

FOREWORD

Originally published in 1992, this inventory of local services has been so popular among Rotorua health providers and community services that it has been updated regularly. This 10th edition was compiled by Rotorua District Council and the Rotorua Citizens Advice Bureau.

Good Health is part of an expanding series of publications produced by Council's Community Policy and Resources Division to track social trends and assist community planning.

To date these include:

- Good Health Rotorua – Rotorua District Health and Wellbeing Services 2008
- YSD – Youth Services Directory.
- Changing Communities Rotorua – Rotorua District Demographic Profile 2007.
- Young People Rotorua – Rotorua District Youth Demographic Profile 2007.
- Ageing Population Rotorua – Rotorua District Older Persons Profile 2007.
- Social Monitor Rotorua – Indicators of Social Wellbeing 2007.
- Patterns of Wellbeing – Indicators of Socio-Economic Status 2008.

Rotorua District Council uses these documents to help plan public infrastructure and make social policy decisions. I hope you, as local individuals or organisations, will also make good use of these reports for the social & cultural wellbeing and development of the district.

Naku noa, nā

Peter Guerin
Chief Executive
Rotorua District Council



Published in June 2008
by Community Policy and Resources Division
Rotorua District Council
Private Bag 3029, Rotorua, New Zealand

Information updated by Rotorua Citizens Advice Bureau.

This document is available on the Rotorua District Council website:
www.rdc.govt.nz (keyword: wellbeing)

The Youth Services Directory is also available on the RDC website
www.rdc.govt.nz (keyword: youth)

Disclaimer: Care has been taken in the production of this publication to ensure its contents are as accurate as possible. However, the authors take no responsibility for any incorrect information or claims contained within this document, or any actions that may result from the use of information in this publication.



Citizens Advice Bureau: For free confidential impartial information and advice, both face-to-face and telephone
1115 Haupapa Street, Rotorua
0800 367 222



Lakes Webhealth: For up-to-date local health and social service information online 24/7

www.webhealth.co.nz 0800
WEBHEALTH



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www.webhealth.co.nz 0800
WEBHEALTH



ADDICTIONS - DEPENDENCIES

ALCOHOL AND DRUG COUNSELLING SERVICE - TE UTUHINA MANAAKITANGA TRUST

Address: 1154 Hinemoa Street
PO Box 1802
Rotorua

Phone: 348 3598

Fax: 348 1783

Email: admin@tumt.org.nz

Website: www.tumt.org.nz

Te Utohina Manaakitanga Trust is a community based, outpatient (Alcohol and Other Drug) counselling agency. The primary aim of the Trust is to reduce the harm caused by alcohol and drugs, in a manner which reflects Maori aspirations and values, while recognising both Maori and non-Maori in the delivery of services. One to one counselling/therapy, support for family/whanau, support groups, LTSA Sec 65 assessments, referrals to detoxification and residential treatment services and also offers Rangatahi (Youth) alcohol and drug counselling.

AL-ANON GEYSERLAND FAMILY GROUP

Address: PO Box 189
Rotorua

Contact: Cherise 348 1796

Fellowship for family and friends of alcoholics and problem drinkers. Meeting on Thursday at 7:30pm – Staffroom Malfroy Primary.

ALCOHOLICS ANONYMOUS – ROTORUA

Address: PO Box 189
Rotorua

Phone: 347 1738

Freephone: 0800 229 675

Support for alcoholics available 24 hours a day. Seven meetings a week. Times and places of meetings on answerphone.

ALCOHOL DRUG ASSN (A.D.A.) NEW ZEALAND HELPLINE

Address: 0800 787 797

Email: ada@adanz.org.nz

Website: www.adanz.org.nz

A national telephone service where anyone can get up to date information about alcohol and other drugs. The Helpline offers a confidential support, information and referral service for people wanting to change their alcohol or other drug use and people concerned about or affected by someone else's alcohol or other drug use. Available 10.00am - 10.00pm every day except Christmas Day and New Year's Day.

A.S.H. – ACTION ON SMOKING AND HEALTH

Phone: 09 520 4866

Email: ashnz@ash.org.nz

Website: www.ash.org.nz

Lobby group to protect non-smokers from tobacco smoke.

GAMBLERS HELPLINE

Freephone: 0800 654 655

Support for problem gamblers and families.

PROBLEM GAMBLING FOUNDATION OF N.Z.

Address: Level 5 1154 Hinemoa Street
PO Box 1084
Rotorua

Phone: 343 9999

Freephone: 0800 664 262

Fax: 343 9996

Email: chrissi.clement@pgfnz.org.nz

Website: www.pgfnz.org.nz

Contact: Chrissi Clement

Free and confidential counselling service to any person struggling with the problem of gambling, and their families.

NARCOTICS ANONYMOUS - MIDLANDS AREA

Freephone: 0800 628 632

Website: www.nzna.org

Support for narcotic addiction sufferers.

QUIT SMOKING

Freephone: 0800 778 778

Email: quit@quit.org.nz

Website: www.quit.org.nz

Call the quitline for free quit smoking support and advice. A quit pack will be sent with tips on quitting or a quit adviser can be spoken to. Subsidised nicotine patches and gum are available where appropriate.

WEIGHTWATCHERS NEW ZEALAND

Freephone: 0800 009 009

Email: meetings@weightwatchers.co.nz

Website: www.weightwatchers.co.nz

To assist people to lose weight and change lifestyle. Weekly meetings at four locations in Rotorua. These are listed on the website. Some charges applicable.

ADVOCACY & INFORMATION

BENEFICIARIES ADVOCATE - ROTORUA PEOPLES' ADVOCACY CENTRE

Address: PO Box 149
Rotorua
Phone: 349 5069
Fax: 348 7901
Email: Apb22@xtra.co.nz
Contact: Paul Blair
Advocacy service re rights and entitlements, reviews and appeals. WINZ, ACC, employers.
Appointments necessary.

CITIZENS ADVICE BUREAU

Address: Community House
1115 Haupapa Street
Rotorua
Phone: 348 3936
Freephone: 0800 367 222
Fax: 348 3540
Email: cab.rotorua@xtra.co.nz
Website: www.cab.org.nz
Contact: Jane Eynon-Richards
Free, confidential and impartial information and referral service for a variety of problems, including health. Free legal service two days a week. Weekly new Migrant Support clinics. JP Service. Funding Information Service and Breakout computer programmes for funding.

COMMUNITY LAW CENTRE

Address: 1238 Haupapa Street (opp. Central Pharmacy)
Rotorua
Phone: 348 8060
Fax: 348 8061
Email: rdcladmin@rdcl.co.nz
Contact: Ellie Herbert
Free, confidential legal services to the Rotorua community. Information, advice and advocacy, law related education and reform.

ETHNIC COUNCIL - ROTORUA

Address: PO Box 5171
Rotorua
Phone: 348 0248
Email: lexuslewgorg@gmail.com
Contact: Alexis Lewgor
Fostering better understanding between Ethnic Groups.

HEALTH AND DISABILITY ADVOCACY SERVICES

Address: 1199 Amohia Street
PO Box 5013
Rotorua
Phone: 349 0182
Freephone: 0800 555 050
Fax: 349 0183
Email: rmareikura@adn.org.nz
Contact: Raana Mareikura
Works alongside users of health and disability services to ensure their voices are heard, where rights have been infringed. Supports consumers with complaints and ensures the Code of Rights is carried out. Free service. Monday to Thursday 9.30am to 3.00pm.

HEALTH CONSUMER SERVICE

Address: PO Box 15019 Dinsdale
Hamilton
Freephone: 0800 801 482
Contact: Basil Johnson 348 5266
Free confidential complaints and enquiry service funded by Ministry of Health.

MOKOIA COMMUNITY CENTRE

Address: 297 Vaughan Road, Owata
Rotorua
Phone: 345 5971
Email: mca@mokoia.org.nz
Contact: Graham Ennor
Drop-in centre, advice and information service, counselling and social work, adult education, advocacy service for local issues and concerns, Plunket clinic, Cuppa & Co on third Friday of the month plus various social activities for seniors on the east side of Rotorua.

PACIFIC ISLAND DEVELOPMENT TRUST

Address: 1225 Pukuatua Street
Rotorua
Phone: 348 4390
Email: psooula@pitrust.org.nz
Contact: Pauol So'oula
For all Pacific Island contacts.

PERSONAL ADVOCACY TRUST INC

Phone: 348 1145
Email: fiona.leighton@vodafone.co.nz
Contact: Fiona Leighton
Ongoing personal visiting, outings and advocacy for people with intellectual disabilities. Long term guardianship when parents are no longer alive.

ROSSCO (ROTORUA SOCIAL SERVICES COUNCIL)

Address: Community House
1115 Haupapa Street

Rotorua
Phone: 349 4440

Email: rossco@callplus.net.nz

Contact: Debbie Tangohau & Richard Totton

RoSSCo is a coordinating body which promotes cooperation between Rotorua social service organisations. RoSSCo creates opportunities for networking, training and information sharing. RoSSCo has three strategic objectives: to support people who provide social services within community agencies in Rotorua; to facilitate communication within and between the various networks of social service; to provide opportunities for people with a passion for our community, to work together to make a vibrant and positive Rotorua.

ROTORUA AND TAUPO HOSPITALS LAKES DISTRICT HEALTH BOARD QUALITY AND RISKS TEAM

Phone: 343 7735

Email: gm.office@lakesdhb.govt.nz

Deals with patients' complaints regarding Rotorua and Taupo Hospitals and community based services provided by the Lakes District Health Board.

SETTLEMENT SUPPORT NZ (ROTORUA)

Address: The Business Hub
1209 Hinemaru Street
Rotorua

Phone: 348 4199

Fax: 350 0182

Email: heather.mcallister@rdc.govt.nz

Website: www.rotorua-living.com

Contact: Heather McAllister

Settlement Support NZ helps migrants and refugees get in touch with the local information and services that they need to support their settlement. A "Living in Rotorua - A Guide to Newcomers" is available for those who have recently moved to Rotorua from overseas. It contains information to assist newcomers settle into the local community.

TIPU ORA - FAMILY START

Address: 1272 Fenton Street
PO Box 807
Rotorua

Phone: 348 0097

Fax: 348 0087

Email: moliver@familystart.org.nz

Assisting families with babies in the areas of health, education and welfare. Advocacy and mediation. PAFT (Parents As First Teachers) - Help and guidance for parents

in the first three years of a child's life.

WEBHEALTH.CO.NZ (LAKES)

Freephone: 0800 932 432

Email: lakes@webhealth.co.nz

Website: www.webhealth.co.nz

Contact: Rosalie Crawford

Lakes Webhealth provides free online access to local health and social service information. Registration for providers is free and anyone can post a notice or browse the various resources via www.webhealth.co.nz.

Sponsored and supported by the Lakes District Health Board.

ALTERNATIVE HEALTH

BACK TO EDEN

Address: 1155 Pukuatua Street
Rotorua
Phone: 348 8302
Fax: 348 1503
Email: back.to.eden@xtra.co.nz
Organic food, gluten free products, environmental products, organic coffee bar plus gluten and organic snacks - eat in or takeaway.

BAKER, SHERYL

Phone: 357 5243
Mobile: 027 421 0946
Massage therapist, theta/orion healer, herbalist.

BOWEN THERAPIST - DONNA RAMLOSE

Phone: 333 1594
Fax: 333 1594
Email: ramlose@xtra.co.nz
Bowen Therapy is a series of gentle moves over the muscle tissue that stimulates the body to realign it. Services provided include Bowen Therapy, balancing, muscles, injuries, bed wetting, abdominal, colic, holistic, sports injuries.

CHARLES, ANNETTE

Address: 20 Toko Street
Rotorua
Phone: 343 6929
Fax: 343 6929
Naturopath – natural medicine, functional medicine.

CLAPPERTON, RUTH (SPIRITUAL HEALER – CLAIRVOYANT)

Phone: 347 1223
Fax: 347 1223
Email: ruth.c@xtra.co.nz
A practising healer who works with patients suffering from a range of health problems from injuries through accident to respiratory diseases and cancer. Teaching spiritual awareness.

EDDY MESSAGE AND SPA

Address: 13 Westbourne Avenue
Rotorua
Phone: Clinic 349 3387; Home 349 3384
Email: jockeddy@xtra.co.nz
Website: www.eddymassage.com
Therapies include: Massage (Swedish, therapeutic, maternity, sports), reflexology, acupressure, muscle kinesiology, Shiatsu, Jin Shin Do, Polarity, lymphatic drainage, hydrotherapy and myotherapy, Aix massage. Runs NZQA courses in massage.

FLEMING, DANIELLE

Address: PO Box 1591
Rotorua
Phone: 347 0276
Mobile: 027 711 6228
Fax: 347 0277
Aromatherapy, Swedish massage, relaxation.
Weekend and evening appointments available.
Natural organic facial. Reiki master teacher. Infrared sauna.

GALLER, SUSANNE

Phone: 347 87 45
Reiki Master and Teacher. "Biofeed from the body" to identify and defuse issues of body, mind and spirit.

HOMEOPATHIC CLINIC (ROTORUA)

Address: 19 Ward Road, Hamurana, RD 2
Rotorua
Phone: 332 2003
Email: healthcoach@clear.net.nz
Contact: Suzi Tetenburg
Qualified and registered classical homeopath and Bach Flowers practitioner. Personal health coaching for maintenance of optimum health.

KNOX, WARREN - MASSAGE PRACTITIONER

Phone: 348 9387
Mobile: 027 497 4365
Fax: 348 0387
Email: warrenk@servicenet.co.nz
Diploma of holistic massage. Therapeutic massage.

MOBILE MESSAGE

Address: 8 Great West Road
Rotorua
Phone: 350 3007
Email: info@mobile-massage.co.nz
Website: www.mobile-massage.co.nz
Contact: Wayne George
Offers natural and complementary therapy to alleviate and manage such health issues as stress, blood circulation, lower back discomfort, neck and shoulder tension, sciatica, injury rehabilitation and pre and post sports event massage. Clients can attend a massage session at the clinic or Mobile Massage will come to you at home or work.

NATUROPATHIC CENTRE – ROTORUA

Address: 1430 Eruera Street
Rotorua
Phone: 346 3506
Fax: 348 5550
Contact: Aidan Pargeter
Hyperactivity, allergy association, allergy diagnosis and treatment. Cancer treatment and support. Homeopathic and botanical medicine.

NEWMAN, NICKY

Address: 10 Sherriff Street
Rotorua
Phone: 346 1248
Mobile: 027 287 4242
Therapeutic massage, for a wide range of health issues and stress management. Reiki and energy healing and balancing. Day and evening appointments available.

OSBORN, QUINTIN

Phone: 348 4545
Fax: 349 0545
Email: osbornq@xtra.co.nz
For gentle, natural healing through the use of homeopathic remedies.

ROTORUA HEALTH 2000

Address: 1211 Tutanekai Street and 1170 Amohau Street
(Central Mall)
Rotorua
Phone: 347 0234 and 350 3060
Fax: 347 0234 and 350 3060
Natural health remedies. Natural beauty products and skin care. Homeopathic supplies. Sports supplements. Aromatherapy oils. Naturopath in store.

SHIATSU AND REIKI TREATMENT

Address: 20 Victoria Street
Rotorua
Phone: 349 3728
Fax: 349 1037
Contact: Sally Jelenski
Stress management and relaxation, osteopathy, hot stone, deep tissue and relaxation massage.

SPIRITUAL AND MENTAL COUNSELLING AND HEALING

Address: 1162 Haupapa Street
Rotorua
Phone: 349 4761
Email: KevinOwen@rehabilitatenz.co.nz
Contact: Kevin Owen
Website: www.rehabilitatenz.co.nz

Using different forms of psychotherapy as an alternative form of healing. Handling the stress related to illness. With a reduction in mental and physical stress comes an improvement in health.

THE HEALTH SHOP

Address: 1184 Eruera Street
Rotorua
Phone: 348 4883
Fax: 348 4884
Email: healthrotorua@yahoo.co.nz
Stockist of health foods including wheat and gluten/yeast/sugar and dairy free foods and health books. Vitamin and mineral supplements, herbal supplements, homeopathy, aromatherapy, skincare, bulk food, health and fitness, water filters and purifiers.

CHILDREN & PARENTING

BARNARDOS FAMILY HELP

Address: 1384 Hinemoa Street
Rotorua
Phone: 348 2910
Freephone: 0800 227 841
Fax: 348 2913
Email: Rotorua.AMU@barnardos.org.nz
Free family support service for families experiencing stress or crisis. Free child and adult counselling services. Contact services and supervised access. Kidstart (home-based child care), family support and social work.

CHILD YOUTH AND FAMILY

Address: 1207 Pukuatua Street
PO Box 1845
Rotorua
Phone: 0508 FAMILY - 0508 326 459 then ask for Rotorua office
Fax: 921 0961
Care and protection of all children under the age of 17 years. Social Work – assistance relating to child neglect, physical, sexual and emotional abuse, child behavioural problems. CYF may also be involved if Police or the Court refer cases of children or young people (14-16years) for offending. For selected care and protection and youth justice cases CYF convene and facilitate Family Group Conferences. Adult and child adoption and people looking for birth parents. Contracting and approval of social service organisations.

COMMUNITY CHILD AND YOUTH HEALTH SERVICES (C.C.Y.H.S.)

Phone: 349 7275
Fax: 349 3555
Contact: Pauline Rawson
Providing liaison between home, school and other agencies. Focus on personal health, education and child health for all children aged 5-17 years. Public health nurses and vision/hearing screening for pre-school and school age children.

FAMILY COURT

Phone: 921 7400 or 921 7460
Email: vicki.manarangi@justice.govt.nz
Website: www.justice.govt.nz/family
Contact: Vicki Manarangi
Provides information on Protection Orders, Parenting Orders, Supervised contact/access, Dissolution/divorce, Paternity, Relationship Property, Care and Protection of Children, Protection of Personal and Property Rights. Information programmes for parents going through or considering separation, who would like to help their children.

Programmes for adults and children with Protection Orders. Living Without Violence/anger management programmes. Family Court also provide free referrals to counselling for people who are experiencing difficulties in their marriage, relationship or civil union or who wish to address issues relating to a Parenting Order, guardianship or an agreement in respect to a child's day to day care, upbringing or contact with a child.

FAMILY WORKS (FORMERLY JAMES FAMILY)

Address: 1083 Eruera Street
Rotorua
Phone: 349 0990
Fax: 349 1500
Email: rotorua@northern.familyworks.org.nz
Website: www.familyworks.org.nz
Contact: Maria Gray
Counselling, social work for children and their families (cost negotiable). Parenting and Step-parenting programmes. Domestic violence - adult protective persons and children.

GROUP SPECIAL EDUCATION

Address: Ministry of Education
Level 3 1144 Pukaki Street
PO Box 701
Rotorua
Phone: 348 5145
Fax: 349 2560
Email: sue.hatton@minedu.govt.nz and arthur.manarangi@minedu.govt.nz
Contact: Sue Hutton & Arthur Manarangi
A service for children and young people with special educational and developmental needs. Support provided by a range of personnel: Advisor on Deaf Children – guidance and support for children with hearing impairment. Early Intervention – teachers provide support for infants with developmental problems. Psychologists & special education advisors – assess educational problems and offer advice for children with behavioural difficulties. Speech Language Therapists – provide help for children who have problems speaking, understanding language or expressing ideas.

HOME GROWN KIDS

Address: PO Box 10126
Bay Fair Tauranga
Freephone: 0508 445 437
Fax: 07 579 3847
Email: info@homegrownkids.co.nz
Home based care service for people with children aged 0-5 years. Professional ongoing support to the family and nanny and homebased educators.

IMMUNISATION AWARENESS SUPPORT GROUP

Contact: Jackie Pittman 347 8394
Information and support relating to immunisation.

LAKES D.H.B. FAMILY VIOLENCE INTERVENTION

Address: Rotorua Hospital
Pukeroa Street
Rotorua
Phone: 349 1199
The Family Violence Coordinator is Rae Mutu. Rae's role is to train and support staff in introducing family/partner violence screening to the health setting and to liaise with community agencies involved in the intervention networks both in Rotorua and Taupo. Routine screening essentially means that all women over 16 years of age, and men displaying signs of abuse, who access select services in the hospitals will be asked about family violence as part of their overall health assessment. Those who respond positively to the screening will be offered appropriate follow-up support.

PARENTING AND LIFE SKILLS PROGRAMMES (MAORI WOMEN'S WELFARE LEAGUE)

Address: Apumoana Marae
Tarawera Road
Rotorua
Contact: Merline Tahata 357 4757
Diane Pore 346 3412
Programmes available on all aspects of parenting and life skills during term time. Creche and transport available. Wednesday 10.00am to 2.00pm.

PARENTS' CENTRE

Address: PO Box 2187
Rotorua
Phone: 345 3111
Email: rotorua@parentscentre.org.nz
A nation-wide organisation run by parents for parents. Support and education for parents of young children. Free childbirth education classes.

PARENT TO PARENT - CENTRAL LAKES DISTRICT

Address: Community House
1115 Haupapa Street
PO Box 1122
Rotorua
Phone: 346 3231
Freephone: 0508 236 236
Fax: 346 3234
Email: centrallakes@parent2parent.org.nz
Contact: Susan Oliver

Parent to Parent is a support and information network for parents, caregivers and whanau who have children and family members with disabilities, health impairments or special needs. By contacting Parent to Parent, families can access written information and/or talk with a volunteer Support Parent who has similar personal experiences. We cover over 3,600 conditions ranging from very common through to the rarest. Our free services include a sibling support programme, seminars, training workshops, family support activities, advocacy support, a video conference service connecting families, medical professionals and community, and Altogether Autism - an Autism Spectrum Disorder information and advisory service.

PLUNKET SOCIETY - ROYAL NEW ZEALAND

Address: P O Box 2271
Rotorua
Phone: 348 4161
Fax: 349 1955
Plunket nurses look after the health needs of children aged from birth to five years. They provide support and education to parents on the health and well-being of children and whānau. Plunket nurses visit new babies at home from around five weeks of age and continue to see them regularly to do well child assessments in homes and clinics. Community Karitane and Plunket Kaiawhina are also available to visit to provide extra support and health promotion activities to improve child health. A car seat rental system operates from the Plunket House Building Monday, Wednesday and Thursday from 9:00am – 1:00pm. Co-ordinator - 349 2608. Volunteers run play groups, parenting courses and are involved in fundraising and activities. Self weigh facilities available at the Central Clinic, 1436 Pukuatua Street, between 9:00am and 12:00pm Monday, Wednesday and Thursday. Please ring for detail of clinics. All clinics by appointment Monday - Friday.

Plunket Society - Central Branch

Address: 1436 Pukuatua Street
Rotorua
Phone: 348 4161

Open Wednesday and Thursday.

Plunket Society - Mokoia Branch

Address: Mokoia Community Centre
Vaughans Road
Rotorua
Phone: 345 5971

Open Wednesday and Thursday.

Plunket Society - Ngongotaha Branch

Address: Tauī Street
Ngongotaha

Wednesdays.

Plunket Society - Westbrook Branch

Address: Hapi Street
Rotorua

Mondays and Wednesdays.

PRINCESS OF WALES CHILDREN'S HEALTH CAMP

Address: Moana Terrace
Rotorua
Phone: 345 9097
Fax: 345 9096
Email: manager.pw@healthcamps.org.nz
Contact: Jo Lyford – Principal
Sonia Wilson – Manager

Short-term residential and non residential mentoring services for children aged from 5-12 years who are physically, socially or emotionally disadvantaged. Programmes offered for children with health or behavioural problems, low self esteem, home problems, or those who are victims of abuse. Parenting programmes offered. Building resiliency in children and their families.

