <p>EAP, Vitae, In-Step, I Am Hope and WINZ funding available. General counselling including anxiety, depression, loss and grief, addiction, trauma, ptsd, relationships and more. Client centred, holistic and solution focused approach. CBT, Narrative Therapy, EFT and Whare Tapa Wha influenced therapies.</p> <p>Telephone and zoom counselling only.</p>			

**COUNSELLOR – HOPE COUNSELLING – Joy Dorfliger**

<b>Phone:</b>	021 210 3339	<b>Email:</b>	hopecounselling.joy@gmail.com
		<b>Website:</b>	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**

<b>Phone:</b>	028 8516 4481	<b>Email:</b>	neil@mindtek.co.nz
		<b>Website:</b>	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>			

**COUNSELLING & SOCIAL WORK****COUNSELLOR – Te Ruruhau Counselling – Jill Moore (Registered with NZCCA)**

<b>Address:</b>	Harvest Centre 324 Malfroy Road Rotorua 3015	<b>Email:</b>	trcounselling@outlook.com
<b>Phone:</b>	347 0169 or 021 274 0627		
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. Fee negotiable.			

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

<b>Address:</b>	1143 Hinemoa Street Level 3 Rotorua 3010	<b>Email:</b>	debs@personaltransformation.co.nz
<b>Phone:</b>	0275 044 788		
<p>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.</p> <p>Supervision for future proofing your goals, dreams and aspirations. Communication skills being core to moving forward in realising your potential.</p> <p>Provides support for individuals, couples and whānau/family in what you want to achieve.</p> <p>Debs is an eclectic motivational therapist with a spiritual indigenous world view.</p> <p>Practitioner with MNZAC, affiliated to MNZCCA, Professional MNZANLP, I AM HOPE, Victim Support Counsellor.</p>			

**COUNSELLOR - Phillipps, Dave**

<b>Address:</b>	145 Old Taupo Road Rotorua 3015	<b>Email:</b>	designerminds@outlook.com
<b>Phone:</b>	349 4390		
General child behaviour, anger, addiction, trauma and relationship issues. Family counselling and training and supervision. Registered Psychologist (Private Practitioner).			

**COUNSELLOR – Skinner, Malcolm**

<b>Phone:</b>	332 2583 or 0275 651 161	<b>Email:</b>	miskinner@outlook.co.nz
<p>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.</p>			

**COUNSELLING & SOCIAL WORK****DEPRESSION HELPLINE – Depression Helpline**

<b>Phone:</b>	0800 111 757 or text 4202	<b>Website:</b>	<a href="http://www.depression.org.nz">www.depression.org.nz</a>
<p>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.</p>			

**FAMILY COURT**

<b>Address:</b>	C/- The Rotorua District/High Court Main Courthouse Entrance Cnr Arawa/Tutanekai Street Rotorua 3010 Postal High/District Court DX: JX10550 Rotorua	<b>Email:</b>	<a href="mailto:FCC.Rotorua@justice.govt.nz">FCC.Rotorua@justice.govt.nz</a>
<b>Phone:</b>	Coordinator 921 7460 or 07 837 2017 Manager 921 7449	<b>Website:</b>	<a href="http://www.justice.govt.nz/family-justice">www.justice.govt.nz/family-justice</a>
<b>Freephone:</b>	0800 268 787	<b>Contact:</b>	Vicki Manarangi or Jamie Wharepapa
<p>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.</p> <p>Programmes for adults and children with Protection Orders. Non-violence programmes. For information go to website <a href="http://www.justice.govt.nz/family-justice">www.justice.govt.nz/family-justice</a> or ring the Family Justice helpline 0800 224 733.</p>			

**FAMILY WORKS**

<b>Address:</b>	Suite 3, 48 Biak Street Rotorua 3010	<b>Email:</b>	<a href="mailto:Admin.rotorua@fwn.org.nz">Admin.rotorua@fwn.org.nz</a>
<b>Phone:</b>	349 0990	<b>Website:</b>	<a href="http://www.familyworks.org.nz">www.familyworks.org.nz</a>
		<b>Contact:</b>	Kirsty Sears
<p>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.</p>			

**COUNSELLING & SOCIAL WORK****LAKES PSYCHOLOGY - DEBBIE HERON REGISTERED CLINICAL PSYCHOLOGIST**

<b>Phone:</b>	027 3666 021	<b>Email:</b>	Debbie@lakespsychology.nz
<b>Address:</b>	1427 Eruera Stree Rotorua	<b>Website:</b>	www.lakespsychology.nz

Specialising in the treatment of adolescents and adults. Depression, anxiety, relationship difficulties, grief, trauma and EAP. ACC contracted for mental injury caused by physical injury, sensitive claims and pain management.

**LIFELINK/SAMARITANS**

<b>Address:</b>	1274 Fenton Street PO Box 2225 Rotorua 3040	<b>Contact:</b>	Greg Halse – 027 454 3325 business hours
		<b>Email:</b>	rotorua.lifelink@xtra.co.nz
<b>Phone:</b>	0800 726 666 – client hotline	<b>Website:</b>	www.samaritans.org.nz

24-hour telephone crisis counselling and listening service.

**MANA SOCIAL SERVICES TRUST**

<b>Address:</b>	1231 Haupapa Street PO Box 775 Rotorua 3040	<b>Email:</b>	mana.reception@outlook.com
<b>Phone:</b>	348 6191	<b>Fax:</b>	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**

<b>Address:</b>	297 Vaughan Road Owhata Rotorua 3010	<b>Email:</b>	community@mokoia.org.nz
<b>Phone:</b>	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).

**NZ CHRISTIAN PRAYERLINE SERVICE**

<b>Phone:</b>	0800 508 080	<b>Email:</b>	prayer@nzprayerline.org.nz
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Christian telephone counselling 24 hours a day re: marriage, crisis, anxiety, sexual problems and spiritual guidance.



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

<b>Address:</b>	1239 Haupapa Street PO Box 587 Rotorua 3010	<b>Email:</b>	rotorua@ohf.org.nz
<b>Phone:</b>	348 8009	<b>Contact:</b>	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.

**ROTOVEGAS YOUTH HEALTH CLINIC**

<b>Address:</b>	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	<b>Email:</b>	cnm2@rotoruyouthcentre.org
<b>Phone:</b>	343 1012	<b>Contact:</b>	Helen Ashby
		<b>Website:</b>	www.rotoruyouthcentre.org

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.

**COUNSELLING & SOCIAL WORK****SEASONS FOR GROWTH – GROWING THROUGH GRIEF,  
ROTORUA**

<b>Address:</b>	St Luke's Church Cnr Amohia and Pukuatua Streets Rotorua 3010	<b>Email:</b>	gtgrotorua@waiapu.com
<b>Phone:</b>	350 3384 or 021 814 816	<b>Contact:</b>	Co-ordinator
<p>Children and youth grief and loss programme - 6-18 year olds for any loss, e.g. death or separation of parents. After school programme on Tuesdays 3.45 – 5.00pm, term time.</p> <p>We also offer a programme for adults. For more information contact the Co-ordinator.</p>			

## CHAPTER 8: DENTAL SERVICES

### CLINICO DENTURE & HEARING

<b>Address:</b>	10/100 Fairy Springs Road Rotorua 3015	<b>Phone:</b>	0800 11 23 24
<b>Website:</b>	www.clinico.co.nz		

### LAKE VIEW DENTAL LABORATORY

<b>Address:</b>	1180 Amohia Street Rotorua 3010	<b>Phone:</b>	348 3368
<b>Website:</b>	www.lakeviewdental.co.nz	<b>Email:</b>	enquiries@lakeviewdental.co.nz

### P. TASKER DENTAL (DENTURES AND DENTURE REPAIRS)

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

### ABSOLUTE DENTAL

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

### COMPLETE DENTAL

<b>Address:</b>	1203 Tutanekai Street Rotorua 3010	<b>Dentists:</b>	Shailendra Jain Chuting Yu
<b>Website:</b>	www.completedental.co.nz	<b>Phone:</b>	348 4288
		<b>Email:</b>	info@completedental.co.nz

### KUIRAU DENTIST – ANGUS CAMPBELL

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

### LAKES CARE DENTAL CENTRE

<b>Address:</b>	1172 Arawa Street Rotorua 3010	<b>Dentists:</b>	Wafa Mahdi
<b>Phone:</b>	348 8888	<b>Email:</b>	office@moderndental.co.nz

### LUMINO IN CITY DENTAL

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

**DENTAL SERVICES****LUMINO DENTISTS**

<b>Address:</b>	1206 Ranolf Street Rotorua 3010	<b>Dentists:</b>	Johannes Van der Walt Carl Heens Vanesse Cassels - Hygienist
<b>Phone:</b>	348 4787	<b>Email:</b>	ranolfstreet@lumino.co.nz

**LYNMORE JUNCTION DENTAL CARE**

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

**NGONGOTAHA – ABSOLUTE DENTAL**

<b>Address:</b>	284 Ngongotaha Road Rotorua 3010		Four dentists
<b>Phone:</b>	357 2280	<b>Email:</b>	ngo@absolutedental.co.nz

**RANOLF DENTAL**

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

**ROTORUA DENTISTS**

<b>Address:</b>	173 Old Taupo Road Rotorua 3015	<b>Email:</b>	info@rotoruadentists.co.nz
<b>Phone:</b>	348 6569	<b>Website:</b>	www.rotoruadentists.co.nz

**TEAM DENTAL, ROTORUA**

<b>Address:</b>	The Redwood Centre 5 Tarawera Road Rotorua 3010	<b>Phone:</b>	07 222 5053
		<b>Website:</b>	www.team-dental.co.nz

**THE DENTISTS PUKAKI**

<b>Address:</b>	1125 Pukaki Street Rotorua 3010	<b>Dentists:</b>	Charolotte Leabourne Shujin Ee Danny Lee George Hermans Natasha Manuson
<b>Phone:</b>	348 5385	<b>Email:</b>	rotorua@td.co.nz

**ORTHODONTIC CLINIC**

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

**DENTAL SERVICES****COMMUNITY ORAL HEALTH SERVICE**

<b>Address:</b>	Ground Floor Bridgman West Rotorua Hospital Private Bag 3023 Rotorua	<b>Email:</b>	teeth@lakesdhb.govt.nz
<b>Phone:</b>	0800 525 378 or 343 7762	<b>Contact:</b>	Admin Officer at 343 7762 or Juan Restrepo, Oral Health Manager 349 7955 ext. 8504

The Lakes DHB Community Oral Health Service (COHS) provides free dental care for all children and adolescents aged 0 up until your 18<sup>th</sup> birthday. The focus of the service is oral health education and encouraging regular dental visits to receive professional oral health care. It is very important for babies to be enrolled when they are born and have their first visit with the dental therapist before they are one year old. This means we can start developing positive early experiences with the infant and mother and encourages good oral health for the family wellbeing.

Adolescents receive free dental care up until their 18<sup>th</sup> 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.

The service is delivered by registered dental therapists, supported by dental assistants, the Professional Dental Therapy Advisor and the Clinical Director for the Community Oral Health Service.

**School Dental Clinics:** Services are provided from nine permanent school dental clinics and six mobile units throughout the district. All clinics have been fully upgraded and are equipped to deliver modern practices in dentistry.

**Oral Health Education:** An Oral Health Educator in the Rotorua area promotes oral health education in preschool centres and encourages preschool and adolescent dental enrolments.

**MANAAKIORA ORAL HEALTH SERVICES**

<b>Address:</b>	16-26 Houkotuku Street Ohinemutu Rotorua 3010	<b>Phone:</b>	348 9613 or 0800 348 2400
<b>Website:</b>	www.manaakiora.org.nz	<b>Email:</b>	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

<b>Email:</b>	atkin@xtra.co.nz	<b>Contact:</b>	Debbie Atkin
<b>Phone:</b>	027 548 0453	<b>Website:</b>	www.achillesnewzealand.org
<p>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.</p>			

### C.C.S DISABILITY ACTION

<b>Address:</b>	1452B Hinemoa Street Rotorua PO Box 2148 Tauranga 3144	<b>Email:</b>	BOP@ccsdisabilityaction.org.nz
<b>Phone:</b>	347 6545 or 0800 227 2255	<b>Website:</b>	www.ccsdisabilityaction.org.nz
<p>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.</p> <p>Also hold contracts with the Ministry of Health, 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.</p>			

### HABIT HEALTH

<b>Phone:</b>	021 411 668	<b>Email:</b>	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

<b>Address:</b>	13 Ti Street Rotorua 3010	<b>Phone:</b>	348 1451
		<b>Email:</b>	Jo.wilke@idea.org.nz
<p>Services include family homes for people with disabilities, two adult training centres and support for independent living for people with intellectual disabilities.</p>			

## LAKELAND DISABILITIES SUPPORT TRUST

<b>Address:</b>	Maketu Postal Centre Maketu 3189	<b>Email:</b>	runamorrison@gmail.com
<b>Phone:</b>	027 208 0235	<b>Contact:</b>	Runa Morrison

The Lakeland Disabilities Support Trust is funded by the Ministry of Health and provides funding for their contracted groups and for forum member groups of the Lakeland Disabilities Support Trust Forum. The funding can be in the form of one-off grants for Special Projects that will provide information for their organisations.

