



**Mental
Health
and
Addictions
Services**

Name of service	Contact details	Opening hours/availability	Description
<i>Crisis Assessment & Home Treatment Service (CAHT)</i>	<p>Phone 0800 50 50 50 (anytime day or night, any day of the week). This is the preferred method of contact in the first instance for acute/urgent mental health advice.</p> <p>Please note - if an immediate emergency response is required due to actual or imminent risk, initial contact should be by phoning 111.</p>	<p>During normal working hours of Monday to Friday 8am to 4pm, CAHT will on-refer enquiries or requests for assessment to the appropriate geographical area, for example, Thames/Coromandel district enquiries to rural north mental health service, Te Awamutu/Tokoroa/Te Kuiti/ Taumarunui district enquiries to rural south mental health service. During all other times CAHT will take all enquiries & requests.</p> <p>For individuals who present in person. A self-referral can be completed at any community mental health service office.</p>	<p>The Crisis Assessment & Home Treatment Service (CAHT), Waikato DHB, is a community based service providing crisis mental health assessment for individuals who require an urgent response & are likely to require the support of community or inpatient mental health services. CAHT is based in Hamilton, so during normal working hours, CAHT will on-refer enquiries or requests for assessment to the appropriate area, for example, rural north area, rural south area. The services is for any person seeking crisis mental health advice or assessment for themselves or another person</p>
<i>Ngaa Ringa Awhina</i>	<p>Phone: (07) 839 5146/0800 99 99 03 & request to speak with a member of the Te Aka Hono Tahī team</p> <p>Address: Arohaina 195 Collingwood Street, Hamilton Lake, Hamilton 3204</p> <p>Email for a referral form to be sent; Email: referrals@ngaaringaawhina.org.nz</p>		<p>Ngaa Ringa Awhina is a kaupapa Maori iwi mandated service with a particular expertise in Needs Assessment & Service Co-ordination. As the Single Point of Entry into secondary level child & adolescent mental health services in the Hamilton central area, Ngaa Ringa Awhina triage & undertake mental health screens on behalf of ICAMHS (Waikato District Health Board) & Hauora Waikato.</p> <p>Referral Anyone can make a referral. Contact the team on 07 839 5146.</p> <p>Ngaa Ringa Awhina staff are available to provide consultation regarding potential referrals. Service is offered in the following Waikato regions for the following services:</p> <p>Child & Adolescents: Up to 18 years of age in Hamilton City Boundary, north to Meremere, east to Te Aroha, south to Ohaupo & west to Raglan</p> <p>Pakeke/Adult Services: 18-65 years with coverage area is Hamilton City boundary inclusive of surrounds within a 30 minute drive timeframe</p>
<i>Waikato District Health Board Infant, Child & Adolescent Mental Health Services(ICAMHS)</i>	<p>Phone: 839 8886.</p> <p>Address: 206 Collingwood St, Hamilton Lake, Hamilton West 3204</p> <p>In 2020 moving to: Address: Waiora Building, 85 Alexandra St, Hamilton</p>	<p>8.30am to 5.00pm Monday to Friday</p>	<p>For young people living in the Hamilton, Waikato District, Matamata-Piako District & part of Waipa District including Cambridge & surrounds.</p>

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<i>Waikato District Health Board Mental Health & Addictions Services</i>	Phone: 07-834 6902 Address: 193 London Street, Hamilton	8.30am to 5.00pm Monday to Friday	For adults living in the Hamilton, Waikato District, Matamata-Piako District & part of Waipa District including Cambridge & surrounds.
<i>Perinatal Mental Health Service, Waikato District Health Board</i>	Phone: (07) 858 0924 Address: 222 Pembroke Street, Hamilton Moving in 2020 to: Address: Waiora Building, 85 Alexandra St, Hamilton	8.30am to 4.30pm Monday to Friday	The Perinatal Mental Health Service provides assessment & treatment of mood disorders in pregnancy & postpartum up to 12 months. In addition the service will see women experiencing significant distress related to grief, loss & birth trauma. If urgent/crisis service required, please contact 0800 50 50 50 CAHT



Hamilton City Services

Organisation	Contact details	Opening times	Description of services
Age Concern	<p>Phone: 07 838 2266</p> <p>Address: Celebrating Age Centre, 30 Victoria St, Hamilton</p> <p>Email: enquiries@ageconcern.govt.nz</p>	8.30am to 4.00 pm	<p>Age Concern offers a range of regular activities and opportunities to meet others/stay connected. Services include: Visiting, Shopping, Elder Abuse, Nutrition classes, Steady As You Go strength and balancing classes, as well as coordinating Total Mobility Scheme assessments. We run Connection Central, a free Friday morning meeting with a different guest speaker each week, education and food enabling fellowship.</p> <ul style="list-style-type: none"> • Elder Abuse prevention education • Elder Abuse Response Service: Non-emergency enquiries and referrals accepted from anyone with concerns (including Professionals, Emergency Services, Clinicians, Social Services, Family members, neighbours, Carers). Abuse types include: <ul style="list-style-type: none"> • Psychological • Physical • Financial • Neglect • Self-Neglect • Sexual • Institutional <p>Emergency Calls for cases of Elder Abuse should be reported to Police or Ambulance by dialling 111 in the first instance.</p>
Brain Injury Waikato Inc	<p>Phone: 07 839 1191</p> <p>Address: 11 Somerset Street, Frankton</p> <p>Website: https://braininjurywaikato.org.nz/</p>	9.00am to 5.00pm Monday to Friday	<p>Brain Injury Waikato is a charitable organisation that provides advocacy, support and information to people who have sustained a brain injury, their families/whanau and carers throughout Waikato.</p> <p>Regular events are organised including education sessions and resources are available.</p> <p>Also offer choir, yoga and other activities.</p>
Care NZ	<p>Phone: 0800 499 469</p> <p>Email: waikato@carenz.co.nz</p> <p>Head office address: 298 Tristram Street, Hamilton</p>	Monday and Friday 8.30am to 5.00pm Tuesday to Thursday 8.30am to 8.00pm	<p>CareNZ supports anyone concerned about their own or someone else's use of alcohol or other drugs.</p> <p>Also provide a rural service in Matamata, Putaruru and Tokoroa (please see relevant sections below)</p>
Centre401	<p>Phone: 07 838 0199</p> <p>Address: 306 Tristram St, Hamilton</p> <p>Website: http://centre401.co.nz/about.html</p>	9 to 4 Mon-Thu 9 to 3 Fridays	<p>Anyone who is 18 and over who are past or present users of the mental health services can access the following services offered:</p> <p>Mental Health Peer Support</p> <p>Advocacy</p> <p>Recovery Focus</p> <p>Workshops and events</p> <p>One-to-one support</p> <p>Employment Service</p>
Citizens Advice Bureau	<p>Phone: (07) 839 0395 / (07) 839 0808</p> <p>Address: 55 Victoria Street, Hamilton</p> <p>Email : hamilton@cab.org.nz</p> <p>Or manager.hamilton@cab.org.nz</p> <p>Website: http://www.cab.org.nz</p>	8.45am to 5.00pm Monday to Friday	<p>Citizens Advice Bureau provides free, confidential information and advice to anyone about any query or problem. CAB is staffed by trained volunteers who can access information by computer or from the extensive range of resources held by each branch.</p>
Community Law Waikato	<p>Phone: 0800 529 482</p> <p>Address: 2nd floor, 109 Anglesea St, Hamilton</p> <p>Email: reception@clwaikato.org.nz</p> <p>Website: clwaikato.org.nz</p>	Monday to Thursday 9.00am to 4:00pm Friday 9.00am to 1.00pm	<p>Community Law provides free legal advice, assistance, representation, information and advocacy services.</p> <p>Also offers educational workshops on a range of topics.</p> <p>Appointments can also be made on our website or by calling 0800 529 482.</p>

