# Support and Guidance Directory

**EMERGENCY**

Police/Fire Service/ Ambulance 111

**Alcohol and drug problems**

Al-Anon Family Groups (09) 379 4871

(All Hours)

Alcoholics Anonymous 24 Hour 0800 229 6757

Alcohol Drug Helpline 0800 787 797

Community Alcohol and Drug 0800 787 792

Service

Narcotics Anonymous 0800 628 632

Quitline (smoking) 0800 778 778

**Banks**

ANZ 0800 269 296

ASB 0800 803 804

BNZ 0800 800 468

Westpac 0800 400 600

Kiwibank (09) 336 1133

**Counselling, health and**

**information**

AIDS Foundation (09) 303 3124

AIDS Hotline 0800 802 437

Anger Management Programme (09) 835 0509

Anglican Trust for Women (09) 276 3729

& Children

Auckland City Mission (09) 379 2395

Auckland Ethnic Council Inc (09) 362 7968

Auckland Sexual Abuse Health (09) 623 1700

Bethany Centre (09) 376 1324

Budget Commission on Human (09) 373 3897

Rights

Cancer Information Service 0800 800 426

Chinese Lifeline 0800 888 880

Chinese New Settlers (09) 262 3868

Services Trust

Cornerstone Christian Helpline (09) 307 1580

Diabetes Centre South Auckland (09) 278 6364

Doctors/Hospitals Refer to phone book

Eating Disorders (04) 461 6528

Family Planning Association 0800 372 546

Family Support Services (09) 360 0229

Gambling Youthline 0800 654 659

Healthline 0800 611 116

Lifeline 0800 111 777

Maori & Pacific Womens (09) 378 8813

Health Collective

Manukau Youth Resources (09) 263 7340

Services

Rape Crisis (09) 366 7213

Parent Help/Barnardo’s (Child 0800 472 7368

Abuse Prevention)

Plunket Line 24 Hour 0800 933 922

Prisoners Aid & Rehabilitation (09) 630 0862

Rainbow Youth Trust (09) 376 4155

Rape & Sexual Abuse Healing (07) 839 4433

Centre (Hamilton)

Relationship Services (09) 525 1051

SafetyNet (Domestic Violence) (09) 303 3939

24Hr Crisis Line

Salvation Army (Northern) (09) 379 4150

SamoaAtia’e | Magelenc Society (09) 256 0900

Schizophrenia Fellowship (09) 378 9134

Auckland Inc

Sexual Health Service (09) 307 2885

Shakti Asian Woman’s Safe 0800 742 584

House (24 hours)

Stroke Foundation AKLD Ltd (09) 441 8959

Tenancy Services 0800 836 262

Toughlove Auckland Inc (09) 624 4362

Victim Support 0800 842 846

Waitakere Sexual Abuse (09) 837 2491

Counselling

Wharekaha Home Builders (09) 298 761

Family Support

Women’s Refuge 24 Hour Crisis (09) 378 1893

Service (Auckland)

Women’s Refuge 24 Hour (07) 855 1569

Crisis Service (Hamilton)

Youthline Crisis Phone 0800 376 633

Counselling

Youthlink Family Trust (09) 236 8660

Mental Health Advocacy Peer (03) 365 8055

Support (MHAPS) 022 370 8055

Email: [reception@mhaps.org.nz](mailto:reception@mhaps.org.nz)

Birthright Christchurch – Single (03) 366 9456

Parent support 0800 457 146

CareNZ – Addiction Support 0800 365 87

Email: [christchurch@carenz.co.nz](mailto:christchurch@carenz.co.nz)

Battered Womens Trust Crisis (03) 364 8900

Te Whare Hauora (womens (03) 379 6910 refuge) 59 Shortland Street, Aranui

West Christchurch Womens (03) 379 575

Refuge Crisis

Canterbury Mens Centre (03) 365 9000

357 Glouster St (SMS) 022 302 4966

Kaiapoi Community Support

Nicki Carter Volunteer &Projects

Team Leader (03) 327 8945

Alison Jagger Clinical (03) 394 9115

24 Hour Surgery 401 Madras St (03) 365 7777

NGO & Community organisation

updater is a great website to find all

the service and community groups in

Christchurch Ngoupdater.org.nz

**General**

Auckland Visitors Centre (09) 979 2333

Automobile Association 0800 500 222

Maxx - Bus Information (09) 366 6400

Citizens Advice Bureau (CAB) 0800 367 222

CAB International Student (09) 309 3479

Service

CAB Mandarin Line (09) 634 2840

Doctor (09) 373 4055

Library (09) 377 0209

Youthtown (09) 379 5430

Youth Help Line 0800 376 633

Community Law Centre (09) 378 6085

(Auckland)

