



*Find all kinds of help with our new support directory!
Who offers what? Phone free to learn more.*

0800 Support Directory

Does your organisation offer an 0800 service of interest to families with health and disability needs? Please let us know so we can update our directory, which can also be downloaded online at www.carers.net.nz, an information service for carers funded by the Ministry of Health.

A

ACC

0800 101 996

New Zealand's accident compensation scheme provides 24-hour no fault personal injury insurance cover.

81-83 Molesworth St
PO Box 242, Wellington

www.acc.co.nz

Customer Support/Complaints	0800 650 222
Claims	0800 101 996
Treatment Injury & Sensitive Claims	0800 735 566
Accidental Death	0800 222 075
Levies	0508 426 837 or 0508 4COVER
Fraud	0800 372 830
Deaf Community (Fax)	0800 332 354

Alcoholics Anonymous

0800 229 6757

A fellowship of men and women who share their experiences, strength and hope that they may solve their common problem and help others to recover from alcoholism.

www.alcoholics-anonymous.org.nz

Alcohol Drug Helpline

0800 787 797

An information, referral and intervention service offering free confidential information. Insight and support about any problem, issue or query you have about your own or someone else's drinking or drug taking. 10am - 10pm.

www.alcoholdrughelp.org.nz

Alzheimers New Zealand

0800 004 001

Making a better life for all people affected by dementia.

National Office: P O Box 3643, Wellington

www.alzheimers.org.nz

Arthritis New Zealand

0800 663 463

A national non-profit committed to supporting those with arthritis. Support services, education, self management programmes, lobbying, and research funding.

National Office: P O Box 10020, Level 2 166 Featherston St, Wellington

www.arthritis.org.nz

B

Brain Injury New Zealand

0800 272 464

Brain Injury New Zealand (BINZ) is a not-for-profit organisation that provides free education and support services to the community. The nationwide Liaison Team provide practical assistance to people who have sustained a brain injury and their families, including support groups, advice, resources, a variety of social events and an advocacy service that helps ensure that every person living with brain injury is able to access the best possible support and means of rehabilitation.

National Office: PO Box 83, Albany Village, North Shore, 3 William Laurie Place, Albany, Auckland

www.brain-injury.org.nz

Cancer Society**0800 CANCER 0800 226 237**

(Monday to Friday 8am - 5pm excluding public holidays) It can be helpful and reassuring to talk to someone who understands how devastating a diagnosis of cancer can be. The Cancer Society Helpline was established for cancer patients and their families and carers. Your call will be answered by an experienced nurse, and the service is free and confidential. You can remain anonymous if you prefer.

National Office: P O Box 12700, Red Cross House, Level 2, 69 Molesworth St, Wellington
www.cancernz.org.nz

Canteen**0800 226 8336**

Supporting young people aged 13 – 24 living with cancer.

National Office: P O Box 56072, Dominion Rd, 111 Grafton Road, Grafton, Auckland
www.canteen.org.nz

Career Services**0800 222 733**

Information, advice and guidance about careers for individuals and groups.

National Office, P O Box 9446, Wellington
www.careers.govt.nz

Carers New Zealand**0800 777 797**

The national support body for family carers across age groups and health conditions. Information, advice, education and support.

Email: info@carers.net.nz
www.carers.net.nz

Cerebral Palsy Society of NZ**0800 503 603**

Enhancing the lives of people with cerebral palsy.

National Office: P O Box 24759, 14 Erson Avenue, Royal Oak, Auckland
www.cpsoc.org.nz

CCS Mobility Parking Scheme**0800 227 2255**

An officially recognised concession parking scheme administered by CCS Disability Action with the cooperation of GPs and city and district councils. A Mobility Parking Permit allows disabled people to park conveniently close to their destination in accessible reserved parking spaces, or to park longer than the stated time in some standard car parks and metered spaces. Download an application form at the website, or phone to request one!

www.ccsdisabilityaction.org.nz

Child Safety Foundation NZ

0800 244 5372

Promoting child safety through educational programmes, advocacy, media campaigns, and partnerships.

