

# Need Help Booklet 2024

A directory of free services for  
children, youth, adults and whānau  
across Mid Canterbury.



**Safer Mid Canterbury**  
**Hakatere Haumaru**

Together we're safer • Me uru kahikatea

# EMERGENCY INFORMATION

In An Emergency You Need To **CALL FREE 111**  
An Operator Will Ask Whether You Need **FIRE, AMBULANCE OR POLICE.**



## CALL 111

If you see smoke or fire and believe there is a risk to people or property ask for **'Fire'** immediately.

## CALL 111

If there is a medical or health emergency ask for **'Ambulance'** immediately.



## CALL 111

If you are afraid for your safety or others, ask for **'Police'** immediately.



**CALL 105 - NON EMERGENCY**  
About theft, damage or threatening behaviour

**IN AN EARTHQUAKE,  
DROP, COVER, HOLD.**



**Smoke Alarms Save Lives** - Get a free fire safety visit. Scan this QR code for more fire safety information for you and your family.



Canterbury Civil Defence Emergency Management - for information on natural hazards and how to prepare your family during a disaster scan this QR code.

# Nau mai haere mai

## Need Help Booklet 2024

This booklet has been compiled by the Mid Canterbury Citizens Advice Bureau and funded by Safer Mid Canterbury.

It contains information about local agencies that provide helpful services. All of the services are free of charge.

Services are listed in alphabetical order with a handy index on pages seven to ten.

**This directory is also available online at  
[www.safermidcanterbury.org.nz](http://www.safermidcanterbury.org.nz)**

**NEED TO TALK?**



**1737**

**free call or text  
any time**

# Free 0800 helpline numbers

Organisation	Description	Free phone
Alcohol & Drug Helpline	The Alcohol & Drug Helpline operates 24 hours a day, seven days a week. It provides assistance for anyone with a question or concern about their own or someone else's drinking or other drug use.	0800 787 797
Aviva	Aviva is available 24 hours a day, 365 days of the year. It provides specialist services to support people to live a life free from family and sexual violence.	0800 28482 669
Citizens Advice Bureau	The Citizens Advice Bureau offers a free and confidential service that helps people understand their rights and obligations.	0800 367 222
Crisis Mental Health	An emergency mental health and wellbeing counsellor is available for people of all ages.	0800 50 50 50
Gambling Helpline	The Gambling Helpline is a 24 hour helpline for people worried about gambling or the gambling of others.	0800 654 655
Healthline	If you or someone in your whānau has health symptoms and you don't know what to do, call Healthline for free.	0800 611 116
Kidline (for kids up to 14 years)	Kidline is a free and confidential helpline, operating 24 hours a day, seven days a week. It is a safe place for children and teens to talk about anything.	0800 543 754
Lifeline Aotearoa	Lifeline Aotearoa's free helpline and text services provide 24/7, confidential support from health professionals and trained volunteers.	0800 543 354 Txt: 4357

Narcotics Anonymous	Narcotics Anonymous is a free community-based organisation. It is run by people recovering from using drugs and making positive changes in their lives.	0800 628 632
National Poisons Centre	The National Poisons Centre operates 24/7. It provides education and information about poisons and poison prevention.	0800 764 766
Netsafe	Netsafe offers support and education about social media safety, online scams, shopping, harassment, abuse and more.	0508 638 732
OutLine Aotearoa	OutLine Aotearoa is an all-ages mental health organisation that supports the LGBTQIA+ community, their whānau and friends.	0800 688 5463
PlunketLine	PlunketLine is a free and confidential parent helpline available to all whānau and caregivers 24/7. Speak to a registered nurse about any concerns or questions you have.	0800 933 922
Pregnancy Counselling Services	Pregnancy Counselling Services provides free counselling and support to anyone who is pregnant.	0800 773 462
Quitline (smoking)	Quitline has a 24/7 helpline, textline and online support for people wanting to quit smoking.	0800 778 778
Samaritans Aotearoa NZ	Confidential, non-judgemental and non-religious support for anyone who is lonely or in emotional distress.	0800 726 666
Shine	Shine is a free helpline that operates 24/7. It provides assistance and support to people affected by domestic violence.	0508 744 633

Stopping Violence Services	Stopping Violence Services provide programmes which teach healthy strategies and respectful relationships.	0800 478 778
Suicide Crisis Helpline	A free nationwide service available 24/7 that is operated by highly trained and experienced telephone counsellors.	0508 828 865
Victim Support	Victim Support is a free service for people who have been affected by crime and trauma.	0800 842 846
0800 What's Up? (kids aged 18 and under)	0800 What's Up is a free and confidential helpline for young people aged 18 years and under. It operates 24 hours a day, seven days a week.	0800 942 878
Work and Income (WINZ)	Work and Income is available to help people financially if they are on a low income or not working. They also support people into work, and help them find housing.	0800 559 009
Mid-South Island Women's Refuge & Family Safety	Women's Refuge is a free service providing support and accommodation for victims of family violence. The free crisis line operates 24/7 and is completely confidential.	0800 00 77 50
Youthline (for 12-24 year olds)	Youthline supports young people who need free, confidential advice, or just need someone to talk to.	0800 376 633

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## **Ashburton Public Library**

All of these services are free of charge at the Ashburton Public Library, 2 Baring Square East. **Phone** 03 308 7192, **email** library@adc.govt.nz or **visit** www.ashburtonlibrary.co.nz

### **Board Games**

Have fun with family and friends playing one of the many board games.