Dementia Waikato	<p>Phone: 07 929 4042 Email: info@dementiawaikato.org.nz Address: 8 Keddell Street, Frankton, Hamilton Website: dementiawaikato.org.nz</p>	8am to 4.30pm Monday to Friday	Dementia Waikato provides information, education, ongoing support, advice and personal advocacy for people experiencing dementia, their families/whanau and those who are close to them. A diagnosis of dementia brings up many issues for a person and their supporters. Dementia Waikato helps people to negotiate their way forward in ways that suit their unique experience and circumstances.
Diversity Counselling New Zealand	<p>Phone: 021- 0262 5587 Address: 55 London St, Hamilton Website: https://dcnz.net/home/ Email: contact@dcnz.net</p>	By appointment (flexible times)	Providing culturally responsive counselling, psychology services for migrants and former refugees and counselling workshops (PD seminars, well-being and therapeutic programmes)
Evolve Peer Support Trust	<p>Phone: 0221055659/07 444 5053 Address: 211 Peachgrove Rd. Claudelands, Hamilton Email: andre@evolvepeertrust.com</p>	<p>Monday-Friday 8:30 am -4:30 pm</p> <p>Support groups:</p> <p>Tuesdays weekly 5:00 – 6:00pm</p> <p>Wednesday: 12:30 pm – 1:00 pm</p> <p>Saturdays 1:00 -2:00pm 3.00pm – 4.00 pm</p>	<p>Evolve is a Charitable Trust that specialises in assisting people who live with Depression and/or Anxiety. We are a strength-based, recovery-focused and mindfulness-based organisation that have a focus on disempowering anxiety and depression in a safe environment where people can connect to improve their quality of life and mental wellbeing. And we provide a place where people are supported to explore their own personal strength and power to recovery.</p> <p>Everyone who either volunteers or works here has their own journey with Depression and/or Anxiety so we live what we teach in our own lives.</p> <p>Evolve has a focus on you as a person. In addition, we structure our services to fit around your circumstances.</p> <p>We have three services.</p> <p>We run a three-month programme called “The Journey” that is a Ministry of Social Development funded program (free to you). This program is for 4 hours a week (Tuesday and Thursdays 10:00 am – 12:00 pm) in a classroom group setting of no more than 12 people at a time.</p> <p>There is a big practical part of the programme where what we practice is key to change, but this is done in a safe and helpful way. We teach topics in the sessions and this is individualised by weekly coaching one on one sessions. This free service is for individual in receipt of a benefit and requires a referral from Work and income.</p> <p>2. We offer weekly support groups and these are structured with topical headings for casual voluntary participation to learn tools and through social connection with like-minded people, we learn more about ourselves to learn how to reduce the footprint of mental discomfort and to increase mental wellness. There is no requirement to attend weekly so you attend whenever you want.</p> <p>Be.Here.Now</p> <p>This is a mindfulness programme that provides effective ways to deal with stress or anxiety in life and enables you to find your “breathing spaces” through the day. This is also a Ministry of Social Development service provided in a 4-hour workshop tailored for individuals or groups. We cover the following:</p> <p>How we are actually designed to deal with stress.</p> <p>How to slow down the mind chatter.</p> <p>You learn practical tools and techniques that help you find your breathing space.</p> <p>You will gain a greater sense of self-understanding and personal insights to help you along your journey.</p>

<p>Family Works Northern – Waikato</p>	<p>Phone: 07-858 4413</p> <p>Email: admin.waikato@fwn.org.nz</p> <p>Address: Te Ara Hou, 100 Morrinsville Rd, Hillcrest, Hamilton 3216</p> <p>Website: http://www.familyworksnorthern.org.nz/</p>	<p>8.30am to 5.00pm Monday to Friday.</p>	<p>Social Work and Counselling services for anyone with a child under the age of 18 in their care, Parenting Programmes, and Domestic Violence Programmes for women and children.</p>
<p>Good News Community Centre</p>	<p>Phone: 07 850 5020</p> <p>Address: Corner of Breckons & Dominion Rd, Hamilton</p> <p>Email: info@goodnewscommunitycentre.com</p>	<p>10am to 12.30 Monday and Friday</p>	<p>Venue hire, activities such as flax weaving classes, whakapapa/aumatua classes, te reo classes (various levels), Golder Agers (65+) meetings involving guest speakers, trips etc.</p> <p>Exercise classes, aumat afternoons and lots more</p>
<p>Hauora Waikato</p>	<p>Phone: 0800 839 9916 or 07 839 9916</p> <p>Address: 195 Collingwood Street, Hamilton</p>	<p>0800 50 50 50 24/7</p>	<p>Hauora Waikato is a Kaupapa Maaori mental health service which provides a comprehensive range of specialist services. These being: Te Aka Kura (Child and Adolescent Mental Health Service), Te Aka Toro (First Episode Psychosis – Early Intervention Service), Te Aka Toi (Adult Community Mental Health Service), Ngaa Kupenga Aroha (Maternal Service – Mothers, Babies and Whanau) and Tamahere Hospital (Sub-acute rehabilitation inpatient service). Each service is made up of a multi-disciplinary clinical team that provides a full range of assessment and treatment services within a Kaupapa Maaori framework. The service upholds a strong focus in providing support to whanau (service users) and their wider whanau, family, supports, founded within strong cultural values and clinical practice that translate into the care provided.</p> <p>Referral – how to access Hauora Waikato services: Ngaa Ringa Awhina (Service Co-ordination service) receive ALL referrals on behalf of Hauora Waikato. Referrals can be made in person, phone call or via email. Referrals are assessed upon receipt as to urgency and assessment offered. Following assessment whanau (service users) are referred on to the most appropriate service to meet their needs. Ngaa Ringa Awhina can be contacted on 0800 999 903.</p>
<p>Health & Disability Advocacy Services</p>	<p>Phone: 0800 555 050</p> <p>Email: advocacy@advocacy.org.nz</p> <p>Website: https://www.advocacy.org.nz/</p>	<p>8.30am to 5.00pm Monday to Friday</p>	<p>The Nationwide Health and Disability Advocacy Service is a free service that operates independently from all health and disability service providers and agencies. If you want to know more about your rights when using health or disability services, get questions answered, or talk through your options for making a complaint, we can help.</p>
<p>Here to help U</p>	<p>Website: https://heretohelpu.nz/</p>		<p>A website with local community organisations providing people with health and wellbeing support.</p>

<p>K’aute Pasifika Trust</p>	<p>Phone: (07) 834 1482 Email: enquiries@kautepasifika.org.nz Website: http://www.kautepasifika.org.nz Address: 960 Victoria Street, Level 1 Citisite House, Hamilton</p>	<p>9.00am to 5.00pm, Monday to Friday</p>	<p>K’aute Pasifika providing health, education and social services to Pasifika, Māori or other ethnic communities in the Waikato and midland region. Providing all the care and support in a Pasifika nature and also K’aute Pasifika Trust operates from a strong foundation of spiritual and cultural values and provides a comprehensive range of services to pacific peoples and other disadvantaged groups. Child and adolescent mental health and addiction support Well child & B4 school checks Chronic disease management Pacific homebased Support Services Sexual Health promotion and education Breast screening & cervical smears Sore throat management Whānau ora Social services Pan-Pacific playgroup Elderly day programme Smoking cessation Power up education sessions Family violence education Family wellbeing, budgeting, interpreting, WINZ support, Housing Integrated safety response</p>
<p>Kershaw Training Enterprises</p>	<p>Phone: 07-957-2850 or 0800-123-583 Address: 217 Commerce Street, Frankton, Hamilton Website: https://kershawtraining.co.nz/</p>	<p>Mon – Thurs 9am -2pm</p>	<p>Intensive Literacy and Numeracy For anyone 16 years and older YG Building and Construction For anyone 16 to 19 years of age National Cert in Level 1 and Level 2 Both these courses are free.</p>
<p>Kirikiroa Family Services Trust</p>	<p>Phone: 07-848 0008 / 0800 211 211 Email: admin@family-start.org.nz Address: 79 Norton Road, Dinsdale, Hamilton 3204. Website: https://www.family-start.org.nz/</p>	<p>8.00am to 6.30pm Monday to Friday Staff work 4 day weeks</p>	<p>Family Start programme – support for aumat and their baby. Te Waka Tamariki – a collaborative approach working with aumat, professionals and the tamaiti / rangatahi. Poipoia Te Mokopuna – tamaiti centred, te Ao Māori focus, pre-school play/learning. Kāinga Rua – residential service to support aumat who are rawakore and kāinga kore (homeless, with a baby).</p>
<p>Male Support Services</p>	<p>Phone: (07) 858 4112 / (0800) 677 289 / 027 441 4749 Email : admin@waikatosurvivors.org.nz Website : www.waikatosurvivors.org.nz Address: 113c Ruakura Lane, Ruakura, Hamilton</p>	<p>8.00am to 5.00pm. Monday to Friday</p>	<p>We provide support for males of any age who are victims of physical, emotional, mental or sexual abuse. We are ACC accredited and Oranga Tamariki/MSD level 2 accredited</p>
<p>MATES Café</p>	<p>Phone: 0800 RELATE (735283) Email: info@mates.org.nz</p>		<p>MATES Café is a network of trained everyday people of all ages, cultures and ethnicity (including teens, elders, lgbt+) who are able to meet with a person in a time of crisis or isolation at a local café and offer emotional support and encouragement.</p>

Methodist City Action	<p>Phone: 07 839 3917</p> <p>Address: The Methodist Centre, 62 London St, Hamilton</p> <p>Email: info@hmss.org.nz</p> <p>Website: www.mca.net.nz</p>	9.00am to 4.30pm, Monday to Friday	Services: community lunch (noon on Mondays), food parcels, free phone and social service assistance for community clients. Programmes and activities for the disability sector – Brain Gym, Indoor Team Sports, Fun and Fit Exercise, Art and Craft, Cookery (beginners to advanced). Advocate for the Deaf and Hearing Impaired.
Midlands Sexual Assault Support Services	<p>Phone: (07) 839 4433 / (0800) 839 4433</p> <p>Email: referral@rasahc.co.nz or referral@msass.org.nz</p> <p>Address: 33A Clarence Street, Hamilton</p>	9.00am to 5.00pm	Please contact for help and support to survivors of rape, sexual abuse and family violence
MS Waikato	<p>Phone: 07 834 4740</p> <p>Email: janet@mswaikato.org.nz</p> <p>Address: 20 Palmerston St, Hamilton</p>	9.00am – 4.30pm, Monday to Friday	MS Waikato offers support services to people affected by Multiple Sclerosis, Huntington’s Disease, ME/CFS, Fibromyalgia and allied neurological conditions. Services are provided to clients, their family/whanau and carers with service provision covering the Waikato and Coromandel regions.
New Zealand Red Cross Rīpeka Whero Aotearoa Pathway to settlement	<p>Phone: (07) 07 850 4664</p> <p>Website: https://www.redcross.org.nz/what-we-do/in-new-zealand/migration-programmes/pathways-settlement/</p> <p>Head office address: 422 Te Rapa Road, Hamilton</p>		<p>1. Settlement team; supports the new comers refugees on their settlement in this country for a year and the settlement youth worker supports the young people age 13 to 24 on one on one mentoring, providing orientations based on Resettle and HEEADSSS assessments, connecting them to youth agencies or org.</p> <p>2.Pathways to employments; this team support our refugee families on employments such as making them to be ready for job with providing workshops, CV development and connecting them to the right employers..</p>
Oranga Tamariki	<p>Phone: 0508 326 459</p> <p>Email: contact@ot.govt.nz</p> <p>Address: 9th Floor, Anglesea Towers, Cnr Anglesea and Collingwood Streets</p>		<p>Government agency concerned with the health and welfare of children, including adoption, youth justice, fostering and support for families.</p> <p>Social Workers investigate any concerns or reports of children & young people suffering or being at risk of abuse of any kind.</p> <p>OT also is a referring agent for people with mental health issues to the appropriate services</p>
Pathways Health Ltd	<p>Phone: 07 857 1203</p> <p>Email: waikato@pathways.co.nz</p> <p>Address: Kakariki House, 293 Grey Street, Hamilton East</p>		Provides community-based mental health and wellness services.