ROTORUA COMMUNITY CRECHE INC – EARLY LEARNING CENTRE

Address: 187 Old Taupo Road
Rotorua
Phone: 348 6605
Fax: 348 7605

12:30pm – 3:00pm Mon, Tues Wednesdays and Thurs kindergarten sessions. Open 9:00am to 12:00pm weekdays. Registered, licensed childcare centre run by a committee and staff of five. Time out facility for parents of preschoolers. Non profit organisation.

SEASONS – GROWING THROUGH GRIEF

Address: St Lukes Church
Cnr Amohia and Pukuatua Streets
Rotorua
Phone: 350 3384

Email: gtgseasons@xtra.co.nz
Contact: Cynthia Clark & Gaelyn Brake
Children and youth grief and loss programme - 5-18 year olds for any loss, eg. death or separation of parents.

SPEECH THERAPY SERVICE (PART OF GROUP SPECIAL EDUCATION)

Contact: Robyn Ward
A free service to assist pre-schoolers to secondary school children who have speech and language delay. Referrals from GPs, schools, parents and professionals. A clinic based at Rotorua Primary School (phone 343 1365).

STRENGTHENING FAMILIES

Address: Te Waiariki Pura Trust
Kuirau House, 1371 Pukuatua Street
PO Box 95
Rotorua

Phone: 348 6060
Fax: 348 5032
Email: strengtheningfamilies@xtra.co.nz
Contact: Wiki Hona

Inter-agency integrated approach to care management when working with children and young people at risk. Provides facilitation to case conference and supports development of inter-agency initiatives.

TIPU ORA - FAMILY START

Address: 1272 Fenton Street
PO Box 807
Rotorua

Phone: 348 0097
Fax: 348 0087
Email: moliver@familystart.org.nz
Assisting families with babies in the areas of health, education and welfare. Advocacy and mediation. PAFT (Parents As First Teachers): Help and guidance for parents in the first three years of a child's life.

TIPU ORA - WELL CHILD

Address: Tunohopu Health Clince
Haukotuku Street
PO Box 807
Rotorua

Phone: 348 2400

Fax: 348 2403

Kaitiaki and Registered Nurses combine to deliver a comprehensive home-based Well Child service to children and newborn babies until 5 years of age.

TOUGH LOVE

Freephone: 0800 TOUGHLOVE - 0800 868 445

Parent support group for parents of children with unacceptable adolescent behaviour.

COMMUNITY SAFETY

COMMUNITY WATCH

Address: 3 Duncan Street
Rotorua
Phone: 350 1490
Email: vince.low@clear.net.nz
Contact: Vince Low

Acts as a deterrent to crime by mobile patrolling of tourist attractions and reporting suspicious situations to the Police. Also event and site security.

DRIVEWISE ROTORUA TRUST

Address: Rotorua District Council
Private Bag 3029
Rotorua
Phone: 348 4199
Fax: 350 0185
Email: niki.carling@rdc.govt.nz
Contact: Niki Carling

Drivewise provides leadership, expertise and coordination of road safety projects in the Rotorua District. Rotorua District Council, the Police, ACC, health and other agencies are involved. Campaigns to reduce crashes involving speed and alcohol, and education and monitoring to improve child restraint use, and promoting safe, shared commuter use of roads. Funding is available to community groups to pursue road safety projects.

MÄORI WARDENS

Address: 1110 Haupapa Street
Rotorua
Phone: 349 1852
Mobile: 027 251 8924
Fax: 349 6352
Contact: Clare Matthews & Kingi Karaitiana
Provide security for events, monitor youths and drunkenness.

NEIGHBOURHOOD SUPPORT GROUP

Address: C/- Police Station
Fenton Street
Rotorua
Phone: 349 9470
Fax: 343 1600
Email: nsrotorua@clear.net.nz
Contact: Barrie Fenton

Provide support for neighbourhood groups to enable them to take an effective role in developing and maintaining the safety and security of their neighbourhoods.

NEW ZEALAND POLICE

Address: Fenton Street
Private Bag RO3044
Rotorua
Phone: 348 0099
Fax: 343 1604

Education Officer – to help young people live safe, fulfilling and enjoyable lives. Sexual Abuse Team – aims to investigate complaints of sexual abuse and ensure safety of children who have been sexually abused. Youth Aid Section – implements alternative methods of dealing with young offenders other than criminal proceedings. Members attend a family group conference under the provisions of the Children, Young Persons and Their Families Act 1989. Guidance and assistance to parents, schools or organisations on matters relating to care and protection of, or offending by, children and young persons. Victim Support – support and help victims of crime. Neighbourhood Support – supporting neighbours to care for the safety and security of each other. Police Youth Project – targets first and second time offenders aged between 10 and 17 years.

VICTIM SUPPORT

Address: C/- Police Station
Private Bag 3044
Rotorua
Phone: 349 9471
Fax: 343 1600
Email: rotorua@victimsupport.org.nz
Contact: Service Co-Ordinator Pam Royal
Service Assistant – Paula O'Brien

Provides 24-hour emotional support, personal advocacy to all people affected by crime and trauma throughout New Zealand. By striving to meet these objectives the service aims to provide a comprehensive, flexible service to reduce the effects of crime and trauma. All services are provided under strict ethical and confidential guidelines ensuring the privacy of all who access the service.

VICTIMS COURT ADVISOR

Address: Courthouse
Arawa Street
Rotorua
Phone: 921 7453
Fax: 921 7401
Email: cheryl.adams@justice.govt.nz
Contact: Cheryl Adams

Free confidential service for victims of crime. Provides information to victims about the case that relates to them and assists victims in court processes.

COMMUNITY SERVICES

ACCESS HOME HEALTH

Phone: 357 5553

Freephone: 0800 473 252

Helps those who need outside help because of stress, sickness, accident, maternity, age, disability, etc. Help available short term or long term.

AGE CONCERN

Address: 133 Eruera Street

PO Box 10-110

Rotorua

Phone: 347 1539

Fax: 347 1539

Voluntary organisation dedicated to improving the lifestyle and welfare of 50+ age group. Provide sing-alongs, card games, mahjong and drop-in centre, housie. Pot luck lunch first Friday of the month.

ASSIST HEALTH AND CARE

Address: PO Box 2208

Rotorua

Phone: 347 1233

Fax: 348 0311

Email: colleenandpeterflower@xtra.co.nz

Contact: Peter & Colleen Flower

Home help, nursing. Nursing includes post operative care, day visits, care of terminally ill, relief, night nursing. 24 hour service. ACC rehabilitation. Ngongotaha Branch meets Mondays at St Barnabas Sunday School Hall at 9.30am to 1.00pm.

BLOOD DONOR SERVICE - NEW ZEALAND

Freephone: 0800 44 83 25

Email: donors.hn@nzblood.co.nz

Contact: Marie Sutherland-Smith

Mobile unit visits Rotorua first Thursday of month 1.00pm to 7.00pm, first Friday of the month 8.00am to 1.00pm, then every second Friday 9.30am to 1.00pm.

BUDGET ADVISORY SERVICE

Address: Community House

1115 Haupapa Street

Rotorua

Phone: 346 3236

Fax: 346 3236

Email: rbas@xtra.co.nz

Contact: Dawn Wurzer

Free and confidential budget advice to individuals and families helping them to manage their money effectively.

Service also provided from Work and Income Office,

Pukuatua Street. Contact Pearl Pavitt phone 921 8025.

CARE & CRAFT

Contact: Mavis McBride 348 9458

Avis Bjarnsen 348 6473

(Malfroy Rd Branch)

Carol Bennett 357 4693

(Ngongotaha Branch)

Service for the elderly, lonely and disadvantaged. Provides supervision of crafts, companionship and social contact. Referrals from District Nurses and GPs. Malfroy Road Branch meets Mondays at Parkside 9.30am to 1.00pm.

CITIZENS ADVICE BUREAU

Address: Community House

1115 Haupapa Street

Rotorua

Phone: 348 3936

Freephone: 0800 367 222

Fax: 348 3540

Email: cab.rotorua@xtra.co.nz

Website: www.cab.org.nz

Contact: Jane Eynon-Richards

Free, confidential and impartial information and referral service for a variety of problems, including health. Free legal service two days a week. JP Service. Weekly new Migrant Settlement Clinics. Funding Information Service and Breakout computer programmes for funding.

COMMUNITY HOSPICE TRUST- ROTORUA

Address: Lakeside Rotorua in QE Hospital

grounds

PO Box 1092

Rotorua

Phone: 347 0324

Fax: 347 8377

Email: tracey.hospice@clear.net.nz

Contact: Tracey Watters

Free care and support service for terminally ill people and their families. Specialist palliative care nursing service. Tuesdays 10am-12noon - Mens Support Group. Day stay is held from 10:00am – 1:00pm weekly on Wednesdays, with lunch provided and transport available. Bereavement support offered. Charity shop at 86 Pururu Street open Tuesdays - Thursdays 9.00am - 12noon.

COMMUNITY LAW CENTRE

Address: 1238 Haupapa Street (opp. Central Pharmacy)
Rotorua
Phone: 348 8060
Fax: 348 8061
Email: rdclcadmin@rdcl.co.nz
Contact: Ellie Herbert

Free, confidential legal services to the Rotorua community. Information, advice and advocacy, law related education and law reform.

FOOD BANKS

Address: Community Ministries, Salvation Army,
Community House
1115 Haupapa Street
Rotorua
Phone: 346 8113
Fax: 346 8075
Provide food parcels for those in need. 10:00am – 3:00pm,
Monday, Tuesday and Friday.

GRANDPARENTS RAISING GRANDCHILDREN TRUST

Phone: 347 8163
Email: judycyril@xtra.co.nz
Website: www.raisinggrandchildren.org.nz
Contact: Cyril Anderson

To provide support to grandparents who are the primary caregivers. To provide opportunities for grand children to meet others in the same situation. To raise awareness as to the role of the grandparents in this primary caregiver role. To facilitate change in the legal and child custody system.

GREY POWER

Address: PO Box 414
Rotorua
Contacts: Terry Hawkey 348 8162
Harry Brasser 349 4412

Support and action on behalf of Superannuitants.

HABITAT FOR HUMANITY

Address: 50 Edmund Road
Rotorua
Phone: 343 9273
Fax: 343 9273
Email: hfhrotorua@xtra.co.nz
Contact: David

Christian organisation that works in partnership with people of good will and families in need to eliminate substandard housing by building and selling simple homes on a not-for-profit basis with affordable repayments.

HEALTH AND WELLNESS SERVICES – SCHOOLS

School: **Lakes High School**
Rotorua

Phone: 345 9502

Doctors, family planning visits to school. Hours Monday to Friday 10.00am to 2.30pm. Address:

School: **John Paul College**
Rotorua

Phone: 347 8795 ext 828

Centre with nurse and doctor services.

School: **Rotorua Boys' High School**
Rotorua

Phone: 348 6169

Student Health and Guidance Centre with doctor, nurse, visits from community agencies.

School: **Reporoa College**
Reporoa

Phone: 333 8117

District nurse visits Monday, Wednesday, Thursday and Friday. Doctor visits Monday and Thursday.

School: **Rotorua Girls' High School**
Rotorua

Phone: 348 0156

Centre with doctors, physiotherapist, public health nurse and visits from community agencies.

School: **Western Heights High School**
Rotorua

Phone: 349 5943

Centre with nurse, doctors, public health nurses. Access to counsellors from Te Ngako and Addiction Resource Centre on request. Physiotherapists family planning. Access to community agencies on request. Drug counsellors visit fortnightly.

HEALTH CARE OF NEW ZEALAND LTD

Address: 1147 Pukaki Street
PO Box 68
Rotorua

Phone: 347 6580

Fax: 347 9560

Email: rotorua.office@healthcarenz.co.nz

Contact: Kerry Bell

Home help and personal care services. HFA, Mental Health and ACC health service provider.

HEALTH REPOROA - RURAL PRIMARY HEALTH CARE

Address: PO Box 69
 Reporoa
 Phone: 333 7301
 Mobile: 027 4732 932
 Fax: 333 7301
 Email: kim.shearer@rgpg.co.nz
 Contact: Kim Shearer

A rural primary health care service which includes District Nursing - home visits, Public Health Nursing Service - school visits, Nurse-led drop in clinics based in Reporoa, Kaingaroa, industry sites and Reporoa College. The service covers the areas of Reporoa, Waikite Valley, Rerewhakaaitu and Kaingaroa. Hours are 9am to 3pm Monday to Friday plus out of hours services as pre-arranged and as per need.

HEALTH SHUTTLE

Phone: 347 8837
 Email: marie.scott@stjohn.org.nz

St Johns provides a health shuttle to any medical related appointment. Bookings should be made at least 24 hours before the appointment. The Health Shuttle is provided as a community service and your donation assists us to keep the service running. Operates Mon – Fri, 8:30am – 4:00pm, except public holidays.

H.Y.P.E. UNLIMITED TRUST (HEALTHY YOUNG POSITIVE EXPERIENCES)

Address: PO Box 913
 Rotorua
 Mobile: 027 721 9817
 Email: hypeunlimited@xtra.co.nz

Promotion & co-ordination of the Rotorua Youth Workers Network by providing training and networking opportunities throughout the year. Youth advocates affiliated to the National Youth Workers.

KIWI FAMILY TRUST

Address: Level 1
 140A Lichfield Street
 Christchurch
 Freephone: 0508 543 375
 Fax: 03 963 8050
 Email: lynda@kiwifamilytrust.org

Life skills training aimed at "everyday people", individuals, families who want to make positive changes in their lives. (Phone to see if you qualify for these course free of charge). Courses held in Rotorua.

LEARNING EXCHANGE ROTORUA (IN ASSOCIATION WITH BROKEN SILVER LINING)

Phone: 362 4862
 Freephone: 0800 683 669
 Contact: Harete Phillips

Sensitive personal issues consultants and educators of suicide aftermath, self-esteem, blended families, lifestyle self-independent development, pathways.

LIFE CARE CONSULTANTS - OCCUPATIONAL HEALTH NURSE

Address: PO Box 9301
 Hamilton
 Freephone: 0800 493 559
 Fax: 07 853 3052
 Email: info@lifecareconsultants.co.nz
 Contact: Janet Tocker

Health care in Industry. Health monitoring and health education services to assist compliance with OSH. First Aid training.

MÄORI WARDENS

Address: 1110 Haupapa Street
 Rotorua
 Phone: 349 1852
 Mobile: 027 251 8924
 Fax: 349 6352
 Contact: Clare Matthews & Kingi Karaitiana
 Provide security for events, monitor youths and drunkenness.

MOKOIA COMMUNITY CENTRE

Address: 297 Vaughan Road, Owkata
 Rotorua
 Phone: 345 5971
 Email: mca@mokoia.org.nz
 Contact: Graham Ennor

Drop-in centre, advice and information service, counselling and social work, adult education, advocacy service for local issues and concerns, Plunket clinic, Cuppa and Co on third Friday of the month, plus various social activities for seniors on the east side of Rotorua.

ORDER OF ST JOHN**Ambulance Service**

Pererika Street
PO Box 1205
Rotorua

Phone: Non-urgent 0800 426 285
Emergency 111

Two ambulances and 15 staff provide emergency and non-urgent ambulance service for Rotorua and outlying areas. The service includes a life support unit.

St Johns Brigade

Address: St John Brigade
Phone: 348 6286
Email: marie.scott@stjohn.org.nz
Website: www.stjohn.org.nz

Provide a first aid service at sporting fixtures and large events and have a fully equipped mobile first aid unit and caravan. The service runs First Aid and CPR courses in the community and workplaces. Health Shuttle to any medical-related appointment operates Mon-Fri 8:30am-4:30pm. Medical Alarm - Caring Caller Service.

PACIFIC HEALTH – TOI TE ORA PUBLIC HEALTH ROTORUA

Address: Hauora House
Haupapa Street
Rotorua

Phone: 349 3520
Fax: 346 0105
Email: toiteorasupport@bopdhb.govt.nz
Health promotion, protection and education services. Resources on a wide range of public health issues. Free leaflets and posters. Ministry of Health publications.

PRISONERS' AID & REHABILITATION SOCIETY

Address: Community House
1115 Haupapa Street
Rotorua

Phone: 348 0005
Fax: 349 1674
Email: rotorua.pars@paradise.net.nz
Contact: Te Akau Waaka & Betty Herewini
Helps and supports those charged with offences and their families.

RED CROSS SOCIETY

Address: Rotorua Service Centre
Rangiuru Street
Rotorua

Phone: 348 3738
Fax: 347 8741

Email: rotorua@redcross.org.nz

Contact: Barbara Locke

The Rotorua branch runs a well-stocked opportunity shop and has 100 sets of clothing and blankets always available in case of Civil Defence emergency. Will provide reception centre facilities in the event of an emergency. The Branch has a wheelchair for hire, and distributes books and magazines to hospitals and rest homes. First Aid courses are held for the public, businesses and are available in schools.

ROSSCO (ROTORUA SOCIAL SERVICES COUNCIL)

Address: Community House
1115 Haupapa Street
Rotorua

Phone: 349 4440

Email: rossco@callplus.net.nz

Contact: Debbie Tangohau & Richard Totten

RoSSCo is a coordinating body which promotes cooperation between Rotorua social service organisations. RoSSCo creates opportunities for networking, training and information sharing. RoSSCo has three strategic objectives: to support people who provide social services within community agencies in Rotorua; to facilitate communication within and between the various networks of social service; to provide opportunities for people with a passion for our community, to work together to make a vibrant and positive Rotorua.

ROTORUA ADVENTURE THERAPY AOTEAROA INC (RATA)

Address: 20 Steep Street, RD5
Rotorua

Phone: 362 8490

Email: admin@adventuretherapy.co.nz

Website: www.adventuretherapy.co.nz

Contact: Blair Gilbert

Rotorua Adventure Therapy Aotearoa Inc (RATA Inc) provides programmes, workshops and trainings which can be tailored to meet each group's unique needs and desired outcomes. These can incorporate experiential education and/or therapeutic outcomes delivered by trained and professional RATA Inc facilitators. RATA Inc provides trainings in adventure therapy and related professional development workshops.

ROTOVEGAS YOUTH HEALTH CLINIC

Address: 1066 Hinemoa Street
Rotorua
Phone: 343 1013
Fax: 349 3492
Email: reception@rotovegas.rgpg.co.nz
Contact: Connie Lee

A free GP and nurse clinic service for 15 - 24 year olds. Monday, Tuesday, Thursday and Friday 12 noon to 4.00pm and Wednesday 2.00pm to 6.00pm. Sexual health, contraception, STD checks, pregnancy tests. Appointment usually needed for Doctor - available Monday, Tuesday, Thursday, Friday 12noon - 2.30pm and 3.30pm to 6.00pm Wednesday .

SALVATION ARMY

Address: Red Shield Family Store
1221 Pukuatua Street
Rotorua
Phone: 348 4586
Contact: Tina Wright
Sells clothing, furniture, household goods, books, nursery goods etc.

SALVATION ARMY

Address: Community Ministries
Community House 1115 Haupapa Street
Rotorua
Phone: 346 8113
Fax: 346 8075
Email: rotorua_cfs@nzf.salvationarmy.org.nz
Contact: Rob Gardiner

A Christian organisation that aims to relieve suffering, both spiritual and physical, of those in need. The Army runs a food bank and sells pre-cooked frozen meals. It also assists with free family counselling and anger management and runs parenting skills, budgeting, First Aid and outdoor education programmes and life skill courses - including Christmas on a Budget. Will act as advocate for people in need of support. Also offer a free home visiting service to the elderly at home and can assist in supermarket shopping for the elderly.

SENIORS SOCIAL CLUB (PREVIOUSLY WIDOWS AND WIDOWERS ASSN)

Phone: 347 8673
Contact: Marie Tamblin
Offers support and social contact. Meets monthly.

SPELD ROTORUA INC (SPECIFIC LEARNING DISABILITIES)

Address: PO Box 751
Rotorua
Phone: 348 1895
Contact: Margaret Wistrand

Service for children and young adults with specific learning disabilities. One-to-one tuition follows a detailed assessment administered by a registered NZCER assessor. Referrals from parents, schools and psychologists.

ST VINCENT DE PAUL SOCIETY

Practical help for those in need (e.g. clothes, furniture, food). Shops operating at Westend Shopping Centre, Old Taupo Road phone 347 7376 and Te Ngae Shopping Centre phone 345 4399. Open 10.00am to 4.00pm daily.

SULPHUR CITY NETWORK

Contact: Grahame 347 8808
Provides activities and friendship for single people

TE RUNANGANUI O TE ARAWA (BUDGETING SERVICE)

Address: 1179 Eruera Street
PO Box 874
Rotorua
Phone: 348 6351
Fax: 348 8206
Email: michelle@tearawarunanga.maori.nz
Contact: Michelle Nahu

Free and confidential budget service, affiliated with NZ Federation of Family Budgeting Services. Community advice service. Monday to Thursday 9.30am to 3.30pm.

WAIARIKI INSTITUTE OF TECHNOLOGY – HEALTH AND COUNSELLING CENTRE

Address: Mokoia Drive
Rotorua
Phone: 346 8883

8:30am – 4:00pm. Free confidential health and counselling service for students and staff. Free cervical smears for any women in the community. Pregnancy tests, free condoms and sex education for students. Disability Coordinator available to support students.

**WAIARIKI INSTITUTE OF TECHNOLOGY –
WORK AND LIFE SKILLS COURSES**

Address: Mokoia Drive
Rotorua
Phone: 346 8999
Freephone: 0800 924 274
Fax: 346 8768
Email: enquiries@waiariki.ac.nz
Website: www.waiariki.ac.nz
Contact: Warwick Hill

The Work and Life Skills Course and the National Certificate in Employment Skills is available to those people who have a disability. The courses focus on communication and work related skills to enable the student to seek employment with more self esteem and understanding of work practices.

WEBHEALTH.CO.NZ (LAKES)

Freephone: 0800 932 432
Email: lakes@webhealth.co.nz
Website: www.webhealth.co.nz
Contact: Rosalie Crawford

Lakes Webhealth provides free online access to local health and social service information. Registration for providers is free and anyone can post a notice or browse the various resources via www.webhealth.co.nz. Sponsored and supported by the Lakes District Health Board.

COUNSELLING & SOCIAL WORK

ALCOHOL AND DRUG COUNSELLING SERVICE - TE UTUHINA MANAAKITANGA TRUST

Address: 1154 Hinemoa Street
PO Box 1802
Rotorua
Phone: 348 3598
Fax: 348 1783
Email: admin@tamt.org.nz

Te Utohina Manaakitanga Trust is a free, confidential alcohol, drug and gambling counselling service to the community that works with individuals and whanau to reduce the harm caused by alcohol, other drugs and gambling. For counselling support or further information contact the service.

CORNERSTONE CHRISTIAN HELPLINE

Freephone: 0800 508080
Email: us@cornerstone.org.nz
Christian telephone counselling 24 hours a day re: marriage, crisis, anxiety, sexual problems and spiritual guidance.

COUNSELLORS

Aimat N.Z. Ltd (Counselling)

Address: Zenn Building
Level 4, 1135 Arawa Street
Rotorua
Phone: 349 6360
Email: potch@aimat.co.nz
Contact: Andre Roux

Counsellor and industrial psychologist. Counselling for individuals, couples, families. CBT and clinical hypnotherapy. Charge.

