

Wairarapa – Agencies & Services

Masterton / Carterton / Greytown / Martinborough / Featherston

Issue:	Agency	Service	Contact Details
Housing	Work and Income	Emergency Housing	Contact Work and Income on 0800 559 009 or Senior Services on 0800 552 002 if you get NZ Super or Veteran's Pension
	Trust House Housing	Housing Trust	Trust House Rental Housing provides affordable rental homes to low income individuals and families in our communities who need them most. https://trusthouse.co.nz/homes/ 06 370 0520 info@trusthouse.co.nz Level 1, 4 Queen Street, Masterton 5810
Food Bank Services	Foodbanks by region		https://www.foodbank.co.nz/foodbanks Click link to find a foodbank in your region. Bring proof of address, photo ID and if on a benefit, a letter from Work & Income stating you have no food entitlements left.
	St Vincent de Paul	Essential / Food packs	St Vincent de Paul CARTERTON SHOP 161 High Street North Carterton (06) 379 7915
	Masterton Community FoodBank	Food assistance	7 Cricket Street, Masterton 5810 06-370 8034 https://www.facebook.com/mastertonfoodbank/
	Featherston Food Bank	Food assistance	42 Fox Street, Featherston Phone: 0508 864 357
	Salvation Army	Food assistance	Salvation Army Masterton 3 Renall Street, Masterton 5810 06-377 1482 Salvation Army Carterton Wairarapa Corps 210 High Street South, Carterton 5713 06-379 7176

Finances / Benefits	Work and Income	Benefits	General enquires under 65 - 0800 559 009 NZ Superannuation - 0800 552 002 Supergold Card - 0800 25 45 65 Veteran's - 0800 650 656
Advocacy	Supporting Families Wairarapa	Advocacy service	https://www.sfwai.org.nz/advocacy/ Address: 323 Queen Street, Masterton Telephone: 06 377 308 Email: admin@sfwai.org.nz
Legal Advice / Support	Community Law	Legal information, assistance and advice	Phone: 06 377 4134 (leave a message), or message via email on info@wairarapaclc.org.nz
Mental Health	CAMHS	Child and Adolescent Mental Health Service	Child, Adolescent and Family Mental Health Service (CAMHS) Provides mental health information, assessment, treatment and support options for children/tamariki and young people / rangitahi aged 0 – 19 yrs and their whanau/ families. Clinical consult/liaison for Primary Care, Schools, local services, and parents. Phone: 06 946 9808 Fax: 06 946 9849 Address: Level 2, 49-51 Lincoln Road, Masterton 5810 After hours MH crisis - call Free phone 0508 432-432
	Adult Mental Health Services	MH Service	Adult Community Mental Health Services (Masterton) Provides mental health information, assessment, treatment and support options for people >18 years 24/7 Mental health crisis response Clinical consult liaison for Primary Care, and local agencies / services. Free phone 0508 432-432 24hours Phone 06 946-9805 Fax: 06 946 9835 Address: Hospital Campus Te Ore Ore Road Masterton
	Te Hauora Runanga O Wairarapa (CAMHS)	MH services	Te Hauora Runanga O Wairarapa (CAMHS) Provides Kaupapa Maori mental health support services

			<p>Drug and alcohol information, assessment, treatment and support services Koroua and Kuia Maori Disability Rongoa Services</p> <p>Freephone 0800 666744 Address 15 Victoria Street, Masterton</p>
	Supporting Families Wairarapa	Family support	<p>Supporting Families Wairarapa Provides support for family/whanau/friends who care for someone with a mental health or addiction issue with education, information and advocacy Supporting people with experience of mental illness or other disability into employment, further education and community participation</p> <p>Reducing stigma around mental illness and disability through education and support</p> <p>Phone 06 - 377 3081 Connect to support at 323 Queen Street, Masterton</p>
	Anxiety NZ	Helpline	<p>Free 24/7 Helpline 0800 269 4389 (0800 ANXIETY) https://www.anxiety.org.nz/</p>
	1737	Telephone support 24/7	<p>Call or text 1737 for free, 24 hours a day to speak to a trained counsellor.</p>
	Suicide Crisis Helpline	24/7 Helpline	<p>Telephone: 0508 828865</p>
	Lifeline	24-hour Telephone Crisis Support	<p>Telephone: 0800 543354</p>
	Depression Helpline	24/7 Helpline	<p>Telephone: 0800 111757 or free text to 4202</p>
Addiction Support	CareNZAddiction Services	Support	<p>CareNZAddiction Services Provides individual alcohol, drug & gambling information, assessment and counselling for young people and adults and their families/ whanau.</p> <p>Intensive Outpatient programme Support Group Relapse Prevention Group Driving Forward' impaired driver programme Opioid Substitution Treatment programme</p>