National Office: P O Box 151134, 15 Veronica Street, New Lynn, Auckland

www.childsafety.co.nz

Children's Commissioner

0800 224 453

The Commissioner speaks on behalf of all children and young people to ensure their rights are respected and upheld.

P O Box 5610, Level 12, 86-90 Lambton Quay, Wellington

www.occ.org.nz

Chinese Lifeline

0800 888 880

Help for New Zealanders who speak Mandarin and Cantonese and who are worried about problems or issues.

www.chineselifeline.org.nz

Citizens Advice Bureaux

0800 367 222

The New Zealand Association of Citizens Advice Bureaux is an independent community organisation whose member bureaux and specialist services provide information, advice, advocacy and support to individuals. CAB services are free, impartial and confidential.

National Office: P O Box 9777, Level 7, 75 Ghuznee Street, Wellington

www.cab.org.nz

Complex Carers Group (For calls from outside Auckland)

0800 852 693

Provides information and support to family carers who provide intensive care at home for a disabled child or young adult (0-25 yrs) who has either multiple disabilities, a serious ongoing health condition, and/or autistic spectrum disorder or behaviour that requires a high level of support.

National Office: P O Box 334-073, Sunnynook, North Shore

complexcarers@xtra.co.nz

Cystic Fibrosis Association

0800 651 122

An incorporated society providing membership for regional groups, businesses and individuals who wish to work together in support of people with cystic fibrosis and their families. There are branches in most regions to provide local support.

National Office: P O Box 8241, Christchurch

www.cfnz.org.nz

D

Deaf Link free-fax

0800 621 621

If you are deaf or find it hard to communicate by phone you can send a message.

National Office: P O Box 1556, Wellington

Level 3, Bowen State Building, Bowen Street, Wellington

Depression Helpline

0800 111 757

Depression is a very common but potentially serious illness. People with depression don't usually get better on their own. If you think you may be suffering from depression, phone the Depression Helpline.
www.depression.org.nz

Diabetes New Zealand

0800 369 636

An incorporated society and nationwide non-profit organisation, Diabetes NZ was established in 1962 to support its 14,000 members, 39 diabetes societies throughout New Zealand, and health professionals involved with diabetes.
National Office: P O Box 12441, Thorndon, Wellington
www.diabetes.org.nz

E

Epilepsy NZ

0800 202 122

A national information and support organisation for people with epilepsy and their families.
National Office: P O Box 1074, Hamilton
www.epilepsy.org.nz

F

Family and Community Services (MSD)

Family and Community Services work with other government and non-government agencies, and communities to give families access to information and coordinated social services. They also have a comprehensive National Directory of services available to families.
National Office: PO Box 1556, Wellington
www.familyservices.govt.nz

Family Planning

0800 FPA LINE 0800 372 5463

Family Planning promotes a positive view of sexuality, enabling informed choices about sexual and reproductive health and wellbeing.
National Office: P O Box 11515, Level 6, Southmark House, 203-209 Willis Street, Wellington
www.familyplanning.org.nz

G

Gambling Helpline

0800 654 655

The Gambling Helpline offers motivational support, referrals, and information relating to gambling problems. Its services are designed for people who are, or have been, gambling; family and friends concerned about someone else's gambling; and members of the general public who are interested in the impact of gambling in New Zealand.
www.gamblingproblem.co.nz

Other specialist services are also available:

Maori Gambling Helpline	0800 654 656
Vai Lelei Pasifika Gambling Helpline	0800 654 657
Youth Gambling Helpline In Ya Face	0800 654 659
Gambling Debt Helpline	0800 654 658

These additional helplines are not open every day, so call for times, or call the main helpline.

Health and Disability Advocacy Service**0800 555 050**

Independent health and disability advocates are located all over New Zealand. Advocates inform consumers about their rights when using health and disability services, and help consumers who have concerns and want to make a complaint. Advocates also offer education and training about consumer rights and provider duties to the providers of health and disability services. Advocates are based in 26 offices from Kaitia to Invercargill.

www.hdc.org.nz/advocacy

Health and Disability Commissioner**0800 112 233**

The Health and Disability Commissioner is an independent agency set up to:
 Promote and protect the rights of consumers who use health and disability services.
 Help to resolve problems between consumers and providers of health and disability services.
 Improve the quality of health care and disability services.
 The Code of Health and Disability Services Consumers' Rights applies to all health and disability services in New Zealand.