PGF Services	<p>Phone: 0800 664 262 (duty counsellor)</p> <p>Email: help@pgf.nz</p> <p>Text for help: 5819</p> <p>Address: Level 2, 109 Anglesea Street, Hamilton</p> <p>Website: http:// www.pgf.nz/</p> <p>Live chat available at www.pgf.nz</p>	<p>Mon – Fri 8.30 – 5.00pm</p>	<p>Providing free, professional and confidential counselling for gamblers and others affected by gambling.</p>
Progress to Health	<p>Phone: (07) 838-0302 / (0800) 77-57-57</p> <p>Email: via website http:// www.progresstohealth.o rg.nz/ContactUs</p> <p>Address: 18 Rostrevor St , Hamilton</p>	<p>8.30am to 5.00pm Monday to Friday</p>	<p>Progress to Health is a community based organisation providing individualised and group activities that enhance mental and physical wellbeing to those who experience mental health and / or a disability</p>
Real Waikato	<p>Phone: 07 857 1579</p> <p>Email: waikato@real.org.nz</p> <p>Address: Kakariki House, 293 Grey Street, Hamilton East, Hamilton</p> <p>Website: http:// www.real.org.nz/waikato</p>	<p>8.30am to 5pm Monday to Friday</p>	<p>Real is aimed at supporting young people to grow confidence, realise their potential and achieve their dreams. At Real, we want to play a part in supporting all young New Zealanders to feel great about their futures</p>
Salvation Army – positive lifestyle programme	<p>Phone: (07) 834 7000</p> <p>Email: hamilton.cm@salvationa rmy.org.nz</p> <p>Address: 99 London Street, Hamilton 3204</p>		<p>A 10-week programme covering areas such as dealing with depression, anger, grief and stress. Participants build self-esteem and gain skills in assertiveness, goal-setting and problem-solving.</p>
Shama – Hamilton Ethnic Women Centre (HEWCT)	<p>Phone: 07 843 3810/ 07 843 3811</p> <p>Address: 27 Beatty Street, Melville, Hamilton</p> <p>Email: info@sharma.org.nz</p>	<p>9.00am to 4.30pm Monday to Fridays</p>	<p>Shama offers life skills programmes – computing; English classes, cooking, sewing</p> <p>Community development worker – parenting; entrepreneurship</p> <p>Social worker support – Integrated Safety Response and Ministry of Justice</p> <p>Counselling support – isolation; depression</p> <p>Youth programme: building support network; leadership skills</p>

Single Parent Services Waikato	<p>Phone: (07) 839 1051 / 0800 457 146</p> <p>Email: office@spsw.org.nz</p> <p>Website: www.spsw.org.nz</p> <p>Address: 2 Dawson Street Hamilton East , Hamilton</p>	<p>9 .00am – 4.00pm Monday to Friday office hours</p>	<p>Single Parent Services’ primary aim is to provide counselling, social work support, ACC services and facilitated groups to single parent aumat. Community counselling may also be available.</p>
Stroke Foundation	<p>Phone: 021 962 380</p> <p>Email: north.waikato@stroke.org.nz</p>	Monday to Thursday	The Community Stroke Advisors provide a free service of support, advice and information on strokes to families/ aumat/carers.
Supporting Families with Mental Illness	<p>Phone: 07 8397069 or 0800 555 434</p> <p>Email: waikato.office@sfnz.org.nz</p> <p>Address: 28 Pembroke St, Hamilton</p>	<p>8.00 am to 4.30 pm Monday to Friday</p>	<p>Supporting Families support families and whanau to provide the best possible quality of life and recovery to their loved one who has a mental illness and to their own self care.</p> <p>Offer a range of programmes including the Grief & Loss course and Family Connection programme which is an education course for supporters of someone with symptoms of borderline personality disorder.</p>
Te Ahurei a Rangatahi	<p>Phone : 07 838 3013</p> <p>Head office : 9 Ward Lane, Black Castle, Hamilton CBD</p> <p>Email: admin@teahurei.co.nz</p> <p>Facebook: Te Ahurei a Rangatahi</p>	<p>9.0am to 5.00pm Monday to Friday</p>	<p>Te Ahurei offers tikanga-based Wananga for Youth; Health Education Programs to Youth; Rangatahi Support Groups; Youth and Family Therapy; Youth Mentoring & Advocacy; Youth Leadership Training; Youth Events; Policy Development.</p> <p>Ages covered by the service is 10 to 24 years through wharekura, kura aumat; Intermediate Schools, alternative education; community youth groups; youth justice space; aumat.</p>
Te Rongopai Youth St Mentoring	<p>Phone: 07 850 5020</p> <p>Address: The Good News Community Centre (corner of Dominion Road and Breckons Ave, Nawton), Hamilton</p>		<p>Youth Street offer Rangatahi between the ages of 14-21 living in the Crawshaw and Nawton areas of Hamilton mentoring and support. Youth St understands diversity and each person is different and unique. Alongside their ‘Kanohi auma kanohi’ approach to mentoring, the focus is on:</p> <ul style="list-style-type: none"> Te taha tinana (physical wellbeing) Te taha Hinengaro (mental and emotional wellbeing) Te taha wairua (spiritual wellbeing) Te taha aumat (social wellbeing)

<p>Te Runanga o Kirikiriroa</p>	<p>Phone: 07 846 1042</p> <p>Address: 59 Higgins Road, Frankton, Hamilton</p> <p>Email: reception@terunanga.org.nz</p> <p>Website: http://www.terunanga.org.nz/</p>	<p>9.00am to 5.00pm</p>	<p>Te Runanga offers a range of social support services including mental health and addictions services.</p> <p>Te Runanga also offers services for tamariki, taiohi, paaekeke, aumatua and family groups.</p> <p>Some of the specific supports available are:</p> <p>for rangatahi who are not in education employment or training (NEET):</p> <p>16-17yr olds (15 with Early School Leaving Exemption)</p> <p>Supporting these rangatahi around education, employment or training, goal planning, CV writing, job searching, legal issues etc</p> <p>Youth Payment – 16 and 17yr olds</p> <p>Youth Payment is financial assistance for young people who do not live at home and are experiencing a family breakdown so they are not able to return home, they are obligated to stay engaged with provider and must attend a course and Budgeting course.</p> <p>Young Parent Payment – 16-20yr olds.</p> <p>Young Parent Payment is financial Assistance for young parents and they are obligated to Engage with their service provider and must attend a Budgeting and Parenting Course.</p> <p>Transitional housing for 16-24yr olds</p> <p>Young people must be receiving YP/YPP or a Main Benefit, we only have 6 rooms so therefore priority is given to those with children.</p>
<p>Te Whare o Te Ata Community House</p>	<p>Phone: 078557804</p> <p>Mobile: 0223920912</p> <p>Address: 60A Sare Crescent</p> <p>Email: shepherd@fairfield.org.nz</p>	<p>Monday, Tuesday, Thursday, Friday from 9 am to 4 pm (closed on Wednesdays)</p>	<p>This is the Fairfield Community House and offer Reo Class for Beginners, Counseling, After school programs, Obesity food Nutrition Class. We just had a “Services in the Park” we also up and coming events “White Ribbon” and “Christmas in the Park”</p> <p>Our vision for Fairfield is bringing the “Hood back into the Neighbor” Our motto “The Door is always open” We want the house to be a safe environment for the community, although we have no services in the house the door will always be open and our services are just a phone call away.</p>
<p>The WaterBoy</p>	<p>Email: info@thewaterboy.co.nz</p> <p>Address: Level 10, Tower Building, 48 Ward St, Hamilton 3204</p> <p>Website: https://www.thewaterboy.org.nz/</p>		<p>The Waterboy aims to break down barriers for young people aged 10 to 15 who want to be involved in a sport or personal development activity but are currently unable to do so due to perhaps lack of transportation, finances or for social or disability based reasons.</p> <p>The Waterboy pairs young people with mentors who teach them important skills and help them to learn about themselves. Access to events like live sport and community trips.</p>
<p>University of Waikato Student Counselling Service</p>	<p>Phone: 07 838 4037</p> <p>Email: counselling@waikato.ac.nz</p> <p>Address: Student Health Centre, Gate 1, Knighton Road, Hamilton</p>	<p>8.30am to 5.00pm</p> <p>Monday to Friday</p>	<p>University of Waikato students’ have access to trained counsellors who are available to assist with a wide range of life issues.</p>