The following organisations are active members of the Trust:

Age Concern Rotorua	manager@acrotorua.nz
Age Concern Taupo	ann@ageconcerntaupo.org.nz
Brain Injury Rotorua	nyleen001@gmail.com
CCS Disability Action	bop@ccsdisabilityaction.org.nz
Central North Island Community Aphasia	centralnorth@aphasia.org.nz
Dementia Lakes	sup2demlakes@outlook.com
Diabetes NZ Branch Rotorua	karen@diabetes.org.nz
Journey Together	mary@journeytogether.co.nz
NZ Stroke Foundation	lakeland@stroke.org.nz
NZ Lakes EBOP	Rotorua.easternbop@epilepsy.org.nz
Parent to Parent Central Lakes	centrallakes@parent2parent.org.nz
Riding for Development Rotorua	rda.rotorua@gmail.com
Riding for Development Taupo	tauporda@gmail.com
Rotorua Multiple Sclerosis Society	msrotoruadistricts@gmail.com
Rotorua Asthma	rotorua@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
Taupo Alzheimer's	taupoalzheimers@gmail.com

## LAKES NASC – LAKES NEEDS ASSESSMENT SERVICE COORDINATION SERVICE

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



## **JOURNEY TOGETHER - LOCAL AREA COORDINATION LAKES DISTRICT**

<b>Address:</b>	Level 1 1172 Haupapa Street Rotorua 3010	<b>Email:</b>	mary@journeytogether.co.nz
<b>Phone:</b>	027 558 6565	<b>Contact:</b>	Mary
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.			

## **MOBILITY CENTRE**

<b>Phone:</b>	0800 243 866	<b>Email:</b>	info@mobilitycentre.co.nz
<b>Website:</b>	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.			
Have a retail partnership with QE Hospital where smaller items can be purchased. Contact QE on 07 348 0189 or 0800 734 325.			

## **NATIONWIDE HEALTH AND DISABILITY ADVOCACY SERVICE**

<b>Address:</b>	PO Box 5013 Rotorua West Rotorua 3044	<b>Contact:</b>	Tiana Broughton-Bell
<b>Phone:</b>	349 0182 or 0800 555 050	<b>Email:</b>	advocacy@advocacy.org.nz
<b>Fax:</b>	0800 2787 7678	<b>Website:</b>	www.advocacy.org.nz
We work alongside users of health and disability services to ensure their voices are heard, where rights have been infringed. Support consumers with complaints and ensures the Code of Rights is carried out. Education and training provided to consumers and providers in relation to the Code of Rights. Free service.			
Monday to Friday 8.30am to 5.00pm.			

**DISABILITIES & SPECIAL NEEDS****PARENT TO PARENT - CENTRAL LAKES DISTRICT**

<b>Address:</b>	PO Box 1122 Rotorua 3040	<b>Contact:</b>	Breanna Turner
<b>Phone:</b>	0508 236 236	<b>Email:</b>	centrallakes@parent2parent.org.nz
<b>Mobile:</b>	027 808 3952		

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.

**PERSONAL ADVOCACY AND SAFEGUARDING ADULTS TRUST INC**

<b>Phone:</b>	07 393 5728 or 022 088 7439	<b>Contact:</b>	Narissa Siemonek
		<b>Email:</b>	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.

**RIDING FOR THE DISABLED – ROTORUA DISTRICT**

<b>Address:</b>	110 Parawai Road Ngongotaha PO Box 203 Rotorua 3041	<b>Email:</b>	rotorua.districtrda@gmail.com
<b>Phone:</b>	357 2085	<b>Contact:</b>	Cathy

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.

## ROTOVEGAS YOUTH HEALTH CLINIC

<b>Address:</b>	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	<b>Email:</b>	Rotovegas.admin@raphs.org.nz
<b>Phone:</b>	343 1013	<b>Contact:</b>	Robyn Sharp
		<b>Website:</b>	www.rotoruyouthcentre.org
<p>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.</p> <p>We can help with any of these needs:</p> <ul style="list-style-type: none"> <li>• General Medical</li> <li>• Contraception</li> <li>• Pregnancy testing</li> <li>• Sexual health</li> <li>• Stress</li> <li>• Injuries and ACC</li> <li>• Social Support</li> </ul> <p>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.</p>			

## SPECIAL OLYMPICS - ROTORUA

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

**DISABILITIES & SPECIAL NEEDS****ST CHADS COMMUNICATION CENTRE**

<b>Address:</b>	2 Devon Street Rotorua PO Box 6121 Whakarewarewa 3043	<b>Contact:</b>	Sharyn Black
<b>Phone:</b>	347 8515	<b>Email:</b>	info@stchads.co.nz
		<b>Website:</b>	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**

<b>Address (Postal):</b>	Private Bag TG12024 Tauranga Mail Centre Tauranga	<b>Email:</b>	SupportNet.BOPDHB@bopdhb.govt.nz
<b>Phone:</b>	0800 262 477	<b>Contact:</b>	Jan 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.

**TE ARATU TRUST**

<b>Address:</b>	34-36 Ferguson Place PO Box 1919 Rotorua 3040	<b>Email:</b>	te.aratu@xtra.co.nz
<b>Phone:</b>	349 4244		
<b>Fax:</b>	348 2174	<b>Contact:</b>	Raelene Lamont

Provides services which include programmes and support for people with various kinds of disability aged between 18 and 65 years, to enable them to realise their potential and live life as valued members in their community.

**DISABILITIES & SPECIAL NEEDS****TE WHĀNAU TOKOTOKORANGI TRUST**

<b>Address:</b>	Tui House 14 Te Ngae Road PO Box 1429 Rotorua 3010	<b>Contact:</b>	Dorothy Latimer 07 349 3228 tokotoko@xtra.co.nz
		<b>Contact:</b>	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.

**TOTAL MOBILITY SCHEME**

<b>Address:</b>	Administered by BOP Regional Council PO Box 364 Whakatane 3158	<b>Email:</b>	mary.mclaren@boprc.govt.nz
<b>Phone:</b>	0800 884 880	<b>Website:</b>	www.boprc.govt.nz/living-in-the-bay/getting-around/total-mobility
		<b>Contact:</b>	Mary McLaren

A transport service for eligible people with mobility constraints, in the form of subsidised door-to-door transport through approved transport providers.

Need to complete an application form.

**DISABILITIES & SPECIAL NEEDS****WORKBRIDGE**

<b>Address:</b>	Level 1, 1172 Haupapa Street Rotorua 3010	<b>Email:</b>	barbaraj@workbridge.co.nz
<b>Phone:</b>	343 1804 or 021 190 2409	<b>Contact:</b>	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.			

# CHAPTER 10: FAMILY VIOLENCE PREVENTION & INTERVENTION SERVICES

## ATAWHAI ABUSE SERVICES

<b>Address:</b>	Three Lakes Clinic 1131 Pukaki Street Rotorua 3010	<b>Phone:</b>	0800 282 9424
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.			

## COURT SERVICES FOR VICTIMS

<b>Address:</b>	1162 Tutanekai Street Rotorua 3010	<b>Contact:</b>	Meletise Peleti-Tuilave 921 7451 Andrea Nahu (for victims of sexual violence) 921 7427 Kellie Hansen 921 7596
<b>Website:</b>	www.justice.govt.nz	<b>Email:</b>	meletise.peleti-tuilave@justice.govt.nz andrea.nahu@justice.govt.nz kellie.hansen@justice.govt.nz
<b>Phone:</b>	0800 650 654		
<p>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:</p> <ul style="list-style-type: none"> <li>• Advising about rights under the Victim's Rights Act 2002</li> <li>• Providing information about the case you are involved in</li> <li>• Helping you take part in the court process.</li> </ul> <p>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.</p>			

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

<b>Address:</b>	C/- The Rotorua District/High Court Main Courthouse Entrance Cnr Arawa and Tutanekai Streets Rotorua Postal: High/District Court DX: JX10550 Rotorua	<b>Email:</b>	FCC.Rotorua@justice.govt.nz
<b>Phone:</b>	Coordinator 921 7460 or 07 837 2017 Manager 921 7449	<b>Website:</b>	<a href="http://www.justice.govt.nz/family-justice">www.justice.govt.nz/family-justice</a>
<b>Freephone:</b>	0800 268 787	<b>Contact:</b>	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](http://www.justice.govt.nz/family-justice) or ring the Family Justice helpline 0800 224 733.

**FAMILY FOCUS ROTORUA**

<b>Address:</b>	1115 Pukaki Street Rotorua 3010	<b>Email:</b>	<a href="mailto:office@familyfocus.org.nz">office@familyfocus.org.nz</a>
<b>Phone:</b>	346 2096	<b>Contact:</b>	Stacey Ford - Manager
		<b>Website:</b>	<a href="http://www.familyfocus.org.nz">www.familyfocus.org.nz</a>

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 WORKS

<b>Address:</b>	Suite 3, 48 Biak Street Rotorua 3010	<b>Email:</b>	Admin.rotorua@fwn.org.nz
<b>Phone:</b>	349 0990	<b>Website:</b>	www.familyworks.org.nz
		<b>Contact:</b>	Kristy Sears
<p>Counselling, social work for children and their families. Parenting programmes. Domestic violence - adult protective persons and children.</p> <p>Programmes include: Parenting Through Separation, Incredible Years Parenting Programme, Women Against Violence Education Programme, Restore Programme for Children who have witnessed violence.</p>			

## LAKES HOSPITAL FAMILY VIOLENCE INTERVENTION

<b>Address:</b>	Rotorua Hospital Pukeroa Road Rotorua	<b>Phone:</b>	348 1199 ext 8566 or 7967 027 706 4036 (Penny) 027 679 5442 (Rebecca)
		<b>Contact:</b>	Rebecca Masters, Child Protection Co-ordinator Penny Rollo, Family Violence Intervention Co-ordinator
<p>Coordination of family violence services across the Lakes DHB that includes: advice, training and supporting health professionals to respond to family violence as well as advocating for vulnerable adults and children.</p>			

**FAMILY VIOLENCE PREVENTION & INTERVENTION SERVICES****LINK PEOPLE**

<b>Address:</b>	Level 1, 1213 Haupapa Street PO Box 253 Rotorua 3010	<b>Contact:</b>	Michelle Tiriana-Bishop, General Manager Lakes/BOP Janelle Coburn, Team Leader Housing Shelly Martin, Team Leader Health Alaina Ratu, Team Leader Tenancy
<b>Phone:</b>	0800 932 432	<b>Email:</b>	lakes@linkpeople.co.nz
		<b>Website:</b>	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 Tauwhiro tangata – The Lakes DHB Mental Health and Addictions Model of Care, by connecting service users and whānau with decision makers.

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](http://www.linkpeople.co.nz) or call into our office.

**MANA SOCIAL SERVICES TRUST**

<b>Address:</b>	1231 Haupapa Street PO Box 775 Rotorua 3040	<b>Email:</b>	mana.reception@outlook.com
<b>Phone:</b>	348 6191	<b>Fax:</b>	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.