Auckland Office: P O Box 1791, Auckland Wellington Office: P O Box 12 299, Wellington

www.hdc.org.nz

Healthline including Well Child Advice**0800 611 116**

A free 24 hour telephone health advice service funded by the Ministry of Health. Healthline and Well Child services are available for all New Zealanders, from the newborn to the elderly, from either a landline or a mobile phone.

www.healthline.co.nz

Heart Children NZ**0800 KIDZ HEARTS 0800 543 943**

Congenital heart disease affects one in every 100 children born in New Zealand, or around 600 a year. Heart Children NZ provides and facilitates support and care for these children and their families.

National Office: P O Box 108 034, Symonds St, Level 1, 60 Grafton Road, Auckland

www.heartchildren.org.nz

Housing NZ**0800 801 601**

Provides New Zealanders with access to good quality, affordable homes. It is also the New Zealand Government's main advisor on housing, and services related to housing.

www.hnzc.co.nz

Human Rights Commission**0800 496 877**

The Human Rights Commission champions fundamental human rights as a framework for a fair and just society for New Zealanders. The Human Rights Act sets out the primary functions of the Human Rights Commission, which exists to:

- Advocate and promote respect for, and an understanding and appreciation of, human rights in New Zealand society.
- Encourage the maintenance and development of harmonious relationships between individuals and among the diverse groups in New Zealand society.

P O Box 6751, Wellesley St, Auckland P O Box 12411, Thorndon, Wellington P O Box 1578, Christchurch

www.hrc.co.nz

I

IHC

0800 442 442

IHC is New Zealand's largest provider of services to people with intellectual disabilities and their families. It advocates for the rights, inclusion and welfare of all people with an intellectual disability, and supports them to live satisfying lives in the community.

National Office: P O Box 4155, Level 15, Willbank House, 57 Willis St, Wellington

www.ihc.org.nz

K

Kidney Kids

0800 215 437

Dedicated to supporting children with kidney diseases and their families.

National Office: P O Box 13732, Onehunga, Auckland
Suite 1a 19 Beasley Ave, Penrose, Auckland

www.kidneykids.org.nz

L

LifeLine (If calling from outside Auckland)

0800 543 354

Free, professional, confidential telephone counselling services and professional 'face to face' counselling (by appointment), with payment on a sliding scale. 24 hours, 365 days a year. Callers in the Auckland area dial 09 522 2999

www.lifeline.org.nz

M

MensLine (Monday to Friday 6.30 – 10.30pm)

0800 MENSLINE 0800 636 754

Free, confidential telephone counselling service specifically for men and staffed by male counsellors. MensLine is part of the LifeLine family of services. You will receive the same level of professionalism and confidentiality no matter what part of the country you call from.

www.mensline.org.nz

Ministry of Health: Carer Support

0800 281 222 (Press 1)

This MoH funded subsidy helps unpaid full-time carers of people with disabilities to take a break from caring. Carer Support provides reimbursement of some of the costs of using a support person to provide alternative care for the disabled person. The number of Carer Support hours or days funded are determined by the needs of the carer and the disabled person.

www.moh.govt.nz

Multiple Sclerosis Society NZ

0800 675 463

A non-profit which provides support, education and advocacy for people with MS and their support networks. It also aims to educate the general public, employers and health professionals about MS, and actively funds key research into the condition.

National Office: P O Box 2627, Level 2, 85 The Terrace, Wellington
www.msnz.org.nz

Muscular Dystrophy NZ

0800 800 337

Provides information, support and advocacy for people with a neuromuscular condition and their families.