### **Book Club**

Held on the third Tuesday of each month at 1.30pm, this is a welcoming and social group.

### **Books on Wheels**

Fortnightly book delivery service for readers who are confined to their home or find it difficult to get to the Library.

### **Create, Explore, Discover**

Every Friday 10.30am-11.30am for ages 0-5 years.

### **Creating With Die Cuts**

Every second Monday 10am-12pm.

### **CV Help**

Create a great CV and cover letter with one-on-one help.

### **Click & Collect**

The library will arrange a time for you, or someone on your behalf, to collect reading material.

### **Coding Club (10-14 years)**

Offered after school during term time.

### **Computer Use**

Computers are available to use during library opening hours.

### **Device Help and Digital Classes**

Pop in with any questions or frustrations about your iPad, tablet, smartphone or eReader, or enrol in the library's digital classes to upskill.

### **Digital Books, Audio and Video**

You can borrow eBooks and eAudiobooks as well as movies, documentaries, graphic novels, music, magazines, newspapers and more.

### **Display Space**

The Library offers free display space for groups wanting to promote their work or an upcoming event.

## **Dungeons & Dragons**

Held at 4pm on Wednesdays during school term time.

## **Foreign Languages**

The Library has a variety of books in different languages.

## **Free Internet 24/7**

Connect to free Wi-Fi in the Library or outside the Library any time, day or night. Just look for Wi-Fi posters in the Library and on the windows.

## **Knitting Group**

Every Wednesday from 10am-12pm.

## **Monsters & Magic**

Adult tabletop roleplaying games every second Tuesday at 6.15pm, and Saturday at 12.15pm.

## **Meeting Rooms and Event Spaces**

Meeting rooms are available for individuals, community groups and organisations. Wi-Fi, TV, and tea and coffee-making facilities are available.

## **Scanning/Printing/Photocopying**

There is a charge for printing and photocopying but scanning is free.

## **School Holiday Activities**

Keep an eye on the Library's noticeboard or Facebook page for the free activities offered during the school holidays.

## **Skinny Jump - Low Cost Internet**

Eligible people can get low-cost prepaid internet for their home from Skinny Jump. The Library can help connect you.

## **Story and Rhyme**

Every Thursday 10.30am-11am for ages 2-5 years.

## **Virtual Reality**

Ride a rollercoaster, visit a game park or play a game with virtual reality gear.

## **Wriggle and Read**

Every Tuesday from 10.30am-11am.

## **Other Libraries in Mid Canterbury:**

Methven Public Library\* – 60 Main Street, Methven. Hours: Tuesday and Friday, 2pm-4pm, Saturday 10am-11am.

Mt Somers Library\* – Pattons Road, Mt Somers (beside General Store). Hours: Thursday and Sunday, 2pm-4pm.

Rakaia Public Library\* – Elizabeth Avenue, Rakaia. Hours: Tuesday 2pm-4pm, Thursday 6.30pm-8pm, Saturday 10.30am-12.30pm.

## **Age Concern Ashburton**

Provides information, advocacy and services including Steady as you Go (falls prevention exercise class), safe driving courses, Total Mobility assessments and social activities. Age Concern Ashburton also provides Home Support services.

**Contact:**

Address: Ashburton Seniors Centre  
206 Cameron Street, Ashburton  
Phone: 03 308 6817

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## **Anglican Advocacy**

Individual support from volunteer advocates who work with people experiencing stressful circumstances, such as Work and Income appointments, employment issues, tenancy problems, family disputes, ACC discussions, or any meeting or appointment where they may need a support person.

**Contact:**

Phone: 027 220 0400  
Email: [advocacyashburton@anglicancare.org.nz](mailto:advocacyashburton@anglicancare.org.nz)  
Website: [www.anglicanadvocacy.org.nz](http://www.anglicanadvocacy.org.nz)

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## **Arthritis New Zealand – Ashburton**

A support group for people who have arthritis to receive information, support and to connect with others.

**Contact:**

Phone: 0800 663 463  
Email: [info@arthritis.org.nz](mailto:info@arthritis.org.nz)  
Website: [www.arthritis.org.nz](http://www.arthritis.org.nz)

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## **Ashburton Adult Community Psychiatric Service**

Part of the Specialist Mental Health Service of Te Whatu Ora, this team of health professionals assess and treat adults aged between 18 and 65 who are living with severe mental health disorders. It is also an acute service for all ages. Authorised officers are available to assess people under the provision of the Mental Health Act.