**FAMILY VIOLENCE PREVENTION & INTERVENTION SERVICES****OPEN HOME FOUNDATION (TE WHARE KAUPAPA AWHINA)**

<b>Address:</b>	1239 Haupapa Street PO Box 587 Rotorua 3040	<b>Email:</b>	ohfrotorua@ohf.org.nz
<b>Phone:</b>	348 8009		
<p>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.</p> <p>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.</p>			

**ORANGA TAMARIKI MINISTRY FOR CHILDREN – FORMERLY CHILD, YOUTH AND FAMILY SERVICE - CYFS**

<b>Address:</b>	1207 Pukuatua Street PO Box 1845 Rotorua 3040	<b>Contact:</b>	Duty Social Worker
<b>Phone:</b>	921 5000 or Freephone 0508 FAMILY 0508 326 459 - Notifications/Concerns		
<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 and help families maintain and strengthen their child-rearing role.</p>			

**POLICE FAMILY HARM INTERVENTION COORDINATOR**

<b>Address:</b>	1190-1214 Fenton Street Rotorua 3010	<b>Contact:</b>	Cherie Lang
<b>Phone:</b>	349 9424 or 021 191 9032	<b>Email:</b>	Cherie.lang@police.govt.nz
<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>			

**FAMILY VIOLENCE PREVENTION & INTERVENTION SERVICES****PLUNKET ROTORUA**

<b>Address:</b>	PO Box 10011 Rotorua 3040	<b>Phone:</b>	348 4161 or 350 1517
Professional Well Child, Family and Whānau Health Care Service. Parent and child social groups, parenting information, toy library and home and clinic visits.			

**ROTORUA COMMUNITY NETWORK**

<b>Address:</b>	Te Waiariki Pūrea Trust Building 1274 Fenton Street Rotorua 3010	<b>Contact:</b>	Lynn Tapsell – Pou Haapori (Coordinator)
<b>Phone:</b>	348 5051	<b>Email:</b>	communitynetwork@twptnz.org
<p>The Rotorua Community Network, formerly known as the Rotorua Safer Families Network, is a collective of mainly community-based agencies who provide frontline services to tamariki, families and whānau across Rotorua.</p> <p>Agency workers attend monthly Forums to network, share ideas, hear about new services and initiatives, professional development training and participation in coordinated activities.</p> <p>We are available as a point of contact for individuals, whānau or agencies to access information about existing support services.</p>			

**SHAKTI NZ**

<b>Phone:</b>	0800 SHAKTI 0800 742 584 (Crisis Line 24 hour)	<b>Email:</b>	shakticentral@shakti.org.nz
		<b>Website:</b>	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**

<b>Phone:</b>	0508 744 633	<b>Website:</b>	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

<b>Address:</b>	1274 Fenton Street PO Box 566 Rotorua 3040	<b>Email:</b>	reception@twptnz.org
<b>Phone:</b>	348 5051	<b>Contact:</b>	Kiti Ransfield-King – Pou Tahia (Manaer)
<p>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.</p>			

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

<b>Address:</b>	Tarewa Pounamu Marae 26 Tarewa Road Rotorua 3010	<b>Email:</b>	admin@maatua-whangai.co.nz
<b>Phone:</b>	348 1231 or 0800 622 882	<b>Website:</b>	www.maatua-whangai.co.nz
<p>Te Roopu a Iwi O Te Arawa is an Iwi/Māori social service provider that offers services to families living in the Rotorua Community.</p> <p>Services include:</p> <ul style="list-style-type: none"> <li>• Youth Justice – mentoring, supported bail</li> <li>• Te Kooti Rangatahi: Marae based Youth Court</li> <li>• Whānau Ora: strengthening Whānau capabilities</li> <li>• Family Harm – Victim Support</li> <li>• Te Pae Oranga-Iwi Community Panel</li> </ul> <p>Opening hours Monday to Friday 8.00am to 4.00pm</p>			

## THE FAMILY VIOLENCE INFORMATION LINE

<b>Phone:</b>	0800 456 450	<b>Website:</b>	www.areyouok.org.nz
<p>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.</p>			

**FAMILY VIOLENCE PREVENTION & INTERVENTION SERVICES****WAIARIKI WOMEN'S REFUGE**

<b>Address:</b>	86 Pererika Street PO Box 704 Rotorua 3040	<b>Email:</b>	Waiariki.womens.refuge@xtra.co.nz
<b>Phone:</b>	Crisis Line (24 hours) 0800 733 843 and office 349 0852	<b>Website:</b>	www.2shine.org.nz/get-help
<b>Fax:</b>	349 0852		

This is a non-profit organisation and provides immediate, 24-hour crisis services for violence against women and their children. Our free and confidential crisis services include: 24-hour phone line, confidential listening and support, home visits and support in the community. Rural services. Advocacy/support at Police, lawyers, Court, Work and Income NZ, doctors, Child, Youth and Family etc. Referrals to sympathetic counsellors, lawyers, doctors and accommodation providers.

Education and support groups for women and children, about living free from violence. Information and education for families, community groups and professionals. Formulate safety plans for individual situations. No education in school at present.

**VICTIM SUPPORT**

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

<b>Address:</b>	1190 Pukaki Street PO Box 649 Rotorua 3040	<b>Fax:</b>	350 0301
<b>Phone:</b>	350 0300 or 0800 222 822	<b>Website:</b>	<a href="http://www.acc.govt.nz">www.acc.govt.nz</a>
<p>The Corporation is responsible for the assessment, payment of compensation and help with rehabilitation needed, as a result of injury caused by accident.</p>			

### MINISTRY OF EDUCATION – LEARNING SUPPORT

<b>Address:</b>	Ministry of Education 1144 Pukaki Street PO Box 701 Rotorua 3040	<b>Website:</b>	<a href="http://www.minedu.govt.nz">www.minedu.govt.nz</a>
<b>Phone:</b>	349 7399	<b>Email:</b>	<a href="mailto:Enquiries.bop-waiariki@education.govt.nz">Enquiries.bop-waiariki@education.govt.nz</a>
<b>Fax:</b>	349 2560		
<p>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.</p>			

### MINISTRY OF SOCIAL DEVELOPMENT

<b>Address:</b>	Rotorua Community Link 1207 Pukuatua Street Private Bag 3016 Rotorua 3010	<b>Fax:</b>	921 0968
<b>Phone:</b>	0800 559 009 customer enquiries	<b>Website:</b>	<a href="http://www.msd.govt.nz">www.msd.govt.nz</a>
<p>Benefits and Pension – help with financial benefits, including special needs grants, accommodation benefits, disabled child allowance, home help and employment.</p>			

**GOVERNMENT & RELATED****NEW ZEALAND POLICE**

<b>Address:</b>	1190 Fenton Street Private Bag 3044 Rotorua 3040	<b>Phone:</b>	348 0099
<b>Fax:</b>	343 1604	<b>Website:</b>	<a href="http://www.police.govt.nz">www.police.govt.nz</a>
<p>Education Officer – to help young people live safe, fulfilling and enjoyable lives. Sexual Abuse Team – aims to investigate complaints of sexual abuse and ensure safety of children who have been sexually abused.</p> <p>Youth Aid Section – implements alternative methods of dealing with young offenders, other than criminal proceedings. Members attend a family group conference under the provisions of the Children, Young Persons and Their Families Act 1989. Guidance and assistance to parents, schools or organisations on matters relating to care and protection of, or offending by, children and young persons.</p> <p>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:</p> <ul style="list-style-type: none"> <li>• Theft in a public place</li> <li>• Theft from a car</li> <li>• Intentional property damage</li> <li>• Shoplifting</li> <li>• Lost property</li> </ul>			

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

<b>Address:</b>	Level 1 1207 Pukuatua Street Rotorua 3010	<b>Email:</b>	<a href="mailto:contact@mvcot.govt.nz">contact@mvcot.govt.nz</a>
<b>Phone:</b>	0508 FAMILY – 0508 326 459 then ask for Rotorua office or 921 5000	<b>Website:</b>	<a href="http://www.mvcot.govt.nz">www.mvcot.govt.nz</a>
<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>			

**TE PUNI KOKIRI**

<b>Address:</b>	6 Tarawera Road Rotorua 3040	<b>Email:</b>	<a href="mailto:tpk.rotorua@tpk.govt.nz">tpk.rotorua@tpk.govt.nz</a>
<b>Phone:</b>	0800 875 499	<b>Website:</b>	<a href="http://www.tpk.govt.nz">www.tpk.govt.nz</a>
<p>To facilitate and support Māori achievement initiatives in education, training, housing and employment.</p>			



## **WORKSAFE NZ**

<b>Phone:</b>	0800 030 040	<b>Website:</b>	<a href="http://www.worksafe.govt.nz">www.worksafe.govt.nz</a>
<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

<b>Website:</b>	www.allergy.org.nz		
<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

<b>Address:</b>	17 Marguerita Street Rotorua 3010	<b>Phone:</b>	022 429 5063
<b>Website:</b>	www.aratikatrust.co.nz	<b>Email:</b>	aratika@aratikatrust.co.nz
<p>The Aratika Cancer Trust empowers people impacted by a cancer diagnosis through evidence-informed matauranga (knowledge) illuminating the integrative and holistic nature of living well. We offer integrative lifestyle programmes and residential wellbeing retreats supporting people and their whānau affected by cancer. Our programmes include mindfulness, meditation and relaxation, nutritional support, creative art therapy. Our programmes are online and in person.</p>			

### AROHA MAI –CANCER SUPPORT SERVICES

<b>Address:</b>	1318 Pukuatua Street Rotorua 3010	<b>Contact:</b>	Bubsie MacFarlane
<b>Phone:</b>	349 3118	<b>Email:</b>	arohamai.cancer@xtra.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"><li>• Counselling with compassion</li><li>• Guidance when required</li><li>• Relieving family members (listening ear for family members)</li><li>• Assistance with petrol and food vouchers (when available)</li><li>• Open door policy</li><li>• Transport support &amp; driver (when available)</li><li>• Support person and family/Whānau through stages of cancer journey</li><li>• Offer guidance and support to WINZ, ACC, Doctors, Chemo, radiation etc, and budget visits</li><li>• Massage/Mirimiri</li></ul>			

### ARTHRITIS NEW ZEALAND

<b>Phone:</b>	0800 663 463	<b>Website:</b>	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)

<b>Address:</b>	First Floor Korowai Aroha Building 1292 Hinemoa Street PO Box 645 Rotorua 3045	<b>Email:</b>	rotorua@asthma.org.nz or kimb@asthma.org.nz
<b>Phone:</b>	347 1012 or 021 0844 1635	<b>Contact:</b>	Kim – Nurse Educator
		<b>Website:</b>	www.asthma.org.nz
Support and education for anyone with asthma. Covering Rotorua to Taupo, Turangi and Murupara.			

## AUTISM NEW ZEALAND INC - ROTORUA

<b>Phone:</b>	347 7455 or 027 4455 047	<b>Email:</b>	rotorua@autismnz.org.nz
<b>Website:</b>	www.autismnz.org.nz	<b>Contact:</b>	Outreach Coordinator
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.			

## BLIND LOW VISION NZ

<b>Address:</b>	PO Box 15 114 Tauranga 3144	<b>Website:</b>	www.blindlowvision.org.nz
<b>Phone:</b>	07 578 2376 or 0800 243 333		
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.			
Office hours 8.30am to 3.00pm Monday to Friday.			

## BRAIN INJURY ASSOCIATION

<b>Phone:</b>	350 1251 or 027 206 8159	<b>Email:</b>	liaison.rotorua@brain-injury.org.nz
		<b>Contact:</b>	Annie Dunn
Support, information, education and advocacy for people with brain injury, their carers and family/Whānau. Contact your GP, Work and Income or ACC Case Manager.			

**HEALTH SUPPORT GROUPS****CANCER SOCIETY WAIKATO/BOP**

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

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**

<b>Phone:</b>	0800 424 453 or 027 206 3007	<b>Email:</b>	proyal@childcancer.org.nz
<b>Contact:</b>	Pam Royal Family Support Coordinator – Pam Royal 027 206 3007	<b>Website:</b>	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**

<b>Website:</b>	www.coeliac.co.nz		
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Supporting those diagnosed with coeliac disease, dermatitis herpetiformis and those on a gluten free diet. 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)**

<b>Phone:</b>	0800 224 787 or 07 281 1481	<b>Contact:</b>	Miranda Whitwell
<b>Website:</b>	www.coeliac.co.nz	<b>Email:</b>	info@ccisupport.org.nz

The purpose of CCIS is to improve the quality of life of people who suffer from a complex chronic illness, as well as that of their loved ones. The main illnesses supported are: Chronic Fatigue Syndrome, Post Viral Fatigue, Fibromyalgia and Dysautonomia. With CCIS 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.