<p>University of Waikato</p> <p>Student Mental Health Service</p>	<p>Phone: 07 838 4037</p> <p>Email: counselling@waikato.ac.nz</p> <p>Address: Student Health Centre, Gate 1, Knighton Road, Hamilton</p>	<p>8.30am to 5.00pm</p> <p>Monday to Friday</p> <p>With drop-in service available daily from 1-3pm.</p>	<p>This service is provided by a mental health nurse and supports any mental health needs of students including urgent concerns</p>
<p>Volunteering Waikato</p> <p>Te Ohu Tūao Waikao</p>	<p>Phone: 07 839 3191</p> <p>Email: admin@volunteeringwaikato.org.nz</p> <p>Address: Trust House, 2 London Street, Hamilton</p> <p>Website: volunteeringwaikato.org.nz</p>	<p>9.00am to 4.00pm</p> <p>Monday to Thursday</p> <p>9.00am to 1.00pm</p> <p>Fridays</p>	<p>Volunteering Waikato offers support in all things volunteering. They assist community groups to get the volunteers they need, and assist volunteers to get the most out of their decision to give their time, energy and passion. They do this by matching volunteers with the organisations where they will have the greatest impact, enjoyment and sense of contribution</p>
<p>Waikato Queer Youth</p>	<p>Phone: 07 8399039</p> <p>Email: waikatoqueeryouth@gmail.com</p> <p>Address: 9 Ward Lane c/o Zeal, Hamilton Central, Hamilton</p>		<p>Waikato Queer Youth is a non-profit organisation that runs from a space that is equipped with a growing resource library and offers a safe and inclusive environment for youth drop-in and hosts regular social support groups for gender and sexuality diverse youth and their peers, a gender diverse and intersex group, and adult support groups for those coming out in later life. Additionally we develop and deliver custom education packages on gender and sexual diversity for various audiences, providing well-received professional development to professionals, healthcare practitioners, community groups, and schools.</p> <p>Waikato Queer Youth (WaQuY) is focused on offering hope to youth who may otherwise be isolated, strive to empower spaces for young people to celebrate who they are, through positive, identity affirming community building, fun and friendships.</p> <p>Waikato Queer Youth provide services to Children; youth; adults; organisations; workplaces; educational institutes; practitioners; community workers; communities.</p>
<p>Waikato Women's Refuge – Te Whakaruruhau</p>	<p>Phone : (07) 855 1569 / (0800) 733 843 REFUGE</p> <p>Email : refuge@wwrt.co.nz</p>	<p>9.00am to 5.00pm</p> <p>Monday to Friday</p> <p>24 hour crisis line is 07 855 1569</p>	<p>Supporting families to live free from domestic abuse. Provide safe housing; 24 hour crisis services; community support services; support & advocacy; information & resources</p>
<p>Waimarie Hamilton East Community House</p>	<p>Phone: 07 858 3453</p> <p>Address: 53 Wellington St, Hamilton East</p>	<p>9.00 to 4.00pm</p> <p>Mondays to Fridays</p>	<p>Free budgeting advice ; Free legal advice from Emma Miles for Family Law; Benefit and ACC advocacy services ; Low-cost Fruit & Vegetable boxes; a bread run available for collection ; Room Hire, media equipment hire, table and Chair Hire; Photocopying and laminating service; Referrals to other agencies; Waimarie Community House offers a Sport, Cultural and music scholarship (SAM Project) which sponsors children for one year to enable primary aged children who would not normally be able to participate in organized cultural activities due to financial constraints; SEKCA Committee Scholarship to university students; Short education courses; Opportunity Shop; Free computer use; Community Garden on Fridays from 9.30am</p>

<p>WAVES</p> <p>Support group</p>	<p>Email: office@fairfieldbaptist.co.nz</p> <p>Email: office@fairfieldbaptist.co.nz</p> <p>Address: Fairfield Baptist Church, 1101 Heaphy Terrace, Fairfield, Hamilton 3214</p>	<p>Every 2nd Thursday of the month from 6 to 7pm</p>	<p>Grief education programme for adults 17 years and over who have been affected by suicide of someone they know. WAVES is a structured bereavement programme which is held over 8 weeks (one evening per week). The small group sessions are facilitated by trained professionals. Please contact the facilitator to learn more and when the next course is beginning.</p> <p>This is an informal support group for people who have been bereaved by suicide. A trained WAVES facilitator is on hand but the group does not require participants to have been through the WAVES course. All welcome.</p>
<p>Western Community Centre</p>	<p>Phone: 07 847 4873</p> <p>Email: admin@wccham.org.nz</p> <p>Address: 46 Hyde Ave, Nawton, HAMILTON</p> <p>Website: https://www.westerncommunitycentre.org</p>	<p>8.30am to 5.30pm Monday to Friday</p>	<p>The centre offers lots of information and events and services including: community information hub; Free legal advice; Justice of the Peace – (Tuesday mornings, 9.30am – 12pm); Whānau Support Worker – family support; Plunket outreach clinic; Fruit/veggie co-op; Western Community Newspaper; Playgroups and children’s programmes; 50+ events, trips, tai chi, luncheons, shopping; Exercise and fitness classes; Western Wheels learner licence course; Western Community Centre Radio Show – Fridays 10.30am Free FM; Youth activities and programmes, leadership development; Holiday /after school programmes/park based sports programmes; Community education and training; Free public phone and computer; Photocopying and scan to email; table and chair hire; Free fruit and book exchange; Registered kitchen; Community development projects; Working with community to find local solutions for our local issues & challenges; and heaps, heaps more!</p>
<p>Wintec The Health Services</p>	<p>Phone: (07) 834 8869 / 0800 2 Wintec Ext 8869</p> <p>Email: healthservices@wintec.ac.nz</p> <p>Address: City Campus, at the rear of Block A Rotokauri Campus, in the Student Hub</p> <p>Website: https://www.wintec.ac.nz/student-resources/support-services/health-services</p>	<p>City Campus 8.30am-3.30pm Mon, Tues, Thurs & Fri. Wed is 8.30-5.30pm</p> <p>Rotokauri Campus 9am Mon Tues & Thurs. We are closed Wed & Fri.</p>	<p>Full on-campus health services and trained counsellors offer support to students.</p>
<p>Women’s Wellness</p>	<p>Phone: 07 8571565</p> <p>Email: womenswellness@pathways.co.nz</p> <p>Website: http://www.womenswellness.co.nz/</p>	<p>8.30am to 5pm Monday to Friday</p>	<p>Women’s Wellness is a free, Hamilton-based support service for women, by women. If you’re experiencing a difficult time in your life because of trauma, anxiety, depression or other mental illness, we can be alongside you as you journey towards wellness. Our service is mobile and free.</p>

YMCA RAISE UP programme	<p>Phone: 07 838 2529 or 021 962 240</p> <p>Address: 36 Pembroke St, Hamilton</p>		<p>Raise Up is a volunteer youth Event management and Leadership programme. Gives young people work experience, leadership and a chance to give back to the community. Any young person between the ages of 13 and 18 who would like a challenge can apply.</p> <p>Recently introduced Youth Service Endorsements – which may be recognised at employer level but is sure to be helpful on a cv to show a young person’s interest and ability to work as a team for community benefit.</p>
YWCA	<p>Phone: 07 838 2219</p> <p>Address: 28 Pembroke St, Hamilton</p> <p>Website: www.ywca.org.nz/hamilton</p>	<p>Hostel office open various times throughout the week</p> <p>Admin office is open Mon to Fri 8.30 to 5 p.m.</p>	<p>The YWCA offers:</p> <p>Hostel accommodation for men and women over 18</p> <p>Mobile meals for mainly elderly people</p> <p>Venue Hire for many different groups including mums and bub to church groups</p> <p>Self Defence for all women over the age of 12 years</p> <p>Community workshops</p> <p>Youth workshops and retreats for young women 13-18 years</p>
Youth Horizons	<p>Phone: 07 838 3671</p> <p>Address: Te Ara Hou Village, 100 Morrinsville Road, Hamilton</p> <p>Email: info.waikato.taranaki@youthorizons.org.nz</p>		<p>Youth Horizons works with young people with high and complex needs and diagnosed conduct disorder, offering trauma informed care and treatment. Entry criteria to all Youth Horizons services is through Gateway, Child Mental Health services or Oranga Tamariki referral.</p> <p>Our foster care services support young people in the care of Oranga Tamariki. Our respite care services are to provide support for youth and their families under the care of ICAMHS or involved with a ICAMHS cluster provider.</p> <p>Our in-home services of Functional Family Therapy and Triple P positive parenting programme travel to families across the Waikato and Taranaki regions, a service offered in families homes.</p> <p>Our community home is located in Hamilton and supports young men aged 12-17 from all around Aotearoa.</p>