Allison, Katrina (Registered Clinical Psychologist)

Address: Suite 10, Lakes Prime Care
Phone: 349 4971
Mobile: 027 603 9784
Email: k.allison@psychologist.net.nz
Registered Psychologist. General counselling, victim support, psychologist, stress, depression, marital conflict, anxiety, child mental health, PTSD.

Boardman, Helen (Counselling)

Mobile: 021 057 3150
Email: helenboardman@gmail.com

Concordia House (Counselling)

Address: 121 Lake Road
Rotorua
Fax: 348 2131
Email: lardysimmons@xtra.co.nz Contact:
Rosemary Kibblewhite 349 6570
Lardy Simmons 349 6580

Counselling – ACC – sexual abuse. Post natal depression – women’s issues, matrimonial violence, etc. Child behavioural problems, family and relationship. Charges negotiable. Clinical supervision.

Furstenburg, George (Registered Clinical Psychologist)

Address: Lakes Prime Care Psychology Suite
Tutanekai Street
Rotorua
Mobile: 021 230 5429
Email: furstenburg@xtra.co.nz
Clinical Psychologist who specialises in the treatment of depression and anxiety. Extensive experience in the treatment of trauma related problems. Psychotherapy provided to individuals and couples. Special interest in family based interventions. After hours practice - 5.00pm to 7.00pm weekdays and some Saturdays.

Grant, Gabrielle (Counsellor)

Phone: 348 1555
Mobile: 027 438 7323
Trauma/abuse, sexual abuse, depression, stress, anxiety and relationship counselling.

Kumar, Dr S. (Psychiatrist)

Phone: 348 4717
Fax: 348 7747
Depression, anxiety, worry, neurotic disorders.

Olsen, Liz And Hadyn (Counselling)

Address: Programmes held at Magnolia House
10 Union Street
Rotorua
Phone: 362 0718
Fax: 362 0718
Email: liz.olsen@paradise.net.nz
Anger management, counselling, assertiveness and communication. Counselling for workplace bullying.
Address: 145 Old Taupo Road
Rotorua

Phillipps, Dave (Counselling)

Phone: 349 4390
 Fax: 349 4390
 Email: designer.minds@xtra.co.nz
 General child behaviour, anger, addiction, trauma and relationship issues. Family counselling and training and supervision. Psychologist (Private Practitioner).

Ryan, Ora (Psychologist)

Address: 43 Moncur Drive
 Rotorua
 Phone: 346 2781
 Mobile: 027 232 5635
 Fax: 346 2779
 Email: ora.hingston@xtra.co.nz
 Counselling, Māori models of practice when appropriate, psychological assessment and treatment of anxiety, depression, grief, trauma and relationship issues.

Street, Debbie (Counselling)

Phone: 347 1171
 Email: d.street@learningworks.co.nz
 Employee assistance programme counselling, career and change counselling, stress management workshops.

Wistow, Deborah - Registered Psychologist

Address: 153 Old Taupo Road
 Rotorua
 Phone: 362 8416
 Mobile: 021 104 9636
 Registered psychologist who specialises in the treatment of pain and trauma. ACC contracted for sensitive claims (sexual abuse/physical injury) and pain management. Also works with depression, anxiety disorders and PTSD. Clinical hypnotherapy. Individuals, couples, families, adults and children.

Wylie, Marie

Address: 40 Ward Avenue
 Rotorua
 Phone: 345 9393
 Mobile: 021 483 895
 Email: marieannwylie@hotmail.com
 General Counselling, anxiety, depression, anger, stress management, grief and loss, self esteem, enhanced life management, issues around violence.

BARNARDOS FAMILY HELP

Address: 1384 Hinemoa Street
 Rotorua
 Phone: 348 2910
 Freephone: 0800 227 841
 Fax: 348 2913
 Email: Rotorua.AMU@barnardos.org.nz
 Free family support service for families experiencing stress or crisis. Free child support and adult counselling services. Contact services and supervised access. Kidstart (home-based child care), family support & social work.

FAMILY COURT

Phone: 921 7400 or 921 7460
 Email: vicki.manarangi@justice.govt.nz
 Website: www.justice.govt.nz/family
 Contact: Vicki Manarangi
 Provides information on Protection Orders, Parenting Orders, Supervised contact/access, Dissolution/divorce, Paternity, Relationship Property, Care & Protection of children, Protection of personal and property rights. Information programmes for parents going through or considering separation who would like to help their children. Programmes for adults and children with Protection Orders. Living Without Violence/anger management programmes.

Family Court also provide free referrals to counselling for people who are experiencing difficulties in their marriage, relationship or civil union or who wish to address issues relating to a Parenting Order, guardianship or an agreement in respect to a child's day to day care, upbringing or contact with a child.

FAMILY WORKS (FORMERLY JAMES FAMILY)

Address: 1083 Eruera Street
 Rotorua
 Phone: 349 0990
 Fax: 349 1500
 Email: rotorua@northern.familyworks.org.nz
 Website: www.familyworks.org.nz
 Contact: Maria Gray
 Counselling, social work for children and their families (cost negotiable). Parenting and Step-parenting programmes. Domestic violence - adult protective persons and children.

HOSPICE TRUST

Address: QE Hospital grounds
Rotorua
Phone: 347 0324
Fax: 347 8377
Email: tracey.hospice@clear.net.nz
Contact: Tracey Watters
Will provide grief counselling for those suffering recent or unresolved grief.

LIFELINK/YOUTHLINE

Address: Community House
1115 Haupapa Street
PO Box 1682
Rotorua
Phone: 348 0567
Fax: 348 0565
Email: rotorua.lifelink@clear.net.nz
Contact: Joan Taikato
24-hour emergency confidential befriending and listening service. Rooms open 10:00am – 1:00pm and 6:00pm – 7.30pm or by appointment.

MANA SOCIAL SERVICES

Address: Level 2 Community House
1115 Haupapa Street
PO Box 775
Rotorua
Phone: 348 6191
Fax: 348 6192
Email: mana.reception@ihug.co.nz
We provide free, competent and professional social services to the Rotorua community. Programmes include a range of counselling, such as grief and loss, whānau conflict resolution, positive parenting strategies, educational programmes and support for people with issues around gambling. Awhi Whānau is a programme for 9 - 13 year old children at risk of suspension/expulsion from school. Other programmes include Police Diversion and Restorative Justice for adults.

RELATIONSHIP SERVICES

Address: 1346 Hinemoa Street
PO Box 24
Rotorua
Phone: 348 6917
Fax: 349 4252
Email: rotorua@relate.org.nz
Contact: Dawn Turner
Our focus is to help people develop great relationships - home, work and community. Services include counselling for individuals, couples, families and groups. Family Court mediation and counselling. Domestic Violence Prevention and Parenting Through Separation Programmes. Experienced

counsellors - responsive and professional services together with the resources and expertise of a nationwide organisation. Fees apply to self referred clients.

SEASONS – GROWING THROUGH GRIEF

Address: St Lukes Church
Cnr Amohia and Pukuatua Streets
Rotorua
Phone: 350 3384
Email: gtgseasons@xtra.co.nz
Contact: Cynthia Clark & Gaelyn Brake
Children and youth grief and loss programme - 5-18 year olds for any loss, eg. death or separation of parents.

SEXUAL ABUSE CENTRE (ROTORUA) INC

Address: Community House
1115 Haupapa Street
PO Box 2137
Rotorua
Phone: 348 1555
Email: sexualabuse@callplus.net.nz
Contact: Anne
Information and support, advocacy and counselling for victims of historical and ongoing sexual abuse and their families.

TE AKATEA IWI TAUAWHI TRUST

Address: Ohinemutu Whakaturia Complex,
Ground Floor
PO Box 5070
Rotorua
Phone: 349 1134
Email: teakatea.iwi@xtra.co.nz
A Māori orientated counselling service offering four main types of counselling - sexual abuse, grief and loss, relationship, whānau therapy to solve conflict. Living Without Violence (domestic violence) programmes. Anger management for men, women, young people and children.

DENTAL SERVICES

Rotorua Denture Services (Dentures And Denture Repairs)

Address: 1295 Whakatau Street
Rotorua
Phone: 348 8613

P. Tasker Dental (Dentures And Denture Repairs)

Address: 1140 Tutanekai Street
Rotorua
Phone: 348 3970

Absolute Dental

Address: 164 Old Taupo Road
Rotorua
Phone: 348 3882

Ayers, Roger (Dentist)

Address: 1125 Pukaki Street
Rotorua
Phone: 348 5385

Badrick, Bob (Dentist)

Address: 284 Ngongotaha Road
Rotorua
Phone: 357 2280

Campbell, Angus (Dentist)

Address: 106 Pukuatua Street
Rotorua
Phone: 349 2279

Edward, Stewart J. (Dentist)

Address: 1125 Pukaki Street
Rotorua
Phone: 348 5385

Hill, Kathy (Dentist)

Address: 1125 Pukaki Street
Rotorua
Phone: 348 5385

Incity Dental

Address: 1178 Haupapa Street
Rotorua
Phone: 348 8286

Jolly, Deborah (Dentist)

Address: 1125 Pukaki Street
Rotorua
Phone: 348 5385

Kuirau Dental

Address: 1370 Pukuatua Street
Rotorua
Phone: 349 2279

Lakes Care Dental Centre

Address: 1172 Arawa Street
Rotorua
Phone: 348 8888

Park, J. Rodney (Dentist)

Address: 1206 Ranolf Street
Rotorua
Phone: 348 9511

Robinson, K. (Dentist)

Address: 1206 Ranolf Street
Rotorua
Phone: 348 6855

Till, Malcolm (Dentist)

Address: 1203 Tutanekai Street
Rotorua
Phone: 348 4288
Fax: 348 3816

Wallace, Joanne (Dentist)

Address: InCity Dental
1178 Haupapa Street
Rotorua
Phone: 348 8286

Wells, Grant (Dentist)

Address: Old Westpac Trust Building
Hinemoa Street
Rotorua
Phone: 348 3895 or 348 7918

COMMUNITY DENTAL SERVICES

Address: Rotorua Hospital
Rotorua
Phone: 349 7955 ext 8504
Email: gaylene.desanges@lakesdhb.govt.nz
Contact: Eileen Renshaw or Gaylene Desanges
343 7762

22 dental therapists and one dentist provide a dental service for 10,600 pre-schoolers to Form Two school children in the area covered by the Lakes District Health Board. Dental Health Educator - Marlene Hay 343 6154 to encourage preschool and adolescent dental enrolments.

ORTHODONTISTS**Challis, L. C.**

Address: 1178 Haupapa Street
Rotorua
Phone: 347 8337

Lund, Tony

Address: 1206 Ranolf Street
Rotorua
Phone: 347 8231
Freephone: 0508 272 237

Park, A. R.

Address: 1206 Ranolf Street
Rotorua
Phone: 347 8231
Freephone: 0508 272 237

DIASABILITIES & SPECIAL NEEDS

C.C.S.

Address: Community House
1115 Haupapa Street
PO Box 286
Rotorua

Phone: 347 6545
Freephone: 0800 227 2255
Fax: 347 6316
Email: janhastie@ccsdisabilityaction.org.nz
Contact: Jan Hastie

Family and individual support for children and adults with disabilities. Services include information, advocacy, support, operation mobility and taxi vouchers, disability awareness, swim school and member's social club. Home to home respite care service. Families of children aged 0 - 21 years with carer support days.

Supported Living Coordinator - Shona Bendeich - 348 3872
Coordinator of Home to Home Service - Teresa Wolland - 348 6986.

DISABLED CHRISTIAN FELLOWSHIP

Phone: 348 5801
Contact: Nell Relf

Support for the disabled, elderly, lonely of Rotorua, also the able bodied.

DISABLED PERSONS ASSEMBLY – D.P.A. ROTORUA TAUPO

Address: PO Box 178
Ngongotaha

Phone: 348 4484
Fax: 357 4948
Email: ropata@wave.co.nz
Contact: Johnston Selwyn
Advocacy for persons with disabilities.

ENABLE INFORMATION

Address: 69 Malden Street
PO Box 4547
Palmerston North

Freephone: 0800 362 253
Email: enable@enable.co.nz
Website: www.enable.co.nz or www.weka.net.nz
Information and referral services on equipment and agencies that can be of service to those with disabilities. Hire book for use throughout New Zealand.

IHC ROTORUA BRANCH (IDEA)

Address: 1106 Pukaki Street
Rotorua

Phone: 348 1451
Fax: 346 2163

Residential services, vocational services - two training centres, family whanau services, home support with emphasis on younger people, support for independent living for people with intellectual disabilities.

LAKELAND DISABILITIES SUPPORT TRUST

Phone: 07 533 2115
Mobile: 027 208 0235
Email: runa@xnet.co.nz
Contact: Runa Morrison-Huitema

The Lakeland Disabilities Support Trust is funded by the Ministry of Health and provides funding to groups who are members of the Lakeland Disabilities Support Trust Forum. The funding can be in the form of ongoing funding, or one off grants for Special Projects.

LIFE UNLIMITED - DISABILITY RESOURCE CENTRE

Address: 1452A Hinemoa Street
PO Box 1795
Rotorua

Phone: 349 2513
Freephone: 0800 008 011
Fax: 350 2367
Email: vivienne@life.nzl.org
Website: www.life.nzl.org
Contact: Vivienne Witt

Bringing independence home by provision of aids and equipment, for hire or purchase, and a wealth of health and disability information.

PARENT TO PARENT - CENTRAL LAKES DISTRICT

Address: Community House
1115 Haupapa Street
PO Box 1122
Rotorua

Phone: 346 3231
Freephone: 0508 236 236
Fax: 346 3234
Email: centrallakes@parent2parent.org.nz
Contact: Susan Oliver

Parent to Parent is a support and information network for parents, caregivers and whanau who have children and family members with disabilities, health impairments or special needs. By contacting Parent to Parent, families can access written information and/or talk with a volunteer Support Parent who has similar personal experiences. We cover over 3,600 conditions ranging from very common through to the rarest. Our free service includes a sibling support programme, seminars, training workshops, family support activities, advocacy support, a video conferencing service connecting families, medical professionals and community, and Altogether Autism- an Autism Spectrum Disorder information and advisory service.

PERSONAL ADVOCACY TRUST INC

Address: Rotorua
Phone: 348 1145
Email: fiona.leighton@vodafone.co.nz
Contact: Fiona Leighton

Ongoing personal visiting, outings and advocacy for the intellectually handicapped. Long term guardianship when parents no longer alive.

Q.E. LIVING SOLUTIONS

Address: QE Hospital
Whakaue Street
PO Box 1342
Rotorua

Phone: 343 1663
Fax: 349 5251
Email: maureen.harker@qehealth.co.nz
Contact: Maureen Harker

Hours 9.00am to 4.00pm Monday to Friday. A small shop on site offers specialised equipment for purchase, including dressing devices, cutlery, shower stools, bookrests, raised toilet seats, walking sticks, lumbar cushions, incontinence wear and wheelchairs.

RIDING FOR THE DISABLED – ROTORUA DISTRICT

Address: 32 Lee Road, Hannah's Bay
PO Box 7416 Te Ngae
Rotorua

Phone: 345 9521
Fax: 345 9526
Email: ablegaitpark@xtra.co.nz
Contact: Yvette Toerien

Voluntary organisation providing individualised equestrian related opportunities, hypnotherapy and holistic learning for people (not just children) with disabilities and/or special needs. Operates Monday - Thursday 9.00am to 3.00pm during school term. Volunteers needed to help, 2-3 hours a week. Horse care levy applies to all clients. Administration Assistant available Wednesday 9am – 2pm.

SPECIAL OLYMPICS

Phone: 343 7314
Email: rotorua@specialolympics.org.nz
Contact: Annette Comp

Provide sports training programmes, recreation and leisure activities for persons with intellectual disabilities from age 5 years onwards.

ST CHADS COMMUNICATION CENTRE

Address: 2 Devon Street
Rotorua

Phone: 347 8515
Fax: 347 8518
Email: st.chads@xtra.co.nz
Contact: Janine Cullen

Daily activities centre for people with disabilities, with emphasis on musical activities, life skill activities.

SUPPORT NET

Address: Level 3 Hauora House
1143 Haupapa Street
PO Box 1858
Rotorua

Phone: 349 4213
Fax: 349 3555
Email: robynne.rose@bopdhh.govt.nz
Contact: Anne Cliffe

Provide assessments for support services for older people and young people with disabilities.

TE WHANAU TOKOTOKORANGI TRUST

Address: 14 Scott Street
 PO Box 1429
 Rotorua
 Phone: 349 3228
 Fax: 349 2807
 Email: te.whanau@xtra.co.nz
 Contact: Doug Morgan

The Trust provides 24 hour residential care for people with multiple disabilities. It also provides day programmes offering stimulating activities, life skills, therapeutic intervention and a friendly environment which presents opportunities and choices for personal growth. Whanau support.

TOTAL MOBILITY SCHEME

Address: Administered by Environment BOP
 PO Box 364
 Whakatane
 Freephone: 0800 368 267 8.00am to midday Mary McLaren
 Email: mary.mclaren@envbop.govt.nz

Assistance with transport subsidies for people with disabilities. Taxi vouchers. Vehicles fitted with wheelchair hoist equipment for the disabled and elderly. Operated through the normal taxi service.

TOTAL MOBILITY ROTORUA INC

Address: PO Box 1126
 Rotorua
 Phone: 345 5441
 Fax: 345 5441
 Contact: Bill Hobman

For taxi travel assistance for people unable to use public transport because of a disability.

WHEEL CHAIRS

These are available for hire from the following:
 Red Cross Society - (two only) Monday to Friday, telephone 348 3738;
 Life Pharmacy telephone 348 8749;
 QE Health - Monday to Friday, telephone 348 0189;
 New World Supermarket for customer use only when in the store and the RSA for loan to members only. If wheelchairs are required for permanent use and criteria are met, self referral can be made to Wheelchair Solutions 0800 109 433, email admin@wheelchairsolutions.org.nz

WORKBRIDGE

Address: 1131 Pukuatua Street
 Rotorua
 Phone: 343 1800
 Fax: 343 1809
 Email: bronwens@workbridge.co.nz
 Contact: Bronwen Scott
 Jobs for people with disabilities.

FAMILY VIOLENCE & INTERVENTION SERVICES

ALCOHOL AND DRUG COUNSELLING SERVICE - TE UTUHINA MANAAKITANGA TRUST

Address: 2A Ranolf Street
PO Box 1802
Rotorua

Phone: 348 3598

Fax: 348 1783

Email: admin@tumt.org.nz

Website: www.tumt.org.nz

Aim to reduce alcohol and drug dependence in a way that reflects Maori and European aspirations and values. Provide one on one and group services for adults, youth, schools and community. Whanau are welcome to join in. A duty counsel is available during office hours 8.30am to 5.00pm.

AHU WHAKATIKA - CHALLENGE VIOLENCE TRUST

Address: 1384 Hinemoa Street
Rotorua

Phone: 348 9969

Fax: 348 9694

Email: cvtrust@xtra.co.nz

Contact: Shell Brown

Violence prevention programmes for men, Xroads Programme for Youth, Womens Empowerment Programmes and Anger and Assertiveness classes. Individual counselling also available.

ADOCATE FOR CHILDREN AND YOUNG PEOPLE WHO WITNESS FAMILY VIOLENCE

Address: 1384 Hinemoa Street
Rotorua

Phone: 348 9969

Email: cvt.maraea@gmail.com

Contact: Maraea Pomana

For children 0 - 18 years who have lived with violence, are still living with violence, may return to a violent home and/or periodically live with violence. To ensure their needs are identified and addressed through access to integrated and culturally supportive services. Build community and agency capacity to meet the needs of children and young people. Increase agency and community awareness and education of the impact of violence.

BARNARDOS FAMILY HELP

Address: 1384 Hinemoa Street
Rotorua

Phone: 348 2910

Email: Rotorua.AMU@barnardos.org.nz and
pete.miller@barnardos.org.nz

Range of family support services for families experiencing stress or crisis. Counselling services for child and parents, DV Programmes for children, whanau/family programmes and supervised access.

CHILD ADVOCATE (ABUSE AND NEGLECT)

Address: Lakeland Health
Rotorua

Phone: 349 7967

Email: sarah.mcmillan@lakesdhub.govt.nz

Contact: Sarah McMillan

Coordination, advice and referral of abused and suspected abused children up to 14 years and their families.

CHILD, YOUTH AND FAMILY SERVICE - CYFS

Address: 1207 Pukuatua Street
PO Box 1845
Rotorua

Phone: 921 5000

Freephone: 0508 FAMILY 0508 326 459 -

Notifications/Concerns

Contact: Duty Social Worker

Advice on, assessment of, child abuse referrals (physical, sexual and emotional neglect), Youth Justice and adoptions.

DISTRICT COURT ROTORUA

Address: 1162 Tutanekai Street
Rotorua

Phone: 921 7416 or 921 7453

Email: kurei.knight@justice.govt.nz or
cheryl.haehae@justice.govt.nz

Provide information to the victim about the case that relates to them. Advise victims about their rights within the court process. Help victims to understand and participate in the court system. Court education for young witnesses that prepares the child for their experience as a prosecution or defence witness in the court case.

FAMILY COURT

Phone: 921 7400 or 921 7460
 Email: vicki.manarangi@justice.govt.nz
 Website: www.justice.govt.nz/family
 Contact: Vicki Manarangi

Provides information on Protection Orders, Parenting Orders, Supervised contact/access, Care and Protection of Children. Stopping Violence and Domestic Violence Programmes. Referrals for free counselling for relationship, marriage, civil union and custody access issues.

FAMILY FOCUS ROTORUA

Address: 1248 Tutanekai Street (above Starbucks)
 Rotorua
 Phone: 346 2096
 Fax: 346 2096
 Email: office@familyfocus.org.nz
 Contact: Stacey Ford

Home based support, advocacy, "listening ear" and education programme for women, men and children experiencing domestic violence. 24 hour crisis line.

FAMILY WORKS NORTHERN - DIVISION OF PRESBYTERIAN SUPPORT NORTHERN (FORMERLY JAMES FAMILY)

Address: 1083 Eruera Street
 Rotorua
 Phone: 349 0990
 Fax: 349 1500
 Email: rotorua@northern.familyworks.org.nz
 Social work, counselling, family therapy for children and their families. Programmes include Parenting and Step Parenting, Parenting Through Separation, Restore, Programmes for Children who have witnessed family violence (5-17years), WAVE, Women's Programmes and SWISS.

LAKES D.H.B. FAMILY VIOLENCE INTERVENTION

Address: Rotorua Hospital
 Pukeroa Street
 Rotorua
 Phone: 349 1199
 Email: rae.mutu@lakesdhub.govt.nz
 Provides training and support for staff in introducing family/partner abuse screening and intervention to the health setting. Also liaises with community agencies involved in the intervention networks both in Rotorua and Taupo. Routine screening essentially means that all women over 16 years of age, and men displaying signs of abuse, who access select services in the hospitals will be asked about family violence as part of their overall health assessment. Those who respond positively to the screening will be offered appropriate follow-up support.

MANA SOCIAL SERVICES

Address: Community House
 1115 Haupapa Street
 Rotorua
 Phone: 348 6191
 Email: mana.reception@ihug.co.nz
 Counselling for individuals, couples, children. Awhi Whanau programme, Diversion and Adult Restorative Justice, Social Worker in Schools, Parenting Through Separation.

MANAAKI AMIO HEALTH

Phone: 362 4662
 Email: mere.raponi@kol.co.nz
 Contact: Mere Raponi
 Whanau restorative programmes.