**HEALTH SUPPORT GROUPS****DEAF AOTEAROA NEW ZEALAND**

<b>Phone:</b>	07 571 5930 or 021 540 194	<b>Service Coordinator:</b>	Gerald Lawley
<b>National Office:</b>	0800 332 322	<b>Email:</b>	gerald.lawley@deaf.org.nz
		<b>Website:</b>	www.deaf.org.nz
<p>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.</p>			

**DEMENTIA LAKES**

<b>Phone:</b>	027 239 2855	<b>Email:</b>	Sup2demlakes@outlook.com
		<b>Contact:</b>	Annette
<p>Our service provides support, education, advocacy and coordination of services for families, the wider community and anyone affected by dementia.</p>			

**DIABETES NZ ROTORUA BRANCH**

<b>Address:</b>	Rotorua Community Diabetes Centre/Te Whare Aki Mate Hukaki Rotorua 17 Marguerita Street Rotorua 3010	<b>Phone:</b>	343 9950
<b>Contact:</b>	Karen Reed 027 270 0486	<b>Email:</b>	rotorua@diabetes.org.nz
		<b>Website:</b>	www.diabetes.org.nz/rotorua-branch
<p>Information and support for people who diagnosed with diabetes and their families. Office open Monday to Friday 9.30am to 12 noon.</p> <p>Morning teas on Thursdays 10am to 12 noon at rooms in Marguerita Street.</p>			

**ENDOMETRIOSIS NEW ZEALAND**

<b>Email:</b>	info@nzenzo.org.nz	<b>Website:</b>	www.nzenzo.org.nz
		<b>Facebook:</b>	www.facebook.com/nzenzo
<p>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.</p>			

**HEALTH SUPPORT GROUPS****EPILEPSY ASSOCIATION OF NEW ZEALAND – LAKES DISTRICT – EBOP BRANCH**

<b>Address:</b>	Rotorua Community Health Hub 1172 Haupapa Street C/- PO Box 1074 Hamilton 3240	<b>Email:</b>	lakes.ebop@epilepsy.org.nz
<b>Phone:</b>	346 3912 or 027 408 1201	<b>Contact:</b>	Marjo Tenhagen
Information, education, support and advocacy for anyone affected by epilepsy.			

**GREEN PRESCRIPTION**

<b>Address:</b>	Sport Bay of Plenty 1189 Amohia Street Rotorua 3010	<b>Email:</b>	belindm@sportbop.co.nz
<b>Phone:</b>	348 4125 or 021 816 781	<b>Contact:</b>	Belinda Muller
		<b>Website:</b>	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**

<b>Website:</b>	www.heartnz.org.nz	<b>Phone:</b>	0800 543 943
Supporting heart kids through life.			

**HEART FOUNDATION – ROTORUA BRANCH**

<b>Address:</b>	RAPHs Office 1165 Tutanekai Street Rotorua 3010 PO Box 703 Rotorua 3040	<b>Contact:</b>	Fraser Heron
<b>Phone:</b>	027 281 2488	<b>Email:</b>	FraserHe@heartfoundation.org.nz
<b>Heart Nurse Helpline:</b>	0800 863 375	<b>Website:</b>	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.			

**HEALTH SUPPORT GROUPS****IRLEN CLINIC**

<b>Address:</b>	19 Day Place Springfield Rotorua 3015	<b>Email:</b>	mary@irlenclinic.co.nz warren_nyree@xtra.co.nz
<b>Phone:</b>	348 8816 Mary 347 8280 or 027 418 0551 Nyree	<b>Website:</b>	www.aaic.org.nz and www.irlen.com
		<b>Contact:</b>	Mary Cubie/Nyree Grigsby
For reading, dyslexia, migraine and perceptual assistance by the use of tinted lenses, or coloured overlays.			

**KUPE**

<b>Website:</b>	www.kupe.net.nz		
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**

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

**MULTIPLE SCLEROSIS SOCIETY**

<b>Phone:</b>	022 314 0212	<b>Email:</b>	msrotoruataupo@outlook.com
		<b>Contact:</b>	Fiona Marett
Support and education for people with Multiple Sclerosis and other neurological conditions and their carers. Monthly support group meetings.			

**PARKINSON'S NZ CENTRAL PLATEAU**

<b>Phone:</b>	343 7986 or 0800 473 4636	<b>Email:</b>	Educator.info@parkinsons.org.nz
Information, education, advocacy and support services for anyone living with or supporting someone with Parkinsons Disease. Monday to Thursday 9.00am to 4.00pm.			



**HEALTH SUPPORT GROUPS****POLIO NZ INC**

<b>Phone:</b>	0800 476 546	<b>Website:</b>	www.postpolio.org.nz
<p>The Society aims to provide support for those people who have had Polio, collect and distribute information that will enable members to understand and moderate the changes occurring in their conditions and inform medical practitioners of the reality of Post-Polio Syndrome.</p>			

**PROSTATE CANCER SUPPORT**

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

**STROKE FOUNDATION (LAKELAND – ROTORUA/TAUPO AND TURANGI)**

<b>Address:</b>	17 Marguerita Street Rotorua 3010	<b>Email:</b>	lakeland@stroke.org.nz
<b>Phone:</b>	349 6022	<b>Website:</b>	www.stroke.org.nz
		<b>Contact:</b>	Vivienne McDonald
<p>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.</p> <p>Field Officer Service and communication volunteers.</p>			



## CHAPTER 13: HOMELESS SUPPORT

### CITIZENS ADVICE BUREAU ROTORUA

<b>Address:</b>	1143 Eruera Street Rotorua 3010	<b>Email:</b>	rotorua@cab.org.nz
<b>Phone:</b>	348 3936 or 0800 367 222	<b>Website:</b>	www.cab.org.nz
		<b>Contact:</b>	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 2.00pm 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.

### KAINGA ORA HOMES AND COMMUNITY (FORMERLY HOUSING NZ)

<b>Phone:</b>	0800 801 601	<b>Email:</b>	enquiries1@kaingaora.govt.nz
		<b>Website:</b>	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.

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

**HOMELESS SUPPORT****LIFEWISE TRUST**

<b>Address:</b>	8 Kuirau Road Rotorua 3010	<b>Contact:</b>	Haehaetu Barrett
<b>Phone:</b>	348 6239 (24 hour)	<b>Email:</b>	rotorua@lifewise.org.nz
		<b>Website</b>	www.lifewise.org.nz

Lifewise is a private and professional community adult mental health and addictions supported accommodation provider with 24/7 staffing and support. This service offers a recovery focused residential programme - Te Ara Ora, the Pathway to Wellness - for people and their Whānau experiencing difficulty with their mental health or addictions. The programme also includes a focus on healthy eating, healthy activity and Kaupapa Māori as tools for people to experience lasting change in their lives.

Lifewise delivers contracted beds for Lakes DHB to Mental Health and Addictions. Clients must be referred through an appropriate addiction/mental health service (e.g. Lakes DHB Needs Assessment Coordination, Mental Health and Addictions, Te Utuhina Manaakitanga Trust, Drug and Alcohol Community Services, Te Ngako Community Mental Health Services).

Beds are reserved for emergency housing with a limited stay of 14 days, free of charge (as per assessment given). Rental Accommodation Availability: All tenancies are negotiated with Lifewise management. Rental accommodation is at a boarding capacity in shared living.

**MĀTAURANGA AKE**

<b>Address:</b>	1358 Hinemoa Street, Rotorua 3040 PO Box 341 Putaruru 3443	<b>Contact:</b>	Henrietta Cassidy, Team Lead
<b>Phone:</b>	021 994 531	<b>Email:</b>	h.cassidy@centralkids.org.nz
<b>Website:</b>	www.centralkids.org.nz	<b>Other Contacts:</b>	Dee Horne, Whanau Navigator 021 309 275; d.horne@centralkids.org.nz Kirsty Hohneck, Tamariki Navigator 021 319 615; k.hohneck@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.

**HOMELESS SUPPORT****MINISTRY OF SOCIAL DEVELOPMENT**

<b>Address:</b>	Community Link 1207 Pukuatua Street Rotorua 3010	<b>Website:</b>	www.workandincome.govt.nz
<b>Phone:</b>	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.

**PRISONERS' AID AND REHABILITATION**

<b>Address:</b>	Pukaki Centre 1144 Pukaki Street Rotorua 3010	<b>Contact:</b>	Janine Colenso Greg Halse
<b>Phone:</b>	348 0005 or 0800 767 277	<b>Email:</b>	rotorupars@xtra.co.nz
		<b>Website:</b>	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**

<b>Address:</b>	Cnr Ranolf and Victoria Streets Rotorua	<b>Email:</b>	cfm@rdpc.org.nz
<b>Phone:</b>	348 2954 or 027 200 9409	<b>Website:</b>	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 9.30am to 11.00am on Wednesdays and is also open to anyone.

**HOMELESS SUPPORT****ST VINCENT DE PAUL SOCIETY**

<b>Address:</b>	Westend Shopping Centre Cnr Old Taupo and Malfroy Roads Rotorua 3015	<b>Phone:</b>	347 7376 or 027 276 1399
		<b>Website</b>	<a href="http://www.svdp.org.nz">www.svdp.org.nz</a>

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.

**SALVATION ARMY COMMUNITY MINISTRIES**

<b>Address:</b>	1228-1238 Amohia Street Rotorua 3010	<b>Contact:</b>	Tania Hore
<b>Phone:</b>	346 8113	<b>Email:</b>	<a href="mailto:Tania.hore@salvationarmy.org.nz">Tania.hore@salvationarmy.org.nz</a>

**Food Bank**

Community Ministries does provide food assistance to those who have exhausted other means. Clients are asked to apply to WINZ first to see if they are eligible to receive a food grant. If WINZ decline this assistance clients need to bring a decline letter or MyMSD evidence. Referrals from agencies for consideration are welcome. Community Ministries requests that written referrals are on the appropriate form or letterhead and that the client is actively engaged with the agency.

Office hours for foodbank are Monday, Wednesday and Friday 10.00am to 2.30pm. Open for enquiries on Tuesday and Thursday 10.00am to 2.00pm.

**Open day**

This is for anyone who comes – Thursdays 10.00am to 12noon – morning tea and a chat.

**Social Work**

We have a Social Worker who can navigate for you and help with difficulties through different government agencies. They can help with parenting orders, protection orders and family harm and kai. Our Social Worker can help fill in paperwork and gather any information the client may need to provide. We are able to assist in accessing specialist services via referrals to other agencies/service providers that would benefit you the most. If you are not sure that we can help you, give us a call and ask.

**No Interest Loans**

We have a No Interest Loans Advisor who works two days a week in Rotorua. To see Sean it is by appointment only due to the huge demand.

**HOMELESS SUPPORT****TE POKAPU**

<b>Address:</b>	1199 Fenton Street Rotorua 3010	<b>Email:</b>	tautoko@taumata.org.nz
<b>Phone:</b>	0800 2 WHARE – 0800 294 273		
<p>Te Kopaku is a community-led housing hub response to building better solutions for better results for people in housing stress. We have an inter-agency approach working alongside our other health and social services agencies across Rotorua, pulling our resources together to help end homelessness. We know we get better results by working together with those in the community who know their people best.</p> <p>Anyone with a housing need can be assessed by Te Pokapu to determine what support they can access. The team at Te Pokapu will advise and strive to pathway them to a solution.</p> <p>Contact on the 0800 2 WHARE number or call into the office to make an appointment. Hours are Monday to Friday 9.30 am to 4.30pm.</p>			

**TE UTUHINA MANAAKIORA TRUST**

<b>Address:</b>	First Floor 1154 Hinemoa Street Rotorua 3010	<b>Email:</b>	tu_admin@manaakiora.org.nz
<b>Phone:</b>	348 3598	<b>Website:</b>	www.manaakiora.org.nz
<p>Te Utuhina Manaakiora 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, referrals to detoxification and residential treatment services and also Rangatahi (Youth) alcohol and drug counselling in secondary schools. Problem gambling service. We also have a three month residential AOD service (Te Whare Oranga Ngakau).</p>			

**VISION OF A HELPING HAND CHARITABLE TRUST**

<b>Address:</b>	Tuscany Villa 280 Fenton Street Rotorua 3010	<b>Phone:</b>	027 506 1313 0800 VISIONS
<b>Email:</b>	tiny@visions.org.nz	<b>Contact:</b>	Tiny Deane
<p>Free accommodation for the homeless – including families. Access to showers, free clothing and a laundry service at 1229-1231 Pukuatua Street. Some furniture may also be available.</p>			

## WAIARIKI WOMEN'S REFUGE

<b>Address:</b>	86 Pererika Street Rotorua 3010	<b>Email:</b>	Waiariki.womens.refuge@extra.co.nz
<b>Phone:</b>	0800 733 843 – crisis line 24/7 349 0852 (24 hours)	<b>Website:</b>	www.womensrefuge.org.nz www.facebook.com/waiarikiwomensrefuge

Waiariki Women's Refuge is a non-profit organisation that provides immediate, 24-hour crisis services for violence against women and their children. Our free and confidential services include:

24-hour phone line  
24-hour access to crisis accommodation  
Confidential listening and support  
Home visits and support in the community  
Rural services

Advocacy/support at Police, lawyers, court, Work and Income, doctors, Child Youth and Family etc.  
Referrals to sympathetic counsellors, lawyers, doctors and accommodation providers. Formulation of safety plans for individual situations.  
Education and support groups for women and children about living free from violence.