**Contact:**

Address: 11 Elizabeth Street, Ashburton

Phone: 03 307 6923

After Hours: 0800 222 955

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## **Ashburton Community Alcohol & Drug Service (ACADS)**

**ACADS Adult Service** is a free and confidential counselling service which aims to reduce the harm that drinking and/or drug use may be causing people. ACADS has a team of trained professionals supporting people who are concerned about their own, or someone else's, alcohol and/or other drug use. It offers counselling, assessment of substance challenges, referral to residential treatment, education, information, and family support.

**ACADS Youth Mental Health & Addiction Service and Manu Ka Rere** provides support for young people aged 13-24 years who are experiencing mild to moderate mental health issues, such as anxiety or low mood/depression, stress, or drug and alcohol challenges. The service is free and flexible, and includes assessment, counselling and support.

**Contact:**

Address: Gate 5, Ashburton Hospital, Elizabeth Street

Phone: 03 308 1270

Email: [acads@xtra.co.nz](mailto:acads@xtra.co.nz)

Website: [www.acads.co.nz](http://www.acads.co.nz)

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## **Ashburton Needle Exchange**

The Ashburton Needle Exchange is part of a nationwide peer led Harm Reduction programme funded by the Ministry of Health. They offer a safe, judgement-free space where people who are injecting drugs have access to needles, syringes and other equipment to support safe injecting practice and reduce risk of health related complications. They offer an online store through their website for people who are not located near one of the dedicated outlets.

They provide free drug checking services and Hepatitis testing through their mobile clinic. The Ashburton Needle Exchange also provides a safe disposal of used needles and syringes.

**Contact:**

Address: 44 Cass St, Ashburton

Phone: 03 308 1237

Hours: 11.30am-4.30pm Tuesday and Friday

Website: [www.nznep.org.nz](http://www.nznep.org.nz)

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## **Ashburton Learning Centre**

Provides quality literacy, numeracy, English as a Second Language, workplace literacy, and critical literacy skills to adults who need learning assistance.

**Contact:**

Address: 71 Park Street, Ashburton

Phone: 03 308 5322

Mobile: 021 0471 453

Website: [www.ashburtonlearningcentre.co.nz](http://www.ashburtonlearningcentre.co.nz)

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## **Ashburton Maternity Unit**

A modern primary birthing unit staffed by experienced midwives and nurses. Pregnancy testing, antenatal education classes, hearing screening, and a lactation consultant are also available.

**Contact:**

Address: Ashburton Hospital, Oak Grove, Ashburton

Phone: 03 307 8483

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## **Ashburton Senior Citizens**

Provides support and advocacy for senior citizens and older people in the Ashburton district.

**Contact:**

Address: Community House, 44 Cass Street, Ashburton

Phone: 03 308 1237

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## **BASE Youth Centre**

Free after school drop-in centre from 3pm to 5pm weekdays for young people aged between 10 and 18. It is a safe place for rangatahi to

hang out and share kai, engage in fun activities and connect with each other. BASE programmes run during the school term, and include free afternoon tea, as well as a pool table, foosball, table tennis, Wii sport, air hockey, and homework help. An event/party and meeting room is available for youth and youth services to hire. The BASE foyer is open daily from 8.30am to 3pm, for rangatahi seeking a warm place to charge their phone and use the free Wi-Fi. They are welcome to cosy up on a couch and rest or speak to one of the youth workers.

**BASE Programmes** include cooking, art and craft clubs.

**Coats for Kids** is a programme that provides new and lightly used coats and jackets to anyone who needs them.

**PJ Drive** provides free pyjamas for people who require them.

**Be-Youtiful** is a short course that teaches self-esteem, hygiene, self-expression, giving and receiving, body acceptance, safety, anti-bullying and self-care.

**Rainbow Youth** is a social group meeting on Thursdays, that is supported by Qtopia. Contact BASE for more details.

**Work fit** provides help with CV or cover letter, printing and sending.

**Contact:**

Address: 193 Burnett Street, Ashburton

Phone: 021 184 0945

Email: [Base@safermidcanterbury.org.nz](mailto:Base@safermidcanterbury.org.nz)

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## **Beneficiary Advisory Service**

The Beneficiary Advisory Service offers friendly and professional help for unemployed people who are struggling to find support through other sources. The beneficiary-run organisation provides information, support, advice, and advocacy to those on a benefit or low income. The service provides support if issues arise with Work and Income. It can also provide limited support for other organisations such as Studylink and ACC.

**Contact:**

Phone: 03 379 8787

Email: [bas.cprc@gmail.com](mailto:bas.cprc@gmail.com)

Facebook: [www.facebook.com/BeneficiaryAdvisoryService](https://www.facebook.com/BeneficiaryAdvisoryService)

Website: [www.bas.org.nz](http://www.bas.org.nz)



## **Birthright Canterbury Trust**

Birthright supports families led by one person to gain confidence, develop life skills, and achieve financial and personal independence. Services include creating an individual family plan, parental education and networking opportunities, coffee groups, holiday programmes and camps. Birthright Canterbury supports families to engage with services, such as Work and Income, and can provide referrals to specialist services.

