

He awhina mōu? Need a hand?



Local services

June 2019



! Awhina ohotata Emergency help

Alcohol drug helpline:
0800 787 797

Ambulance:
111

BOP sexual assault support services:
0800 227 233

BOPDHB crisis line:
0800 800 508

Elder abuse helpline:
0800 32 66 865

Family violence information:
0800 456 450

Healthline:
0800 611 116

Lifeline:
0800 543 354 or txt HELP to 4357

**National mental health & addiction
helpline (24/7):**
Text or call 1737

NZ Police:
111 (emergency) or 105 (non-emergency)

Tauranga Women's Refuge:
0800 733 843

Victim support:
0800 842 846

\$ Awhina ahumoni Financial assistance

St Peters House – CAP debt help

Free service for people struggling with debt. Includes setting budgets, negotiation with creditors, advocacy and support until you are debt free.

Phone: 07 571 5916 or 021 072 7697

Tauranga Budget Advisory Service

Free, confidential service assisting people to make ends meet, reduce debt and create a savings plan. Training and support to develop the skills needed to take control of finances and create a brighter future.

Location: The Historic Village, 17th Avenue (office and clinic)

Phone: 07 578 0969

Email: manager@tgabudget.org.nz

Website: www.tgabudget.org.nz

Work and Income service centres

Emergency accommodation, social housing, access to benefits.

Greerton: 2 Tebbs Lane (off Courtney Road), Gate Pa

Mount: 9 Owens Place, Bayfair

Tauranga: Corner Durham Street and Springs Street

Hours: Monday, Tuesday, Thursday, Friday,

8.30am – 5pm, Wednesday 9:30am – 5pm

Phone: 0800 559 009

Email: onlinesupport@workandincome.govt.nz

Kai Food

Arataki Community Centre

Community meal every Tuesday night, 6.30pm – 7.30pm.
Community showers available Monday to Friday, 9am – 5pm.

Location: Zambuk Way (off Grenada Street), Mount Maunganui

Phone: 07 577 8565

Empowerment NZ

Community dinner every Tuesday night at 5.30pm.
Community lunch and fellowship, monthly on the second Sunday at 1pm.

Location: 32 Jocelyn Street, Te Puke

Phone: 07 975 0157

Email: office@empowermentnz.org.nz

Huria Marae

Three Mondays a month from 9am – 4pm, Huria Marae provides kai, a shower and use of the laundry for those in need.

Free transportation to Huria Marae from city centre bus stop on Willow Street 11.45am – 12.15pm.

Location: Huria marae – He Rourou Aroha, 4 Te Kaponga Street, Judea

Phone: 07 578 7838

Email: reception@huriatrust.co.nz

Facebook: Huria Trust

Kai Aroha

Spring/Summer: Every Friday night at 6pm at the Centrepoint Op Shop, 184 Chadwick Road, Greerton, Tauranga.

Winter/Autumn: Every Friday night at 6pm at an indoor premises yet to be confirmed. Follow their Facebook community page for updates.

Facebook: Kai Aroha - Feeding our hungry community

St Peters in the City

A drop in lunch every Tuesday, 11am to 12 noon for those in need. Lunch starts 11.30am.

Location: 130 Spring Street

Phone: 07 578 9608

Email: office@stpeters.org.nz

Street Kai

Provides kai, a cuppa, chat and connection 2 – 3 nights a week, 52 weeks a year at the Willow Street bus stop. As donations allow, socks, toiletries, blankets, sanitary products, clothes and shoes are available.

Mondays from 6pm – Milo night

Sundays from 6pm – Sikh night

Email: milonights@yahoo.com

Website: www.streetkai.org

Facebook: Street Kai

Street Retreat

'He Kaupapa Kotahitanga Trust' initiative. A place to retreat from the street and enjoy a kai, share korero, connect with others, chill and relax. Wednesdays, 11.30am – 3pm.

Location: Holy Trinity Church, 215 Devonport Road

Tauranga Elim Church – StreetReach

Serving hot food every Wednesday at 6.30pm.

Location: 59 Koromiko Street, Judea

Phone: 07 578 8903

Email: office@taurangaelim.nz

Under the Stars

A meal every Saturday night at 6pm. Also provides hot showers and assistance with 18+ cards.

Email: artliving7@aol.com

Location: 39 Cliff Road (opposite Mission Street)

Facebook: Under the Stars – Homeless in Tauranga

Wāhi noho Accommodation

Awhina House

Provides accommodation for homeless women and support into independent housing. Referrals through local support agencies, including WINZ.