## CHAPTER 14: HOSPITALS AND MEDICAL CENTRES

### ROTORUA HOSPITAL – TE WHATU ORA LAKES

<b>Address:</b>	Rotorua Hospital Pukeroa Road Private Bag 3023 Rotorua 3046	<b>Phone:</b>	348 1199 all departments 24 hours every day
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Te Whatu Ora Lakes is responsible for the health of our community – assessing health needs, establishing strategic and operational plans, funding primary care and disability services and providing public health, hospital and some community services, in the Lakes district.

Te Whatu Ora Lakes' two hospitals at Rotorua and Taupo, coupled with the community based secondary health care services, make up the Health and Specialist Secondary Service of Te Whatu Ora Lakes.

The Chief Operating Officer, Alan Wilson has responsibility for the hospitals and community secondary services. Phone 349 7825

**Email:** [Beverley.alexander@lakesdwb.govt.nz](mailto:Beverley.alexander@lakesdwb.govt.nz)

Nick Saville-Wood is the Interim District Director of Te Whatu Ora Lakes.  
The Executive Assistant to the IDD is Theresa Fraser (phone 349 7982).

**Hospital visiting hours:** Please check our website as visiting hours may change due to COVID.  
**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.
- Lakes DHB 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**

<b>Address:</b>	1073 Whakauae Street PO Box 1342 Rotorua 3040	<b>Email:</b>	infoline@qehealth.co.nz referrals@qehealth.co.nz spaservices@qehealth.co.nz gym@qehealth.co.nz
<b>Phone:</b>	348 0189 (General) and 343 1665 (Clinical) or 0800 734 325	<b>Website:</b>	www.qehealth.co.nz
<b>Fax:</b>	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 three-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 7 days a week. Other services run Monday to Friday.

**SOUTHERN CROSS HOSPITAL**

<b>Address:</b>	58 Otonga Road Rotorua 3015 PO Box 2240 Rotorua 3040	<b>Website:</b>	www.healthcare.southerncross.co.nz
<b>Fax:</b>	921 2701	<b>Phone:</b>	921 2700
		<b>Email:</b>	rotorua@southerncrosshospital.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 32 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)**

<b>Address:</b>	32 Tauī Street Ngongotaha PO Box 202 Rotorua 3040	<b>Email:</b>	reception@thecarevillage.co.nz
<b>Phone:</b>	347 9612	<b>Contact:</b>	Therese Jeffs - CEO

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)**

<b>Address:</b>	First Floor Lakes Prime Care Building 1165 Tutanekai Street Rotorua	<b>Email:</b>	raphs_reception@raphs.org.nz
<b>Fax:</b>	348 8897	<b>Phone:</b>	349 3563
		<b>Website:</b>	www.raphs.org.nz
<p>Primary care management services and clinical coordination network for healthcare providers across the Rotorua District.</p> <p>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.</p>			

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

<b>Address:</b>	1325A Eruera Street PO Box 1985 Rotorua 3010	<b>Phone:</b>	347 8418
		<b>Website:</b>	www.erueramedicalcentre.com

**Korowai Aroha**

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

**Kuirau Medical Centre**

<b>Address:</b>	19 Tarewa Road Rotorua 3010	<b>Phone:</b>	349 1995
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**Murupara Medical Centre**

<b>Address:</b>	27 Kowhai Avenue PO Box 35 Murupara 3025	<b>Phone:</b>	07 366 5555
		<b>Facebook:</b>	www.facebook.com/murupara-medical-centre

**Ngati Pikiao Health Services**

<b>Address:</b>	1208 Amohia Street Rotorua 3010	<b>Phone:</b>	347 7537
		<b>Website:</b>	www.pikiaorunanga.org.nz

## Ngongotaha Medical Centre

<b>Address:</b>	17 Tauiri Street Ngongotaha 3010	<b>Phone:</b>	357 1030
		<b>Website:</b>	<a href="http://www.nmc.org.nz">www.nmc.org.nz</a>

## Ranolf Medical Centre

<b>Address:</b>	59 Ranolf Street PO Box 442 Rotorua 3010	<b>Phone:</b>	347 7537
		<b>Website:</b>	<a href="http://www.ranolfmedical.co.nz">www.ranolfmedical.co.nz</a>

## Rotorua Medical Group – Central Health

<b>Address:</b>	1181 Amohia Street Rotorua 3010	<b>Phone:</b>	347 0000
		<b>Website:</b>	<a href="http://www.rotoruamedical.co.nz">www.rotoruamedical.co.nz</a>

## Rotorua Medical Group – Fairy Springs Medical Centre

<b>Address:</b>	Shop 10 – 1 Old Quarry Road PO Box 1424 Rotorua 3015	<b>Phone:</b>	347 0000
		<b>Website:</b>	<a href="http://www.rotoruamedical.co.nz">www.rotoruamedical.co.nz</a>

## Ruatahi Medical Centre

<b>Address:</b>	1271 Hinemoa Street PO Box 870 Rotorua 3010	<b>Phone:</b>	348 3002
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## Te Ngae Medical Centre

<b>Address:</b>	Redwood Centre 5 Tarawera Road PO Box 7004 Rotorua 3010	<b>Phone:</b>	345 6627
		<b>Website:</b>	<a href="http://www.tengaemedical.co.nz">www.tengaemedical.co.nz</a>

## The Owata Surgery

<b>Address:</b>	556A Te Ngae Road Rotorua 3010	<b>Phone:</b>	345 9699
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## Three Lakes Clinic

<b>Address:</b>	1131 Pukaki Street Rotorua 3010	<b>Phone:</b>	346 1333
		<b>Website:</b>	<a href="http://www.threelakesclinic.co.nz">www.threelakesclinic.co.nz</a>

## Tiaho Medical Centre

<b>Address:</b>	5553 Te Ngae Road Rotorua 3010	<b>Phone:</b>	282 2909
		<b>Website:</b>	<a href="http://www.tiahomedical.co.nz">www.tiahomedical.co.nz</a>

**HOSPITALS AND MEDICAL CENTRES****Westend Medical Centre**

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

**Western Heights Health Centre**

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

**After Hours Medical Service – Lakes Prime Care**

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

**ROTOVEGAS YOUTH HEALTH CLINIC**

<b>Address:</b>	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	<b>Email:</b>	Robyn.sharp@raphs.org.nz
<b>Website:</b>	www.rotoruyouthcentre.org	<b>Phone:</b>	343 1013

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

<b>Address:</b>	1318 Pukuatua Street Rotorua 3010	<b>Contact:</b>	Bubsie MacFarlane
<b>Phone:</b>	349 3118	<b>Email:</b>	arohamai.cancer@xtra.co.nz
<p>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:</p> <ul style="list-style-type: none"><li>• Counselling with compassion</li><li>• Guidance when required</li><li>• Relieving family members (listening ear)</li><li>• Assistance with petrol and food vouchers (when available)</li><li>• Open door policy</li><li>• Transport support &amp; driver (when available)</li><li>• Support person and family/Whānau through stages of cancer journey</li><li>• Offer guidance and support to WINZ, ACC, Doctors, Chemo, radiation etc, and budget visits</li><li>• Massage/Mirimiri</li></ul>			

### KOROWAI AROHA

<b>Address:</b>	1292 Hinemoa Street Rotorua 3010	<b>Contact:</b>	Hariata Vercoe - CEO
<b>Phone:</b>	348 8454 or 0800 507 092	<b>Fax:</b>	349 1597
		<b>Email:</b>	admin@korowai.org.nz
<p>We have 5 GP's and 5 highly trained nurses working in our GP Centre providing health services to the community. We also provide information and additional specialised nursing support for cervical screening, CVD (healthy heart check) and immunisations. A traditional mirimiri service is also available on site. Our home-based community support team provide care to kaumatua, elderly and others who wish to remain living independently in their homes but require assistance to do so. As a provider within the Te Arawa Whānau Ora collective we provide paearahi/navigator services to Whānau who may require assistance when dealing with other issues.</p> <p>Our clinic is open Monday to Friday from 8.30am – 5:00pm at 1292 Hinemoa Street.</p> <p>The community arm of Korowai Aroha is based at 1290 Eruera Street. The services include hapu mamma, respiratory conditions (asthma and COPD), diabetes, assistance with glasses, counselling services and health coaches to support whānau through difficult times. Our Tane Takitu Ake programme focuses on Māori men, providing a Kaupapa Maori based approach towards improving their health and social wellbeing.</p>			

## MANAAKI ORA TRUST - TIPU ORA

<b>Address:</b>	16-26 Haukotuku Street PO Box 807 Rotorua 3010	<b>Email:</b>	referralhub@manaakiora.org.nz
<b>Phone:</b>	0800 348 2400 or 348 2400	<b>Website:</b>	www.manaakiora.org.nz
<b>Fax:</b>	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 – Kia Pakari 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

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

<b>Contact:</b>	Hariata Johnson	<b>Phone:</b>	022 021 1953
		<b>Email:</b>	Hariata129@gmail.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**

<b>Contact:</b>	Dr Laurie Morrison	<b>Phone:</b>	027 259 5665
		<b>Email:</b>	orangatinanaoue@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 Profiles HQ, 86 Old Taupo Road in Rotorua. Sessions are held 9.00-10.00am on a Tuesday and Thursday. Contact Dr Laurie Morrison for further information.

**TE ARAWA WHANAU ORA COLLECTIVE**

<b>Address:</b>	Level 1, 1231 Haupapa Street PO Box 1603 Rotorua 3010	<b>Phone:</b>	07 213 1995
		<b>Email:</b>	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 to deliver Whānau-centred services on a kaupapa Māori world view. 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 six Rotorua 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 Pūrea 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**

<b>Address:</b>	43-45 Pine Drive PO Box 14 Murupara 3025	<b>Contact:</b>	Operations Manager – Robert Jenner
<b>Phone:</b>	07 366 5585 (office)	<b>Email:</b>	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.