**Contact:**

Address: 44 Cass Street, Ashburton

Phone: 03 308 1237

Social Worker Phone: 0800 457 146 or 021 158 0031

Email: [birthrightash@gmail.com](mailto:birthrightash@gmail.com)

Website: [www.birthright.org.nz](http://www.birthright.org.nz)

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## **Blind Low Vision NZ – Mid Canterbury**

Open to all ages, Blind Low Vision NZ runs a free group for people who are sight impaired. A monthly member get together is held at the Plains Railway Museum for socialising and entertainment, with lunch provided.

**Contact:**

National phone: 0800 24 33 33

Local President, D Swaney: 027 222 1281

Email: [info@blindlowvision.org.nz](mailto:info@blindlowvision.org.nz)

Website: [www.blindlowvision.org.nz](http://www.blindlowvision.org.nz)

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## **Cancer Society Mid Canterbury Centre**

The Cancer Society provides free support to cancer patients and their whānau or carers in Mid Canterbury. It offers information, emotional and practical support, and referrals to other agencies. The Centre can also arrange or provide transport and accommodation for appointments, counselling, and childcare.

**Contact:**

Address: Mackenzie Centre, 122 Kermode Street, Ashburton

Phone: 03 307 7691

Email: [midcanty@cancercwc.org.nz](mailto:midcanty@cancercwc.org.nz)

Website: [www.cancer.org.nz](http://www.cancer.org.nz)

## **Child Adolescent and Family Services (CAF) South**

CAF South runs outreach services in Ashburton, including comprehensive psychiatric assessment and treatment for children and youth who have moderate to severe mental health challenges.

It has a team of mental health clinicians including Psychiatrists, Nurses, Social Workers, Clinical Psychologists, Physiotherapists, Dietitians, Occupational Therapists and a Pukenga Atawhai (Māori health worker).

Referrals can be made through a GP, school, community agency, Plunket or CAFLink.

**Contact:**

Phone: 0800 218 219

Website: [www.cdhb.health.nz/health-services/caflink-single-point-of-entry](http://www.cdhb.health.nz/health-services/caflink-single-point-of-entry)

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## **Christians Against Poverty (CAP) Debt Help Centre**

This local service offered by Christians Against Poverty sees local debt coaches work alongside people to plan realistic budgets, negotiate affordable debt repayments and establish a debt management plan.

**Contact:**

Phone: 0508 227 111

Website: [www.capnz.org](http://www.capnz.org)

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## **CCS Disability Action Mid Canterbury**

CCS is a community organisation providing support for disabled people and their families. It aims to achieve “a better future for people with disabilities” by working alongside people to empower them to live the life they choose and achieve their goals. Services are free, except for Mobility Parking Permits and Total Mobility Vouchers.

**Contact:**

Address: 44 Cass Street, Ashburton

Phone: 03 308 4456

Email: [ashburton@ccsdisabilityaction.org.nz](mailto:ashburton@ccsdisabilityaction.org.nz)

Website: [www.ccsdisabilityaction.org.nz](http://www.ccsdisabilityaction.org.nz)

## **Citizens Advice Bureau (CAB)**

CAB provides free, independent information and advice. Volunteers help people know and understand their rights and responsibilities, and find community services. It is open Monday to Friday, from 10am to 1pm (closed on the first Tuesday of the month). A free immigration advice clinic is also held on the first Friday of every month, from 12pm to 2pm.

**Contact:**

Address: 44 Cass Street, Ashburton

Email: [midcanterbury@cab.org.nz](mailto:midcanterbury@cab.org.nz)

Phone: 03 928 8761

Website: [www.cab.org.nz](http://www.cab.org.nz)

Community Directory: [www.ashburton.cab.org.nz](http://www.ashburton.cab.org.nz)

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## **Comcare Trust**

Comcare Trust provides assistance to people aged over 18 years who have been diagnosed with mental ill health. A Community Mental Health Support Worker assists people with their practical and social needs, which may include personal development, relationship building, advocacy to work with other agencies or information and resources.

**Contact:**

Phone: 0800 537 3464

Website: [www.comcare.org.nz](http://www.comcare.org.nz)

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## **Community Energy Action**

Community Energy Action provides free energy advice by phone and email.

**Contact:**

Phone: 03 374 7222 Freephone: 0800 438 9276

Email: [info@cea.co.nz](mailto:info@cea.co.nz)

Website: [www.cea.co.nz](http://www.cea.co.nz)

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## **Community Law**

Free legal advice is available at Community House every second Thursday. Please phone to make an appointment.

**Contact:**

Phone: 0508 226 529

Website: [www.communitylaw.org.nz](http://www.communitylaw.org.nz)

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**Dementia Canterbury**

Dementia Canterbury provides services for people who have been diagnosed with dementia and their families.