National Office: P O Box 16-238, Sandringham, Auckland
7A Taylors Road, Morningside, Auckland
www.mda.org.nz

N

National Foundation for the Deaf Inc

0800 867 446

The NFD (National Foundation for the Deaf) promotes the interests of nearly half a million deaf and hearing impaired New Zealanders. It focuses on breaking down barriers for people with hearing loss. The Foundation promotes the appreciation of good sound, and encourages all New Zealanders to protect and preserve their hearing.

National Office: P O Box 37729, 205 Parnell Road, Parnell, Auckland
www.nfd.org.nz

National Poisons Centre

0800 POISON 0800 764 766

The National Poisons Centre is a 24/7 Poisons Information Service available to all New Zealanders. Supported by the Ministry of Health and ACC, the NPC maintains a database of poisonous substances in NZ and Australia, and provides professional advice during poisoning incidents.

National Office: National Poisons Centre, Dunedin School of Medicine University of Otago
P O Box 913, Dunedin
www.poisons.co.nz

NZ Aids Foundation

0800 802 437

Information, counselling and research about HIV and AIDS, and centres in Auckland, Hamilton, Wellington and Christchurch.

National Office: P O Box 6663, Wellesley Street, 31 Hargreaves St, Ponsonby, Auckland
www.nzaf.org.nz

New Zealand Continence Association Helpline

0800 650 659

The Association provides information, advice, education, and support for people with continence problems, carers, health professionals, and the general public. Call the Helpline if you have any questions about continence, access to services, or need advice about products.

National Office: P O Box 270, Drury 2247
www.continence.org.nz

New Zealand Down Syndrome Association

0800 693 724

A family/whanau driven organisation for people whose lives have been changed by Down Syndrome.
PO Box 4142, Auckland
www.nzdsa.org.nz

NZ Federation of Disability Information Centres

0800 693 342

The Federation distributes and promotes generic disability information, and offers referral services for families with health and disability needs. It provides an impartial information and referral service through its network of independent community centres, which are available nationwide. 0800 625 100 (Auckland only)
www.nzfdic.org.nz

P

Parents of Vision Impaired

0800 312 019

"As parents we strive to achieve the best opportunities for our blind or vision impaired children."
National Office: P O Box 21141, Flagstaff, Hamilton
www.pvi.org.nz

Parent to Parent

0508 236 236

Empowering parents, caregivers and whanau of children with disabilities, health impairments or special needs through support and provision of information.
National Office: P O Box 234, Waikato Mail Centre
www.parent2parent.org.nz

Parkinsons NZ

0800 473 4636

A non-profit, voluntary organisation, providing support, education and information for people with Parkinsons and Parkinsonism conditions, their families, carers and health professionals.
National Office: P O Box 11067, Wellington 6142
www.parkinsons.org.nz

Phobic Trust of NZ

0800 14ANXIETY 0800 142 694 689

The Trust exists to promote awareness and education about anxiety, phobic and compulsive disorders; to help those experiencing these disorders; and to provide input into their causes and management.
National Office: P O Box 41 133, St Lukes, Auckland
www.phobic.org.nz

People First NZ

0800 206 070

Led and directed by people who have a learning disability. People First enables people with a learning disability to learn to speak up for themselves and for their friends.
National Office: P O Box 9199, Marion Square, Wellington
Level 4, Century City Tower, 173-175 Victoria St, Wellington
www.peoplefirst.org.nz

Pregnancy Counselling Services

0800 773 462

If you are pregnant or experiencing a worrying pregnancy, you are not alone. Pregnancy Counselling Services can listen, inform and guide you through a difficult time.

www.pcs.org.nz

Prostate Cancer Foundation

0800 627 277

Educates about prostate problems and prostate cancer in particular.

National Office: P O Box 87150, Meadowbank, Auckland

www.prostate.org.nz

R

Refugee LifeLine

Burmese 0800 886 645

A free, professional, confidential telephone counselling service that provides emotional support to people living in New Zealand who have arrived as refugees. The service is offered in Burmese, Farsi, Dari and Arabic languages. **Farsi/Dari 0800 886 646**

www.lifeline.org.nz

Royal NZ Foundation of the Blind

0800 243 333

The RNZFB is New Zealand's primary provider of vision-related habilitation and rehabilitation services to blind, deafblind and vision-impaired people. Buy useful products in its online store!