**MAORI HEALTH INITIATIVES****TE PAPA TAKARO O TE ARAWA**

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

**TE PUNI KOKIRI**

<b>Address:</b>	6 Tarawea Road Private Bag 3017 Rotorua 3040	<b>Email:</b>	tpkrotorua@tpk.govt.nz
<b>Phone:</b>	349 7810	<b>Fax:</b>	349 0950
<p>To facilitate and support Māori achievement and initiatives in health, education, training, housing and employment.</p>			

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

<b>Address:</b>	Tarewa Pounaum Marae 26 Tawera Road Rotorua 3010	<b>Email:</b>	admin@maatua-whangai.co.nz
<b>Phone:</b>	348 1231 or 0800 622 882	<b>Website:</b>	www.maatua-whangai.co.nz
<p>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:</p> <ul style="list-style-type: none"> <li>• Youth Justice: mentoring, supported bail</li> <li>• Whānau Support Services: working with Whānau o provide emotional and professional support</li> <li>• Te Kooti Rangatahi: marae-based Youth Court</li> <li>• Whānau Ora: strengthening Whānau capabilities</li> <li>• Family Harm – Victim support</li> <li>• To Pae Oranga – Iwi Community Panel</li> </ul> <p>Opening hours Monday to Friday 8.00am to 4.00pm</p>			

## TE RUNANGA O NGATI PIKIAO TRUST

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

## TE TAUMATA O NGATI WHAKAUE IHO AKE

<b>Address:</b>	2C Ranolf Street Rotorua 3010	<b>Email:</b>	admin@taumata.org.nz
<b>Phone:</b>	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. sing First connects 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 <a href="http://www.taumata.org.nz">www.taumata.org.nz</a></p>			

## TE UTUHINA MANAAKIORA TRUST

<b>Address:</b>	1154 Hinemoa Street PO Box 1802 Rotorua 3040	<b>Email:</b>	tu_admin@manaakiora.org.nz
		<b>Web:</b>	<a href="http://www.tumt.org.nz">www.tumt.org.nz</a>
<b>Phone:</b>	348 3598	<b>Fax:</b>	348 1783
<p>Te Uthina Manaakiora 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. Problem gambling service also available.</p> <p>We also have a three month residential AOD service (Te Whare Oranga Ngakau).</p>			

## TE WHĀNAU TOKOTOKORANGI TRUST

<b>Address:</b>	Tui House 14 Te Ngae Road PO Box 1429 Rotorua 3010	<b>Contact:</b>	Dorothy Latimer 07 349 3228 tokotoko@xtra.co.nz
		<b>Contact:</b>	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

<b>Address:</b>	1478A Hinemoa Street Rotorua	<b>Email:</b>	office@tewhareokenehi.co.nz
<b>Phone:</b>	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**

<b>Contacts:</b>	Joyce Gardiner	<b>Phone:</b>	027 295 9956
		<b>Email:</b>	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

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

### BEVERLEY HOUSE

<b>Address:</b>	32 Whittaker Road Rotorua 3010	<b>Email:</b>	kl.mac@xtra.co.nz
<b>Phone:</b>	347 2940	<b>Contact:</b>	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 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

<b>Address:</b>	19 Oakland Place Ngongotaha Rotorua 3010	<b>Phone:</b>	357 4575
<b>Email:</b>	braemore@braemore.co.nz	<b>Contact:</b>	Luke Harding
<p>Contracted by the District Health Board to provide 24/7 and community services for people who are currently users of mental health services in the region. All referrals Linkpeople.</p>			

### DEPRESSION HELPLINE

<b>Phone:</b>	0800 111 757	<b>Text:</b>	4202
<b>Website:</b>	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

<b>Phone:</b>	348 4740 or 027 5903 274	<b>Email:</b>	Erina.morrison@emergeaotearoa.org.nz
<b>Website:</b>	www.emergeaotearoa.org.nz	<b>Contact:</b>	Erina Morrison

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.

## INFANT, CHILD AND ADOLESCENT MENTAL HEALTH SERVICE

<b>Address:</b>	Te Aka Mauri Children's Library Health Hub 1127 Haupapa Street Rotorua 3010 Private Bag 3023 Rotorua 3046	<b>Phone:</b>	343 5005 348 1199 after hours
<b>Fax:</b>	343 5030	<b>Contact:</b>	Intake Worker via administrator 343 5005
		<b>Email:</b>	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/>



**MENTAL HEALTH****LIFEWISE TRUST (FORMERLY BAINBRIDGE HOUSE)**

<b>Address:</b>	8 Kuirau Street Rotorua	<b>Phone:</b>	348 6239
<b>Website:</b>	<a href="http://www.lifewise.org.nz">www.lifewise.org.nz</a>	<b>Email:</b>	<a href="mailto:sharonc@lifewise.org.nz">sharonc@lifewise.org.nz</a>
<p>Lifewise is a private and professional community adult mental health and addictions supported accommodation provider with 24/7 staffing and support. This service offers a recovery focused residential programme - Te Ara Ora, the Pathway to Wellness - for people and their Whānau experiencing difficulty with their mental health or addictions. The programme also includes a focus on healthy eating, healthy activity and Kaupapa Māori as tools for people to experience lasting change in their lives.</p> <p>Lifewise delivers contracted beds for Lakes DHB to Mental Health and Addictions. Clients must be referred through an appropriate addiction/mental health service (e.g. Lakes DHB Needs Assessment Coordination, Mental Health and Addictions, Te Utuhina Manaakitanga Trust, Drug and Alcohol Community Services, Te Ngako Community Mental Health Services.)</p> <p>Beds are reserved for emergency housing with a limited stay of 14 days, free of charge. (as per assessment given).</p> <p>Rental Accommodation Availability: All tenancies are negotiated with Lifewise management. Rental accommodation is at a boarding capacity in shared living.</p>			

**LINKPEOPLE**

<b>Address:</b>	Level 1, 1213 Haupapa Street PO Box 253 Rotorua 3010	<b>Contact:</b>	Michelle Tiriana-Bishop, Regional Manager Lakes/BOP Janelle Coburn - Team Leader, Housing Sally Martin - Team Leader, Health Alaina Ratu – Team Leader, Tenancy
<b>Phone:</b>	0800 932 432	<b>Email:</b>	Via website
		<b>Website:</b>	<a href="http://www.linkpeople.co.nz">www.linkpeople.co.nz</a>

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 tangā – the Lakes DHB 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](http://www.link.people.co.nz) or call into our office.

**MENTAL HEALTH****MENTAL HEALTH AND ADDICTION SERVICE FOR OLDER PEOPLE (MHSOP)**

<b>Address:</b>	2A Ranolf Street Rotorua 3010	<b>Contact:</b>	Reception 343 7718
<b>Phone:</b>	343 7718	<b>Fax:</b>	349 7929
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**

<b>Address:</b>	132A Malfroy Road Rotorua 3010	<b>Email:</b>	admin@piringamentalhealth.nz
<b>Phone:</b>	348 8857	<b>Website:</b>	www.piringamentalhealth.nz
<b>Fax:</b>	348 1647		
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**

<b>Phone:</b>	0800 044 334 or Text 4334	<b>Website:</b>	www.safetotalk.nz
		<b>Email:</b>	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**

<b>Address:</b>	Second Floor 1144 Pukaki Street Rotorua 3010	<b>Contact:</b>	Michelle Lowry
<b>Phone:</b>	343 5050	<b>Website:</b>	www.lakesdhb.govt.nz
<b>Fax:</b>	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.			

## THE LOWDOWN

<b>Phone:</b>	0800 111 757	<b>Website</b>	www/thelowdown.co.nz
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.			

## WORKWISE EMPLOYMENT AGENCY

<b>Address:</b>	Level 1 1213 Haupapa Street PO Box 253 Rotorua 3010	<b>Contact:</b>	Nik Andre
<b>Phone:</b>	348 2940	<b>Email:</b>	workwiseBOP@workwise.org.nz
<b>Fax:</b>	348 2955	<b>Website:</b>	www.workwise.org.nz
Workwise Employment Agency supports people with experience of mental illness and disabilities to choose, get and keep jobs.			



## CHAPTER 17: OLDER PERSONS SERVICES AND REST HOMES

### ACCESS COMMUNITY HEALTH

<b>Phone:</b>	0800 284 663	<b>Email:</b>	info@access.org.nz
		<b>Website:</b>	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, 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.</p>			

### AGE CONCERN ROTORUA

<b>Address:</b>	Parkside House 5 Tarewa Place PO Box 1605 Rotorua 3010	<b>Email:</b>	admin@acrotorua.nz
<b>Phone:</b>	347 1539	<b>Website:</b>	www.ageconcernrotorua.org.nz
<p>Age Concern Rotorua provides information and support for older people in the Rotorua community. We work mostly 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, 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.</p> <p>Office hours are Tuesday to Thursday 9am to 2pm.</p>			

### BUPA CARE SERVICES – THE GARDENS REST HOME AND HOSPITAL

<b>Address:</b>	15 Hodgkins Street Rotorua 3015	<b>Email:</b>	donna.inwood@bupa.co.nz
<b>Phone:</b>	347 9658	<b>Fax:</b>	347 0335
<p>Rest Home, Hospital Care, Respite and the Maimoa Cultural Unit. Retirement Village attached.</p>			

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

<b>Address:</b>	425 - 429 Te Ngae Road Rotorua 3010	<b>Email:</b>	Noku.sibanda@bupa.co.nz
<b>Phone:</b>	349 7150	<b>Contact:</b>	Noku Sibanda

Offering rest home care, hospital care and dementia care, respite care 7 days/week and day care 5 days per week, as well as the psychogeriatric care unit. Retirement Village also available. Transport for day care pick up and drop off available during week days.

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

<b>Phone:</b>	349 5254	<b>Email:</b>	gym@qehealth.co.nz
		<b>Website:</b>	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**

<b>Address:</b>	369 Old Taupo Road Rotorua 3015	<b>Email:</b>	admin.cantabria@hll.org.nz
<b>Phone:</b>	07 347 9587	<b>Website:</b>	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**

<b>Address:</b>	69 Lake Road (opposite Kuirau Park) Rotorua 3010	<b>Email:</b>	daybreakseniordaycare@gmail.com
<b>Phone:</b>	349 6633	<b>Contact:</b>	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**

<b>Phone:</b>	0800 32 668 65	<b>Website:</b>	<a href="http://superseniors.msd.govt.nz/elder-abuse">http://superseniors.msd.govt.nz/elder-abuse</a>
<b>Text:</b>	5032	<b>Email:</b>	<a href="mailto:support@elderabuse.nz">support@elderabuse.nz</a>

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**

<b>Address:</b>	Suite 3 48 Biak Street Rotorua 3010	<b>Email:</b>	<a href="mailto:enlivenrotorua@psn.org.nz">enlivenrotorua@psn.org.nz</a>
<b>Phone:</b>	349 3162 or 0800 365 4836	<b>Website:</b>	<a href="http://www.enliven.org.nz">www.enliven.org.nz</a>
		<b>Contact:</b>	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**

<b>Address:</b>	Cnr Carlton and Ranolf Streets Rotorua 3010	<b>Email:</b>	<a href="mailto:fergusson@fergussonhome.co.nz">fergusson@fergussonhome.co.nz</a>
<b>Phone:</b>	348 9053	<b>Website:</b>	<a href="http://www.fergussonhome.co.nz">www.fergussonhome.co.nz</a>

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**

<b>Address:</b>	22 Hilda Street Rotorua 3010	<b>Email:</b>	<a href="mailto:salesassistant@glenbraeretirement.co.nz">salesassistant@glenbraeretirement.co.nz</a>
<b>Phone:</b>	349 0014	<b>Website:</b>	<a href="http://www.arvida.co.nz">www.arvida.co.nz</a>
		<b>Contact:</b>	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****GOOD NUTRITION – JUST COOK 4 HEALTHY AGEING**

<b>Address:</b>	Held at Linton Park Community Centre 16 Kamahi Place Rotorua 3015	<b>Email:</b>	rotorua@nutritionfoundation.org.nz
<b>Phone:</b>	027 201 8580	<b>Contact:</b>	Jayne Baume
<p>A hands-on cooking and nutrition course. The group cooks, eats and motivates people to stay well as they get older. Runs once weekly over four weeks between 10.00am and 1.00pm. The course is free but participants may be asked to bring along a food item to each session. Contact Tatjana for more details.</p>			

**HOUSING FOR THE ELDERLY (ROTORUA LAKES COUNCIL)**

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

**LAKES NASC – LAKES NEEDS ASSESSMENT SERVICE COORDINATION SERVICE**

<b>Address:</b>	283 Vaughan Road Suite 3, Ngahere House Rotorua 3046	<b>Phone:</b>	343 1030
<b>Website:</b>	www.lakesdhub.govt.nz	<b>Email:</b>	nasc.admin@lakesdhub.govt.nz
<p>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.</p>			



**OLDER PERSONS SERVICES & RESTHOMES****LARA LODGE REST HOME**

<b>Address:</b>	4 Pegasus Drive Rotorua 3015	<b>Email:</b>	office@laralodge.org
<b>Phone:</b>	347 7604	<b>Contact:</b>	Teresa Scheer or Greeshma Midhunkumar
		<b>Website:</b>	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**

<b>Address:</b>	19 Ruihi Street Rotorua 3010	<b>Email:</b>	Reception_rot@makoha.nz facilitymanager@makoha.nz
<b>Phone:</b>	347 8805	<b>Website:</b>	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**

<b>Address:</b>	926 Cameron Road Tauranga PO Box 3191 Greerton Tauranga 3143	<b>Contact:</b>	Laura Harrison
<b>Phone:</b>	0800 6000 26	<b>Email:</b>	info@mshomecare.co.nz
		<b>Website:</b>	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.