			Freephone 0800 208 4278 Phone: (06) 370610227 Lincoln Road Masterton
	Samaritans	Telephone support	Ph 0800 726 666
Parenting Support	Plunket Nurse	Support and advice	PlunketLine team on 0800 933 922. https://www.plunket.org.nz/
	Parent Help	Online support and helpline	Free Parenting Helpline: 0800 568 856 Online counselling via Zoom: (04) 802 5767 https://www.parenthelp.org.nz/request-for-counselling/
Social Services	Catholic Social Services	Social services operating remotely	https://wn-catholicsocialservices.org.nz/ Address: Compassion Centre Soup Kitchen, 132 Tory St, Wellington Email: reception@wn-catholicsocialservices.org.nz Telephone: 04 385 8642 or Phone/text 027 40 55 469
	Family Works	Provide a range of social services for children, young people, families and whānau, facing challenges in their lives	Family Works services are provided by the seven Presbyterian Support organisations throughout New Zealand. Presbyterian Support Central – 04 439 4900 Taranaki, Wanganui, Manawatu, Horowhenua, Greater Wellington and Wairarapa FAMILY DISPUTES RESOLUTION SERVICES Lower North Island & South – 0800 337 100 https://familyworks.org.nz/what-we-do
Education	Ministry of Education		Director of Education for Wellington: Roy Sye Email: enquiries.lowerhutt@education.govt.nz

Youth Support	Kids Line	Youth Service up to 18 years old	Ph 0800 54 37 54
	Youthline	Youth Service	Txt 234 Ph 0800 726 666 https://www.youthline.co.nz/
	Wairapa Safer Community Trust	Youth Service	Address: 185 High Street South, Carterton, PO Box 184, Carterton Phone: 06 379 5407 Email through website: http://www.waisct.org.nz/services/wairarapa/57/youth-service/
Support	Wairarapa Social Services	Social Services	http://wairarapasocialservices.org.nz/services/youth/30/
Counselling	Skylight	Counselling and support (only online support at this time)	Resilience Hub: https://www.skylight.org.nz Counselling: Email counselling@skylight.org.nz Resource Centre: resources@skylight.org.nz For further enquiries or queries please email MoHCoordinator@skylight.org.nz Parenting through Separation: Enquires on MoJCoordinator@skylight.org.nz
Refugee Support	New Zealand Red Cross, Wairarapa Service Centre	Support for refugee families	Red Cross House 30 Church Street, Masterton 5810 06-377 3586
Child Welfare / Child Protection concerns	Oranga Tamariki	Child protection	If you believe a child is in immediate danger, call the Police on 111. REPORTING A CONCERN If you're worried about a child and want to make a referral or report of concern, call OT on freephone: 0508 326 459 or email contact@ot.govt.nz
Family Violence / Women's Refuge	Wairarapa Women's Refuge	Refuge	https://wairarapawomensrefuge.org.nz/ Phone: 06-378-2241 24hr: 06-377-1717 Freephone: 0800 REFUGE (0800-733-843)

			2nd Floor Departmental Building, 33-37 Chapel St, PO Box 286, MASTERTON 5840. Email: office@wairarapawomensrefuge.org.nz
	Women's Refuge Crisisline	Crisisline	If you're a woman in a family violence situation, call the Women's Refuge free Crisisline on 0800 733 843 (0800 REFUGE).
	Women's Refuge	Find a Women's Refuge near you	Wellington National Office 275 Cuba Street Ground Floor WELLINGTON Phone: (04) 802 5078 Fax: (04) 802 5079 Email: info@refuge.org.nz Website: www.womensrefuge.org.nz
	SHINE	Abuse helpline	Confidential family abuse helpline - 0508 744 633
	It's not OK	Family Violence helpline	0800 456 450
	Victim Support	Support for victims	National Office: (04) 474 8862 Get Help: 0800 victim – (0800 842 846)
Rape and Sexual abuse	Wairarapa Rape and Sexual Abuse Collective Inc	Helpline	24/7 free and confidential crisis support services for survivors, family/whanau who have been affected, directly or indirectly, by rape or sexual abuse. 24/7 Helpline 0800 614 614 Office: (06) 370 8446 Email: rape.crisis@xtra.co.nz https://www.healthpoint.co.nz/social-services/social/wairarapa-rape-and-sexual-abuse-collective/ 33 Chapel Street, Masterton, Wairarapa
	Mosaic-Tiaki Tangata	Male sexual abuse agency	Counselling for Everyone on phone or video: 0800 94 22 94 (available from 4/5/20) Confidential Listening Service Line: 022 419 3416 (call or text us)

		& Counselling for Everyone	Email: enquiries@mosaic-wgtn.org.nz Facebook: https://www.facebook.com/mosaicwgtn/
Drug and Addiction	Drug Helpline	24/7 Helpline	Telephone: 0800 787797
Support for elder community	Age Concern	Support	Postal address: P O Box 865, Masterton 5840 Physical address: Solway Showgrounds, Cnr Fleet Street & York Street, Masterton 5810 Telephone: 06 377 0066 Facsimile: 06 377 3559 Email: admin@acww.nz
COVID-19 Information / Support	Government	Online support/advise	www.covid19.govt.nz If you suspect you have Coronavirus, please contact the dedicated Healthline number 0800 358 5453 (available 24 hours, 7 days a week)
Interpreting Services	Interpreting New Zealand	Three way and video calls	https://interpret.org.nz/ 04 384 2849 Email: info@interpret.org.nz