Community Law Centre (07) 839 0770

(Hamilton)

Maternity Care 0800 686 223

**Government Agencies**

Birth, Deaths & Marriages 0800 225 252

Employment Relations Infoline 0800 800 863

Human Rights Commission 0800 496 877

Inland Revenue 0800 227 774

Legal Aid (09) 306 3315

Land Transport and Safety Authority (LTSA)

LTSA General Road Safety 0800 699 000

LTSA Driver Licensing 0800 822 422

LTSA Road User Charges 0800 655 644

LTSA Motor Vehicle Registration 0800 108 809

NZ Immigration (09) 914 4100

OSH (09) 277 7415

Police (09) 379 4500

Post Office (09) 302 1059

PSIS 0800 807 747

Studylink 0800 889 900

Workbridge (09) 302 2836

**Poisons and hazardous chemicals**

National Information Centre

Urgent Information (03) 474 7000

Non-urgent & General Information

Weekdays 9am-5pm (03) 479 1200

**Rescue services**

Civil Defence 0800 222 200

Search & Rescue 111

**Salvation Army**

Linwood - 177 Linwood Avenue (03) 389 3723

Christchurch city

853 Colombo Street (cnr of (03) 366 0740

Colombo St & Salisbury St)

Aranui 34 Portsmouth Street, (03) 388 1072

Wainoni

Belfast 794 Main North Road, (03) 323 8257

(cnr of Main North Road and

Donegal St)

Hornby (03) 349 6268

23 Manurere Street, Hei Hei

Rangiora 15 Albert Street (03) 365 9659

**Services for people with disabilities**

Auckland Deaf Society Inc (09) 630 6980

Disability Resource Centre (09) 625 8069

**Services for the aged**

Age Concern Auckland (09) 623 0184

North Shore (09) 489 4975

KAAP-60 Plus (Pacific Island (09) 274 9153

Homecare Service)

**Services /Food Banks**

Christchurch City Mission (03) 365 0635

Delta Community Support (03) 389 0212

Beulah Fellowship (03) 355 4528

Ellesmere Food Bank (03) 324 3576

City Harvest Food Rescue (03) 930 1065

Red Cross 320 Manchester St (03) 365 2051

**Te Maori**

Hoani Waititi Marae (09) 818 2323

Nga Puawai O Wikitoria (09) 296 2143

Kohanga Papakura

Ngati Whatua O Orakei Maori (09) 521 2884

Trust Board

Rangimarie Kohanga Reo (09) 296 1237

Takanini

Samuels RJ Rev Ratana Minister (09) 423 8352

Wellsford

Te Unga Waka Marae Epsom (09) 520 0861

Te Kura O Hoani Waititi Marae (09) 818 2317

**Trauma and counselling assistance**

Auckland Central Victim (09) 302 6653

Support Group

Auckland HELP Foundation (09) 623 1700

(Sexual Assault Victims) 24 Hours

Women’s Refuge (09) 378 1893

Family Planning Association (09) 379 0657

FioPoChing (09) 360 0229

(Family Support Services)

Anger Management & Drug (09) 360 0229

Counselling

Gambling Crisis Hotline 0800 654 655

Gayline/Lesbianline (09) 302 0590

KAAT Trust (09) 274 6918

Lifeline 24 Hour Counselling (09) 522 2999

Mid North Budgeting Services (09) 401 2216

Trust

Miscarriage Support Group (09) 378 4060

NZ Cot Death Association (09) 828 7576

Orakei Marae Social Services (09) 521 0123

Pacific Island Refuge Centre (09) 634 4662

**Electric power lines**

Mercury Energy 0800 101 810

Contact Energy 0800 692 668

**Water / Sewage**

Emergencies 24 Hour (09) 634 7840