Phone: 07 777 0944 (Monday – Friday, 8am – 4.30pm)

Email: support@awhinahouse.org.nz

Website: www.awhinahouse.org.nz

Takitimu House (Tauranga Moana Nightshelter)

Provides homeless men in Tauranga access to safe and warm emergency accommodation. Provides access to services designed to break the cycle of homelessness and offer hope of a better future. Referrals made through WINZ / MSD.

Location: 171 Elizabeth Street

Phone: 07 579 5322

Email: annamarie@tmnt.org.nz

Facebook: Tauranga Moana Nightshelter

The People's Project

Works with people who are chronically or long term homeless to secure housing and ensure they can access the support services they need.

Hours: Monday – Thursday, 10am – 3pm
No appointment necessary

Location: 44 Grey Street

Phone: 0800 198 010 (Monday – Thursday, 8am – 4.30pm)

Email: tauranga@thepeoplesproject.org.nz

Baywide Housing Advocacy Service

Provides assistance with housing hassles including legal issues, landlord or flatmate problems, government department run-arounds and trying to get on the social housing list.

Hours: Free housing advocacy drop-in clinics every Tuesday, 5.30pm – 7.30pm
Free legal drop-in clinic every Wednesday, 5pm – 6.30pm
Location: 63 Willow Street
Phone: 07 571 6812
Email: housingadvocacy@baywidecls.org.nz

Baywide Community Law

Provides free access to legal information, advice, assistance and education. Appointments from 9am to 4pm daily. Drop-in appointments Wednesdays, 5pm – 6.30pm.

Location: 62 Willow Street, Tauranga
Phone: 07 571 6812
Email: reception@baywidecls.org.nz
Website: www.baywidecls.org.nz

Empowerment NZ

Provides and hosts Foodbank, budgeting services and social workers.

Hours: Monday, Tuesday, Wednesday and Friday, 10am – 2pm
Location: 32 Jocelyn Street, Te Puke
Phone: 07 975 0157
Email: office@empowermentnz.org.nz

Foodbank

Supports families and people in need in the Tauranga area, in the form of food parcels.

Location: 4G Brook St, Parkvale
Hours: Monday – Friday, 9:30am – 2pm
Phone: 07 578 9888
Email: tgafoodbank@xtra.co.nz
Facebook: Tauranga Community Foodbank

Katikati Community Centre

Provides information and resources on health and wellbeing, and provides the following services without referral:

- Asthma and Respiratory clinic – every Tuesday 8.30am to 3.00pm
- Baywide Community Law – free legal advice 1st and 3rd Tuesday of the month, 10am – 12 noon
- Budget advice – every Tuesday and Wednesday, 9am – 2pm
- JP services

Location: 45 Beach Road, Katikati
Phone: 07 549 0399
Email: info@katikaticommunity.nz

Pacific Island Community Trust

Provides mobile nursing service, outpatient advocacy and support, and a community support worker available.

Hours: Monday – Friday, 9am – 4.30pm
Phone: 07 577 1270
Location: 562 Cameron Road, Tauranga

Salvation Army

Provides a range of services to those in need: social support advice, emergency welfare (food, clothing, furniture), budgeting advice, addictions services, employment and education, social work and advocacy counselling, positive lifestyle program, micro-finance loans, transitional housing (WINZ referral only).

Hours: Drop in Mondays, Wednesdays and Fridays 9am – 12noon
Location: 375 Cameron Road
Phone: 07 578 4264
Email: tauranga_cm@nz.salvationarmy.org

Shakti Ethnic Women's Support Group

Provides advocacy, information and support to women and their children experiencing domestic violence (physical, psychological and emotional). Serving migrant and refugee woman of Asian, African and Middle Eastern origin.

Hours: 24 hours a day, 7 days a week
Phone: 0800 742 584
Email: help@shakti.org.nz
Facebook: ShaktiNZ

St Peters House

Services include counselling, education and life skills courses, a debt management programme and Foodbank referrals. All services are open to anyone in the community and available on a donation basis or low sliding scale fee.

Hours: Tuesday – Friday, 9am – 3pm
Location: 136 Spring Street
Phone: 07 571 5916
Email: reception@stpetershouse.co.nz

Tauranga Community Housing Trust (TCHT)

Provides housing for older people and people with disabilities, and housing and support to small families referred by WINZ. TCHT delivers the BOP Healthy Homes programme, helping families with young children make their homes warmer and drier.