POLICE FAMILY VIOLENCE COORDINATOR

Phone: 349 9400
 Oversees and monitors all Family Violence events, interagency collaboration, risk assessments on victims, their families and offenders, advice and training to Police staff and other agencies. Also provides information and advice to victims or perpetrators on where to access help or support and alarm installation for victims.

PLUNKET ROTORUA

Address: PO Box 2271
 Rotorua
 Phone: 348 4161 or 350 1517
 Contact: Lyn Carter
 Professional Well Child, Family and Whanau Health Care Service. Parent and child social groups, car seat rentals, parenting information, toy library and home and clinic visits.

RAU-O-TE HUIA COMMUNITY TRUST

Address: 1243 Ranolf Street
 PO Box 5101
 Rotorua West
 Phone: 349 0323
 Email: m.raharuhi@rauotehuia.com
 24 hours care for people with psychiatric disabilities. Maori kaupapa - Rongoa Maori traditional services, adult residential care and youth services in conjunction with CAMS.

RELATIONSHIP SERVICES

Address: 1346 Hinemoa Street
PO Box 24
Rotorua
Phone: 348 6917
Email: rotorua@relate.org.nz

Mandated by Ministry of Justice to deliver individual domestic violence programmes for men and women. Also provides stopping violence and anger management programmes to individuals and families.

ROTORUA FAMILY VIOLENCE PREVENTION NETWORK

Address: 1384 Hinemoa Street
Rotorua
Phone: 348 9969
Email: rfvpn.nz@gmail.com
Website: www.rfvpn.co.nz

The Rotorua Family Violence Prevention Network is a collective of community and government agencies who are committed to reducing family violence in our community. We are available as a point of contact for agencies or the community to access information on help and support services.

SEXUAL ABUSE CENTRE (ROTORUA) INC

Address: Community House
1115 Haupapa Street
PO Box 2137
Rotorua
Phone: 348 1555
Email: sexualabuse@callplus.net.nz

Counselling sexual abuse victims, their family/whanau and associates. Education programmes raising awareness, reducing risk, available help, information and support services.

STRENGTHENING FAMILIES

Address: C/- Te Waiariki Pura Trust
Cnr Kuirau & Pukuatua Streets
Rotorua
Phone: 348 5051
Contact: Wiki Hona

Inter-agency integrated approach to care management when working with children and young people at risk. Provides facilitation to case conference and supports development of inter-agency initiatives.

SUPPORTING FAMILIES IN MENTAL HEALTH ROTORUA

Address: Community House
1115 Haupapa Street
Rotorua
Phone: 346 3507
Email: sf.rotorua@xtra.co.nz

Support families in mental illness. Field workers provide support, information, education and advocacy to families via individual and family group meetings, social activities and opportunities to become acquainted with families.

TE RUNANGA O NGATI PIKIAO

Address: 1225 Pukuatua Street
PO Box 2241
Rotorua
Phone: 348 5384

Offer social services, health services and education services. Iwi social services offer individual and whanau support, advocacy services and youth programmes. Health services include GP, nursing services, education services and mental health services. Our training and education offers forestry, youth and mature training.

TE WAIARIKI PUREA TRUST

Address: Cnr Kuirau & Pukuatua Streets
PO Box 95
Rotorua
Phone: 348 5051
Fax: 348 5032
Email: twpt@xtra.co.nz

Offer adventure activities utilising the natural wonders of the Waiariki region. Te Arawa Journey – Crime Prevention Programme for youth aged 10-15 years. Outdoor Services (School groups, Primary, Intermediate, Secondary, Polytechnics, PTEs), Private Training Establishment - Certificate in Youth Work Level 4, SFRITO Outdoor Recreation Units, Conservation Corp - Youth aged 16-25 years 2 x 20 week courses.

TE ROOPU A IWI O TE ARAWA CHARITABLE TRUST

Address: Taharangi Marae
26 Tarewa Road
Rotorua

Phone: 348 1231

Fax: 348 1231

Email: penny@matua-whangai.co.nz

Drivers licensing, domestic violence support, budgeting, life skills, car seat rentals, alternative education with Rotorua schools, approved PTE, Youth Leadership Programme with Fordlands Youth, National Certificate in Iwi Social Services, Social and Justice Court Services and Marae projects.

WAIARIKI WOMEN'S REFUGE

Address: Office at 51 White Street
PO Box 704
Rotorua

Phone: 349 0852 (24 hours)

Email: waiariki.womens.refuge@xtra.co.nz

Assistance for women and child victims of physical and emotional domestic violence. Sympathetic listening service, refuge accommodation. Clothing bank, advice on social welfare, courts, housing and lawyers. Totally confidential service. Advocacy.

W.A.V.E. (WORKPLACES AGAINST VIOLENCE IN EMPLOYMENT)

Address: Programmes based at 10 Union Street
Postal Delivery Centre, Lake Rotoma, 3250
Rotorua

Phone: 362 0718

Email: info@wave.org.nz

Contact: Hayden Olsen

Harassment, discrimination, workplace bullying complaints – mediation and facilitation. Advice, investigation and support. Training. Conference speaking.

VICTIM SUPPORT

Address: Rotorua Police Station
Private Bag 3044
Rotorua

Phone: 349 9471

Freephone: 0800 VICTIM - 0800 842 846

Fax: 343 1600

Email: rotorua@victimsupport.org.nz

Provides 24 hour emotional support, personal advocacy and information to all people affected by crime and trauma. Victim Support services are free, comprehensive and flexible and help to reduce the effects of crime and trauma.

YOUTH TRANSITION SERVICE

Address: C/- Te Waiariki Pura Trust
Cnr Kuirau & Pukuatua Streets
PO Box 95

Rotorua

Phone: 348 5051

Fax: 348 5032

Email: twpt.yts@xtra.co.nz

Engage with young people (15-19 years) who are experiencing difficulties with transition from school to work, education or training. Provide a range of customised support and guidance services to help facilitate young people in re-engaging and setting out on pathways to sustainable career outcomes.

FITNESS PROVIDERS & SPA FACILITIES

AQUATIC CENTRE

Address: 18 Tarewa Road
Rotorua
Phone: 348 8833, or 349 4799 (Swim School)
Fax: 349 1785
Website: www.rdc/aquatic.co.nz
Contact: Colin Elstob
Public covered 25 metre pool with outdoor 50 metre pool and indoor learners pool. Aqua jogging, water sports, water polo, canoe polo, underwater hockey, spa pools, lazy river, splash pad, barbeques. Fin swimming, masters swim club. Open 6:00am to 9:00pm daily. Also offers aqua cardio, aqua max and Aqua Mum classes.

CITIZENS ADVICE BUREAU

Address: Community House
1115 Haupapa Street
Rotorua
Phone: 348 3936
Fax: 348 3540
Email: cab.rotorua@xtra.co.nz
Call for information on dance clubs and classes, martial arts, pilates, yoga and fitness classes and clubs.

CURVES GYM

Address: 1241 Amohia Street
Rotorua
Phone: 350 2101
Email: curvesrotorua@xtra.co.nz
Friendly, comfortable environment featuring a 30 minute workout and weight management programme designed especially for women.

FITNESS STUDIO

Address: Millennium Hotel
Cnr Hinemoa and Eruera Street
Rotorua
Phone: 346 2442
Email: susan.birch@xtra.co.nz
Open 5.00am to 11.00pm, 7 days a week with swipe card access. Also open to the public. Weight loss programmes, management, rehabilitation, sporting performance programmes and general health and wellbeing programmes. Clinical assessments and evaluations. Expert nutrition advice and massage service. Back care clinic.

FITNESS AT Q.E. HEALTH

Address: QE Health
Whakaue Street
PO Box 1342
Rotorua
Phone: 349 5254
The team of qualified fitness instructors offer personalised fitness programmes for all ages and fitness levels in the gym at QE Health, as well as pilates and nordic walking classes.

GOLD'S HEALTH AND FITNESS CENTRE

Address: 100 Old Taupo Road
Rotorua
Phone: 348 8998
Fax: 348 8067
Email: steve@golds.co.nz
Rotorua's largest airconditioned fitness centre, with a large selection of cardiovascular and high quality resistance training equipment. Affiliated with the Rotorua District Council Aquatic Centre with membership which offers unlimited swimming and spa pool facilities.

LAKE CITY ATHLETICS CLUB

Phone: 348 8448
Email: lakecity@xtra.co.nz
Website: www.lakecity.co.nz
Organises track and field events in summer and harriers in winter. For all athletic enquiries contact the Club. Runners and walkers of all ages and abilities welcome.

LIFESTYLE WELLNESS FOR LIFE HEALTH AND FITNESS CENTRE

Address: 1186 Arawa Street
Rotorua
Phone: 349 1354
Fax: 349 1354
Email: lifestyle2k@xtra.co.nz
Aerobics classes. Super circuit area that is good for the athlete or fitness person of all ages but especially good for rehabilitation and the 35 plus age group. Spin bike classes. Cardio equipment. Sun capsule and sun bed. Pilates.

OKATAINA OUTDOOR EDUCATION AND RECREATION CENTRE

Address: Okataina Road
PO Box 1696
Rotorua

Phone: 348 4005 work

School groups are encouraged to use the Centre during school weeks and it is available to responsible groups at the weekends and during school holidays. Facilities include three main dormitories accommodating 91 beds, a fully equipped kitchen with fridge/freezer and storeroom, a dining/meeting room, two study rooms, and toilet block with hot/cold showers. Activities centre around the native bush, wildlife and water.

PARKSYDE COMMUNITY CENTRE

Address: 7-9 Tarewa Road
PO Box 806
Rotorua

Phone: 348 9892

Contact: John Dyer

Aerobics for ladies, Ceroc and Line Dancing, and B.U.S (Balanced, Upright and Safe)

PILATES FOCUS

Address: 1/1224 Tutanekai Street
Rotorua

Phone: 348 5567

Mobile: 021 035 4847

Specialists in the Pilates Fitness Method. Many different classes from beginners through to gentle for seniors, pre and post natal and teams.

POLYNESIAN SPA

Address: Lakeside
Hinemoa Street
PO Box 40
Rotorua

Phone: 348 1328

Fax: 348 9486

Email: info@polynesianspa.co.nz

Hot mineral bathing and spa therapies. Two hot mineral springs supply renowned therapeutic acidic water to the Priest Spa - and to the other pools, soothing alkaline water (that assists aches and pains). 26 thermal pools in a choice of four areas. Adult pools - 7 pools: 1 large pool for light activity (38°C), 3 terraced pools (36 - 40°C), and 3 Priest spa pools (39 - 42°C). Family pools - 1 fresh water chlorinated pool, with a toddlers section and small hydro slide, and 2 alkaline pools. Private pools - 4 deluxe with lake views and 9 standard, available for a minimum of 2 adults for a half hour. Deluxe Lake Spa - 4 lakeside rock pools, with a relaxation lounge and changing amenities. Spa Therapies - hydro and dry relaxation therapies using natural ingredients are offered

in an inviting haven. Open 8.00am to 11.00pm daily (last entry at 10.15pm).

PROFILES

Address: 7 Ti Street
Rotorua

Phone: 346 0481

Fax: 346 0481

Full gym facilities, aerobics, step and circuit training classes. Fitness assessment. Shower facilities. Life Fitness equipment – cycles, rowers and steppers. Sun bed.

R.A.V.E. - ROTORUA ARTS VILLAGE EXPERIENCE – STACEY'S YOGA

Address: 1240 Hinemoa Street
Rotorua

Phone: 348 9008

Yoga for the mind, body and heart.

SPA AT Q.E.

Address: QE Health
Whakaue Street
PO Box 1342
Rotorua

Phone: 343 1665

Email: info@qehealth.co.nz

Spa at QE offers a wide range of therapies including Aix, Relaxation and Therapeutic massages, Lithos therapy and Watsu. The Rachel Pool is filled with alkaline mineral water from a natural source and has a temperature of 37 - 40 degrees C. Suitable for individual or group bathing. Mud Room offers mud baths and mud packs using thermal mud. Wax baths for hands and feet to alleviate joint pain and stiffness and sole therapy also available.

SPORT BAY OF PLENTY

Address: Cnr Fenton, Arawa Streets
PO Box 323
Rotorua

Phone: 348 4125

Fax: 348 8101

Email: jessicam@sportbop.co.nz

Website: www.sportbop.co.nz

Contact: Jessica Meade

Encourage sport and active leisure in all sectors of the community including Kiwi Seniors and Youth. Partnerships with local health agencies. Coaching courses. No Exceptions. Also facilitates B.U.S (Balanced, Upright and Safe) - exercise programme aimed at older adults to improve strength and balance in a safe environment.

ROTORUA DISTRICT COUNCIL X-ZITE PAMPHLET

Address: Events Venues
Fenton Street
Private Bag 3019
Rotorua

Phone: 349 5141 ext 8685
Email: info@xzite.co.nz
Contact: Jess Morrison

The X-Zite brochure is a quarterly publication which lists information and programmes to start getting active in Rotorua. Information ranges from aerobics to dancing, pilates to walking groups.

TE PAPA TAKARO O TE ARAWA

Address: Cnr Pukuatua & Kuirau Streets
PO Box 1658
Rotorua

Phone: 348 3377
Fax: 348 0877
Email: michelle@papatakaro.org.nz
Contact: Paora Te Hurihanganui

To encourage a healthier lifestyle for Māori people of all ages through increased participation in appropriate sport, recreation and leisure activities. Health promotion and seminars; event organisation; development of sporting programmes; school holiday programmes; Marae based programmes.

TE WAIARIKI PUREA TRUST

Address: Cnr Pukuatua & Kuirau Streets
Rotorua

Phone: 348 5051
Fax: 348 5032
Email: twpt@xtra.co.nz

Activities and support for school aged children, younger persons and their families. Recreation, sport, outdoor pursuits and camps run for schools, after school and weekends and holidays. Youth development programme to teach young people social skills by participating in exercises and outdoor challenges. Individual Case Worker who works with youth to access activities, programme or social services.

TE WAIROA TRUST CAMP

Address: Near the Buried Village, Tarawera
Rotorua

Phone: 348 5051
Fax: 348 5032
Contact: Laurie Durand

To give young people a chance to experience camping under canvas. Leaders accommodation and kitchen. Big barn – available for school and other youth groups.

THE BLUE WATER CARDIO STUDIO

Address: Rotorua Aquatic Centre
18 Tarewa Road
Rotorua

Phone: 348 8998
Contact: Steve or Tina

Unlimited swimming, body shaping, fitness assessments, nutritional advice and support.

WAIKITE VALLEY THERMAL POOLS

Address: 648 Waikite Valley Road
Rotorua

Phone: 333 1861
Email: thermalpools@xtra.co.nz

The pools are set in a peaceful and relaxing rural setting well renowned for their relief of aches and pains. Open seven days a week. Hours 10.00am to 9.00pm. Café with wholesome meals available. Rotorua residents rates with ID.

WAIORA SPA AND WELLNESS CENTRE

Address: Hell's Gate, Tikitere
PO Box 7199
Rotorua

Phone: 345 3151
Fax: 345 6481
Email: bryan@hellsgate.co.nz

Place of healing for 700 years. Sulphur based spa water, which is excellent for the skin. Mud baths. Massage on-site incorporating aspects of mirimiri. Geothermal park walking area.

WAIOTAPU FOREST SCHOOL CAMP TRUST

Address: PO Box 5052
Rotorua West

Phone: 347 8665
Contact: Steve Mathews – 345 6133

Outdoor education centre for schools and organisations. Situated behind Rainbow Mountain – Maunga Kakaramea – approximately 33 kms south of Rotorua off SH5. The camp consists of 24 cabins that sleep 72 children, plus adult helpers. Cabins are equipped with bunks and mattresses. The dining room seats 72 and there is a large well equipped kitchen. There are also ablution areas, toilet blocks, washing and drying rooms, vegetable preparation room and recreation hall. A gas barbecue set in a paved area with tables can cater for up to 70 people at one time. Activities include hiking, swimming, forest and soil studies. A confidence course including a flying fox. Glow worms can be seen in the area during night walks.

WALKING GROUPS

For a full list of walking groups refer to the X-Zite Rotorua Brochure produced by Events Rotorua.

YOGA

Email: arthjoy@pcconnect.co.nz

Contact: Joy Wilkins 345 5659

Physical wellbeing brought about by emphasis on correct breathing, posture, and relaxation. Contacts for International Yoga Teachers Association.

YOGA STUDIO

Address: Check website for address

Phone: 349 1654

Email: yogapaulb@xtra.co.nz

Website: www.yogabop.co.nz

Contact: Paul Barton

Offers the classical Iyengar Yoga style teaching with a clear emphasis on pranayama (breath work) and mindfulness training.

GOVERNMENT & RELATED

ACCIDENT REHABILITATION COMPENSATION INSURANCE CORPORATION (A.C.C.)

Address: 1122 Pukaki Street
PO Box 649
Rotorua

Phone: 350 0300
Freephone: 0800 101 996
Fax: 350 0301
Contact: Tracey Boyes

The Corporation is responsible for the assessment, payment of compensation and help with rehabilitation needed as a result of injury caused by accident.

ADVISORS TO THE DEAF

Address: Group Special Education
Level 3 1144 Pukaki Street
PO Box 701
Rotorua

Phone: 349 7399
Fax: 349 2560
Email: wendy.patterson@minedu.govt.nz
Contact: Wendy Patterson 343 1370

Assessment, advice and guidance for children with hearing problems. Advice on selection and fitting of hearing aids and liaison on matters of welfare for the deaf.

CHILD YOUTH AND FAMILY

Address: 1207 Pukuatua Street
PO Box 1845
Rotorua

Phone: 0508 FAMILY - 0508 326 459 then ask for Rotorua office

Fax: 921 0961

Care and protection of all children under the age of 17 years. Social Work – assistance relating to child neglect, physical, sexual and emotional abuse, child behavioural problems. CYF may also be involved if Police or the Court refer cases of children or young people (14-16years) for offending. For selected care and protection and youth justice cases CYF convene and facilitate Family Group Conferences. Adult and child adoption and people looking for birth parents. Contracting and approval of social service organisations.

CONTRACTING GROUP (CHILD, YOUTH AND FAMILY SERVICES DEPT)

Address: 1207 Pukuatua Street
Rotorua

Phone: 921 5000
Freephone: 0508 326 459 - use for first contact

Fax: 921 0961

Funding and support for community based social service providers on a contract basis. Quality assurance for social services.

DEPARTMENT OF LABOUR (PREVIOUSLY REFERRED TO AS O.S.H.)

Address: 1231 Haupapa Street
PO Box 1845
Rotorua

Freephone: 0800 20 90 20 Call centre
Fax: 346 0229

Website: www.dol.govt.nz
Contact: Murray Thompson, Manager

Department of Labour protects people at work (and the public affected by work activities) by stimulating industry to achieve statutory standards of safety and health at realistic costs. Front-line staff include inspectors, accident prevention consultants, and occupational health nurses. Construction safety inspectors, bush inspectors and explosives and dangerous goods inspectors provide assistance, information and advice in their fields of expertise. Department of Labour inspectors carry out inspections and audits of workplaces to ensure they comply with statutes and standards. Education in the workplace.

GROUP SPECIAL EDUCATION

Address: Ministry of Education
Level 3 1144 Pukaki Street
PO Box 701
Rotorua

Phone: 349 7399
Fax: 349 2560

Email: sue.hatton@minedu.govt.nz and arthur.manarangi@minedu.govt.nz

Contact: Sue Hutton & Arthur Manarangi
A service for children and young people with special educational and developmental needs. Support provided by a range of personnel: Advisor on Deaf Children – guidance and support for children with hearing impairment. Early Intervention – teachers provide support for infants with developmental problems. Psychologists & special education advisors – assess educational problems and offer advice for children with behavioural difficulties. Speech Language Therapists – provide help for children who have problems speaking, understanding language or expressing ideas.

NEW ZEALAND POLICE

Address: Fenton Street
Private Bag RO3044
Rotorua

Phone: 348 0099

Fax: 343 1604

Education Officer – to help young people live safe, fulfilling and enjoyable lives. Sexual Abuse Team – aims to investigate complaints of sexual abuse and ensure safety of children who have been sexually abused. Youth Aid Section – implements alternative methods of dealing with young offenders other than criminal proceedings. Members attend a family group conference under the provisions of the Children, Young Persons and Their Families Act 1989. Guidance and assistance to parents, schools or organisations on matters relating to care and protection of, or offending by, children and young persons. Victim Support – support and help victims of crime. Neighbourhood Support – supporting neighbours to care for the safety and security of each other. Police Youth Project – targets first and second time offenders aged between 10 and 17 years.

SPEECH THERAPY SERVICE (PART OF GROUP SPECIAL EDUCATION)

Contact: Robyn Ward

A free service to assist pre-schoolers to secondary school children who have speech disorders and language delay. Referrals from schools, parents, Special Education, Plunket, GPs and professionals. A clinic based at Rotorua Primary School (phone 343 1365).

TE PUNI KOKIRI

Address: Te Puni Kokiri House
1218-1224 Haupapa Street
Private Bag 3017
Rotorua

Phone: 349 7810

Fax: 349 0950

Email: tearawa@tpk.govt.nz

To facilitate and support Māori achievement initiative in health, education, training and employment and economic resource development.

WORK AND INCOME (PART OF MINISTRY OF SOCIAL DEVELOPMENT)

Address: 1207 Pukuatua Street
Private Bag 3016
Rotorua

Freephone: 0800 559 009 (customer enquiries)

Fax: 921 0968

Benefits and Pension – help with financial benefits, including special needs grants, accommodation benefits, disabled child allowance, home help, employment. Service express free phone no - 0800 333 040.

HEALTH SUPPORT GROUPS

ALZHEIMERS DISEASE AND RELATED DISORDERS SOCIETY

Address: Community House
1115 Haupapa Street
PO Box 430
Rotorua

Phone: 349 0053

Fax: 349 0064

Email: alzheimersro@xtra.co.nz

Contact: Lyn Soeters & Elaine Fox

Support for families and friends of Alzheimers sufferers. Education and information to public and medical profession on the problem. The Society's aim is to stimulate the research and improve the management of Alzheimers and related disorders, and raise community awareness of dementia. Monthly support group meetings for carers and a Daughter's Support Group meet quarterly.

AMPUTEES SOCIETY OF WAIKATO AND DISTRICTS

Address: Unit 35B Cantabria, Old Taupo Road
Rotorua

Phone: 343 9211

Contact: Arthur Richardson

Support for amputees and their families.

ARTHRITIS NEW ZEALAND - BAY OF PLENTY

Address: Community House
1115 Haupapa Street
PO Box 1336
Rotorua

Phone: 348 5121

Fax: 348 5126

Email: bopsc@arthritis.org.nz

Educator: Sheryl Jensen 348 5135

Sheryl.jensen@arthritis.org.nz

An arthritis educator assesses the needs of people with arthritis and advises on services and ways to manage their arthritis to maintain independence. Exercise classes to music – water exercise programmes; support groups and education meetings. Also have information on lupus.

ASTHMA ROTORUA AREA SOCIETY

Address: Community House
1115 Haupapa Street
PO Box 472
Rotorua

Phone: 347 1012

Fax: 347 1017

Email: rot.asthma@clear.net.nz

Contact: Rosemary Thomas
Support and education for asthma sufferers.

A.D.H.D. (ROTORUA) ASSOCIATION INC (ATTENTION DEFICIT HYPERACTIVITY DISORDER)

Address: Community House
1115 Haupapa Street
PO Box 1322
Rotorua

Phone: 348 1946

Fax: 348 1947

Email: adhd.rotorua@xtra.co.nz

Contact: Helen Franich

Information, education, support and advocacy for people with ADHD and those living and working with them.