<p>Youth Intact (Odyssey Youth Intact Waikato)</p>	<p>Phone: 0800 468 228</p> <p>Head office address: Level 2, 11 Garden Place, Hamilton</p> <p>Website: https:// www.youthintact.org.nz/</p>		<p>Youth Intact is Waikato’s Youth Drug and Alcohol Service. We support young people in 13 schools across the Waikato along with community hubs in Hamilton and rural town surrounds. Our mission is to provide easily accessible and effective support services to young people and their whanau to enable them to make changes to their lives that are meaningful for them.</p> <p>Youth Intact is made up of 7 practitioners who provide one or one or group interventions offering education and support to make changes. We also have 2 youth workers who can support taiohi into service along with doing promotional work. We have 1 cultural support worker. We also have a consulting psychiatrist with us two days a week.</p> <p>The service is for youth aged 12-19 throughout the Waikato. They do not have to be in school to access our service. AOD need must be the primary reason for referral</p> <p>Our service can be accessed by taiohi and their whanau, by staff within schools and by services/agencies/organizations in the community.</p>
<p>Zeal</p>	<p>Phone: 0800 3463 9325 Ext 12</p> <p>Address: 9 Ward Lane, Hamilton Central</p> <p>Email: hams@zeal.nz</p>	<p>Tuesday-Friday 8:30am-5:00pm</p>	<p>After school drop in service – providing a space for young people to hang out alongside dedicated youth workers. This service is aimed at cultivating a sense of belonging, by which young people are able to identify with a community of peers and youth workers that they belong with and who are intentionally focused on connection and support.</p> <p>Creative programmes (Barista, Photography, Event Management, Screen Printing, Live Sound Engineering, Recording) – Providing young people the opportunity to harness, explore and express their creative interests while also providing a platform in which their creative expressions are celebrated amongst their peers. This service places value on developing and displaying confidence, competency and sense of ownership of their own skills and abilities.</p> <p>Within these services, young people (13 to 18 years) are enveloped in a positive youth development framework which emphasises the development of value, worth, identity and belonging. Within this framework youth development in Zeal sees value placed on relationship and identity expression. Through this, our ultimate goal is that young people our leaving our services with a greater sense of resiliency.</p>



Waikato District Services

Organisation	Contact details	Opening times	Description of services
Age Concern	<p>Phone: 07 838 2266</p> <p>Address: Celebrating Age Centre, 30 Victoria St, Hamilton</p> <p>Email: enquiries@ageconcern.govt.nz</p>	8.30am to 4.00pm	<p>Age Concern offers a range of regular activities and opportunities to meet others/stay connected. Services include: Visiting, Shopping, Elder Abuse, Nutrition classes and Steady As You Go strength and balancing classes.</p> <p>Elder Abuse prevention education</p> <p>Elder Abuse Response Service: Non-emergency enquiries and referrals accepted from anyone with concerns (including Professionals, Emergency Services, Clinicians, Social Services, Family members, neighbours, Carers). Abuse types include:</p> <ul style="list-style-type: none"> Psychological Physical Financial Neglect Self-Neglect Sexual Institutional <p>Emergency Calls for cases of Elder Abuse should be reported to Police or Ambulance by dialling 111 in the first instance.</p>
Community Law Waikato	<p>Phone: 0800 529 482</p> <p>Address: 2nd floor, 109 Anglesea St, Hamilton</p> <p>Email: reception@clwaikato.org.nz</p> <p>Website: clwaikato.org.nz</p>	<p>Monday to Thursday 9.00am to 4:00pm</p> <p>Friday 9.00am to 1.00pm</p>	<p>Community Law provides legal advice, assistance, representation, information, networking, advocacy, communication, support and liaison services.</p> <p>Available in regional towns (please phone number in brackets for more information or contact the Hamilton office on 0800 529482):</p> <p>Huntly (07 828 7559)</p> <p>Huntly West (07 828 0296)</p> <p>Ngaruawahia (07 8248340)</p> <p>Raglan (07 8258142)</p> <p>Appointments can also be made on our website</p>
iheart – Innate health education and resilience training	<p>Phone: 6421479944</p> <p>Email: hello@thereseboyle.com</p> <p>Please also see www.iheartprinciples.com</p>		<p>Deliver 10 week iHeart Resilience programs to groups of young people from 10 years and upwards. This can be in a school/educational setting, sports groups or wellness groups.</p> <p>Provide 1-1 coaching that points people to their inbuilt psychological wellbeing.</p>
K'aute Pasifika Trust	<p>Phone: (07) 834 1482</p> <p>Email: enquiries@kautepasifika.org.nz</p> <p>Website: http://www.kautepasifika.org.nz</p> <p>Address: 960 Victoria Street, Level 1 Citisite House, Hamilton</p>	9.00am to 5.00pm, Monday to Friday	<p>K'aute Pasifika providing health, education and social services to Pasifika, Māori or other ethnic communities in the Waikato and midland region. Providing all the care and support in a pasifika nature and also K'aute Pasifika Trust operates from a strong foundation of spiritual and cultural values and provides a comprehensive range of services to pacific peoples and other disadvantaged groups.</p> <p>Child and adolescent mental health and addiction support</p> <p>Well child & B4 school checks</p> <p>Chronic disease management</p> <p>Pacific homebased Support Services</p> <p>Sexual Health promotion and education</p> <p>Breast screening & cervical smears</p> <p>Sore throat management</p> <p>Whanau ora</p> <p>Social services</p> <p>Pan pacific playgroup</p> <p>Elderly day programme</p> <p>Smoking cessation</p> <p>Power up education sessions</p> <p>Family violence education</p> <p>Family wellbeing, budgeting, interpreting, WINZ support, Housing</p> <p>Integrated safety response</p>

Kershaw Training Enterprises	<p>Phone: 07-957-2850 or 0800-123-583</p> <p>Address: 217 Commerce Street, Frankton, Hamilton</p> <p>Website: https://kershawtraining.co.nz/</p>		<p>Intensive Literacy and Numeracy</p> <p>For anyone 16 years and older</p> <p>This course is free.</p>
Ngaruawahia Community House	<p>Phone: 07 824 8340</p> <p>Email: reception@ngacomhouse.org.nz</p> <p>Address: Ngaruawahia Community House, 13 Galileo Street, Ngaruawahia</p>	<p>9.00am to 3.00pm</p> <p>Monday to Friday or to suit a client's needs.</p>	<p>We offer a range of services and opportunities for community connection. These include an information centre, advocacy work, knitting circle, capacity building for community groups, fruit and vege co-op, community newsletter, adult hearing clinic , financial mentoring, legal & JP clinics, counselling services, drug and alcohol programmes, adult literacy , Whai Marama youth services, Waahi Whanui, Men's and Woman's groups, supervised Access, community probation, room rental for groups and whānau, computer and parenting classes.</p> <p>Post Shop is also on the property.</p> <p>We work from a strength-based, whanau view</p>
Ngaruawahia Tu Tangata Trust Incorporated	<p>Phone: 07 824 9358</p> <p>Address: 86 Great South Road, Ngaruawahia</p>	<p>9.00am to 3.30pm</p> <p>Mondays to Thursdays</p> <p>9.00 to 2.00pm on Fridays</p>	<p>Advice and information</p> <p>Social work intervention</p> <p>Strengthening Families</p> <p>Youth Justice</p> <p>Probation referrals</p> <p>Supervision contacts</p> <p>Advocacy with Work and Income – social housing support</p> <p>Community Probation services</p> <p>Community Link</p> <p>Oranga Tamariki</p> <p>Ministry of Education</p> <p>Truancy</p> <p>Norman McIntosh – Waka Club Learners Licence Theory</p> <p>Financial mentoring programme and one on one mentoring</p> <p>Employment coordinator</p> <p>ACC counselling</p> <p>Crisis counselling – sexual abuse support services</p>
Strengthening Families	<p>Email: maria@ngatutangata.org.nz</p> <p>Phone: 07 824 9358 ext. 1 / (021) 969 473</p> <p>Address: Ngaruawahia Tu Tangata Charitable Trust, 86 Great South Rd, Ngaruawahia</p> <p>Phone: 07 824 8340</p> <p>Email: anner@ngacomhouse.org.nz</p> <p>Address: Ngaruawahia Community House, 13 Galileo Street, Ngaruawahia</p> <p>Phone: 07 828 9695 ext 815</p> <p>Email: marina.tupuhi@whanui.org.nz</p> <p>Address: Waahi Whanui Trust, Parry St Complex, P O Box 227, Huntly</p>		<p>Strengthening Families helps you get the best support for your family/ whānau to thrive. Free service. All the people and agencies who could help your family are brought together. You work out together what support your family/ whānau needs and what each service is going to do. It is set up so families/ whānau tell their story once to everyone at the same time. Then everyone agrees on a plan to move you forward.</p> <p>This support is available for family/whānau who have children or young people (0-17 year of age).</p> <p>SF is family/whanau driven, family/whanau centred practice, strength based; family/whanau have the services that they are working with at the table, so they get to tell their story once</p> <p>If you are getting help or require assistance with a child or young person's education, health or behaviour, to sort money troubles or find a suitable home or other issues, Strengthening Families could be for you.</p>