**Contact:**

Email: [admin@dementiacanterbury.org.nz](mailto:admin@dementiacanterbury.org.nz)

Phone: 0800 444 776

Website: [www.dementiacanterbury.org.nz](http://www.dementiacanterbury.org.nz)

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**Epilepsy New Zealand**

Epilepsy New Zealand is a registered charity, providing free and confidential support. It works with individuals, whānau, community groups, education providers, workplaces, and health and disability agencies. Staff travel from Christchurch to Mid Canterbury.

**Contact:**

Phone: 0800 374 537 weekdays

Email: [national@epilepsy.org.nz](mailto:national@epilepsy.org.nz)

Website: [www.epilepsy.org.nz](http://www.epilepsy.org.nz)

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**Family Help Trust**

The Trust offers child abuse prevention services for high risk families, providing skills to improve the lives of all whānau members.

**Safer Families:** Family Help Trust's early-intervention service is intensive, run from home, and is whānau and tamariki centred. It focuses on parents facing multiple challenges raising their children. This service operates in Christchurch and Mid Canterbury.

**Mana Ake – Stronger for Tomorrow:** Support for tamariki aged five to 12 years across Canterbury. Mana Ake kaimahi work with schools to support teachers, and whānau when children are experiencing ongoing challenges,

such as anxiety, social isolation, parental separation, grief and loss, or managing emotions.

**Contact:**

Phone: 03 365 9912

Email: [bill@familyhelptrust.org.nz](mailto:bill@familyhelptrust.org.nz)

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## **Grandparents Raising Grandchildren**

Grandparents Raising Grandchildren provides support and assistance for grandparents who have taken on the role of caring for their grandchildren. Monthly meetings are held for people to get advice, share information and support each other. There is also plenty of support available for children.

**Contact:**

Phone: 03 308 9931 or 027 741 2039 (Support Group Coordinator)

Email: [ashburton@grg.org.nz](mailto:ashburton@grg.org.nz)

Website: [www.grg.org.nz](http://www.grg.org.nz)

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## **Hakaterere Marae and Māori Komiti**

Hakaterere Marae is located on State Highway One, opposite the Fairton turn-off. Hakaterere Māori Komiti is the guardian of the marae. It offers free awahi (help) and tautoko (support) to whānau. The marae is for people from all iwi and areas of the community.

Hakaterere Marae also has a food bank, Pātaka kai service every Tuesday and Thursday to help whānau in need.

**Contact:**

Phone: 027 285 8477

Email: [hakaterere.marae@gmail.com](mailto:hakaterere.marae@gmail.com)

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## **Hakaterere Multi Cultural Council**

The following activities are supported by the Council:

**Mid Canterbury Newcomers Network** supports people who have just moved to Mid Canterbury and helps them to connect them with other people and local groups by organising events, activities, workshops and social gatherings.

**The Migrant Centre** helps migrants navigate different systems in New Zealand, including banks, Inland Revenue (IRD), healthcare, employment and Work and Income.

**The Ethnic Leader Forum** is a group of community leaders who meet once a month to discuss challenges or concerns in their communities. They also share their success stories, and upcoming events or activities. This group gives migrant and ethnic communities a voice, and newcomers are encouraged to approach them if they need support.

**Contact:**

Address: 255 Moore Street, Ashburton

Phone: 03 308 1395 ext 239 or 027 220 8791

Website: [www.multiculturalnz.org.nz](http://www.multiculturalnz.org.nz)

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## **He Waka Tapu**

He Waka Tapu is a service for people and their whānau with programmes to address violent behaviour. Individual and group programmes are available to learn about behaviours and how to keep whānau safe.

He Waka Tapu is a Family Court accredited Stopping Violence provider and also offers gambling and addictions counselling. Referral forms are available on their website.

**Contact:**

Phone: 0800 439 252

Website: [www.hewakatapu.org.nz](http://www.hewakatapu.org.nz)

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## **Hospice Mid Canterbury**

Hospice supports people who have a life-limiting illness, and their family or caregivers. The services include biography writing, counselling, massage and relaxation therapy, and other support and activities. Referral forms are available on their website.

**Contact:**

Phone: 03 307 8387

Email: [admin@hospicemc.nz](mailto:admin@hospicemc.nz)

Website: [www.hospicemc.nz](http://www.hospicemc.nz)

## **HYPE Youth Health Centre**

HYPE is a free and confidential service for young people aged between 12 and 24 years. It provides non-judgemental support to improve youth wellbeing. The drop-in centre is open weekdays from 3pm to 5pm, or by appointment.

HYPE offers information and resources on sexual health; alcohol and other drugs; mental health; hauora; nutrition and body image; legal advice; budgeting; managing stress; safe partying; housing; careers; and quitting smoking. HYPE also provides free condoms, sanitary items and pregnancy tests.

The team can also connect people to other agencies and services throughout the district so they don't have to go it alone. These include doctors, lawyers, counsellors, Work and Income, alternative education providers, dentists, and other services.

**HYPE Youth Sexual Health Clinic** provides a free, confidential, youth-friendly and professional clinic with a sexual health nurse on Thursdays from 3pm to 5pm. Please contact HYPE if you require an appointment outside these hours.