ALTOGETHER AUTISM

Address: PO Box 15263
Tauranga

Freephone: 0800 273 463

Email: bop@altogetherautism.org.nz

Website: www.altogetherautism.org.nz

An information and advisory service for those living with, working with, or who have an interest in Autism Spectrum Disorders. Has a team of advisors and volunteer support parents who provide information and advice. Provides evidence based information and clinical advice through a clinical psychologist and team of experts. Maintains a database of service providers to help you link with service providers and information.

AUTISM NEW ZEALAND INC - BAY OF PLENTY

Address: The Historic Village, 17th Avenue
West, Tauranga
PO Box 841
Tauranga

Phone: 07 571 0003

Freephone: 0800 288 476

Fax: 07 571 0013

Email: bayofplenty@autismnz.org.nz

Provide information, education and support on the autistic spectrum. Field Officer visits Rotoura weekly.

BRAIN INJURY ASSOCIATION

Address: Community House
1115 Haupapa Street
Rotorua
Phone: 350 1251
Fax: 350 1154
Email: liaison.rotorua@brain-injury.org.nz
Contact: Annie Dunn
Support, information, education and advocacy for people with brain injury, carers and family.

BRITTLE BONES ASSOCIATION

Phone: 346 3966
Email: cstevens@xtra.co.nz
Contact: Colleen
Support for people with brittle bones.

BURN SUPPORT GROUP

Phone: 350 1158
Fax: 350 1185
Email: yvonne@maximsoftware.co.nz
Contact: Yvonne Skellern
To educate on prevention of burns. To give support to burn survivors and families.

CANCER SOCIETY - WAIKATO/BOP

Address: 1235 Ranolf Street
PO Box 1695
Rotorua
Phone: 349 4556
Fax: 349 4553
Email: rotorua@cancersociety.org.nz
Website: www.cancersociety.org.nz
Practical and caring support for cancer patients and their families. Health promotion.

CHILD CANCER FOUNDATION - LAKES BRANCH

Freephone: 0800 424 453
Mobile: 027 533 3793
Fax: 345 3793
Email: brichardson@childcancer.org.nz
Contact: Barbara Richardson
Practical assistance and emotional support for children and young people with cancer, their families and bereaved families. Support groups, education support, some financial assistance and advocacy.

COELIAC - NEW ZEALAND SOCIETY

Phone: 348 5889
Contact: Stella McLeod
The Society offers support and information to people with coeliac.

DEAF ASSOCIATION

Address: 1333 Eruera Street
Rotorua
Phone: 350 1468 or 07 571 5930 (Tauranga Office)
Fax: 350 1460 or 07 571 5932 (Tauranga Office)
Email: karen.lawrence@deaf.co.nz
Provides support services for deaf people, interpreting, NZ sign language service and service co-ordination for deaf people. Satellite office every Tuesday in Rotorua 10.00am to 3.00pm - Denise McIndoe.

DIABETICS SOCIETY (ROTORUA)

Address: PO Box 1685
Rotorua
Phone: Marlaine Farrar 346 2336 or
Karen Reed 3325955
Email: rotorua@diabetes.org.nz
Information and support for people who diagnosed with diabetes and their families. Meets every 6 weeks at Community House on Monday evenings 7.30 - 9.30pm

EPILEPSY INC SOCIETY OF NEW ZEALAND

Address: Community House
1115 Haupapa Street
PO Box 1775
Rotorua
Phone: 346 3912
Mobile: 027 408 1201
Fax: 346 3912
Email: rotorua@epilepsy.org.nz
Contact: Marjo Tenhagen
Information, counselling, support and advocacy for people with epilepsy and their families.

GREEN PRESCRIPTIONS

Address: C/- Sport Waikato
PO Box 46
Hamilton
Phone: 07 838 2657
Fax: 07 838 2655
An exercise prescription issued by general practitioners encouraging their patients to become and stay active as a pathway to maintaining a healthy lifestyle. Comprehensive Green Prescription patient support available through Sport Bay of Plenty on 0800 ACTIVE (0800 228 483).

HAEMOCHROMATOSIS/ IRON OVERLOAD DISORDER

Phone: 362 4589
 Fax: 362 4589
 Email: handm.gill@clear.net.nz
 Contact: Michael

Support for and awareness of this disorder.

HEARING THERAPY SERVICES - LIFE UNLIMITED

Address: 1452A Hinemoa Street
 PO Box 1795
 Rotorua

Phone: 349 2513
 Freephone: 0800 008 011
 Fax: 350 2367
 Email: patricia.v@lifehts.org.nz
 Website: www.life.nzl.org

Free, independent service to people aged 16 years and over. Evaluates hearing, provides information about hearing aids and other equipment to assist with daily living, communication skills, speech reading and auditory training.

HEART CHILDREN NEW ZEALAND - ROTORUA BRANCH

Address: PO Box 12045
 Rotorua
 Phone: 347 4081 Angela or 348 2042 Belinda
 Email: heartchildrenrotorua@hotmail.com
 Website: www.heartchildren.org.nz

To provide and facilitate the best support and care for children with heart conditions and their families in New Zealand. Newsletters, family fun days, information packs and heart children camps.

HEART FOUNDATION

Address: 1222 Arawa Street
 PO Box 703
 Rotorua
 Phone: 349 0635
 Fax: 349 0637
 Email: yvonne@nhf.org.nz
 Website: www.heartfoundation.org.nz
 Contact: Yvonne Skellern

Services include Health Promotion - promote socio-environmental changes (smoking, physical activity, and nutrition) that will reduce heart and blood vessel risk through public awareness, coordination of health promotion projects, advocacy and Cardiac Care.

HEART SUPPORT GROUP

Contact: Wally Walford 347 6173
 Support for people who have had a heart attack or have heart disease and their families or think they have heart disease.

INCONTINENCE SUPPORT - BEDWETTING AND BLADDER CONTROL

Phone: 349 7940 Denise Doyle
 Advice and support from district nurses.

IRLEN SYNDROME

Address: PO Box 5086
 Rotorua
 Phone: 348 8816
 Fax: 348 8846
 Email: cubes1@clear.net.nz
 Website: www.aaic.org.nz and www.irlen.com
 Contact: Mary Cubie
 Helps to correct reading and perceptual problems by the use of tinted lenses or coloured overlays.

LEUKAEMIA AND BLOOD FOUNDATION

Phone: 348 3286 (home) or 348 9979 (work)
 Email: steiners@wave.co.nz
 Contact: Marie Steiner
 Support for leukaemia sufferers and their family.

M.E./C.F.S. CHARITABLE TRUST

Address: PO Box 5078
 Rotorua West
 Phone: 362 4589
 Email: handm.gill@clear.net.nz
 Contact: Hilma Gill
 To give people information and support on M.E.

MOVING ON - STROKE EXERCISE GROUP

Phone: 332 2618
 Contact: Chris King
 Community based stroke exercise group for stroke survivors and their families. Programme covers strength and balance exercises. Held in the Kahakura Rugby Clubrooms, Pukuatua Street on Mondays and Fridays 9.30am to 11.30am

MULTIPLE SCLEROSIS SOCIETY

Address: Community House
1115 Haupapa Street
Rotorua

Phone: 346 1830
Fax: 346 1840
Email: ms.rotorua@xtra.co.nz
Contact: Alison Meinhofen or Leslye Pattle

Support and education for people with Multiple Sclerosis and other neurological conditions and their carers. Monthly support group meetings.

PARKINSONIAN SOCIETY (N.Z.)

Address: Community House
1115 Haupapa Street
Rotorua

Phone: 343 7986
Email: parkinsonsfo.rotorua@wave.co.nz
Contact: Cheryl Bogun, Field Officer

Support group for people and their families, with Parkinsons Disease.

POST-POLIO SUPPORT SOCIETY OF NEW ZEALAND INC

Address: PO Box 249
Oamaru

Freephone: 0800 476 546
Website: www.nzordgroups.org.nz/postpolio

The Society aims to provide support for those people who have had Polio, collect and distribute information that will enable members to understand and moderate the changes occurring in their conditions and inform medical practitioners of the reality of Post Polio Syndrome.

ROYAL N.Z. FOUNDATION OF THE BLIND

Address: Community House
1115 Haupapa Street
Rotorua

Phone: 348 7218
Fax: 347 2007
Email: astowell@rnzfb.org.nz
Website: www.rnzfb.org.nz
Contact: Annette Stowell

The RNZFB offers a wide range of essential services to blind, deafblind and vision impaired members. These services include: Habilitation and rehabilitation, Sports and Recreation, Deafblind Services, Vocational advice, Volunteer Support, Maori and Pacific services, Library services, Blindness Awareness and prevention programmes.

R.S.I. - REPETITIVE STRAIN INJURY/ OCCUPATIONAL OVERUSE SYNDROME

Freephone: 0800 20 90 20 will put client through to RSI contact
Information on RSI and can help with enquiries.

STROKE FOUNDATION (LAKELAND - ROTORUA/TAUPO & TURANGI)

Address: Community House
1115 Haupapa Street
Rotorua

Phone: 349 6022
Fax: 349 6122
Email: strokemelakeland@paradise.net.nz
Contact: Janine Glyde

Co-ordination of free stroke support services for the Rotorua, Taupo, Turangi region. Free confidential education, advocacy, support and information for clients and their families in the Rotorua District. Field Officer Service and communication volunteers.

HOSPITALS

ROTORUA HOSPITAL - LAKES DISTRICT HEALTH BOARD

The Lakes District Health Board is responsible for the health of our community - assessing health needs, establishing strategic and operational plans, funding primary care and disability services and providing public health, hospital and some community services in the Lakes district. Lakes DHB's two hospitals at Rotorua and Taupo, coupled with the community based secondary health care services, make up the provider arm of Lakes DHB.

Address: Rotorua Hospital
Pukeroa Street
Private Bag 3023
Rotorua

Phone: 348 1199 (all departments 24 hours per day, every day and 349 7977 patient enquiries - Monday to Friday 8am-4.30pm)

Fax: 349 7897

Dale Oliff is the General Manager for Clinical Services, having responsibility for the hospitals and the community secondary services. The personal assistant for this role is Theresa Fraser (phone 349 7825). Email is GM.Office@lakesdhb.govt.nz.

Lakes DHB Chief Executive Officer is Cathy Cooney. Her Personal Assistant is Tania Raureti (phone 349 7982).

Hospital visiting hours are 2:00pm – 8:00pm daily. Outside these hours, people need to arrange visits with the nurse in charge.

SURGERY AND ELECTIVE SERVICES

This is Lakes DHB Hospital's biggest service, accounting for nearly half of all patient discharges. The service covers all acute and non-acute surgery. Service responsibilities include: General Surgery, Orthopaedics, ACC, Anaesthetics; Ear, Nose and Throat; Audiology, Peri-operative, Surgical Wards, Elective Services, Booking and Scheduling Services.

Service Manager: Greg Vandergoot.

Heads of Department:

Anaesthetics Dr Martin Thomas
General Surgery Mr David Vernon
Orthopaedics Mr Francois Du Toit
Otorhinolaryngology Mr Wilfred Wong Toi
Associate Director of Nursing for Surgery and Elective Services Kim Brooks

Professional Advisors/Team Leaders:

Audiology, extension 7919.

MEDICINE

The Medical Service offers a diverse range of clinical services as well as diagnostic support to other clinical services including: Health of Older Persons Service (inpatient and outpatient rehabilitation), Adult Medicine, Rehabilitation, Intensive Care Unit, Coronary Care Unit, Pain, Laboratory, Radiology, Clinical Physiology, Pharmacy, Acute Medical Wards, Renal and Allied Health (Physiotherapy, Occupational Therapy, Social Workers, Speech Language, Therapists and Dieticians).

Service Manager - Kevin Harris

Heads of Department:

Medical Dr Denise Aitken
Pathology Dr Michael Arendse

Associate Director of Nursing Medical Services - Gillianne Meek.

Professional Advisors/Team Leaders:

Nutrition, ext 8788
Occupational Therapy, ext 8526
Pharmacy, ext 7910
Physiotherapy, ext 8842
Radiology (general enquiries) ext 7906
Renal Satellite Dialysis Service (via Switchboard),
Speech-Language Therapy, ext 8529.

PHYSIOTHERAPY SERVICES

Address: Rotorua Hospital
Clinical Services Building, 3rd Floor
Pukeroa Hill

Phone: 349 7913

Contact: Ann McKellar, Professional Advisor,
Physiotherapy or Sarah Croucher

Provides physiotherapy services for all musculoskeletal problems and injuries and for specialised medical diagnoses including: breathing problems, continence and women's health, chronic and acute pain, skin disorders, rehabilitation and neurological disorders. Classes for COPD and cardiac recovery are also held regularly. Assessments for mobility problems and equipment, eg. walking frames are available. The department is an accredited EPN provider for ACC patients. The service includes community physiotherapy services, available for hospital inpatients and for outpatients.

COMMUNITY PHYSIOTHERAPY SERVICES

Phone: 349 7913
 Fax: 349 7916
 Contact: Brendon Duske

Provides physiotherapy services for those who require treatment in the community.

LAKES D.H.B COMMUNITY OCCUPATIONAL THERAPY

Phone: 349 7913
 Provides occupational therapy services for housebound patients.

MENTAL HEALTH SERVICES

Mental Health Services provide inpatient and community based services for adults, children, adolescents, youth and older persons; a Psychiatric Emergency Team; a specialist Māori Mental Health Team (Pō Te Atatu); Consumer Advisors and Family Advisor. Service responsibilities include: Acute inpatient services; Acute community and recovery services as well as linkages with Non-Government Organisations (NGOs) and the primary health sector.

Service Manager: Jeanette Black.

Professional Advisors:

Clinical Director - Dr Danny Smith,
 Associate Director of Nursing - vacant, Tangata Arahi -
 Denise Whata, Pou Awhina - Aramakaraka Pirika.

OUTPATIENT DEPARTMENT

The Outpatient Department at Rotorua Hospital provides a comprehensive range of Specialist services. These services include: Ear, Nose and Throat, General Surgery, Plastics, Orthopaedic/Fracture, Gynaecology/Colposcopy, Paediatrics, General Medicine, Diabetic, Cardiology, Haematology, Neurology, Renal, Dermatology and Oncology Clinics.

Patients are seen by appointment by referral from General Practitioners or other health professionals. Patients will be notified by letter, informing them of the date and time of their appointment, who they will see and where to go.

Service Manager: Steve Crew

Outpatient Co-ordinator: Michele Neilson.

ENT, General Surgery, Plastics Clinic are located in Edward Guy Building. Phone: 07 349 7979 Fax: 07 343 7739.

Orthopaedic/Fracture Clinics are located in Bridgman Building. Phone: 07 349 7928 Fax 07 349 7922.

Gynaecology/Colposcopy Clinics are located in Bridgman Building. Phone: 07 349 7965 Fax 07 349 7922.

General Medicine Cardiology, Haematology, Neurology, Dermatology, Diabetic & Oncology Clinics are located in Bridgman Building. Phone: 07 349 7981 Fax 07 349 7980.

Paediatric Clinics are located in Bridgman Building. Phone: 07 349 7932 Fax 07 349 7985.

If for any reason an appointment is unable to be kept, please contact the clinic as soon as possible so that the appointment can be given to another patient.

WOMEN, CHILD AND FAMILY SERVICE

The Woman, Child and Family Service provides a range of maternity and child health services, advice and counselling. Ante Natal, Birthing and Postnatal support is provided by Obstetricians, Hospital Midwives and Anaesthetists. Lead Maternity Carers (Midwives) also have access to birthing facilities at Rotorua and Taupo Hospitals.

Services include: Child Health (Children's Unit and community health centre which includes the Child Development Centre); Maternity; Neonatal; Postnatal; Special Care Baby Unit (SCBU), Obstetrics and Gynaecology, Child Advocacy Services and Family Violence intervention.

Responsibilities also include: the Emergency Department at Rotorua Hospital, Daily Operations Unit/Agency and Duty Managers, the RMO Unit (Junior Doctors), telephonists, Dental Services and the Ear Nurse Specialists.

Service Manager: Steve Crew.

Heads of Department:

Paediatrics - Dr Stephen Bradley
 Obstetrics & Gynaecology - Dr Abel Steyn
 Emergency Services - Dr Dominique Eggermont.
 Associate Director of Nursing - Debbie Coates

Professional Advisors/Team Leaders:

Dental services, ext 8504
 Midwifery Professional Advisor - Annette Garvey-Graham

CHILD PROTECTION SERVICES

Phone: 349 7967

Contact: Sarah McMillan

Our Child Protection Coordinator is Sarah McMillan. Sarah works with Paediatricians in a range of areas to do with Child Protection providing advocacy, facilitation and coordination for incidences of suspected, evidenced or disclosed child abuse for Lakes District Health Board staff, Te Kahui Hauora staff and contracted staff.

Sarah advocates on behalf of the child or young person to ensure that their health needs are met in relation to care, and protect them from abuse or neglect.

CHILD DEVELOPMENT TEAM

Phone: 346 2251

Fax: 343 5024

Provides physical and developmental assessments, therapy and individual programmes for children up to 14 years who have been identified as being at risk of developmental delay and for those children who have a physical disability or a combination of these.

Access to services is by written referral from GP, specialist, Plunket, Tipu Ora, Public Health Nurse, early childhood centre, school or community agency.

Team includes: Neurodevelopmental Therapists, Early Intervention Teacher, Speech Language Therapist, Paediatricians, Orthopaedic Specialist, Māori Health Workers based in Rotorua Hospital.

Team Leader Kathleen Moffitt. Child Development Team is based at Te Au o Hinetai on the corner of Whakaue and Hinemaru Streets.

DISTRICT NURSING SERVICE

Provides a range of specialist community nursing services from both the hospital bases, and patients' homes.

Phone: Wound clinic 349 7940 or 348 1199
including after hours

Fax: 349 7939

Clinical Nurse Leader, extension 8686.

District Nursing, extension 8686 or 7940.

Ostomy and Continence Nurse, extension 8687.

CAPD Nurse, extension 7864

Social Worker, extension 8700

All nursing staff may be contacted by locator via 349 7940

FAMILY VIOLENCE INTERVENTION

The Family Violence Coordinator is Rae Mutu. Rae's role is to train and support staff in introducing family/partner

violence screening to the health setting and to liaise with the community agencies involved in the intervention networks both in Rotorua and Taupo. Routine screening essentially means that all women over 16 years of age, and men displaying signs of abuse, who access select services in the hospitals will be asked about family violence as part of their overall health assessment. Those who respond positively to the screening will be offered appropriate follow-up support.

MAORI HEALTH SERVICES

Te Whakaruruhau (The Mantle of Care) is a strategic implementation team that provides direction, support and advice to Lakes District Health Board's Rotorua and Taupo Hospitals and secondary community services. This includes participation in planning, development and delivery of effective and efficient health services to Maori, and monitoring of these services.

Te Whakaruruhau priorities include: developing Maori workforce and supporting all staff within Lakes DHB to access a range of training that supports the development of their practice, in meeting the needs of Maori; quality and risk issues and overseeing complaints by Maori; participation in the Lakes Health Services Improvement Programme (LHSIP); advancement of the Maori Health Teams, particularly Te Arawa models of practice.

Te Whakaruruhau is led by Tumuaki Ngaroma (Mala) Grant and has internal relationships with all staff including accountabilities with: Po Te Atatu (Maori Mental Health Team), Hunga Manaaki (Maori health workers in Rotorua Hospital), Te Oranga (Maori health workers in Taupo Hospital).

These Maori health teams provide care, support and advice to Maori patients and their whanau.

GM Maori Health Phyllis Tangitu

Tumuaki - Ngaroma Grant

Pou Herenga - Eru George

Hunga Manaaki - Sharon Webber.

Maori Health phone 349 7858

Te Whakaruruhau phone 343 7743 and Po Te Atatu phone 349 7870.

Q.E. HEALTH

Address: Whakaue Street
PO Box 1342
Rotorua

Phone: 348 0189

Fax: 348 4266

Email: infoline@qehealth.co.nz

Website: www.qehealth.co.nz

Contact: Liz Harding or Marketing Office

Patients with rheumatic disease have been treated at the 25-bed hospital for over 40 years. The traditional "spa Cure" is combined with modern specialist care. QE Health offers: specialised medical diagnosis and treatment, resource library for arthritic conditions and research in this area, physiotherapy, occupational therapy, provision of daily living aids, counselling, orthotics, spa services, wheelchair service, orthopaedic surgery for arthritic conditions, bone density, radiology, vocational rehabilitation services and education classes. Spa treatments include: massage, mud baths and mineral pools. Additional treatments available. All of these spa treatments are open to the public, no GP referral needed. There is also a shop Living Solutions stockists of aids for daily living, e.g. walking sticks, shower stools, lumbar support.

SOUTHERN CROSS HOSPITAL

Address: 58 Otonga Road
PO Box 2240
Rotorua

Phone: 348 8156

Fax: 347 4052

Email: catriona.ayers@southerncrosshospitals.co.nz

Website: www.southerncrosshospitals.co.nz

Contact: Catriona Ayers

A 28-bed unit with two modern operating theatres and recovery suite. Minor and major surgery is carried out at the hospital, as well as some diagnostic procedures. Patients are accommodated in private rooms with single ensuites. Each room is equipped with a telephone and television set. The hospital is set in four and a half acres of park-like grounds.

The hospital is going to combine the surgical business of QE Hospital and Southern Cross in a joint venture and over \$8million will be spent over the next 14 months which will result in the hospital being a state of the art facility for the community of Rotorua.

WHARE AROHA

Address: 1092 Hinemaru Street
PO Box 1820
Rotorua

Phone: 347 9612

Fax: 347 9612

Email: reception@wharearoaha.org.nz

Contact: Corina Montgomery

Whare Aroha (House of Caring) has a medical hospital, a rest home and a special care unit for those with dementia and Alzheimers needing a safe environment. It is run by the Rotorua Continuing Care Trust. It is a non-profit making facility and all income is used to provide residents with a high standard of care. The service includes 24-hour registered nursing care, general and specialist medical care, physiotherapy, occupational therapy, diversional therapy, chaplaincy service, podiatry and pharmaceutical service. Whare Aroha caters for people with physical or mental disabilities from teens to old age. Care may be long or short term. There is a Te Roopu (Whare Aroha) Group.

MAORI HEALTH INITIATIVES

AHU WHAKATIKA - CHALLENGE VIOLENCE TRUST

Address: 1384 Hinemoa Street
Rotorua

Phone: 348 9969

Fax: 348 9694

Email: cvt@ro.pl.net

Contact: Shell Brown

Services include: violence prevention, women's education programme, youth initiatives and programmes for Maori men.

KOROWAI AROHA

Address: 1292 Hinemoa Street
Rotorua

Phone: 348 8454

Fax: 349 1597

Email: pare@korowai.org.nz

Contact: Pare Aratema

Open 8:30am – 5:00pm daily. Health Centre that provides Māori and community health needs, community health promotion and education programmes. Not exclusively Māori. The Centre will organise mobile health clinics to promote health needs of various groups in homes, work places, marae, schools, kohanga reo, community groups. Health services for asthma, diabetes, anti-smoking education, cervical screening, care of kaumatua and elderly, mirimiri, rongoa Māori, diet and exercise counselling, haemodialysis, family counselling. Care of mothers and their pepi. GP service available everyday 9.00am – 5:00pm at Hinemoa Street clinic and 9.00am to 1.00pm at Fordland clinic, 114 Sunset Road.