Raglan Community House	<p>Phone: 07 825 8142</p> <p>Email: info@theraglanhouse.co.nz</p> <p>Address: 45 Bow St, Raglan.</p>		Offering a range of community services including Drop-in Lounge, Opportunity Shop, free budget service, low-cost counselling service, youth projects, free Information Technology Support, Conversational Maori Classes, bimonthly Community Network meetings, Hamilton Community Law referrals, Toy Library, Justice of the Peace service, Raglan Māori Wardens, Raglan to Hamilton return Health Transport Service, Room Hire, Printing/ Photocopying, and volunteering opportunities.
Stroke Foundation	<p>Phone: 021 962 380</p> <p>Email: north.waikato@stroke.org.nz</p>	Monday to Thursday	The Community Stroke Advisors provide a free service of support, advice and information on strokes to families/ whānau/carers.
Te Kauwhata Community House	<p>Phone: 07 8264303</p> <p>Address: 1 Waerenga Road Te Kauwhata</p>	Monday, Tuesday, Thursday, Friday 9.30am to 4pm and on Wednesdays 9.30 to 2pm	<p>Services offered include:</p> <p>Financial mentoring, counselling service, foodbank, emergency assistance, Strengthening Families, clothing bank, job board, community diary, support/listening ear, hall hireage, typing/email, hospice equipment, information, Splash n Dash Childrens Day, luncheon club, medical transport, Plunket Clinic, welcome pack, mobility equipment, local directory, CV prep, meet & greet, Toi Ako arts programme.</p> <p>Covers the area of Te Kauwhata, Waerenga, Meremere, Rangiriri, Glen Murray</p>
Y Suicide Support	<p>Phone: 021 356 857</p>	24/7	Offer suicide prevention information and a community education program in the north Waikato.
Youth Intact (Odyssey Youth Intact Waikato)	<p>Phone: 0800 468 228</p> <p>Head office address: Level 2, 11 Garden Place, Hamilton</p> <p>Website: https://www.youthintact.org.nz/</p>	8.00am to 5 pm Monday to Friday	<p>Youth INTact is Waikato's Youth Drug and Alcohol Service. We support young people in 13 schools across the Waikato along with community hubs in Hamilton and rural town surrounds. Our mission is to provide easily accessible and effective support services to young people and their whanau to enable them to make changes to their lives that are meaningful for them.</p> <p>Youth Intact is made up of 7 practitioners who provide one or one or group interventions offering education and support to make changes. We also have 2 youth workers who can support taiohi into service along with doing promotional work. We have 1 cultural support worker. We also have a consulting psychiatrist with us two days a week.</p> <p>The service is for youth aged 12-19 throughout the Waikato. They do not have to be in school to access our service. AOD need must be the primary reason for referral Our service can be accessed by taiohi and their whanau, by staff within schools and by services/agencies/organizations in the community.</p>
Waahi Whaanui Trust	<p>Phone: 07 828 9695 or 0800 0843878</p> <p>Email: trust@whanui.org.nz</p> <p>Website: www.whanui.org.nz</p> <p>Address: 23 Parry Street, Huntly</p>	8.30am to 5pm	<p>Integrated whānau centre which offers whānau support including providing information and advice, advocacy.</p> <ul style="list-style-type: none"> · Family Start programme · Whānau ora · Whānau Support Services · Strengthening Families · Building Financial capability · Integrated Safety Response for Domestic Violence · Rangatahi Services · Social Workers in schools · Whānau development programmes.



**Waikato
Region-
wide
Services**

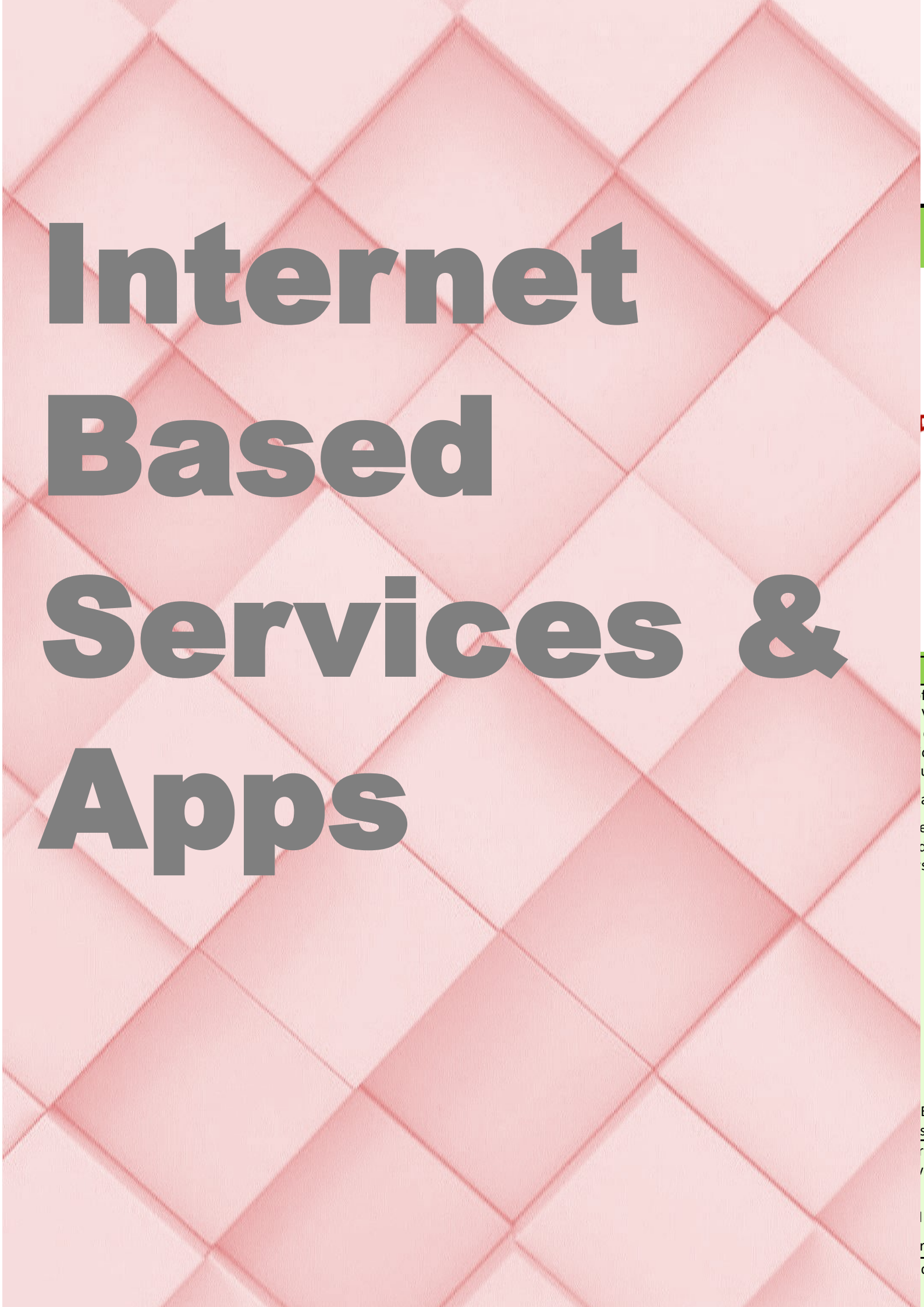
Organisation	Contact details	Opening times	Description of services
Community Law Waikato	<p>Phone: 0800 529 482</p> <p>Address: 2nd floor, 109 Anglesea St Hamilton</p> <p>Email: reception@clwaikato.org.nz</p> <p>Website: clwaikato.org.nz</p>	<p>Monday to Thursday 9.00am to 4:00pm</p> <p>Friday 9.00am to 1.00pm</p>	<p>Community Law provides legal advice, assistance, representation, information, networking, advocacy, communication, support and liaison services.</p> <p>For more information or to make an appointment, please phone</p> <p>The Hamilton office on 0800 529 482</p> <p>Appointments can also be made on our website</p>
Dementia Waikato	<p>Phone: 07 929 4042</p> <p>Email: info@dementiawaikato.org.nz</p> <p>Address: 8 Keddell Street, Frankton, Hamilton</p> <p>Website: dementiawaikato.org.nz</p>	<p>8am to 4.30pm Monday to Friday</p>	<p>Dementia Waikato provides information, education, ongoing support, advice and personal advocacy for people experiencing dementia, their families/whanau and those who are close to them. The service is available throughout the Waikato DHB area.</p> <p>A diagnosis of dementia brings up many issues for a person and their supporters. Dementia Waikato helps people to negotiate their way forward in ways that suit their unique experience and circumstances.</p>
Disability Support Services	<p>Phone: 0800 55 33 99 or 07 839 8883</p> <p>Email: dslooffice@waikato.dhb.health.nz</p>		<p>Disability Support Services (DSS) is part of Disability Support Link (DSL), a Needs Assessment and Service Coordination (NASC) service for persons from birth to 65 years. For over 65 years, please contact the Health of Older People team (see entry below).</p> <p>Eligibility for Disability Support services is:</p> <p>Intellectual, physical, sensory disability and/or autistic spectrum disorder.</p> <p>The services we contract for are:</p> <ul style="list-style-type: none"> personal care home help (for people with a current community service card) individualised funding residential services respite shared care and contract board. <p>The team is made up of service coordinators/needs assessors, all who have extensive experience in meeting the needs of persons who require support. We have a team leader who reports to the manager of Disability Support Link.</p> <p>Any person can make a referral.</p>