### **Contact:**

Address: 193 Burnett Street, Ashburton

Phone: 027 296 1305

Email: [Hype@safer.org.nz](mailto:Hype@safer.org.nz)

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## **IDEA Services Ashburton**

IDEA Services Ashburton delivers services to intellectually disabled people. It provides support and information to people so they can access education, work, and accommodation within the community and family environments.

### **Contact:**

Phone: 03 307 6093

Email: [ashburton@idea.org.nz](mailto:ashburton@idea.org.nz)

Website: [www.idea.org.nz](http://www.idea.org.nz)

## Justice of the Peace (Ashburton) Associate

A Justice of the Peace can:

- Witness signatures on documents, and confirm your identity.
- Certify copies of documents, including email attachments and phone messages.
- Take oaths, declarations, affidavits and affirmations.

Anyone can contact a JP directly and arrange a time to visit.

### Contact:

JP Signing Centre, Tuesdays and Fridays 12pm to 2pm.

Address: Community House, 44 Cass Street, Ashburton

Website: [www.justiceofthepeace.org.nz](http://www.justiceofthepeace.org.nz)

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## Kaiārahi Family Court Navigator

Kaiārahi – Family Court Navigators provide guidance and information to parents, caregivers and whānau who are considering applying to the Family Court.

The service aims to improve family justice outcomes by helping families better understand the Court process, and access community support if needed.

### Contact:

Phone: 0800 COURTS (0800 268 787)

Email: [kaiarahi@justice.govt.nz](mailto:kaiarahi@justice.govt.nz)

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## Neighbourhood Support

Neighbourhood Support aims to reduce crime and isolation by creating connections between neighbours. It provides the community with information about safety and builds community resilience and resourcefulness. The service offers kits which mark and register valuable items in case of theft. Neighbourhood Support also helps run the Get Ready Programme, which keeps people up-to-date with information and alerts during a Civil Defence emergency.

Contact Neighbourhood Support for advice if you think you have been scammed, or are concerned about a message on your smartphone or email.



**Contact:**

Phone: 03 308 3558 or 027 296 1006

Email: sue.abel@safermidcanterbury.org.nz

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**Pasifika O Aoraki**

Pasifika O Aoraki provides support for Pasifika people. Services include Whānau Ora navigation, Fakelekesi Mareqeta (mother and pepe programme), emergency housing, the Pacific Health Homes Project, whānau resiliency, family violence prevention and intervention, and support for people affected by COVID-19.

**Contact:**

Address: 44 Cass Street, Ashburton

Phone: 03 308 1237 or 021 146 5139 (Tumanu) Isara-Paiaua

Email: tumanu@poas.org.nz

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**Plunket Whānau Āwhina**

Plunket assists the parents of babies and children under five years old. Services provided by Plunket Nurses and Karitane Nurses are free of charge and confidential. They include home visits, group education, monitoring of growth and development, and support for behavioural issues.

**Contact:**

Phone: 03 308 5272 (answer phone)

PlunketLine: 0800 933 922 (operates 24/7)

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**Presbyterian Support Upper South Island - Ashburton**

Family Works is a child and family support service offering unique and integrated programmes to young people, parents, individuals and groups. These include:

**The Incredible Years™** for parents who have children aged three to eight years to help them understand how their child is developing, build healthy relationships, encourage positive behaviour, and address challenges.

**Tuning into Kids™** is for parents who have children aged four to 10 years. This programme aims to give parents knowledge to help their child develop good emotional skills.

**Tuning into Teens™** is run for parents who have 10 to 18 year olds. It focuses on empathy and helps improve relationships between parents and their teenagers.

**Parenting Through Separation** provides parents with practical advice to help understand and manage the needs of children after a separation.

**Seasons for Growth** is for children aged 6-12 years. It helps young people deal with death, separation and divorce.

**MoneyMates** is a peer-led group learning programme that includes interactive activities to help people learn more about budgeting.

**Enliven** is for older people over the age of 65 and their carers. The Enliven HomeShare programme offers a small, personalised group service where older people can enjoy companionship and activities in a private home.

**Contact:**

Address: 215 Tancred St, Ashburton

Phone: 03 261 6907

Email: [midcant@psusi.org.nz](mailto:midcant@psusi.org.nz)

Website: [www.psuppersouth.org.nz](http://www.psuppersouth.org.nz)

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## **Public Health Nursing Service**

A free health service for children, young people and their families delivered in schools.

**Contact:**

Phone: 03 307 8378 or 03 307 8454

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## **Rural Support Trust Mid Canterbury**

Rural Support Trust is a free and confidential service delivered by rural people who have personal experience of the pressures associated with rural life, such as weather, finances, relationships, and isolation. They are trained in mental wellness support and can have a chat over a cup of tea

or connect people with professionals who can provide more detailed assistance.

Rural Support Trust is available for a free, confidential chat at any time. If they can't answer, leave a message and someone will call you back.