LAKES D.H.B. MAORI HEALTH SERVICES

Address: Rotorua Hospital
Pukeroa Street
Rotorua

Phone: 348 1199

Te Whakaruruhau (The Mantle of Care) is a strategic implementation team that provides direction, support and advice to Lakes District Health Board's Rotorua and Taupo Hospitals and secondary community services.

This includes participation in planning, development and delivery of effective and efficient health services to Maori, and monitoring of these services. Te Whakaruruhau priorities include: developing Maori workforce and supporting all staff within Lakes DHB to access a range of training that supports the development of their practice, in meeting the needs of Maori; quality and risk issues and overseeing complaints by Maori; participation in the Lakes Health Services Improvement Programme (LHSIP); advancement of the Maori

Health Teams, particularly Te Arawa models of practice. Te Whakaruruhau is led by Tumuaki Ngaroma (Mala) Grant and has internal relationships with all staff including accountabilities with: Po Te Atatu (Maori Mental Health Team), Hunga Manaaki (Maori health workers in Rotorua Hospital), Te Oranga (Maori health workers in Taupo Hospital).

These Maori health teams provide care, support and advice to Maori patients and their whanau.

GM Maori Health - Phyllis Tangitu,
Tumuaki - Ngaroma Grant
Pou Herenga - Eru George
Hunga Manaaki - Sharon Webber

Maori Health phone 349 7858

Te Whakaruruhau phone 343 7743 and Po Te Atatu phone 349 7870.

MANA MENTAL HEALTH SERVICES

Address: 1144 Pukuatua Street
Rotorua

Phone: 343 9082

Mobile: 021 237 7064

Fax: 343 6754

Email: awhi4u@xtra.co.nz

Website: www.manamentalhealth.co.nz

Contact: Gavin Pike

A consumer-lead service that provides advice, advocacy and peer support to consumers/tangata whaiora in the community. Services provided include mental health consumer advocacy, peer support, career information, educational health workshops, resource information, mental health consumer recovery workshops.

MANA SOCIAL SERVICES

Address: Level 2 Community House
1115 Haupapa Street
PO Box 775
Rotorua

Phone: 348 6191
Fax: 348 6192
Email: mana.reception@ihug.co.nz

We provide free, competent and professional social services to the Rotorua community. Programmes include a range of counselling, such as grief and loss, whanau conflict resolution, positive parenting strategies and support for people with issues around gambling. Awhi Whanau is a programme for 9 - 13 year old children at risk of suspension/expulsion from school. Other programmes include Police Diversion and Restorative Justice for adults.

MAORI WOMEN'S WELFARE LEAGUE

Phone: 348 5342
Contact: Ani Rolf

The Māori Women's Welfare League (Te Roopu Wahine Māori Toko i Te Ora) is an organisation set up to enable members to effectively participate in the spiritual, social, cultural and economic development of their whānau and community. They are also involved in: promoting the holistic health of Māori; promoting life-long education and training; assisting in the rehabilitation of offenders and promoting understanding between women of all races.

NGATI KAPO

Phone: 362 4862
Mobile: 027 488 5973
Contact: Daniel Phillips
Services for Maori who are blind.

NGATI PIKIAO HEALTH SERVICES

Email: lauren@pikiaorunanga.org.nz

Ngapuna Health Centre: 283-293 Te Ngae Road
phone 345 7412, fax 345 7413;

Selwyn Heights Medical Centre: 4 Kokako Street, Shop 11,
phone 347 3195, fax 346 2795.

Education, cervical, breast and pregnancy screening.

**PARENTING AND LIFE SKILLS PROGRAMMES
(MAORI WOMEN'S WELFARE LEAGUE)**

Address: Apumoana Marae
Tarawera Road
Rotorua

Contact: Merline Tahata 357 4757
Diane Pora 3462 412

Programmes available on all aspects of parenting and life skills during term time. Creche and transport available. Wednesday 10.00am to 2.00pm.

PO TE ATATU

Address: Māori Mental Health Services
Rotorua Hospital
Private Bag 3023
Rotorua

Phone: 349 7870
Freephone: 0800 1660167
Email: arama.pirika@lakesdhhb.govt.nz
Contact: Arama Pirika – Pou Awhina
Denise Whata – Manager, Maori Mental
& Clinical Nurse Manager for
Methodone & Addictions.

RAU-O-TE HUIA COMMUNITY TRUST

Address: 1243 Ranolf Street
PO Box 5101
Rotorua West

Phone: 349 0323
Fax: 349 0324
Email: I.maki@rauotehuia.com
Contact: Iriarangi Maki

24-hour care for people with psychiatric disabilities. Māori kaupapa. Ronga Māori. Traditional services. Tamariki assessment, mental health.

TE AKATEA IWI TAUAWHI TRUST

Address: Ground Floor, Ohinemutu Whakaturia
Complex
PO Box 5070
Rotorua

Phone: 349 1134
Email: teakatea.iwi@xtra.co.nz

A Maori orientated counselling service offering four main types of counselling - sexual abuse, grief and loss, relationship, whanau therapy to solve conflict. Living without violence (domestic violence) programmes. Anger management for men, women, young people and children.

TE AWHINA SUPPORT SERVICES

Address: 7 Kowhai Avenue
Murupara

Phone: 366 5177 after hours 366 5299
Contact: Diane Grace

Provides services to the elderly. To provide a quality of life service to Whanua, Hapu and Iwi of the Murupara and surrounding districts. Provide transport to hospital, meals on wheels, shopping etc. Also programmes available are money management and counselling.

TE IKA WHENUA HAUORA INCORPORATED SOCIETY

Address: 53 Oregon Drive
Murupara
Phone: 366 5560 or 366 5585
Fax: 366 5560 or 366 55854
Contact: Libya Heke-Huata
Needs assessment, advocacy Rangitahi, Tamariki ora.

TE KAHUI HAUORA TRUST

Address: 38 Koutu Road
PO Box 2254
Rotorua
Phone: 349 0156
Fax: 349 0156
Email: kmorrison@tkht.co.nz
Website: www.tkht.co.nz
Contact: Ray Morrison
Maori advocacy services at the Rotorua Hospital . Cancer care services for Rotorua from a Maori perspective. Problem gambling counselling services. Traditional Maori healing services.

TE PAPA TAKARO O TE ARAWA

Address: Cnr Pukuatua & Kuirau Streets
Rotorua
Phone: 348 3377
Fax: 348 0877
Email: michelle@papatakaro.org.nz
Contact: Paora Te Hurihanganui
To encourage a healthier lifestyle for Māori people of all ages through increased participation in appropriate sport, recreation and leisure activities. Health promotion and seminars; event organisation; development of sporting programmes; school holiday programmes; Marae based programmes.

TE PUNI KOKIRI

Address: Ministry of Māori Development
1218 Haupapa Street
Private Bag 3017
Rotorua
Phone: 349 7810
Fax: 349 0950
Email: tearawa@tpk.govt.nz
To facilitate and support Māori achievement and initiatives in health, education, training and employment and economic resource development.

Phone: 348 1231
Fax: 348 1231
Email: p-mitchell@clear.net.nz
Contact: Penny Mitchell
Support Whanau and at risk youth in wrap-around social welfare and justice services, marae-based. Supervised structured programmes for youth at risk, family support services, domestic violence, budgeting services, alternative education referrals from secondary high schools in Rotorua, private training establishment - delivering the National Certificate in Iwi Maori Social Services, drivers licencing programme, Marae stay for accommodation and conferences, JV with Hauora Waikato Forensic Health assessments in the District and Youth Courts. Leadership development programme in Fordlands for youth.

TE RUNANGA O NGATI PIKIAO

Address: 1225 Pukuatua Street
PO Box 2241
Rotorua
Phone: 348 5384
Fax: 349 4993
Email: pikiaorunanga@org.nz
Contact: Laurence Tamati
Health, social services and counselling. Offer Rongoa healing and massage. Mental health services. Training and education (forestry).

TE RUNANGA O NGATI TAHU/NGATI WHAOA

Address: 224 Guthries Road
PO Box 162
Reporoa
Phone: 333 8879
Fax: 333 8943
Email: runanga-cotu@aonl.co.nz
Contact: Adele Barsdell
Health education awareness. Asthma, diabetes, nutrition and breast screening awareness in partnership with local community nursing service. Monthly arthritis clinic. Maori and Pakeha.

TIPU ORA - WELL CHILD

Address: Tunohopu Health Centre
Haukotuku Street
PO Box 807
Rotorua
Phone: 348 2400
Fax: 348 2403
Kaitiaki and Registered Nurses combine to deliver a comprehensive home-based Well Child service to children and newborn babies until 5 years of age.

TE ROOPU A IWI O TE ARAWA CHARITABLE TRUST

Address: c/- Taharangi Marae
26 Tarewa Road
Rotorua

TE UTUHINA MANAAKITANGA TRUST

Address: Janet Fraser Hostel
2A Ranolf Street
PO Box 1802
Rotorua

Phone: 348 3598
Fax: 348 1783
Email: admin@tumt.org.nz

Te Utuhina Manaakitanga Trust is a free, confidential alcohol, drug and gambling counselling service to the community that works with individuals and whanau to reduce the harm caused by alcohol, other drugs and gambling. For counselling support or further information contact the service.

TE WHANAU TOKOTOKORANGI TRUST

Address: 14 Scott Street
PO Box 1429
Rotorua
Phone: 349 3228
Fax: 349 2807
Email: tewhanau@xtra.co.nz
Contact: Doug Morgan

The Trust provides 24 hour residential care for people with multiple disabilities. It also provides day programmes offering stimulating activities, life skills, therapeutic intervention and a friendly environment which presents opportunities and choices for personal growth. Whanau support.

TE WHARE HAUORA O NGONGOTAHA

Address: 172 Ngongotaha Road
PO Box 178
Ngongotaha
Phone: 357 4946
Fax: 357 4948
Email: reception@twhon.co.nz
Contact: Rob Beckett

9:00am – 5:00pm Monday to Friday. Thursday – GP service
11:00am – 12:00pm. Wide-ranging services offered from blood pressure and diabetes checks to therapeutic massage. Care of the elderly programme Mondays and Thursdays. Plunket every Wednesday 9.00am to 4.00pm. Also offer Mental Health Services Tuesday to Thursday - Koroua/Kuia Day Programme, Kaupapa Maori, Alcohol and drug counselling, Mental Health Work Rehabilitation/Employment

TE WHARE O KENEHI TRUST

Address: Tunohopu Health Centre, Ohinemutu
Rotorua
Phone: 349 6119 or after-hours 347 8695
Email: margarettuakana@xtra.co.nz
Contact: Margaret Tuakana

Providers of traditional Māori healing. The Trust's aim is to combine traditional and orthodox medicine to provide a health service to both Māori and non-Māori. The holistic health centre offers traditional Rongoa healing that recognises the importance of physical, mental and spiritual wellbeing as the basis of good health and welfare. Advocacy and mediation. PAFT (Parents As First Teachers): Help and guidance for parents in the first three years of a child's life. and Educational Suppt Day Programme and Mental Helath Like Minds Like Mine - Stigma and Discrimination Workshops.

TIPU ORA - FAMILY START

Address: 1272 Fenton Street
PO Box 807
Rotorua
Phone: 348 0097
Fax: 348 0087
Email: moliver@familystart.org.nz
Assisting families with babies in the areas of health, education.

WOMEN'S HEALTH LEAGUE

Contact: Harriet Paikea 333 2623
Charlene Kershaw 348 3240
Promotes fellowship and understanding between Māori and European women with emphasis on health. Addresses health matters including the care and feeding of infants, correct methods of cooking and the value of fresh air, fresh water and sunshine. The League encourages the need for home gardening and fruit trees and assists in the teaching of Māori arts and crafts, language and culture. Services provided from the Tunohopu Health Centre, phone 348 2400 ext 725

MEDICAL PRACTITIONERS & SPECIALISTS

AUDIOLOGISTS

Amanda McKinley

Address: Bay Audiology, Suite 1A, Lakes Care Medical Centre
Cnr Tutanekai and Arawa St
Rotorua
Phone: 347 8728
Fax: 347 8498

Sarah Lies

Address: Suite 1A, Lakes Care Medical Centre
Cnr Tutanekai and Arawa St
Rotorua
Phone: 347 8728
Fax: 347 8498

Scott Wright

Address: Bay Audiology, Suite 1A, Lakes Care Medical Centre
Cnr Tutanekai and Arawa St
Rotorua
Phone: 347 8728
Fax: 347 8498

AUDIOMETRIST

Heather Newport

Address: Suite 1A, Lakes Care Medical Centre
Cnr Tutanekai and Arawa St
Rotorua
Phone: 347 8728
Fax: 347 8498

CHIROPRACTORS

Spinal adjustment for a wide range of health problems. Correction of spinal misalignment allowing the body to heal itself. Appointments necessary. Referrals not necessary except for ACC.

Burt Chiropractic Clinic

Address: 10 Pererika Street
Rotorua
Phone: 348 5894
Fax: 348 5894
Contact: James Burt

Funnell Family Chiropractic

Address: 1360 Eruera Street
Rotorua
Phone: 348 0959
Fax: 348 0959
Contact: Dr John Funnell
Dr Margi Bishop-Funnell
Dr Bronia Tindall
Dr Jeremy Gilbert

Rotorua Chiropractic Centre

Address: 74 Elizabeth Street
PO Box 1271
Rotorua
Phone: 349 0271
Contact: Dr Colin Edwards

CONSULTANT PHYSICIANS

Crook, Nic, Endocrinologist

Address: 1239 Ranolf Street
Rotorua
Phone: 348 8049
Fax: 348 8048

Quinn, Dr Reg J.

Address: 37 Carlton Street
Rotorua
Phone: 347 9349

CONTINENCE THERAPIST

Sara Cunningham

Address: Suite 2 Lakes Care Medical Centre
Cnr Tutanekai and Arawa St
Rotorua
Phone: 347 2123
Fax: 347 2703

DERMATOLOGISTS

Rademaker, Marius

Address: Lakes Care Centre
Cnr Tutanekai and Arawa St
Rotorua
Phone: 348 4094
Fax: 346 0660
Visits three Wednesdays a month.

EAR, NOSE & THROAT**Donn, Mr Steven**

Address: Suite 4 - Lakes Care Medical Centre
1165 Tutanekai and Arawa St
Rotorua
Phone: 347 9787
Fax: 347 2080

Taft, Sue (Ear Nurse)

Address: Suite 4 - Lakes Care Medical Centre
Cnr Tutanekai and Arawa St
Rotorua
Phone: 347 9787

Wong Toi, Mr Wilfred

Address: Suite 4 - Lakes Care Medical Centre
Cnr Tutanekai and Arawa St
PO Box 2475
Rotorua
Phone: 347 9787
Fax: 347 2080

EYE SPECIALISTS**Gimblett, Dr Mark**

Address: Suite 6 - Lakes Care Medical Centre
Cnr Tutanekai and Arawa St
Rotorua
Phone: 348 6816
Fax: 347 2177

Gross, Dr Keith

Address: Suite 6 - Lakes Care Medical Centre
Cnr Tutanekai and Arawa St
Rotorua
Phone: 349 4033
Fax: 347 2177

Myer Dr Derrell

Address: Suite 6 - Lakes Care Medical Centre
Cnr Tutanekai and Arawa St
Rotorua
Phone: 347 9089

GASTROENTEROLOGIST**Richardson, Dr Charles**

Address: 1239 Ranolf Street
Rotorua
Phone: 348 8049
Fax: 348 8048

GENERAL PRACTICE GROUP (ROTORUA)

Address: Independent Practitioners Association for
General Practitioners
1115 Pukaki Street
PO Box 1626
Rotorua
Phone: 349 3563
Fax: 348 8897
Email: reception@rgpg.co.nz
Management Services and Clinical Coordination
organisation for Rotorua and Murupara General
Practices.

GENERAL PRACTITIONERS (DOCTORS)**After Hours Medical Service - Lakes Prime Care**

Address: Accident and Emergency, Lakes Care
Centre
Tutanekai Street
Rotorua
Phone: 348 1000
Open 8:00am-10:00pm, 7 days a week.

Armstrong, Dr John

Address: Owhata Surgery
553 Te Ngae Road
Rotorua
Phone: 345 9699

Briscoe, Dr Tricia

Address: Surgery 10
10 Homedale Street
Rotorua
Phone: 348 5600

Broomer, Dr Nancy

Address: Rotovegas Youth Health
1066 Hinemoa Street
Rotorua
Phone: 343 1013

Brons, Dr Thomas D.

Address: Kuirau Medical Centre
19 Tarewa Road
Rotorua
Phone: 349 1995

Bruce, Dr Nigel

Address: Westbrook Surgery
Westbrook Shopping Centre, Malfroy Road
Rotorua
Phone: 347 6372

Carman, Dr Jane

Address: Ngongotaha Medical Centre
12 Western Road
Ngongotaha
Phone: 357 4130

Cameron, Dr Lisa

Address: Korowai Aroha
1292 Hinemoa Street
Rotorua
Phone: 348 8454

Central City Medical

Address: 1239 Haupapa Street
Rotorua
Phone: 348 7778

Cheesman, Dr Ben

Address: Western Heights Family Health Centre
1 Brookland Road
Rotorua
Phone: 347 0565

Cheesman, Dr Lucinda

Address: Western Heights Family Health Centre
1 Brookland Road
Rotorua
Phone: 347 0565

Conlon, Dr Bernard

Address: Murupara Medical Centre
27 Kowhai Street
Murupara
Phone: 07 366 5555

Cosgrove, Dr Paul

Address: Korowai Aroha
1292 Hinemoa Street
Rotorua
Phone: 348 8454

Dalziel, Dr Sarah

Address: Te Ngae Medical Centre
5A Owhata Road
Rotorua
Phone: 345 6627

Dibley, Dr Anne

Address: Owhata Surgery
553 Te Ngae Road
Rotorua
Phone: 345 9699

Donnell, Dr Judi

Address: Hinemoa House Family Health Care
1271 Hinemoa Street
Rotorua
Phone: 348 3002

Eaves, Dr Nigel

Address: Owhata Surgery
553 Te Ngae Road
Rotorua
Phone: 345 9699

Epp, Dr Des

Address: Owhata Surgery
553 Te Ngae Road
Rotorua
Phone: 345 9699

Eruera St Medical Centre

Address: 93 Eruera Street
Rotorua
Phone: 348 2799

Firth, Dr Simon

Address: Ngongotaha Medical Centre
12 Western Road
Ngongotaha
Phone: 357 4130

Fletcher, Dr Timothy

Address: Ngongotaha Medical Centre
12 Western Road
Ngongotaha
Phone: 357 4130

Griessel, Maryke - GP Registrar

Address: Rotorua Medical Centre
1195 Amohia Street
Rotorua
Phone: 348 7096

Griffiths, Dr Lise

Address: Westbrook Surgery
Malfroy Road
Phone: 347 6372

Hinemoa House Family Health Care

Address: 1271 Hinemoa Street
Rotorua
Phone: 348 3002

Hoskins, Dr Sally

Address: Te Ngae Medical Centre
5A Owhata Road
Rotorua
Phone: 345 6627

Hughes, Dr Lisa

Address: Hinemoa House
1271 Hinemoa Street
Rotorua
Phone: 348 3002

Irvine, Dr Kierin J.

Address: Eruera Medical Centre
93 Eruera Street
Rotorua
Phone: 347 8418 or 348 2799

Kuirau Medical Centre

Address: 19 Tarewa Road
Rotorua
Phone: 348 1995

Le Lievre, Dr Clem

Address: Ngongotaha Medical Centre
12 Western Road
Ngongotaha
Phone: 357 4130

Lovegrove, Dr Sharon

Address: Ranolf Medical Centre
61 Ranolf Street
Rotorua
Phone: 347 7537

Mawson, Dr Kim

Address: Korowai Aroha
1292 Hinemoa Street
Rotorua
Phone: 348 8454

McLean, Dr Alastair

Address: Western Heights Family Health Centre
1 Brookland Road
Rotorua
Phone: 347 0565

McMenamin, Dr Andrew W.

Address: Te Ngae Medical Centre
5A Owhata Road
Rotorua
Phone: 345 6627

McPhail, Dr Ian

Address: Korowai Aroha
1292 Hinemoa Street
Rotorua
Phone: 348 8454
Answerphone all hours.

Mills, Dr Cate

Address: Ranolf Medical Centre
61 Ranolf Street
Rotorua
Phone: 347 7537

Murupara Medical Centre

Address: 27 Kowhai Street
Murupara
Phone: 366 5555

Mutton, Dr Amanda

Address: Western Heights Family Health Centre
1 Brookland Road
Rotorua
Phone: 347 0565

Newman, Dr Michael

Address: Ranolf Medical Centre
61 Ranolf Street
Rotorua
Phone: 347 7537

Ngongotaha Medical Centre

Address: 12 Western Road
Ngongotaha
Phone: 357 4130

Noske, Dr Britta

Address: Murupara Surgery
27 Kowhai Street
Murupara
Phone: 366 5555

O'Keefe, Dr Bev

Address: Westbrook Surgery
Malfroy Road
Rotorua
Phone: 347 6372

Owhata Surgery

Address: 553 Te Ngae Road
Rotorua
Phone: 345 9699

Palmer, Dr David

Address: Kuirau Medical Centre
19 Tarewa Road
Rotorua
Phone: 349 1995

Parker, Dr Robyn

Address: Te Ngae Medical Centre
5A Owhata Road
Rotorua
Phone: 345 6627

Pedley, Dr Rosemary

Address: Ngongotaha Medical Centre
12 Western Road
Ngongotaha
Phone: 357 4130

Pert, Dr Harry

Address: Ranolf Medical Centre
61 Ranolf Street
Rotorua
Phone: 347 7537

Phibbs, Dr Grant

Address: Owhata Surgery
553 Te Ngae Road
Rotorua
Phone: 345 6768 or 345 9699

Pinfold, Dr Tania

Address: Rotovegas Youth Health
1066 Hinemoa Street
Rotorua
Phone: 343 1013

Poskitt, Dr Neil

Address: Te Ngae Medical Centre
5A Owhata Road
Rotorua
Phone: 345 6627

Ranolf Medical Centre

Address: 61 Ranolf Street
Rotorua
Phone: 347 7537

Revell, Dr Paul R.