<p>Health of Older People</p>	<p>Phone: 0800 55 33 99 or 07 839 8943</p>		<p>Health of Older People (HOP) is part of Disability Support Link (DSL) and provides needs assessment and service coordination for people with age-related disability lasting longer than six months who meet eligibility for publically funded services.</p> <p>We use the interRAI tool to assess a person's needs and develop a plan of care in collaboration with the person to meet their needs.</p> <p>Services that are coordinated may include:</p> <ul style="list-style-type: none"> Household management Personal care support Day programmes (non-therapeutic) Carer support/respite care Residential care and support Self-referral or through GP or other health specialist
<p>Hauraki Primary Health Organisation</p>	<p>Phone: 07 868 9686</p> <p>Address: 106 Sealey Street. Thames</p> <p>Email: admin@haurakipho.org.nz</p>		<p>For people 12 years plus:</p> <p>Brief Interventions for mild to moderate mental health referrals</p> <p>Referrals to psychology and counselling in the community</p> <p>Referrals to the eCoaching pilot (16 yr plus)</p> <p>Community referral for any up to 19 years but thereafter, please see your GP to be referred for any of the above services.</p> <p>Also offers psychiatrist advice for GPs.</p>
<p>Health & Disability Advocacy Services</p>	<p>Phone: 0800 555 050</p> <p>Email: advocacy@advocacy.org.nz</p> <p>Website: https://www.advocacy.org.nz/</p>	<p>8.30am to 5.00pm Monday to Friday</p>	<p>The Nationwide Health and Disability Advocacy Service is a free service that operates independently from all health and disability service providers and agencies. If you want to know more about your rights when using health or disability services, get questions answered, or talk through your options for making a complaint, we can help.</p>
<p>Health Consumer Service.</p> <p>Concerned about the health care service you receive? Speak to an independent person about your options.</p>	<p>Phone: 0800-801-482 or 07-846-5552.</p> <p>Address: P.O. Box 15019. Dinsdale Hamilton.</p> <p>Executive Officer: lauren@healthcomplaints.co.nz or 0800-801-482</p> <p>Website: www.healthcomplaints.co.nz</p>	<p>8 to 4.30pm but can contact 0800 anytime and will be able to access advice or help from an Associate in the area 24/7.</p>	<p>We are trained, professional, approachable people who provide a free and confidential service to consumers who are concerned about the health care service they have received.</p> <p>We listen, support, communicate and liaise. Provide Advocacy". Impartial. Walk alongside clients in their journey of health. Free and confidential. Help improve health services. Deal with complaints. Come to appts and meetings with Clients. Listen, Liaise, support, communicate and many more. These can be in services that include Medical. Mother and Baby. Dental. Rest Homes. Community Health Services. Surgical, Chemist. Disability Support Link, Counselling, Mental Health, and other settings.</p>
<p>Here to help U</p>	<p>Website: https://heretohelpu.nz/</p>		<p>A website with local community organisations providing people with health and wellbeing support.</p>
<p>Mana in mahi (nationwide initiative supported by Ministry of Social Development)</p>	<p>Phone: 0800 778 008</p> <p>Website: www.workandincome.govt.nz/manainmahi</p>		<p>Mana in mahi is an initiative designed to support young people into full-time work. It supports them to achieve a formal industry qualification or apprenticeship and also helps businesses to grow.</p>

MATES Café	<p>Phone: 0800 RELATE (735283)</p> <p>Email: info@mates.org.nz</p>		<p>MATES Cafe is a network of trained everyday people of all ages, cultures and ethnicity (including teens, elders, lgbt+) who are able to meet with a person in a time of crisis or isolation at a local cafe and offer emotional support and encouragement..</p>
Ministry of Education Trauma Team	<p>Phone: 0800 848 326</p> <p>Address: 19 Home Straight, Te Rapa, Hamilton</p>		<p>The TI staff can support your early childhood education (ECE) service or school as you prepare for or deal with an emergency or traumatic event.</p> <p>An emergency can relate to natural disasters (such as an earthquake, a flood or an outbreak of a serious infectious disease) or they could be human-induced, for example, accidental or non-accidental death or serious injury of a child, young person or staff member, allegations of abuse involving a staff member, loss of property through fire or vandalism.</p> <p>Our Traumatic Incidents teams can:</p> <p>Help you develop appropriate processes for dealing with an incident to ensure the safety and well-being of children, students and staff</p> <p>Help you understand the emotional and psychological impacts of a traumatic incident and the effects such impacts can have</p> <p>Advise you on how to communicate about the incident appropriately with your children/young people, staff, parents and the community – including the media link you with other appropriate services where necessary.</p>
National Hauora Coalition	<p>Phone: 09 950 3325</p> <p>Address: Level 4, 11 Garden Place, Hamilton</p> <p>Email: waikatosupport@nhc.maori.nz</p>		<p>All NHC practices provide a wide range of physical and mental health services.</p> <p>We are a Kaupapa Maori organisation with a strong focus on whanau wellness and holistic care.</p> <p>We provide an outreach service from practices with our Tiakina Te Tangata team and this team supports those who are most vulnerable and have the highest health needs – please see your GP for referrals to this team.</p> <p>Our specific mental health supports for people age 12 years plus, include:</p> <p>Extended GP consultations</p> <p>Brief Interventions for mild to moderate mental health referrals</p> <p>Referrals to psychology and counselling in the community</p> <p>Referrals to the eCoaching pilot (16 yr plus)</p> <p>Please see your GP to be referred for any of the above services.</p> <p>Also offers psychiatrist advice for GPs.</p>
Ngaa Ringa Awhina	<p>Phone: 0800 999 903 or 07 839 5146</p> <p>Address: 195 Collingwood Street Hamilton</p>	0800 50 50 50 24/7	<p>Ngaa Ringa Awhina is the single point entry for the Central part of the Waikato’s mental health services. They coordinate a crisis response for children and adolescents who are not already receiving mental health services. The client nominates the type of service they would prefer to ensure culturally appropriate.</p> <p>Ngaa Ringa Awhina (Service Co-ordination service) receive ALL referrals on behalf of Hauora Waikato. Referrals can be made in person, phone call or via email. Referrals are assessed upon receipt as to urgency and assessment offered. Following assessment whanau (service users) are referred on to the most appropriate service to meet their needs.</p>

<p>Pinnacle Midlands Health Network</p>	<p>Phone: 07 839 2888</p> <p>Head office address: 711 Victoria Street, Hamilton</p>		<p>School based health offers comprehensive general medical, sexual and mental health care, advice and referrals.</p> <p>Psychosocial and health screening using the HEEADSS assessment tool</p> <p>Health promotion and 1:1 health education.</p> <p>School based health available in Year 7-13 students of decile 1-4 schools including teen parent units, alternative education sites and wharekura.</p> <p>(and GP services are provided for decile 1-5 schools)</p> <p>In wharekura we work collaboratively with nurses and using a whanau-centric model of care to provide health advice for Year 1-13 students.</p>
<p>Puna Waiora (Waikato District Health Board)</p>	<p>Puna Waiora on facebook and Instagram</p>		<p>Rangatahi Maaori are supported from when they are in year 9 at school into employment.</p> <p>Wānanga putaiao</p> <p>Te Tomokanga</p> <p>Whānau wānanga</p> <p>Rangatahi mentoring</p>
<p>Rural Support Trust</p>	<p>Phone: 0800 787 254</p>		<p>Call any time for a chat with a trained facilitator who understands rural life. If you are a farmer, a farm worker or live in a rural setting, and have some issues (about severe weather problems, finances, relationships, employee/employer issues, etc) that you would like to talk to someone about and perhaps be guided to more targeted support, give RST a call. Service available throughout New Zealand. This is a free and confidential service.</p>
<p>Sport Waikato</p>	<p>Phone: 07 858 5388</p> <p>Head office address: Brian Perry Sports House, 51 Akoranga Road, Hamilton</p> <p>Website: https://www.sportwaikato.org.nz</p>		<p>Our core services cover physical activity, nutrition, healthy lifestyles, play, sport and recreation. Specific services offer advice and support for young people, as an early intervention:</p> <p>Key programmes that work with a wellbeing focus include</p> <p>Project Energize – focus on primary aged children physical activity and nutrition</p> <p>Taakaro Ora – evolution from the hugely successful Project Energize, with a focus on active wellbeing and Te Whare Tapu Wha</p> <p>Waikato Secondary Schools – focus on secondary school sport and physical activity</p> <p>Whaanau Kori -Tamariki Ora – Families with children aged 2 to 10 throughout the Waikato</p> <p>Active Families (11 to 13 years) Waikato wide</p> <p>Green Prescription Teens (13 to 18) year olds – Waikato wide</p> <p>Green Prescription 18+ (Active and Well)</p> <p>Self-referral via Sport Waikato website; Dr referral with medical centres; Nurse referral via school or med centre</p>
<p>Staywell Trust</p>	<p>Via website https://staywellnz.com/contact-us</p>		<p>Staywell can be invited to a rural event where their friendly and professional team will take your blood pressure, cholesterol, do a skin check.</p> <p>Early detection is often the key to successful treatment, so you will be encouraged to take any problems you have back to your own GP for follow-up.</p> <p>Information is power, so find out for yourself with this “on-the-spot” service.</p>