**Contact:**

Phone: 0800 787 254

Email: [rst.midcanterbury@gmail.com](mailto:rst.midcanterbury@gmail.com)

Website: [www.rural-support.org.nz](http://www.rural-support.org.nz)

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## **Safer Mid Canterbury - Hakatere Haumaru**

### **Youth Services**

**Attendance Service** supports whānau to improve school attendance for tamariki who have a high level of unjustified absences. Referrals to the Attendance Service are made by schools and the Ministry of Education.

**CACTUS** is a physical training and self-discipline programme that supports young people to realise their potential by building their fitness levels and boosting their self-esteem and confidence.

It is run during the school term for children aged 10 to 14 and is designed to motivate young people towards individual and team achievements. The course involves an overnight camp, with the possibility of being selected to attend an advanced camp the following January.

**Youth Support** is a one-on-one service that works alongside young people aged 10 to 17, and their whānau, to address difficulties or obstacles in their lives. The Youth Support worker assists young people to develop an action plan based on what is concerning them and sets a time to achieve their goals. This can include supporting them to access the resources or services they need.

### **Community Services**

**Community Connector** service works with families, whānau and others who need help finding support in the community, whatever that may be. This support helps reduce isolation, and the Community Connector assists people with navigating or accessing government agencies and other services, or connects them with social groups or people who can provide the help they need such as budgeting, preparing for employment, developing parenting skills and learning English.

Referrals are made by GPs, government agencies, schools, kura or other community services working with an individual or whānau. People can also refer themselves.

**Family Wellbeing Service** matches trained volunteers with whānau who have pre-schoolers or primary age children. During a three month period they teach domestic and parenting skills to reduce stress and improve family confidence.

**Lives Worth Living** is a suicide prevention and post-vention response service run by a highly experienced mental health clinician and community health promoter, who work with people on their journey through loss and provide education about suicide prevention.

**Rural Drivers Licensing Scheme** offers free support and tuition to rurally-based migrant women to help them learn to drive. The scheme provides subsidised driving lessons and tests, supervised driving practice, classroom-based study and childcare support.

**Safe Families Network** provides education, training and resources to the community to raise awareness about family harm. They also give people information about where to get help.

**Contact:**

Address: 255 Moore Street, Ashburton

Phone: 03 308 1395

Websites: [www.safermidcanterbury.org.nz](http://www.safermidcanterbury.org.nz)

[www.livesworthliving.org.nz](http://www.livesworthliving.org.nz)

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## **The Salvation Army**

The Salvation Army provides used clothing, food assistance and other support, including Christian ministry, to people in the community.

**Contact:**

Address: Corner of Cameron and Cass Street, Ashburton

Phone: 03 308 7610

Foodbank and Family Store: 03 307 2900

## **Society of St Vincent de Paul**

The Society provides food parcels, along with some financial help, for people in need. The St Vincent de Paul shop has good quality clothing, bedding and furniture at affordable prices.

**Contact:**

Address: 84 Victoria Street, Ashburton 7700

Helpline: 027 607 0107

Shop: 027 707 0107

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## **Southern Health School**

Southern Health School is a state school for students from years one to 13 who are too ill to attend full-time education. The Southern Health School teaches students across the South Island. Children must have a high health need identified by a medical practitioner.

**Contact:**

Phone: 0800 774 700

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## **Special Education Group**

**Inclusive Services** provide specialist support and coordination within schools. This involves psychologists, psychotherapists, special education advisors, speech language therapists, occupational therapists and advisors to support deaf children.

**Communication Services** offer specialist assessment, programme advice, and speech language therapy for children who have communication disorders or delays. This service is available to all school-aged children, but focuses on severe speech or language problems during the first three years of schooling.

**Behaviour Support Teams** provide specialist assessment, intervention planning and support for students aged five to 14 with severe behaviour difficulties. Behaviour Team staff work with the student, school and family/whānau to develop and implement support plans.

**Early Intervention Services** deliver advice, guidance and support to early childhood centres and staff as well as direct assistance for young children who have high support needs.

**Contact:**

Ashburton Centre phone: 03 378 7300

Address: 49A Winter Street

Email: [learning.supportmailbox@education.govt.nz](mailto:learning.supportmailbox@education.govt.nz)

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## Step Ahead

Step Ahead specialises in activity programmes for people living with mental health conditions. The group meets in Ashburton every Wednesday and Friday for free or subsidised activities, including arts and crafts, cooking, nature walks, education, and outings. Members choose the activities they would like to attend and skills they would like to learn.

Step Ahead provides an understanding and accepting place that encourages connection with others, interesting experiences, and the growth of new skills.

**Contact:**

Phone: 0800 688 732

Email: [info@stepahead.org.nz](mailto:info@stepahead.org.nz)

Website: [www.stepahead.org.nz](http://www.stepahead.org.nz)

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## Stroke Foundation NZ – Mid Canterbury

The Foundation delivers community-based services for people who have survived a stroke, and their whānau. The Stroke Foundation employs Community Stroke Advisors and Return to Work Advisors, who offer home visits, rehabilitation advice, workplace advocacy and referrals to health professionals all over Aotearoa.