National Office: Private Bag 99941, Newmarket, Auckland

www.rnzfb.org.nz

Relationship Services

0800 RELATE 0800 735 283

A not-for-profit agency which offers a professionally skilled counselling service throughout New Zealand. For information about services and costs in your area, phone the 0800 number, or visit the website.

www.relate.org.nz

Residential Care Line

0800 725 463

A free information service for older people who are considering the possibility of a move into care, or who are already living in a rest home or hospital. The service also provides advice to carers seeking respite or Carer Support accommodation so they can have a break from their caring situation.

www.adhb.govt.nz/rcline

S

skylight

0800 299 100

Provides support to children, young people and their families and whanau who are experiencing change, loss, trauma and grief, whatever the cause.

National Office: P O Box 7309, Newtown, Wellington South

www.skylight.org.nz

Stroke Foundation

0800 787 653

Provides information and support to people who have had a stroke, and their families, whanau and carers. Field Officers and stroke support clubs are available in many parts of New Zealand. Phone the Foundation or visit its website for more information. Online resources include the free resource guide Intimacy After Stroke.

National Office: P O Box 12482, L1, Federation House, 95-99 Molesworth Street, Wellington

www.stroke.org.nz

St John Caring Caller

0800 780 780

A free long-term friendship service that offers those who are housebound, or who live on their own, the opportunity to stay in daily contact by phone with someone who cares about them. Some Caring Callers have been phoning their friends every day for 10 years!

www.stjohn.org.nz

W

Women's Refuge

0800 REFUGE 0800 733 843

Information, advice, and support for women, children, families and whanau experiencing family violence.

www.womensrefuge.org.nz

Work and Income

General Enquiries 0800 559 009

A service of the Ministry of Social Development, which helps job seekers and pays income support on behalf of the Government. It also provides superannuation payments to retired people, and administers war pensions and residential care and support subsidies.

www.workandincome.govt.nz

General Inquiries – Multilingual

Arabic	0800 668 008
Cantonese	0800 664 004
Farsi	0800 996 006
Hindi	0800 993 003
Khmer	0800 994 004
Mandarin	0800 661 001
Maori	0800 662 002
Punjabi	0800 995 005
Samoan	0800 663 003
Somali	0800 997 007
Tongan	0800 669 009

Service Express

0800 333 030

An automated service where you can get details about your benefit(s) quickly.

Working for Families

0800 774 004

NZ Superannuation

0800 552 002

Residential Care Subsidy

0800 999 727

Residential Support Subsidy

0800 999 779

War Pensions

0800 553 003

Community Services Card

0800 999 999

Student Finance/Study Link

0800 889 900

Overseas Entitlements/International Services

UK, Jersey, Guernsey,

Republic of Ireland

0800 771 001

Australia

0800 777 227

All other countries

0800 777 117

Calls are answered by more than 800 people trained to support young people as they make their way through today's challenges. YouthLine provides telephone counselling services and different types of training for young people, and those interested in working with young people.

www.youthline.co.nz

If there is a medical emergency or accident www.111.govt.nz

- Phone 111
- Be calm, be clear
- Say what has happened
- And your phone number
- Ask for Ambulance
- Explain where you are
- Give your name
- And the address you are calling from

www.stjohn.org.nz

Fire

- Never underestimate the speed of fire.
- Get out, call 111 and stay out.

www.fire.org.nz

Police

- When someone is badly injured or in danger.
- There is a serious risk to life or property.
- A crime is committed and offenders are still there or have just left.
- You discover a major public inconvenience, like trees blocking a state highway.
- Any of these things are happening or have just happened.

If you aren't sure if it's a real emergency and you're still worried, dial 111 and talk to the police. They will help you work out what to do. For people with impaired hearing, in an emergency phone 0800 161 616 (text phone only). If it is not an emergency, contact your local police station. This number will be in your area's telephone book.

www.police.govt.nz or fax 0800 161 610