<p>Te Rau Ora – national organisation</p>	<p>Phone: 07-282 0281</p> <p>Address: 233 Anglesea Street, Hamilton</p> <p>Email: communications@terauora.com</p> <p>Websites: https://terauora.com/ https://teamaori.com/ https://teamaori.com/research/maori-suicide-prevention-initiatives/whanau-initiatives/</p>		<p>Te Rau Ora (Formally Te Rau Matatini) focus is to strengthen Māori health and build Māori wellbeing</p> <p>Suicide Prevention/Postvention</p> <p>Rangatahi suicide prevention</p> <p>National Rangatahi Council, Tukotahi</p> <p>Māori Research, Evaluation and publications</p> <p>Māori health education scholarships Level 4 -10</p> <p>Leadership programmes</p> <p>Wananga Māori</p> <p>Māori Health Advocacy</p> <p>Mental health and Addictions</p> <p>Whānau Peer support</p> <p>Lived experience (Nga kete Pounamu)</p> <p>And specifically within the Waikato:</p> <p>Supporting Iwi to prevent suicide</p> <p>Tiaki whānau tiaki Ora – 1000 whānau homes</p> <p>AU.E – Rangatahi special events</p> <p>Cultural Training</p> <p>Ihi Ora</p> <p>Manaaki tangata</p> <p>Tiakina Te Ahuru mowai</p> <p>Wiaruatanga</p> <p>Whakamaumahara</p> <p>Matauranga Māori – working with kura</p>
<p>Victim Support</p>	<p>Phone: 0800 842 846</p>	<p>24/7</p>	<p>Victim Support offers a free 24/7 support to anyone who has been affected by serious crim or trauma. Provide emotional and practical support, information, referral to other support services and advocacy for the rights of victims</p>
<p>Waikato District Health Board Suicide Prevention and Postvention</p>	<p><i>Please note this is not a service for when there is an emergency.</i></p> <p>Phone: 07 839 8899 ext 96582</p> <p>Website: http://www.waikatodhb.health.nz/your-health/wellbeing-in-the-waikato/suicide-prevention/</p> <p>Email: SuicidePrevention@waikatodhb.health.nz</p>	<p>8.00 to 4.30pm</p>	<p>Please see website for links to suicide prevention/postvention/grief support resources.</p> <p>Please send through any updates to this social supports register.</p> <p>Community Project Fund applications for community-based wellbeing initiatives – please see http://www.waikatodhb.health.nz/about-us/a-z-of-services/suicide-prevention-and-postvention/?tab=47</p> <p>Suicide bereaved – funded bereavement counselling – please email suicideprevention@waikatodhb.health.nz for more information</p>
<p>Waikato-Hauraki-Coromandel Rural Support Trust</p>	<p>Phone: 0800 787 254</p>	<p>24/7</p>	<p>Organisation supporting people working rurally. Current and ex-farmers provide support, and have received training in mental health awareness and response. They will provide support and/or facilitate referral to professional organisations.</p>



Internet Based Services & Apps

Internet based services and apps		
Are you okay?	Phone: 0800 456 450	This website has information about family violence, what it is and where to get help.
It's not okay website	Website: http://www.areyouok.org.nz	
Commonground	Website: https://www.mentalhealth.org.nz/home/our-work/category/13/common-ground	Provides parents, family, whānau and friends with access to information, tools and support to help a young person who is struggling.
Feel app	https://thefeel.app/about/	Helps you to share your feelings in a safe way
Just a Thought	https://www.justathought.co.nz/	Just a Thought offers free online therapy courses. Based on CBT, Just a Thought courses help teach you to manage your thoughts and feelings
Manaaki Ora	Available free of charge through the Apple Store and Google Play	Self-help wellbeing app to support individual and whānau who might be going through hard times or distress Available from the Apple Store and Google Play
Melon	https://www.melonhealth.com/covid-19/	Connecting and empowering people to reclaim their health
Mentemia	https://www.mentemia.com/covid-19	Mental health app to help “get us through” by Sir John Kirwan
My Well Tooku oranga app	See android or apple app store Email: mihiwaiheke@gmail.com	App available for free for both android and IOS (Apple) phones. Enter up to five phone numbers of your support people into your phone. With the press of one button, a message will be sent to those five contacts saying “I am unwell. Please contact me”.
SPARX	Website: https://www.sparx.org.nz/	SPARX is a free online computer program for New Zealand residents only, intended to help young persons with mild to moderate depres-
Thelowdown.co.nz	Text: 5626—24/7 Email: team@thelowdown.co.nz Website: www.thelowdown.co.nz	Helpline and internet site which helps with dealing with depression.



National Support Phone Lines

Organisation	Contact details	Opening times	Description of services
1737 Need to Talk	Text or phone 1737	24/7	Trained mental health professionals available to talk at all times. Will phone you back if you text.
Alcohol and Drug Helpline	<p>Phone: 0800 787 797 or free text 8681</p> <p>And three specialist services:</p> <p>Māori advice line – 0800 787 798</p> <p>Pasifika advice line – 0800 787 799</p> <p>Youth advice line – 0800</p>	24/7 helpline	<p>Helpline</p> <p>The Alcohol Drug Helpline provides friendly, non-judgemental, professional help and advice. If you are concerned about your own drinking or drug taking, the organisation can assist you with information, insight and support. If you are a family/whanau member, friend or professional concerned about someone else, they can help you develop strategies for yourself and the other person.</p>
Alcoholics Anonymous	Phone: 0800 229 6757		Free phone service – connect with others from all walks of life to attain and maintain sobriety.
Depression helpline	<p>Phone: 0800 111 757 or free text 4202</p> <p>Website: http://www.depression.org.nz/</p>	24/7	Telephone services available at all times by trained counsellors. Also has a test to check how you are feeling. Learn how to help yourself with The Journal.
EDANZ	<p>Phone: 0800 2 EDANZ/0800 2 33269</p> <p>Email: info@ed.org.nz</p> <p>Website: https://www.ed.org.nz/</p>		Offering support, practical advice and understanding to help a loved one recover from an eating disorder.
Gambling Helpline	<p>Phone: 0800 654 655 or text 8006</p> <p>And four specialist services:</p> <p>Māori Gambling Helpline – 0800 654 656</p> <p>Vai Lelei Pasifika Gambling Helpline – 0800 654 657</p> <p>Gambling Debt Helpline - 0800 654 658</p> <p>Youth Gambling Helpline 'In Ya Face' - 0800 654 659</p>	Provides help 7 days a week.	Gambling Helpline is a 24 hour free service that you can call to receive immediate support, referral to another gambling support agency, or information services for gambling problems.
Healthline	Phone: 0800 611 116	24/7	Call for free advice from trained registered nurses
KidsLine	Phone: 0800 543 754	24/7	Children – and if you call between 4pm and 9pm you will talk to Kidsline Buddy. Buddies are specially-trained year 12 or 13 students.
Lifeline	<p>Phone: 0800 543 354</p> <p>Email: lifelinewaika-</p>	24/7	Trained counsellors for all ages
Money Talks	<p>Phone: 0800 345 123</p> <p>Website: https://www.moneytalks.co.nz/contact-us/</p>		Free financial helpline

Outline Gay lesbian bi and transsexual or unsure about sexual identity	Phone: 0800 688 5463	6pm to 9pm every evening	Provide confidential support and information in a safe and friendly atmosphere to any age.
ParentHelp	Phone: 0800 568 856 Website: http://www.parenthelp.org.nz	9am to 9pm	Supporting parents and families to raise their children in a positive environment and prevent child abuse. Arrange referrals to appropriate services.
Pregnancy Counselling	Phone: 0800 773 462 (national office is 028 414 6429) Text : 021 289 8727 (021 2 TXT PCS) Email: pcsnao@gmail.com pregnancycounseling.info@gmail.com	24/7	Counselling and support for women/young girls in pregnancy crisis situations, and post abortion support. Pregnancy Counselling staff will meet face to face with clients when required. Assist with baby clothing/baby items, arranging a midwife, and will try to assist if there are accommodation needs.
RainbowYOUTH	Phone : 09 376 4155	11am to 5pm Monday to Friday	RainbowYOUTH is here to work with queer, gender diverse, takatāpui & intersex youth, their friends, whānau and wider communities in order to ensure that New Zealand is a place where all young people can thrive.
Safe to talk Kōrero mai ka ora	Phone : 0800 044 334 Free text : 4334 Website : www.safetotalk.nz	24/7	Sexual harm helpline. Confidential, free – you can contact them for yourself or for someone else
Samaritans	Phone: 0800 726 666 Website: http://www.samaritans.org.nz/	24/7	Samaritans offer non-judgemental, confidential support to anyone who is lonely or in emotional distress.
Suicide Prevention helpline 0508 Tautoko	Phone: 0508 828 865	24/7	Provides an all day, every day confidential and free telephone counselling and support service for those who may be thinking about suicide, or for those who are concerned about friends or whanau. This helpline is staffed by highly experienced helpline counsellors with training in suicide prevention and intervention. If you are concerned about your immediate safety or the safety of someone else - ring 111.
<i>The Asian Helpline</i>	Phone: 0800 862 342. Website: www.asianfamilyservices.nz	9 am to 8:30 pm, Monday to Friday	Asian Family Services (AFS) provides professional, confidential, nationwide face-to-face or telephone support to Asians living in New Zealand
What's Up	Phone: 0800 942 8787 Website: https://www.whatsup.co.nz/	Call between 12.00 (in the middle of the day) and 11.00pm Chat online 3.00pm to 10.00pm	National phone counselling service for five to 18 year olds.