## MOKOIA COMMUNITY ASSOCIATION

<b>Address:</b>	297 Vaughan Road Owhata Rotorua 3010	<b>Email:</b>	manager@mokoiaca.org.nz
<b>Phone:</b>	345 5971	<b>Contact:</b>	Frances Porter - Manager
		<b>Website/Facebook:</b>	Inside Eastside: <a href="http://insideeastside.org.nz">http://insideeastside.org.nz</a> <a href="http://www.facebook.com/Inside-Eastside-Rotorua">www.facebook.com/Inside-Eastside-Rotorua</a>

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

<b>Address:</b>	Spotless Services Rotorua Hospital Private Bag 3023 Rotorua	<b>Contact:</b>	Julie Coles
<b>Phone:</b>	349 7959	<b>Email:</b>	<a href="mailto:Julie.coles@spotless.co.nz">Julie.coles@spotless.co.nz</a>

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

## PARKSYDE OLDER PERSONS COMMUNITY CENTRE

<b>Address:</b>	7-9 Tarewa Place PO Box 806 Rotorua 3040	<b>Contact:</b>	Robyn Skelton
<b>Email:</b>	<a href="mailto:office@parksyde.org.nz">office@parksyde.org.nz</a>	<b>Phone:</b>	348 9892

Activity centre offering a wide range of opportunities for older people. It caters for the social, recreational, health and educational needs of older people in Rotorua and the surrounding district. Activities include Tai Chi, Housie, Zumba, Square Dancing, Mahjong, Balance and Exercise classes, Indoor Bowls, Table Tennis, Scrabble, Rummy-O and more. The timetable of activities can be found on the website [www.parksyde.org.nz](http://www.parksyde.org.nz). Great café/restaurant and event facilities.

For people over the age of 55 years.

## REGENCY PARK ESTATE LIFESTYLE VILLAGE

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

Lifestyle village for people aged over 65 years. Two and three 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.

## RSA ROTORUA RETURNED SERVICES ASSN

<b>Address:</b>	Temporary Home Arawa Park Racecourse Fenton Street Rotorua	<b>Phone:</b>	348 1055
		<b>Contact:</b>	Tom Attwood

Open Tuesday 9.00am to 11.00am and Wednesday 9.30am to 11.00am. No longer a social club but for membership and renewals.

## ST BARNABAS CLOSE LIFESTYLE RETIREMENT VILLAGE

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

Contact Village Coordinator Monday to Friday 9.00am to 2.30pm. Leave a message.

## ST JOHN – CARING CALLER

<b>Phone:</b>	0800 780 780	<b>Website:</b>	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

<b>Phone:</b>	0800 50 23 23	<b>Website:</b>	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

<b>Address:</b>	Balmarino Lounge Rotorua Racing Club Fenton Street PO Box 1145 Rotorua 3010	<b>Phone:</b>	Natalie Trumper – President 07 357 5122
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Recreation group for senior citizens 50 years and over. Mondays 10.00am to 12.30pm, Thursdays 10.00am to 12.30pm and Saturday 10.00am to 12.30pm. Housie on Wednesdays 1.00pm to 4.00pm. Bus trips and bowling.

## SOCIAL AND FRIENDSHIP GROUP

<b>Contacts:</b>	John Kamp 027 544 3711		
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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

<b>Address:</b>	Administered by BOP Regional Council PO Box 364 Whakatane 3158	<b>Email:</b>	mary.mclaren@boprc.govt.nz
<b>Phone:</b>	0800 884 880	<b>Website:</b>	www.boprc.govt.nz/living-in-the-bay/getting-around/total-mobility
		<b>Contact:</b>	Mary McLaren

A transport service for eligible people with mobility constraints, in the form of subsidised door-to-door transport through approved transport providers.

Need to complete an application form.

## THE CARE VILLAGE (PREVIOUSLY WHARE AROHA CARE)

<b>Address:</b>	32 Tauī Street Ngongotaha PO Box 202 Rotorua 3040	<b>Email:</b>	reception@thecarevillage.co.nz
<b>Phone:</b>	347 9612	<b>Contact:</b>	Therese Jeffs - CEO

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 and short-term care programmes.

## CHAPTER 18: PHARMACIES

### FAIRY SPRINGS PHARMACY

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

### LAKES CARE PHARMACY ROTORUA LTD

<b>Address:</b>	1155 Tutaneke Streets Rotorua 3120	<b>Email:</b>	lakescarepharmacy@gmail.com
<b>Fax:</b>	921 2031	<b>Phone:</b>	348 4385

### NGONGOTAHA PHARMACY LTD

<b>Address:</b>	17 Tauiri Street Ngongotaha 3010	<b>Phone:</b>	357 4240
<b>Fax:</b>	357 5252		

### OWHATA PHARMACY

<b>Address:</b>	Owhata Pharmacy 553 Te Ngae Road Rotorua 3010	<b>Email:</b>	owhatapharmacy@xtra.co.nz
<b>Fax:</b>	345 9438	<b>Phone:</b>	345 9438

### OWHATA MEDICAL CENTRE PHARMACY

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

### PHARMACY ON HINEMOA

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

### PHARMACY ON PUKAKI

<b>Address:</b>	1135 Pukaki Street Rotorua 3010	<b>Email:</b>	pukaki@pharmacy44.co.nz
<b>Fax:</b>	460 0745	<b>Phone:</b>	460 0744

### PHARMACY WESTEND

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

### RANOLF PHARMACY

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

## **TE NGAE PHARMACY**

<b>Address:</b>	Redwoods Shopping Centre 5 Tarawera Road Rotorua 3010	<b>Email:</b>	tengaepharmacy@xtra.co.nz
<b>Fax:</b>	345 9632	<b>Phone:</b>	345 9678

## **UNICHEM CENTRAL PHARMACY - ROTORUA**

<b>Address:</b>	1181 Amohia Street Rotorua 3010	<b>Email:</b>	admin@centralpharmacy.co.nz
<b>Fax:</b>	346 1480	<b>Phone:</b>	348 6028

## **UNICHEM THE MALL**

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

## **WESTERN HEIGHTS PHARMACY**

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

## CHAPTER 19: RESOURCING THE COMMUNITY

### COMMUNITY FRUIT

<b>Contact:</b>	Maree Kinder	<b>Phone:</b>	021 730 456
<b>Website:</b>	www.pickfruit.co.nz	<b>Email:</b>	Maree.kinder@nztroublebrokers.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.

### COMMUNITY GARDENS

Rotorua is fortunate to have a wide range of Community Gardens. These include allotment type gardens connected to Community Centres through to organic gardens that have been developed on reserve land. There are also a number of gardens operating out of pre-schools, schools and kohanga reo in Rotorua. While most gardens are able to be accessed by anyone, some are specifically for the neighbourhoods in which they are located. These are marked by an \*.

The list below is for information sharing and there are other gardens. Ring the Lakes Council for details. If you are interested in finding out more about these gardens, want to get involved in planting and harvesting, or see a need that the gardens could assist, please make contact with the individual or organisation listed.

**Kai Rotorua which includes Te Runanga o Ngati Te Rangiteaorere\* and Hillcrest Community Garden** – also growing kumara etc at Te Puia Orchard – Te Rangikaheke Kiripatea – Phone 021 1375 777

**Apumoana Marae \***– Bob Te Aonui – Phone 027 248 9504

**Fordlands Community Gardens** – Phone 347 4603 - ktttof@gmail.com

**Tarawera Community Garden** – Owen Dawe – lakewoodcottage@outlook.com Phone 362 8297

### CURTAINBANK ROTORUA

<b>Address:</b>	2 <sup>nd</sup> Building Arawa Park Racecourse Entrance next to Ridges Hotel Fenton Street Rotorua 3010	<b>Email:</b>	curtainbankrotorua@gmail.com
<b>Phone:</b>	027 653 0836	<b>Contact:</b>	Val

We support and help the elderly and families in need by providing pre-loved curtains. Giving warmth and privacy to people with health or financial issues. Our organisation relies on donations of clean curtains which we recycle to those people who desire reduced heating bills and warm homes. Open Wednesday 10.00am to 11.00am and Friday 9.00am to 10.00am.

**RESOURCING THE COMMUNITY****HABITAT FOR HUMANITY**

<b>Address:</b>	50 Edmund Road Rotorua 3015	<b>Contact:</b>	Manager
<b>Phone:</b>	343 9273	<b>Email:</b>	hfhrotorua@xtra.co.nz
		<b>Website:</b>	www.habitat.org.nz
<p>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 towards assisting families into warm, dry, healthy homes.</p>			

**KAI ROTORUA**

<b>Contact:</b>	Te Rangikaheke Kiripatea	<b>Email:</b>	info@kairotorua.nz
<b>Phone:</b>	021 137 5777	<b>Facebook:</b>	<a href="https://www.facebook.com/KaiRotorua/">https://www.facebook.com/KaiRotorua/</a>
<p>A not-for-profit organisation which teaches locals how to grow and use food crops. Has a kumara garden at Te Puia Orchard. Distributes bulk donations of food to those in need.</p>			

**NZ RED CROSS – ROTORUA SERVICE CENTRE - RED CROSS SHOP**

<b>Address:</b>	Cnr Rangiuru Street and Lake Road Rotorua 3010	<b>Website:</b>	www.redcross.org.nz
<b>Phone:</b>	348 0728	<b>Email:</b>	rotorua@redcross.org.nz
<p>Selling second-hand clothing, home ware, manchester and books.</p> <p>Hours of operation; Monday to Friday 10.00am to 3.00pm - if volunteer numbers permit.</p> <p>Volunteers to work in shop welcome.</p>			

**NZ RED CROSS – ROTORUA SERVICE CENTRE – URBAN ORE SHOP**

<b>Address:</b>	Rotorua In-town Recycling Centre 24 Te Ngae Road Rotorua 3010	<b>Phone:</b>	347 8646
		<b>Website:</b>	www.redcross.org.nz
<p>Operates in conjunction with the Recycling Centre. Sells clean, recycled goods suitable for resale including toys, crockery, clothing, books, videos, glassware, computer gear and furniture.</p> <p>Open 7 days Monday to Saturday 9.00am to 4.30pm and Sundays 9.00am to 4.00pm.</p>			



**RESOURCING THE COMMUNITY****ROTORUA HOSPICE SHOP**

<b>Address:</b>	1132 Eruera Street Phone 349 4231	<b>Website:</b>	www.rotoruahospice.co.nz
		<b>Email:</b>	admin@rotoruahospice.co.nz
<p>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.</p> <p>Eruera Street shop open Monday to Friday 9.30am to 4.00pm and Saturdays 9.30am to 1.00pm.</p> <p>Phone shop for pick up and deliveries.</p>			

**ROTORUA SPCA – OP SHOP**

<b>Address:</b>	19 Fairy Springs Road Rotorua 3015	<b>Phone:</b>	347 2518
		<b>Website:</b>	www.rotoruaspc.org.nz
<p>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.</p> <p>Hours of operation: Monday to Saturday 9.00am to 4.30pm. Sunday 9.00am to 4.00pm</p> <p>Volunteers to work in shop welcome.</p>			

**ROTORUA WHAKAORA**

<b>Facebook:</b>	RotoruaWhakaora	<b>Contact:</b>	Gina and Elmer
<b>Email:</b>	rotoruaawhakaora@gmail.com	<b>Phone:</b>	020 4029 5203
<p>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.</p> <p>We run a Free Shop at 57 Depot Street where people and families in need can access food.</p> <p>Hours are: Saturday 10am to 11am for over 60's, then 11am to 12noon and 1.00pm to 2.00pm for general public. Linton Park Community Centre, Kamahi Place Sunday 2.00pm to 3.00pm</p> <p>Check the Facebook page for times and locations of food distribution.</p>			

**RESOURCING THE COMMUNITY****ST BARNABAS COMMUNITY OP SHOP**

<b>Address:</b>	262 Ngongotaha Road Ngongotaha Rotorua 3010	<b>Phone:</b>	022 3103 707
		<b>Email:</b>	Admin.westrotorua@waiapu.com
<p>A community opportunity shop operating in the Ngongotaha area. Will accept good quality clothing, furniture, bedding, estate lots etc. Open Tuesday to Friday 10.00am to 4.00pm and Saturday 9.30am to 12 noon.</p>			

**ST LUKES CENTRE SHOP**

<b>Address:</b>	1229 Amohia Street (under Church) Rotorua 3010	<b>Phone:</b>	349 0251
<p>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 2.00pm.</p>			

**ST VINCENT DE PAUL SOCIETY**

<b>Address:</b>	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**

<b>Address:</b>	1228-1238 Amohia Street Rotorua 3010	<b>Contact:</b>	Shirley Ann Nickson
<b>Phone:</b>	348 4586	<b>Email:</b>	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>			

## **VOLUNTEERING GUIDE**

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.