Address: Ranolf Medical Centre
61 Ranolf Street
Rotorua
Phone: 347 7537

Rotorua Medical Centre

Address: 1195 Amohia Street
Rotorua
Phone: 347 0000

Rotovegas Youth Health

Address: 1066 Hinemoa Street
Rotorua
Phone: 343 1013

Setiadarma, Dr Gunawan

Address: Murupara Surgery
27 Kowhai Street
Murupara
Phone: 366 5555

Sharples, Dr Dave

Address: Western Heights Family Health Centre
1 Brookland Road
Rotorua
Phone: 347 0565

Sinclair, Dr Leonie

Address: Eruera Medical Centre
93 Eruera Street
Rotorua
Phone: 348 2799 or 347 8418

Spear, Dr David

Address: Westend Medical Centre
227 Old Taupo Road
Rotorua
Phone: 350 1193

Surgery 10

Address: 10 Homedale Street
Rotorua
Phone: 348 5600

Te Ngae Medical Centre

Address: 5A Owhata Road
Rotorua
Phone: 345 6627

Tustin, Dr Mike

Address: Korowai Aroha
1292 Hinemoa Street
Rotorua
Phone: 348 8454

Walden, Dr Anne

Address: Ranolf Medical Centre
61 Ranolf Street
Rotorua
Phone: 347 7537

Walsh, Dr Anne

Address: Rotorua Medical Centre
1195 Amohia Street
Rotorua
Phone: 347 0000

Walters, Dr Elizabeth

Address: Te Ngae Medical Centre
5A Owkata Road
Rotorua
Phone: 345 6627

Ware, Dr Christine

Address: Westend Medical Centre
227 Old Taupo Road
Rotorua
Phone: 350 1193

Westbrook Surgery

Address: Westbrook Shopping Centre
Malfroy Road
Rotorua
Phone: 347 6372

Westend Medical Centre

Address: 227 Old Taupo Road
Rotorua
Phone: 350 1193

Western Heights Health Centre And Family Health Team

Address: 1 Brookland Road
Rotorua
Phone: 347 0565

Williams, Dr Mike

Address: Hinemoa House
1271 Hinemoa Street
Rotorua
Phone: 348 3002

Williams, Dr Stuart

Address: Westend Medical Centre
227 Old Taupo Road
Rotorua
Phone: 350 1193

Willis, Dr Roger

Address: Rotorua Medical Centre
1195 Amohia Street
Rotorua
Phone: 347 0000

Wilson, Dr Roz

Address: Owkata Surgery
553 Te Ngae Road
Rotorua
Phone: 345 6768 or 345 9699

GENERAL SURGEONS**Griffith, Mr D. J.**

Address: 1239 Ranolf Street
Rotorua
Phone: 348 8049
Fax: 348 8048

Truter, Mr Etienne

Address: Suite 1, Lakes Care Centre
Tutanekai Street
Rotorua
Phone: 349 4948
Fax: 349 4949

Watson, Mr W. J.

Address: 1239 Ranolf Street
Rotorua
Phone: 348 8049
Fax: 348 8048

MIDWIVES

As your lead maternity caregiver your midwife will provide pregnancy care, labour and birth care and midwifery care up to 4-6 weeks after the birth of the baby. Midwives attend at hospital or home for the birth. At least 5 postnatal home visits are provided. Open all hours.

Rotorua Midwifery Centre

Address: 212 Old Taupo Road
Rotorua
Phone: 348 3838
Fax: 348 3541
Contact: Theresea Gilen, Priscilla Punita, Vanessa Rogers, Dawne Sharplin, Nita van Boven, Rikki Hoskins, Anete Andzane

Lakes Midwives

Address: 161 Old Taupo Road
Rotorua
Phone: 347 6222
Fax: 347 6222
Tuia Mahima, Aroha Nikora

Ruth Midwifery Services

Fax: 349 0148
Contact: Sharon Ramsden, 021 233 9410
Graham Ryan 021 233 9411

Tunohopu Health Centre Midwives

Address: Haukotuku Street
Rotorua
Contact: Christine Hawea 021 357 271
Ula Thomas 021 220 76853
Juliette Lassere 021 718 643

NEO CONTROL**Sharyn Pilkington**

Address: Suite 2 Lakes Care Medical Centre
Cnr Tutaneikai and Arawa St
Rotorua
Phone: 347 2123
Fax: 347 2703
Attends each fortnight in the weekend from Hamilton.

NEURO PSYCHIATRIST**Kumar, Dr Shailes**

Address: Suite 1B Lakes Care Centre
Cnr Tutaneikai and Arawa St
Rotorua

Phone: 348 4717
Fax: 348 7747

Newburn, Dr Gil

Address: Rehabilitation Clinic
17 Margareta Street
Rotorua
Phone: 346 8104
Fax: 346 8105
Email: newrotpsychiatry@xtra.co.nz

OBSTETRICIANS & GYNAECOLOGISTS**Pilkington, Dr Deryck**

Address: Suite 2 - Lakes Care Centre
Tutaneikai Street
Rotorua
Phone: 347 2123
Fax: 347 2703

Ewen, Mr Simon

Address: Suite 3, Lakes Care Centre
Tutaneikai Street
Rotorua
Phone: 921 2057

Swarbick, Dr Ruth

Address: Suite 3, Lakes Care Centre
Tutaneikai Street
Rotorua
Phone: 921 2057

OCCUPATIONAL THERAPISTS

Occupational therapists are involved in a wide range of assessment and rehabilitation services including vocational and community rehabilitation, inpatient rehabilitation and surgical procedures.

Occupational Therapists based at Rotorua Hospital

Address: Carlynne Hope-Curd, Professional
Advisor
Phone: 349 7913

Occupational Therapists based at QE Health

Address: Q.E. Health
PO Box 1342
Rotorua
Phone: 348 0189 ext 815
Professional Advisor: Wendy Chrystie

Smith, Joanne – Private Occupational Therapist

Address: Rotorua Rehabilitation Clinic
4 Marguerita Street
PO Box 902
Rotorua

Phone: 349 2025

Fax: 349 6660

Email: jsmith.rot.rehab@xtra.co.nz

Services include work assessment, assessment and retraining following stroke or head injury, prescription of daily living aids.

OPTOMETRISTS**McClelland Visique Optometrist**

Address: 1129 Pukuatua Street
Rotorua

Phone: 348 5288

Fax: 346 1167

Email: mcclenlland@visique.co.nz

Website: www.visique-mc.co.nz

Contact: Selwyn Hatrick
James Christie
Tony Bland
Dawn Williams

O.P.S.M. Ltd

Address: 1259 Tutaneikai Street
Rotorua

Phone: 349 1784

Fax: 349 1496

Contact: Judy Knipmeijer
Maggie Covell

Rotorua Visique Optometrists

Address: 1211 Eruera Street
Rotorua

Phone: 349 6595

Fax: 349 4578

Email: rotorua@visique.co.nz

Website: www.visiquerotorua.co.nz

Contact: Celeste & Scott Raisbeck
Mark McKenna

ORTHOPAEDIC SURGEONS**Bohm, Mr Ross L.**

Address: 17A Marguerita Street
Rotorua

Phone: 348 0646

Fax: 349 0331

Fenton, Mr James

Address: 1239 Ranolf Street
Rotorua

Phone: 348 8049

Fax: 348 8048

McDonald, Mr Ian

Address: Suite 1, Lakes Care Centre
Tutaneikai Street

Rotorua

Phone: 348 4094

Moorcroft, Mr Preston

Address: Suite 5, Lakes Care Centre
Tutaneikai Street

Rotorua

Phone: 348 9150

Fax: 348 7727

Stanley-Clarke, Mr Derek V.

Address: 1239 Ranolf Street
Rotorua

Phone: 348 8049

Fax: 348 8048

OSTEOPATHS

Registered osteopath, private practice in Muscular-Skeletal Medicine. ACC registered. Offer a range of soft tissue treatments to relax muscles and promote normal functioning of the nervous and circulatory system.

Body Mechanics Osteopathic Clinic

Address: 20 Victoria Street
Rotorua

Phone: 349 3728

Email: bodymech@xtra.co.nz

Contact: Osteopath - Gerry Jelenski
Massage Therapist – Ardent Advent
Shiatsu – Sally Jelenski

Iain Kennedy Osteopath

Address: 1375 Hinemoa Street
Rotorua

Phone: 349 1200

Ngongotaha Osteopathy

Address: 284 Ngongotaha Road
Rotorua

Phone: 357 2020

Fax: 357 2025

Contact: Julia Mason

Rotorua Osteopathic Clinic Ltd

Address: 399A Pukehangi Road
Rotorua
Phone: 348 9213
Contact: Mark Franken

PAEDIATRICIAN**Nagle, Dr Fred**

Address: 1239 Haupapa Street
Rotorua
Phone: 348 7778
Fax: 348 7747

PAIN CLINIC**Steel, Dr Greg**

Phone: Contact Philip Hanson 349 5250 for details

PATHOLOGISTS**Addile, Michael****Beer, Dr Ian****Massey, Dr Richard****Sutton, Dr Tim****Viggiano, Dr John**

Address: Diagnostic Rotorua Ltd
1168 Amohia Street
Rotorua
Phone: 348 2106 or 348 8228
Fax: 348 2277

PHYSIOTHERAPISTS

Physiotherapist practices cater for a wide range of conditions with treatment for spinal pain, headaches, joint dysfunction/arthritis, sports injuries, muscle imbalance correction, ante and post natal back pain, stress incontinence/pelvic floor and bladder retraining, orthopaedic rehabilitation following fractures/surgery, occupational health and ergonomic advice.

District Physiotherapist

Address: Lakes DHB
Pukeroa Street
Private Bag 3023
Rotorua
Phone: 349 7913
Fax: 349 7916
Contact: Brendon Duske

Physiotherapy service for housebound patients.
Advisors to Lakeland Health.

Q.E. Health

Address: Whakaue Street
PO Box 1342
Rotorua
Phone: 349 5254

ACC Endorsed Provider, no surcharge. Based at QE Health. Physiotherapy for sports injuries, orthopaedic rehabilitation, arthritis and joint problems. Also offers pilates and hydrotherapy classes. Nordic Walking and gym membership. Experienced and professional therapists, no referral necessary. Open by appointment 8.00am - 4.30pm Monday to Friday.

Ngongotaha Physiotherapy And Osteopathy

Address: 284 Ngongotaha Road
Ngongotaha
Phone: 357 2020
Contact: Julia Mason

Rehabilitation Service Physiotherapy Centre

Address: 8 Pererika Street
Rotorua
Phone: 346 2755
Fax: 346 2755
Email: rehab.service@paradise.net.nz
Contact: Frances Wilson
Elaine Black
Sarah Donnelly

Rotorua Physiotherapy Clinic

Address: 1237 Whakatau Street
Rotorua
Phone: 347 1658
Fax: 347 1658
Contact: Jane & Daren Griffiths

The Physiotherapy Clinic - Eruera Branch

Address: 1325 Eruera Street
Rotorua
Phone: 347 8380
Fax: 347 8364
Email: inquiry@physiotherapyclinic.co.nz
Contact: Corey Stunnell
Menno Grondsma
Anthony Croucher
Paul Westood

The Physiotherapy Clinic - Owata Branch

Address: 555 Te Ngae Road
Rotorua
Phone: 345 6915
Email: inquiry@physiotherapyclinic.co.nz
Contact: Jan Miller
Julian Lash

PLASTIC SURGEON**McNicol, Stuart**

Address: Lakes Care Centre
Tutanekai Street
Rotorua
Phone: 348 4094
Visits twice a month. Tuesdays.

PODIATRISTS

Podiatrists treat corns, callouses, verrucas and ingrown toenails. They provide orthotics for foot problems.

Crayk, Rosemary

Address: 1325 Eruera Street
Rotorua
Phone: 347 8380
Monday all day and Friday mornings

In-Step Podiatry Services

Address: 1237 Whakatau Street
Rotorua
Phone: 349 6050
Contact: Liz Clarke

Mudge, Tony

Address: 1195 Amohia Street
Rotorua
Phone: 347 0000
Ring for appointment

PRIMARY HEALTHCARE ORGANISATIONS - PHO**Health Rotorua Limited**

Address: Unit 2/55 Marguerita Street
PO Box 1626
Rotorua
Phone: 921 5126
Email: eberryman-kamp@hrpho.org.nz
Website: www.hrpho.org.nz
Contact: Eugene Berryman-Kamp
Health Rotorua PHO plans and funds primary healthcare services for over 70,000 people in Rotorua and Murupura. The organisation has contracts with a wide range of healthcare providers including GPs, Sport BOP, Rotorua Community Pharmacy Group, Te Kahui Hauora Trust etc. As well as

subsidising GP visits the organisation operates a range of Health Promotion and Services to improve access to health services and to improve the health and wellbeing of the community.

RADIOLOGISTS

Ground Floor, Lakes Care Centre, Tutanekai Street,
Telephone 348 8139 and Fax 348 8138

Hochstein, Dr Barbara**De Bruin, Francois****Robinson, Dr Charles****Travis, Dr Robert****MRI-CT/LAKES RADIOLOGY ON HAUPAPA**

Address: 1203 Haupapa Street
Rotorua
Phone: 349 5780
Website: www.lakes.co.nz

RHEUMATOLOGY & PHYSICAL MEDICINE**Petrie, Dr John**

Address: Suite 1, Lakes Care Centre
Tutanekai Street
PO Box 1793
Rotorua
Phone: 348 4094

UROLOGIST**Cresswell, Dr Michael D.**

Address: Suite 1 Lakes Care Centre
Tutanekai Street
Rotorua
Phone: 348 4094
Fax: 346 0660

VASCULAR SURGEON**Holdaway, Christopher**

Address: Lakes Care Centre
Tutanekai Street
Rotorua
Phone: 348 4094 or 07 839 6156
Email: holdawayc@wave.co.nz
Visits once a month.

MENTAL HEALTH

AGROPHOBIA SUPPORT GROUP

Phone: 348 9665

Contact: Maria

To give support and confidence in overcoming fear of open places.

BAINBRIDGE HOUSE

Address: PO Box 5010 Rotorua West

Phone: 348 6239

Fax: 348 6239

Email: bainbridgeht@xtra.co.nz

Supportive housing for people who have suffered mental illness and addictions. Care and support in their transition back into the community. Home-like environment, sharing facilities. Empowering people with mental illness and addictions by encouraging their autonomy, self-sufficiency and self-advocacy.

BEVERLEY HOUSE

Address: 32 Whittaker Road

Rotorua

Phone: 347 2940

Email: kl.mac@xtra.co.nz

Contact: Kerry Mackness

Monday - Friday 8:00am - 4:30pm. A recovery centre for mental health consumers offering programmes in general life skills.

BRAEMORE LODGE

Address: 4 Te Manga Place

Ngongotaha

Phone: 357 4054

Fax: 357 4054

Email: braemoreltd@yahoo.co.nz

Contact: Donna Mitchell

Contracted by the District Health Board to provide 24 hour a day residential services and support throughout the recovery to people who experience a mental illness in the Lakeland region. All referrals and administration are via Te Ngako Community Mental Health Services Social Workers.

CHILD, ADOLESCENT AND FAMILY MENTAL HEALTH SERVICE AND YOUTH SPECIALTY SERVICE

Address: Te Au O Hinetai

Pukaki Street

Private Bag 3023

Rotorua

Phone: 348 1199

Fax: 343 5024

Contact: Intake Worker direct dial 346 2251

The service provides mental health services to children up to age 14 years and young people up to age 19 years and their families. The team accepts referrals from other agencies and professionals including teachers and doctors where the child or young person may be experiencing a major psychiatric disorder or severe behaviour disorder or is significantly at risk of self harm or harm to others. The team is a multi-disciplinary one including a child and adolescent psychiatrist, psychologists, community mental health workers, dual diagnosis worker, child psychotherapists and social workers.

KARLDON TRUST

Address: 134 Malfroy Road

Rotorua

Phone: 347 1769

Fax: 348 1647

Email: karldon@xtra.co.nz

Contact: Vicki Geeks

Residential home for mental health consumers run by a charitable trust that employs qualified staff and provides an active recovery programme, kaupapa Maori included. Two houses and five flats accommodate up to 16 people. 24-hour support available.

MANA MENTAL HEALTH SERVICES

Address: 1144 Pukuatua Street

Rotorua

Phone: 343 9082

Fax: 343 6754

Email: awhi4u@xtra.co.nz

Website: www.manamentalhealth.co.nz

Contact: Gavin Pike

A consumer-lead service that provides advice, advocacy and peer support to consumers/tangata whaiora in the community. Services provided include mental health consumer advocacy, peer support, career information, educational health workshops, resource information, mental health consumer recovery workshops

MENTAL HEALTH INDEPENDENT LIVING CHOICES

Address: Health Care New Zealand
1147 Pukaki Street
Rotorua
Phone: 347 6580
Fax: 349 0341

A service to help people get into their own home. Available for any mental health consumer who feels ready to find a home in the community. Help with finding a home, paperwork and application forms, landlord liaison, benefits, bond information, organising power and telephone connections, setting up automatic payments, shifting household goods, advocacy and mediation.

MENTAL HEALTH SERVICES - LAKES DISTRICT HEALTH BOARD

Mental Health Services provide inpatient and community-based services including age specific services for adults, children, adolescents, youth and 65+; a Psychiatric Emergency Team; a specialist Māori Mental Health Team (Pō Te Atatu); and Consumer Advisors. Service responsibilities include acute inpatient services; dual diagnosis facilitation and crisis respite care.

Te Ngako Adult Community Mental Health Service is located on 2nd Floor, Conservation House, 1144 Pukaki Street, Rotorua, telephone 346 3120.

The Inpatient Unit Address is Whare Whakaue Unit, Rotorua Hospital, Private Bag 3023, Rotorua, telephone 349 7971 (reception) and Fax 349 7856, or 349 7997 Inpatients.

PRETORIA LODGE

Address: 10 Pretoria Street
PO Box 12021
Rotorua
Phone: 346 3303
Fax: 350 3022
Email: pretoria.lodge@xtra.co.nz

Provides residential and community support for up to 12 people under Mental Health services.

RAU-O-TE HUIA COMMUNITY TRUST

Address: 1243 Ranolf Street
PO Box 5101
Rotorua West
Phone: 349 0323
Fax: 349 0324
Email: I.maki@rauotehuia.com
Contact: Iriarangi Maki

24-hour care for people with psychiatric disabilities. Māori kaupapa. Rongā Māori. Traditional services. Tamariki assessment, mental health.

SUPPORTING FAMILIES IN MENTAL HEALTH ROTORUA

Address: Ground Floor Community House
1115 Haupapa Street
Rotorua
Phone: 346 3507
Fax: 346 3507

Email: sf.rotorua@xtra.co.nz
Contact: Karen Keats

Charitable trust set up to support families, whanau and caregivers of a person living with mental illness. Field workers provide support, information, education and advocacy to families via individual and family group meetings, social activities and opportunities to become acquainted with families in similar situations. Branch services are provided free of charge in a safe, confidential and supportive environment. Also provide assistance for family/whanau in dealing with government departments, social services and community agencies and empower family/whanau to advocate on their own behalf by providing information, education and support.

TE ARATU TRAINING

Address: 34-36 Ferguson Place
PO Box 1919
Rotorua
Phone: 349 4244
Fax: 348 2174
Email: te.aratu@xtra.co.nz
Contact: Lindsay Harper

Adult and youth services that promote educational, life and skill based learning. Competency-based learning in health, community services and employment skills. Support for students to enter into independent living and community participation and employment.

TE AROHA O HINEMARU

Address: 3/5 Priest Road
Rotorua
Phone: 350 1271
Fax: 350 1271
Email: TAOH@xtra.co.nz
Contact: Marion Hodge

Residential home for people with mental disabilities. Nine beds. Supportive of day activities in the community.

TE NGAKO COMMUNITY MENTAL HEALTH CENTRE

Address: Second Floor
1144 Pukaki Street
Rotorua

Phone: 343 5050
Fax: 343 5080
Website: www.lakesdhb.govt.nz

Contact: Alex Smyth & Sarah Barley, Clinical Managers

The Rotorua Community Mental Health Centre of Lakeland Health A multi-disciplinary team of well-qualified professional Health workers delivering quality mental health care. Services offered: Psychiatry, Psychology, Community Mental Health Nursing, Educational Courses, Social Workers and Māori Mental Health.

OLDER PERSONS SERVICES & RESTHOMES

AGE CONCERN

Address: 133 Eruera Street
PO Box 10-110
Rotorua
Phone: 347 1539
Fax: 343 6654

Voluntary organisation dedicated to improving the lifestyle and welfare of 50+ age group. Provide sing-alongs, card games, mahjong and drop-in centre, housie. Pot luck lunch first Friday of the month.

ASCEND QUALITY CARE RESTHOME

Address: 19 Ruihi Street
Rotorua
Phone: 347 8805
Fax: 347 8805
Contact: Barry & Marlene Hart

24-hour care, short or long term, and day care. 36 beds in single or double rooms for married couples. Relief care for caregivers. Boarding facilities available. Doctors, chiropodists, occupational therapists, physiotherapist, podiatrist, hairdressers and chaplains visit. Music therapy and crafts. Excellent diversional therapy.

B.U.S. (BALANCED, UPRIGHT AND SAFE)

Phone: 348 4125
Email: lisam@sportbop.co.nz
Contact: Lisa Mansell

BUS is an exercise programme aimed at older adults (55 and over) and looks at improving strength and balance in a safe, social and fun environment. The BUS programme aims to regain and retain strength and balance at any age. Classes held at Parksyde Older Persons Community Centre, 9 Tarewa Place. The Coordinator is also available for group presentations for exercising in own homes or for health care workers to run their own groups.

CARE & CRAFT

Contact: Mavis McBride 348 9458
Avis Bjarnsen 348 6473
Malfroy Road Branch
Carol Bennett 357 4693
Ngongotaha Branch

Service for the elderly, lonely and disadvantaged. Provides supervision of crafts, companionship and social contact. Referrals from District Nurses and GPs. Malfroy Road Branch meets Mondays at Parksyde 9.30am to 1.00pm. Ngongotaha Branch meets Mondays at St Barnabas Sunday School Hall at 9.30am to 1.00pm.

CANTABRIA HOME AND HOSPITAL

Address: 369 Old Taupo Road
Rotorua
Phone: 347 9587
Fax: 346 2268
Email: cantabria@cantabria.co.nz
Website: www.cantabria.co.nz
Contact: Ron & Jamie Main

Private hospital, rest home and retirement village with 200 beds. A wide range of care for the elderly and disabled. The six-acre complex includes a medical geriatric hospital and secure fully supervised Alzheimers unit. Hospice beds are available for the terminally ill. Accommodation in thermally heated single rooms, each with bathroom and toilet. There are a range of private self-contained units with one or two bedrooms, kitchen, lounge, laundry and bathroom. An emergency bell is installed for security. Recreational facilities include a heated hydrotherapy pool, snooker and pool tables and exercise classes. Transport service for day care. Wheelchair van.

DAYBREAK SENIOR DAYCARE CENTRE

Address: 69 Lake Road (opposite Kuirau Park)
Rotorua
Phone: 349 6633
Fax: 349 6622
Email: daybreak@xtra.co.nz
Contact: Gail Edwards

Quality day care for over-55's. Transport pickup if required. Morning tea, lunch and afternoon tea provided. Qualified nursing care.

ENLIVEN ROTORUA

Address: 1083 Eruera Street
Rotorua
Phone: 349 0990
Freephone: 0800 365 483
Fax: 349 3163
Email: enlivenrotorua@psn.org.nz
Website: www.enliven.org.nz

Home based restorative care to meet the needs of older people (65+) who are living in their own home. Transition programmes provide solutions for older people who want to live independently as possible in their own homes. Post-discharge support for the first four to six weeks after hospitalisation.

FERGUSSON HOME

Address: Cnr Carlton and Ranolf Streets
Rotorua
Phone: 348 9053
Fax: 348 6860
Email: fergusson@cantabria.co.nz
Website: www.cantabria.co.nz
Contact: Ruth White

Care and comfortable living for the elderly. Rest home catering for the very mobile to those residents requiring assistance in daily living. Accommodation for 40 residents in single or double room (with ensuites). Further accommodation in 15 own-your-own cottages or units. Relief care for the elderly.

GUARDIAN HEALTH CARE GROUP - MITCHELL DOWNS HOSPITAL, REST HOME AND VILLAGE

Address: Hodgkins Street
Rotorua
Phone: 347 9658
Fax: 347 0335
Email: caroline.tidey@guardianhealthcare.co.nz
Website: www.guardianhealth.co.nz
Contact: Caroline Tidey

The complex includes a rest home and hospital, two bedroom and one bedroom villas with bathroom, an open plan dining room and lounge, resthome rooms and studio units. Services include meals, laundry, occupational therapy, physiotherapy, bus outings, hairdressing, visiting entertainment, chiropody, library service, and church service. Day care and respite services.