The Stroke Foundation also employs a team of health promoters who work to prevent strokes by administering free blood pressure and pulse checks in the community, and educate people to recognise the early signs of a stroke.

**Contact:**

Phone: 03 687 7582 or 027 455 8303

Email: [south.canterbury@stroke.org.nz](mailto:south.canterbury@stroke.org.nz)

Website: [www.stroke.org.nz](http://www.stroke.org.nz)

## **Tangata Atumotu Trust**

The Trust empowers Pasifika communities to lead healthy, thriving and connected lives. Partnership Community Workers (PCW) support people to access healthcare and social services. It is a free, confidential service for people on low incomes, or who are Māori, Pasifika, migrants or refugees. PCW works in partnership with Pegasus Health, medical practices and the community.

**Contact:**

Phone: 021 241 6729 Freephone: 0800 PASIFIKA (727 434)

Email: [w.joy@tat.org.nz](mailto:w.joy@tat.org.nz)

Website: [www.tat.org.nz](http://www.tat.org.nz)

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## **Te Whiri Ora**

Part of Right Service Right Time, Te Whiri Ora is a service that supports tamariki, rangatahi and whānau in Canterbury.

It is suitable for people who are dealing with multiple challenges, where coordinated services would enable them to meet their goals. Kaiwhiri (coordinators) liaise with whānau and professionals to ensure whānau have their voices heard, and goals are specific to what they want to achieve.

**Contact:**

Phone: 0800 839 447

Email: [tewhiriora@rightservice.org.nz](mailto:tewhiriora@rightservice.org.nz)

Website: [www.rightservice.org.nz](http://www.rightservice.org.nz)

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## **Victim Support Mid Canterbury**

This service supports victims affected by crime or trauma. Referrals are usually made by New Zealand Police or other community organisations. People can also self-refer.

**Contact:**

Phone: 0800 842 846

Service Coordinator Mid/South Canterbury  
and Mackenzie District: 027 540 0074

Website: [www.victimsupport.org.nz](http://www.victimsupport.org.nz)

## Work and Income NZ

People who are eligible for Work and Income support can receive financial assistance for a range of circumstances, or support with housing or accommodation.

**Contact:**

Phone: 0800 559 009

Website: [www.workandincome.govt.nz](http://www.workandincome.govt.nz)

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## YMCA South & Mid Canterbury

**Services include:**

**Raise Up** is a youth development programme made by youth, for youth aged 13 to 18.

**Y.Skills** is a programme for youth to gain Level 1 and 2 NZQA qualifications.

**Y.Skills for Life** is a free, part-time option for learners wanting to increase their literacy, numeracy and digital technology skills.

**Youth Service NEET** is a free mentoring support service for rangatahi aged 16 to 17 years, who are not participating in education or employment.

**Contact:**

Address: Tancred Street Mall

Phone: 027 414 3157

Email: [info@ymcasc.org.nz](mailto:info@ymcasc.org.nz)

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## Community House

Community House is located at 44 Cass Street and is a hub for social services in our community. Services available to the community include photocopying, meeting rooms and van hire.

**Tenants include:**

Alison Donley Structural Naturopath

Anna Arrowsmith Counselling

Anglican Advocacy\*

Birthright Canterbury\*



Canterbury Speech & Language  
CCS Disability Action\*  
Citizens Advice Bureau\*  
Clear Ear Health Nurse Ltd  
Connecting Mid Canterbury (Incorporating Keep Learning and Timebank)  
Depression Support Network  
Dietitian Sarah MacAvoy  
Essential HR  
Justice of the Peace (every Tuesday and Friday 12pm-2pm)  
Needle Exchange  
Pasifika O Aoraki\*  
Paula Cannan Clinical Psychologist  
Red Cross  
Regular network meetings  
Seabrook McKenzie  
Step Ahead\*  
Stopping Violence Service\*  
Susana Lustig ACC Counselling

\*featured in this booklet

### **Note to Agencies**

While every effort has been made to ensure the information in this booklet is accurate and up-to-date, please let us know if any of the details or contacts need altering.

If you would like your organisation to be added to this booklet, just let us know. Please note, the criteria for inclusion is that your organisation provides help free of charge in the Mid Canterbury region, and that people can refer directly to you.

Contact the Citizens Advice Bureau by emailing [info.midcanterbury@cab.org.nz](mailto:info.midcanterbury@cab.org.nz) for additions and amendments.



# Citizens Advice Bureau



Ngā Pou Whakawhirinaki o Aotearoa

## Discover your rights Tūhuratia ō motika



Not sure?  
ASK US.

Kāore i te mārama?  
Pātai mai.

CAB Mid Canterbury  
Community House  
44 Cass Street, Ashburton  
Ph: 03 9288 761  
Email: [midcanterbury@cab.org.nz](mailto:midcanterbury@cab.org.nz)

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