## CHAPTER 20: SEXUAL HEALTH

### FAMILY PLANNING – HEALTH PROMOTION SERVICES

<b>Phone:</b>	347 0703	<b>Email:</b>	healthpromotionrotorua@familyplanning.org.nz
		<b>Website:</b>	www.familyplanning.org.nz

Information, education and resources for young people, their parents, caregivers, professionals. We also offer professional development for teachers on how to develop the sexual component of the curriculum and for tutors on how to support their students.

### N.Z. AIDS FOUNDATION

<b>Phone:</b>	0800 802 437 (AIDS Hotline)	<b>Website:</b>	www.nzaf.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 – FORMERLY SEXUAL HEALTH CLINIC

<b>Address:</b>	Rangiora Clinic Unit 10 at Rotorua Hospital (by Board Room and helipad) Rotorua	<b>Phone:</b>	343 8760
		<b>Email:</b>	rangiora@lakesdhb.govt.nz

Free and confidential screening, treatment, education and counselling on sexual health issues. No appointment necessary but one can be made.

- Monday 9.00am to 11.30am and 4.30pm to 6.30pm
- Tuesday 9.00am to 11.30am
- Wednesday 9.00am to 11.30am
- Thursdays 12.30 to 2.30pm and 4.30pm to 6.30pm
- Friday 9.00am to 11.30am

## ROTOVEGAS YOUTH HEALTH CLINIC

<b>Address:</b>	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	<b>Email:</b>	Robyn.sharp@raphs.org.nz
<b>Website:</b>	www.rotoruyouthcentre.org	<b>Phone:</b>	343 1013
		<b>Contact:</b>	Robyn Sharp
<p>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 whananungatana, whakapapa, manaakitanga and wairuatanga underpin all services at the youth centre, including health services.</p> <p>We can help with any of these:</p> <ul style="list-style-type: none"><li>• General medical</li><li>• Contraception</li><li>• Pregnancy testing</li><li>• Sexual health</li><li>• Stress</li><li>• Injuries and ACC</li><li>• Social support</li></ul>			

## CHAPTER 21: WHĀNAU ORA PROVIDERS

### TE ARAWA WHANAU ORA COLLECTIVE

<b>Address:</b>	Level 1, 1231 Haupapa Street PO Box 1603 Rotorua 3010	<b>Phone:</b>	213 1995
<b>Website:</b>	www.tearawaWhānau ora.org.nz	<b>Email:</b>	info@tearawawhānau ora.org.nz

Te Arawa Whānau Ora is a collective of seven organisations (six based in Rotorua) that have decided to come to an agreement about how they deliver services in a combined way. The mission is to deliver Whānau-centred services on a kaupapa Māori world view. 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 six Rotorua organisations are:

- Arohamai Cancer Support Services
- Korowai Aroha Trust
- Te Runanga O Ngati Pikiao Trust
- Te Papatakaro o Te Arawa
- Te Roopu a Iwi – Maatua Whangai
- Te Waiariki Pūrea 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.

### AROHA MAI – CANCER SUPPORT SERVICES

<b>Address:</b>	1318 Pukuatua Street Rotorua 3010	<b>Contact:</b>	Bubsie MacFarlane
<b>Phone:</b>	349 3118	<b>Email:</b>	arohamai.cancer@xtra.co.nz

Aroha Mai Cancer Support Services is a voluntary team and our aim is to extend support 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

**WHANAU ORA PROVIDERS****KOROWAI AROHA**

<b>Address:</b>	1292 Hinemoa Street Rotorua 3010	<b>Contact:</b>	Hariata Vercoe - CEO
<b>Phone:</b>	348 8454 or 0800 507 092	<b>Email:</b>	admin@korowai.org.nz
<b>Fax:</b>	349 1597		

We have 5 GP's and 5 highly trained nurses working in our GP Centre providing health services to the community. We also provide information and additional specialised nursing support for cervical screening, CVD (healthy heart check) and immunisations. A traditional mirimiri service is also available on site. Our home-based community support team provide care to kaumatua, elderly and others who wish to remain living independently in their homes but require assistance to do so. As a provider within the Te Arawa Whānau Ora collective we provide paearahi/navigator services to Whānau who may require assistance when dealing with other issues.

Our clinic is open Monday to Friday from 8.30am – 5:00pm at 1292 Hinemoa Street.

The community arm of Korowai Aroha is based at 1290 Eruera Street. The services include hapu mamma, respiratory conditions (asthma and COPD), diabetes, assistance with glasses, counselling services and health coaches to support whānau through difficult times. Our Tane Takitu Ake programme focuses on Māori men, providing a Kaupapa Maori based approach towards improving their health and social wellbeing.

**TE PAPA TAKARO O TE ARAWA**

<b>Address:</b>	38 Koutu Road Tumahaurangi Marae Koutu PO Box 1658 Rotorua 3040	<b>Email:</b>	admin@papatakro.org.nz
<b>Phone:</b>	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 transferal and Whakapapa connections.



**WHANAU ORA PROVIDERS****TE ROOPU A IWI O TE ARAWA CHARITABLE TRUST – MAATUA WHANGAI**

<b>Address:</b>	Taharangi Marae 26 Tawera Road Rotorua 3201	<b>Email:</b>	admin@maatua-whangai.co.nz
<b>Phone:</b>	348 1231 or 0800 622 882	<b>Website:</b>	www.maatua-whangai.co.nz
<p>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:</p> <ul style="list-style-type: none"> <li>• Youth Justice – mentoring, supported bail</li> <li>• Te Kooti Rangatahi: Marae based Youth Court</li> <li>• Whānau Ora: strengthening Whānau capabilities</li> <li>• Family Harm – Victim Support</li> <li>• Te Pae Oranga-Iwi Community Panel</li> </ul> <p>Opening hours Monday to Friday 8.00am to 4.00pm</p>			

**TE RUNANGA O NGATI PIKIAO TRUST**

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

**TE WAIARIKI PUREA TRUST**

<b>Address:</b>	1274 Fenton Street PO Box 566 Rotorua 3040	<b>Email:</b>	reception@twptnz.org
<b>Phone:</b>	348 5051	<b>Contact:</b>	Kiti Ransfield-King
<p>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.</p>			



## CHAPTER 22: YOUTH SERVICES

### DYSLEXIA, AUTISM AND OTHER NEURODIVERSE SUPERPOWERS

<b>Email:</b>	andria@happytalk.nz	<b>Contact:</b>	Andria Studman
<b>Phone:</b>	0800 427 798	<b>Website:</b>	www.dysco.nz/www.happytalk.nz
<p>DYSCO Dyslexia Training &amp; Happy Talk Trust offer:</p> <ul style="list-style-type: none"> <li>Visual Dyslexia Solutions – screen and instant solutions – up to four family members (30 minute session). <i>Note a discounted rate and funding may be available from Work &amp; Income</i></li> <li>Smooth Transitions &amp; Avoiding Meltdowns – for adults or under 8s (group of 5-10 adults required – 1 day). <i>Note – incorporates 2021 Neuroscience research</i></li> <li>Accelerating learning &amp; success – for people whose brains think differently e.g. Autism, ADHD, Dyslexia (read), Dyscalculia (maths) and other neurodiverse superpowers – Team of Grand/parents and teachers/Tas (3-6 teams with regular contact to the child – 3 days). <i>Note Andrina is a MoE Accredited PLD Facilitator so can/may be funded and run through your ECC/Kohanga Reo or Primary School/Kura.</i></li> </ul> <p>In addition:</p> <ul style="list-style-type: none"> <li>DYSCO (pronounced disco) can provide a gull 6D “SAC” (Special Assessment Conditions), 3-page report for children transitioning to high school (1 hour).</li> <li>Happy Talk Trust also offers “I’ve Got Your 6” training: practical solutions to prevent suicide, self-harm and harming others for youths aged 10-24 (2 days).</li> </ul>			

### FAMILY PLANNING – HEALTH PROMOTION SERVICES

<b>Phone:</b>	347 0703	<b>Email:</b>	healthpromotionrotorua@familyplanning.org.nz
		<b>Website:</b>	www.familyplanning.org.nz
<p>Family Planning works with groups of young people (and people working with young people) supporting them to make positive decisions around sexuality. We offer professional development for teachers and tutors on sexual and reproductive health issues. There is no need for a referral – contact your local health promoter directly.</p>			

### REAL

<b>Address:</b>	1364 Hinemoa Street Rotorua 3010	<b>Email:</b>	lakes@real.org.nz
<b>Phone:</b>	348 2944	<b>Websites:</b>	www.real.org.nz/lakes www.facebook.com/realNZyouth
<p>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.</p> <p>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.</p>			

**YOUTH SERVICES**

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.

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 9.00am to 5.00pm Monday to Friday

**ROTORUA YOUTH CENTRE**

<b>Address:</b>	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	<b>Email:</b>	office@rotoruyouthcentre.org
<b>Phone:</b>	343 1012	<b>Website:</b>	www.rotoruyouthcentre.org
		<b>Contact:</b>	Steve Holmes

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.

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.

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:

- Music
- Audio engineering
- Filming and video editing
- Game mode building
- Barista
- Cooking
- Youth leadership and event management
- And more

**YOUTH SERVICES****ROTOVEGAS YOUTH HEALTH CLINIC**

<b>Address:</b>	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	<b>Email:</b>	<a href="mailto:rotovegas.admin@raphs.org.nz">rotovegas.admin@raphs.org.nz</a>
		<b>Phone:</b>	343 1013
<b>Fax:</b>	349 3492	<b>Contact:</b>	Robyn Sharp
<p>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.</p> <p>Hours Monday, Wednesday, Thursday 10.00am to 4.30pm, Tuesday 10.00am to 7.30pm and Friday 10.00am to 4.00pm.</p>			

**TE HIRINGA- ROTORUA COMMUNITY YOUTH CENTRE TRUST**

<b>Address:</b>	6 Te Ngae Road (behind Pak N Save) Rotorua 3010	<b>Email:</b>	<a href="mailto:y.d.manager@rotoruyouthcentre.org">yd.manager@rotoruyouthcentre.org</a>
<b>Website:</b>	<a href="http://www.rotoruyouthcentre.org">www.rotoruyouthcentre.org</a>	<b>Phone:</b>	343 1012
		<b>Contact:</b>	Steve Holmes
<p>Te Hiringa is a brand new 10-week programme to support 15-year-old youth (akonga) who are not enrolled (or who are disengaged) from education.</p> <p>This programme aims to support the successful re-engagement of akonga into education or into further training or employment.</p> <p>The programme involves an intensive 10-week programme; 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.</p> <p>Te Hiringa 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)!</p>			

**YOUTH SERVICES****TE WAIARIKI PUREA TRUST**

<b>Address:</b>	1274 Fenton Street PO Box 566 Rotorua 3040	<b>Email:</b>	reception@twptnz.org
<b>Phone:</b>	348 5051	<b>Contact:</b>	Kiti Ransfield-King
<p>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.</p> <p>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.</p>			

**YOUTH EMPLOYMENT PLUS - ROTORUA**

<b>Address:</b>	6 Te Ngae Road (behind Pak n Save) Rotorua 3010	<b>Email:</b>	yep.manager@rotoruyouthcentre.org
<b>Website:</b>	www.rotoruyouthcentre.org	<b>Phone:</b>	343 1012
		<b>Contact:</b>	Leigh Richards
<p>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.</p> <p>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.</p> <p>Examples of the assistance we can provide includes:</p> <ul style="list-style-type: none"> <li>• Access to information on careers, employment opportunities, training and apprenticeships;</li> <li>• Career pathway planning;</li> <li>• CVs and cover letters;</li> <li>• Developing the 7 employability skills (which employers have told us they are looking for in staff);</li> <li>• Interview skills;</li> <li>• Driver licences (car);</li> <li>• Gaining employment;</li> <li>• Registering with a health provider;</li> <li>• Access to a youth development activities to support the development of key competencies and skills.</li> </ul> <p>We look forward to hearing from you if you would like more information.</p>			

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