GUARDIAN HEALTH CARE GROUP - REDWOOD LODGE HOME, RESTHOME, DEMENTIAL UNIT AND HOSPITAL

Address: 429 Te Ngae Road
Rotorua
Phone: 349 7150
Fax: 349 7169
Email: minoo.baker@guardianhealthcare.co.nz
Contact: Minoo Baker

Hospital and Rest Home. Day Centre. Respite Care/Carer Support. Dementia Unit. Two-bedroom self contained units and Licence to Occupy. Own GP 24-hour cover. Registered nurses 24-hours a day. Physiotherapy. Occupational therapy. Therapeutic baths. Chapel. Facilities include a hairdressing salon, well-stocked library, video, craft room, games room, bowling tables and park-like gardens. Has own van for transport outings, pick-up/drop-off for Day Centre.

HOUSING FOR THE ELDERLY (ROTORUA DISTRICT COUNCIL)

Address: Civic Centre
1061 Haupapa Street
Rotorua
Phone: 348 4199
Fax: 350 0206
Email: communitypolicy@rdc.govt.nz
Website: www.rdc.govt.nz
Contact: Community Services Officer

Rotorua District Council provides housing for the elderly with 152 units located throughout the city and Ngongotaha. To be eligible for consideration for a unit a person must be capable of living independently, be 60 years of age or over and on a permanent benefit, or 55 years or over and on an invalid benefit. Tenants must also have assets valued at less than \$35,000 to qualify for a single unit, or \$50,000 for a couple. Vacancies are filled from a waiting list based on date of application.

KIRSTY GERLACH HEARING

Address: 1071 Hinemoa Street
Rotorua
Phone: 343 6669
Fax: 343 6668
Contact: Kirsty Gerlach, Audiologist
Hearing assessments, hearing aid assessments, hearing aid fitting and adjustment, hearing aid repairs. Doctor referral not necessary.

LARA LODGE REST HOME

Address: 4 Pegasus Drive
Rotorua
Phone: 347 7604
Fax: 349 1913
Email: loralodge@xtra.co.nz
Contact: Fennis Douglas
Small rest home catering for up to 27 residents; 24-hour nursing care; large bedrooms with ensuites; central heating. Diversional therapy available.

MEALS ON WHEELS

Address: Spotless Services
C/- Lakes District Health Board
Rotorua
Phone: 348 1199
Contact: Gloria Williams
Meals delivered Monday to Friday, central Rotorua

PARKSYDE COMMUNITY CENTRE

Address: 7-9 Tarewa Road
Rotorua
Phone: 348 9892
Contact: John Dyer

Catering for the social, recreational health and educational needs of older people in Rotorua and the surrounding district. Activities include aerobics, ceroc and line dancing, indoor bowls, a library, hairdresser, care and craft. Catering available including morning tea, lunch, roast day and special luncheons.

RADIUS GLENBRAE HOME AND HOSPITAL

Address: 22 Hilda Street
Rotorua
Phone: 349 0014
Fax: 349 0014
Email: helen.howell@radiushealth.co.nz
Contact: Helen Howell

A 31-bed Rest Home and 10-bed hospital. In the retirement complex there are 76 units and 17 serviced apartments all set in park-like surroundings. Registered Nurses are situated in the hospital wing 24/7, and caregivers are trained in the care of older persons. Facilities include: a hairdresser, heated spa pool, raised indoor bowls, podiatrist, physio, and a van for shopping once a week. Short or long term care provided.

REGENCY PARK ESTATE LIFESTYLE RETIREMENT VILLAGE

Address: 3A Brents Road
Rotorua
Phone: 345 5836
Fax: 345 5836
Email: regencypark@xtra.co.nz
Contact: Dennis Walsh

Retirement village for people aged over 55 years. 59 two-bedroom units with freehold titles. Residents pay a weekly maintenance fee that covers rates, insurance, ground maintenance and security. Owners can sell their unit on the open market. Community Centre for residents, bowling green, library, gym and spa pool. Venue for Senior Net

ST JOHN'S CARING CALLER

Phone: 0800 780780
Email: enquiries@stjohn.org.nz
A service for people who would benefit from regular telephone contact.

SENIOR CITIZENS CLUB

Address: RSA Building
Hauptapa Street
Rotorua
Phone: 348 1056

Recreation group for senior citizens 55 years and over, based at the RSA. Bowls played on Mondays 10.00am to 4.00pm, Thursdays 10.00am to 12 noon and Saturday 9.00am to 12noon. Housie on Wednesdays 1.00pm to 4.00pm.

TOTAL MOBILITY SCHEME

Address: (Administered by Environment BOP)
PO Box 364
Whakatane
Freephone: 0800 368 267 8.00am to midday
Email: mary.mclaren@envbop.govt.nz
Contact: Mary McLaren

Assistance with transport subsidies for people with disabilities. Taxi vouchers. Vehicles fitted with wheelchair hoist equipment for the disabled and elderly. Operated through the normal taxi service

TOTAL MOBILITY ROTORUA INC

Address: PO Box 1126
Rotorua
Phone: 345 5441
Fax: 345 5441
Contact: Bill Hobman

For taxi travel assistance for people unable to use public transport because of a disability.

WHARE AROHA

Address: 1092 Hinemaru Street
PO Box 1820
Rotorua
Phone: 347 9612
Fax: 347 9612
Email: reception@wharearoha.org.nz
Contact: Corina Montgomery

Whare Aroha (House of Caring) has a medical hospital, a rest home and a special care unit for those with dementia and Alzheimers needing a safe environment. It is run by the Rotorua Continuing Care Trust. It is a non-profit making facility and all income is used to provide residents with a high standard of care. The service includes 24-hour registered nursing care, general and specialist medical care, physiotherapy, occupational therapy, diversional therapy, chaplaincy service, podiatry and pharmaceutical service. Whare Aroha caters for people with physical or mental disabilities from teens to old age. Care may be long or short term. There is a Te Roopu (Whare Aroha) Group.

PHARMACIES

AMCAL PHARMACY ROTORUA LTD

Address: 1266 Tutanekai Street
Rotorua
Phone: 349 0850
Fax: 349 0849

CENTRAL PHARMACY

Address: 1245 Haupapa Street
Rotorua
Phone: 348 6028
Email: central.pharmacy@clear.net.nz

LAKES CARE PHARMACY ROTORUA LTD

Address: Cnr Arawa and Tutanekai Streets
Rotorua
Phone: 348 4385

LIFE PHARMACY ROTORUA

Address: 1277 Tutanekai Street
Rotorua
Phone: 348 8749
Fax: 348 0038

NGONGOTAHA PHARMACY LTD

Address: Main Road
Ngongotaha
Phone: 357 4240
Email: kirsty@ngopharm.co.nz

OWHATA PHARMACY

Address: Owhata Medical Centre
553 Te Ngae Road
Rotorua
Phone: 345 9438
Email: owhatap@xtra.co.nz

PHARMACY 44 LTD

Address: 1276 Hinemoa Street
Rotorua
Phone: 349 1144
Fax: 349 1131
Email: pharmacy44@xtra.co.nz

PHARMACY WESTEND

Address: 227 Old Taupo Road
Rotorua
Phone: 348 7625
Email: pharmacy.westend@xtra.co.nz

TE NGAE PHARMACY

Address: Te Ngae Shopping Centre
Rotorua
Phone: 345 9678
Fax: 345 9632
Email: tengaepharmacy@xtra.co.nz

RANOLF PHARMACY

Address: 59 Ranolf Street
Rotorua
Phone: 348 9011
Fax: 348 9027

WESTBROOK PHARMACY

Address: Westbrook Shopping Centre
Malfroy Road
Rotorua
Phone: 347 7668
Fax: 347 7668
Email: westpharm@xtra.co.nz

WESTERN HEIGHTS UNICHEM PHARMACY

Address: 10 Brookland Road
Rotorua
Phone: 348 6387
Fax: 346 2745
Email: westh@xtra.co.nz

PREGNANCY & BABIES

4 MUMS-2-BE

0800 MUM 2 BE (686 223)

This service helps inform pregnant women and their partners about how the maternity care system works and how to find a lead maternity carer. Open 8:00am – 5:00pm Mon, Tues, Thurs, and Fri, and 1.30pm - 5.00pm Wednesdays, then answerphone.

ANTENATAL CLASSES

Contact: Parents Centre 349 3124.

Free antenatal classes. Instruction on births and early days.

ENDOMETRIOSIS FOUNDATION NEW ZEALAND

0800 733 277

Support and information on endometriosis for women.

FAMILY PLANNING

Address: Korowhai Aroha
1292 Hinemoa Street
Rotorua

Phone: 348 8454

Fax: 349 1597

Confidential advice on all methods of contraception and problems associated with contraception and fertility.
Pregnancy tests \$5.00.

Also at 114 Sunset Road, phone 341 1925, fax 349 4181.

FAMILY PLANNING - EDUCATION SERVICE

Address: Community House
1115 Haupapa
PO Box 1924
Rotorua

Phone: 347 0703

Fax: 347 0298

Email: hpr@fpanz.org.nz

Information and education on sexual reproductive health and sexuality issues provided to schools as well as individuals and community groups.

FETAL ALCOHOL SUPPORT TRUST

Phone: 07 847 6752

Fax: 07 847 6762

Support for pregnant young women and education on the dangers of alcohol.

FAMILY WORKS (FORMERLY JAMES FAMILY)

Address: 1083 Eruera Street
Rotorua

Phone: 349 0990

Fax: 349 1500

Email: rotorua@northern.familyworks.org.nz

Website: www.familyworks.org.nz

Counselling, social work for children and their families (cost negotiable). Parenting and Step-parenting programmes. Domestic violence - adult protective persons and children.

HOME BIRTH ASSOCIATION

Contact: Angela 349 4905

Michelle 345 8441

Support and information for women and families interested in home birth.

HOME GROWN KIDS

Address: PO Box 10126
Bay Fair Tauranga

Freephone: 0508 445 437

Fax: 07 579 3847

Email: info@homegrownkids.co.nz

Home based care service for people with children aged 0-5 years. Professional ongoing support to the family and nanny and homebased educators.

IMMUNISATION AWARENESS SUPPORT GROUP

Contact: Jackie Pitmann 347 8394

Information and support relating to immunisation.

INTENSIVE CARE PREMATURE BABY SUPPORT

Contact: Mona 348 2451

To give support to mothers with difficulties resulting from premature births.

LA LECHE LEAGUE OF ROTORUA

Contact: Chris 345 4838

Email: gowerrud@wave.co.nz

Information and support to help make breastfeeding easier and more rewarding for mother and child

LAKES DISTRICT HEALTH BOARD WOMEN, CHILD AND FAMILY SERVICE

Address: Rotorua Hospital
Pukeroa Street
Private Bag 3023
Rotorua

Phone: 348 1199

This service provides a range of maternity and child health services; advice and counselling. Ante Natal, Birthing and Postnatal support is provided by Obstetricians, Hospital Midwives and Anaesthetists. Lead Maternity Carers (Midwives) also have access to birthing facilities at Rotorua and Taupo Hospitals

Services include: Child Health (Children's Unit and community health centre which includes the Child Development Centre); Maternity; Neonatal; Postnatal; Special Care Baby Unit (SCBU) Gynaecology, Child Advocacy Services and Family Violence Intervention Service Manager: Steve Crew.

Head of Department Paediatrics - Dr Stephen Bradley; Head of Department Obstetrics & Gynaecology - Dr Abel Steyn;

Head of Department Emergency Services - Dr Dominique Eggermont; Associate Director of Nursing - Debbie Coates; Midwifery Professional Advisor - Annette Garvey-Graham.

MISCARRIAGE SUPPORT

Address: PO Box 147 011
Ponsonby, Auckland
Phone: 09 378 4060
Freephone: Supportline 09 378 4060
Website: www.miscarriage.org.nz

Provides support and information to women who have miscarried. Bulletin board puts women in touch with others who have also miscarried.

MOTHER MATTERS

Address: PO Box 12069
Rotorua
Contact: Tina Berryman-Kamp
Mobile: 027 432 6117

A therapy group for women experiencing post natal depression. Meets at Plunket Rooms. Nine week course.

MULTIPLE BIRTH SUPPORT GROUP

Address: SH 3, RD 4
Rotorua
Phone: 345 9115
Contact: Kathy Dender

Fortnightly playgroup and parent coffee evenings. Advice and support group for parents expecting twins and multiple births.

OPEN HOME FOUNDATION (TE WHARE KAUPAPA AWHINA)

Address: 17 Marguerita Street
Rotorua

Phone: 348 8009

Fax: 348 8018

Email: ohfrotorua@xtra.co.nz

Contact: Rod Russell

Approved Child & Family Support service able to provide respite care and fostering for children who for a variety of reasons need to leave their homes and parents care (e.g. parent in hospital). Social work for families in crisis and children and young people aged 0-17 years at risk. Preventative social work.

PARENTS' CENTRE

Address: PO Box 2187
Rotorua

Phone: 345 3111

Email: rotorua@parentscentre.org.nz

A nation-wide organisation run by parents for parents. Support and education for parents of young children. Free childbirth education classes.

PLUNKET SOCIETY - ROYAL NEW ZEALAND

Address: PO Box 2271
Rotorua

Phone: 348 4161

Fax: 349 1955

Plunket nurses look after the health needs of children aged from birth to five years. They provide support and education to parents on the health and well-being of children and whānau. Plunket nurses visit new babies at home from around five weeks of age and continue to see them regularly to do well child assessments in homes and clinics. Community Karitane and Plunket Kaiawhina are also available to visit to provide extra support and health promotion activities to improve child health. A car seat rental system operates from the Plunket House Building Monday, Wednesday and Thursday from 9:00am - 1:00pm. Co-ordinator - 349 2608. Volunteers run play groups, parenting courses and are involved in fundraising and activities. Self weigh facilities available at the Central Clinic, 1436 Pukuatua Street, between 9:00am and 12:00pm on Mondays, Wednesdays and Thursdays. Please ring for detail of clinics. All clinics by appointment Monday - Friday.

Plunket Society - Central Branch

Address: 1436 Pukuatua Street
Rotorua
Phone: 348 4161
Open Wednesdays and Thursdays

Plunket Society - Mokoia Branch

Address: Mokoia Community Centre
Vaughans Road
Rotorua
Phone: 345 5971
Open Wednesdays and Thursdays.

Plunket Society - Ngongotaha Branch

Address: Tau Street
Ngongotaha
Open Wednesdays.

Plunket Society - Westbrook Branch

Address: Hapi Street
Rotorua
Open Mondays and Wednesdays.

PREGNANCY COUNSELLING SERVICE

Freephone: 0800 773 462
Email: need2talk@maxnet.co.nz
Website: www.pcs.org.nz

Free and confidential 24-hour service for women facing a worrying pregnancy. Practical support offered relating to accommodation, baby and maternity clothing. Also offers post abortion and post miscarriage counselling.

S.A.N.D.S. - STILL BIRTH AND NEWBORN DEATH SUPPORT GROUP

Contact: Lorraine Bennet 347 9755 or 021 039 0093
Freephone: 0800 768 726
Mutual support for mothers who have lost a baby to stillbirth etc.

S.I.D.S. - SUDDEN INFANT DEATH SYNDROME (COT DEATH)

Freephone: 0800 164 455
Email: sidsnewzealand@xtra.co.nz
24-hour helpline and ongoing support for bereaved parents who have lost a child suddenly. Resource information available.

SPACE - SUPPORTING PARENTS ALONGSIDE CHILDREN'S EDUCATION

Phone: 347 9747
Contact: Gina Donelley

Playcentre organised programme for first time parents with newborn babies. Sessions are held over 3-4 terms in a relaxed, baby-friendly atmosphere. Weekly sessions include the opportunity to meet and get to know other new parents, discussions on child development and parenting topics, play sessions with age-appropriate equipments that supports infants' learning and development and an introduction to rhymes, music and books for infants.

TIPU ORA - FAMILY START

Address: 1272 Fenton Street
PO Box 807
Rotorua
Phone: 348 0097
Fax: 348 0087
Email: moliver@familystart.org.nz

Assisting families with babies in the areas of health, education and welfare. Advocacy and mediation. PAFT (Parents As First Teachers): Help and guidance for parents in the first three years of a child's life.

TIPU ORA - WELL CHILD

Address: Tunohopu Health Clinice
Haukotuku Street
PO Box 807
Rotorua
Phone: 348 2400
Fax: 348 2403

Kaitiaki and Registered Nurses combine to deliver a comprehensive home-based Well Child service to children and newborn babies until 5 years of age.

RELIGIOUS ORGANISATIONS/PLACES OF WORSHIP

Bahai Faith

Address: 51 Tihi Road
PO Box 970
Rotorua
Phone: 343 9306

Calvary Chapel, Rotorua

Address: 1218 Hinemoa Street
Rotorua
Phone: 348 9398
Email: calvarychapel@xtra.co.nz

Church of Jesus Christ of the Latter Day Saints

Address: 10 Rimu Street
Rotorua
Phone: 347 7177

Destiny Church, Rotorua

Address: Cnr Pukaki and Tutanekai Streets
PO Box 1463
Rotorua
Phone: 348 0904
Email: rania@lakecity.org.nz

Faith Christian Centre

Address: 219 Clayton Road
PO Box 7008
Rotorua
Phone: 348 4848
Email: Paul@fcc.org.nz
Run a pre-school Monday to Friday 8.30am to 3.30pm.

Fenton Park Bible Church

Address: Cnr Hilda and Ward Streets
Rotorua
Phone: 348 4575
Fax: 348 4578
Email: admin@fpbc.org.nz

Freedom Ministries

Address: 57 Depot Street
PO Box 876
Rotorua
Phone: 346 0440

Good News Ministries (non denominational)

Address: Meets at St Davids Church, Owata
Rotorua
Phone: 348 2146

Harvest Apositic Church

Address: 39 Old Taupo Road
Rotorua
Phone: 347 0169
Fax: 347 0169
Email: office@harvestapo.co.nz
Website: www.harvestapo.co.nz
Youth group and children's programme.

Living Well Church

Address: 47 Biak Street
PO Box 10079
Rotorua
Phone: 348 7932
Email: admin@livingwell.co.nz
Website: www.livingwell.co.nz

New Beginnings Centre

Address: 303 Fenton Street
Rotorua
Phone: 348 1476
Email: nubeginnings@gmail.com

New Heights Community Church

Address: Keswick Convention Centre
5 Cooper Ave, Holdens Bay
Rotorua
Phone: 348 2588
Email: pjhanson@maxnet.co.nz

Roosevelt Road Bible Church

Address: 5 Roosevelt Road
PO Box 8011, Western Heights
Rotorua
Phone: 348 7458

Rotorua Baptist Church

Address: 100-104 Malfroy Road
PO Box 1116
Rotorua
Phone: 348 5263
Fax: 346 2719
Email: office@rotoruabaptist.org.nz
Website: www.rotoruabaptist.org.nz

Rotorua Bible Baptist Church

Address: 55 Pukehangi Road
Rotorua
Phone: 349 1215
Email: rbbc@maxnet.co.nz

Rotorua Christian Life Centre - Assembly of God

Address: 20 Biak Street
Rotorua
Phone: 348 0592
Email: rotoclc@xtra.co.nz

Rotorua Methodist Church

Address: Bainbridge Centre
187 Old Taupo Road
Rotorua
Phone: 348 1527
Email: rotmethodist@clear.net.nz

St Andrews Presbyterian Church

Address: Cnr Old Taupo Road and Devon Street
Rotorua
Phone: 348 0998
Fax: 348 0582
Email: stanpres@xtra.co.nz

St Barnabas Church

Address: School Road
PO Box 176
Ngongotaha
Phone: 357 2107
Email: stbarnabasclose@xtra.co.nz

St Faiths Anglican Church

Address: 31 Ariariterangi Street, Ohinemutu
Rotorua
Phone: 348 2393
Email: stfaiths.rot@xtra.co.nz

St Johns Presbyterian Church

Address: Cnr Ranolf and Victoria Streets
PO Box 2103
Rotorua
Phone: 348 2954
Email: office@stjohnsrotorua.org
Food bank Monday and Friday 10.00am to 12 noon -
identification required. Youth programmes and pre-
school programmes.

St Josephs Catholic Church

Address: Brent Road, Owata
Rotorua
Phone: 345 9736

St Lukes Anglican Church

Address: Cnr Pukuatua and Amohia Streets
PO Box 351
Rotorua
Phone: 348 5390
Fax: 348 1790
Email: st.lukes@clear.net.nz

St Marks Anglican Church, Te Ngae Parish

Address: 7 Sunrise Avenue
Rotorua
Phone: 345 4427
Email: revjoe@xtra.co.nz

St Marys Catholic Church

Address: 44 Seddon Street
Rotorua
Phone: 348 0289
Fax: 348 4414
Email: stmarysrotorua@xtra.co.nz

St Michaels Catholic Church

Address: Lake Road
Rotorua
Phone: 348 8790
Fax: 349 4306
Email: stmichaelsrotorua@xtra.co.nz

Salvation Army

Address: 271 Old Taupo Road

Seventh Day Adventist

Address: 1 Tilsley Street
Rotorua
Phone: 345 4587
Email: worsleyfamily@xtra.co.nz

Trinity Presbyterian Church

Address: Cnr School and Hall Roads, Ngongotaha -
Church service 11.00am every 2nd and 4th
Sunday. Also Kaponga Street, Mamaku
9.30am Sundays
Phone: 357 4739
Email: jamdal@xtra.co.nz
Children's programmes.

Victory Church

Address: 72 Malfroy Road
Rotorua
Phone: 348 5671
Email: victorychurch@xtra.co.nz

SEXUAL HEALTH

N.Z. AIDS FOUNDATION

Address: 11 Ohaupo Road
PO Box 41
Hamilton

Phone: 07 838 3557

Freephone: 0800 802 437 (AIDS Hotline)

Fax: 07 838 3514

Email: contact.hamilton@nzaf.org.nz

Website: www.nzaf.org.nz

Confidential, free, professional information, support and counselling for those affected by HIV and AIDS and their caregivers, family and friends. Access to resources, advocacy and education. Provide free and confidential, rapid test (1 hour) for HIV.

SEXUALLY TRANSMITTED INFECTIONS CLINIC

Address: Rotorua Hospital
Private Bag 3023

Rotorua
Phone: 349 7918

Free and confidential screening treatment, education, counselling for sexually transmitted infections.

Monday 4.00pm to 6.00pm at Rotorua Outpatients, Rotorua Hospital, Wednesdays 4.00pm to 6.00pm at Tipu Ora, Ohinemutu, Thursday 9.30am to 11.30am at Rotorua Outpatients and Fridays 3.00pm to 5.00pm at Rotovegas Youth Health Centre.

YOUTH SERVICES

YOUTH SERVICES DIRECTORY

A Directory of Services for Youth, prepared by the Rotorua District Council which provides details on a raft of organisations, trusts and other services offering support, care and assistance for young people.

H.Y.P.E. UNLIMITED TRUST (HEALTHY YOUNG POSITIVE EXPERIENCES)

Address: PO Box 913
Rotorua

Mobile: 027 721 9817

Email: hypeunlimited@xtra.co.nz

Promotion & co-ordination of the Rotorua Youth Workers Network by providing training and networking opportunities throughout the year. Youth advocates affiliated to the National Youth Workers.

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