Hours: Monday – Friday, 8am – 4.30pm
Phone: 0800 548248 (available 24/7)
Location: 1/50 Devonport Road, Tauranga
Email: admin@tcht.org.nz

Tauranga Women's Refuge

Provides advocacy, information and support to women and their children experiencing domestic violence (physical, psychological and emotional).

Hours: 24 hours a day, 7 days a week
Phone: 07 541 1911
Email: manager@taurangawomensrefuge.co.nz
Facebook: Tauranga Women's Refuge

Te Tuinga Whānau Support Services Trust

Offers a free social work, advocacy, information and support service to everyone regardless of ethnicity.

Hours: Monday – Friday, 9am – 4pm
No appointment necessary
Location: 190 Chadwick Rd, Greerton
Phone: 07 571 0875
Email: info@ttw.org.nz

Bay of Plenty Addiction Service (formerly CADS)

Offers a specialist alcohol and other drug service to people 18 years of age and older. The service is based at Tauranga Hospital campus and provides services at outreach clinics.

Location: 829 Cameron Road
Phone: 07 579 8391
Website: www.baynav.bopdhp.govt.nz/mental-health/referrals/

Crisis/Acute Mental Health Service Acute care team – Bay of Plenty DHB

Crisis intervention for adults during working hours and assists all age groups after hours. Free service. Referrals are accepted from any source.

Phone: 0800 800 508 24 hours, 7 days a week

Huria Trust

Provides support for whānau wanting better outcomes for their health, education, housing and employment through connection with local services and supporting whānau to navigate their goals.

Location: 4 Te Kaponga Street, Judea
Phone: 07 578 7838
Website: www.huriatrust.co.nz

Ngāti Ranginui Iwi Social Services

Location: 166 Seventeenth Avenue, Tauranga (opposite The Historic Village)
Phone: 07 571 0934

Tauranga Sexual Health Clinic

Provides drop-in clinics Mondays, Tuesdays, Thursdays and Fridays, 9am – 12 noon and 1.30pm – 4pm, or phone 07 579 8157 for an appointment.

Tauranga Adult Community Mental Health Service

Provides community or outpatient mental health and assessment and treatment services.

Location: 829 Cameron Road
Phone: 07 579 8389

Te Rūnanga o Ngāi te Rangī Iwi Trust

Health Waka – free doctor and nurse consult at the following locations:

- Tuesdays, 6pm – 8pm, Centrepoint, 184 Chadwick Road, Greerton
- Wednesdays, 6pm – 8.30pm, Ngāi Tamawhāriua offices, Rereatukāhia Pa Road, Katikati
- Thursdays, 6pm – 7.30pm, Hartford Ave playground, 41 Hartford Ave, Papamoa
- Thursdays, 7.45am – 9pm, Salvation Army, 57 Eversham Road, Arataki
- Fridays, 6pm – 7.30pm, Merivale Community Centre, 10 Kesteven Ave, Parkvale
- Fridays, 7.45pm – 9pm, Welcome Bay Community Hall, 244 Welcome Bay Road

Location: Te Awa O Tukarako Lane, Tiaho Place, Mount Maunganui
Phone: 07 575 3765

Western Bay Health and Wellness Clinic – free health services

Location: 154 First Avenue West, Tauranga
Hours: Monday – Friday, 8:30 – 4:30
Phone: 07 571 2100

Youth Alcohol and Drugs Service – SORTED (for people under 18)

SORTED is the youth alcohol and drugs service of the Bay of Plenty District Health Board.

Location: Based at Tauranga Hospital campus
Phone: 07 557 5052 or 0800 BAYSORT (0800 229 7678)
Email: sorted@bopdhp.govt.nz
Website: www.bopdhp.govt.nz/services/youth-alcohol-drugs-service/

Citizens Advice Bureau – Tauranga office

Not Sure? Ask Citizens Advice Bureau.

Hours: Monday – Friday, 9am – 5pm
Location: 38 Hamilton Street
Phone: 07 578 1592
Email: tauranga@cab.org.nz
Website: www.cab.org.nz

Citizens Advice Bureau – Papamoa office

Hours: Tuesdays and Thursdays, 10am – 1pm
Location: Papamoa Community Centre, 15 Gravatt Road
Phone: 07 574 9862
Email: papamoa@cab.org.nz

Tauranga City Council Libraries

Free internet, wifi and computer access.

Opening hours and transport information at www.library.tauranga.govt.nz

Tauranga library: 91 Willow Street, open 7 days
Greerton library: 139 Greerton Road, open 7 days
Mount library: 398 Maunganui Road, open 6 days
Papamoa library: 15 Gravatt Road, open 7 days