Community Social Services Directory

July 2014

Auckland Spinal Rehabilitation Unit
30 Bairds Road, Private Bag 93 319
Otahuhu, Auckland 2025
Phone: 09 270 9000
Fax: 09 270 9001
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Introduction

A lot of information is given to patients during their inpatient stay that can sometimes be overwhelming, somewhat “information overload” or not relevant until faced with the reality of returning to the community.

This resource of key contact details and sources of information has been compiled for people with spinal cord injury or spinal cord condition, their families, carers and health professionals to provide useful contacts for services which can assist in the transition from rehabilitation back into the community.

Please note that this booklet is not intended to be a complete guide to ALL services. We welcome feedback from anyone regarding additional services, updated information and any changes to the following contact details via the Outpatient Social Work Service at Auckland Spinal Rehabilitation Unit.
Financial Support

Work & Income New Zealand
For assistance and information for people regarding benefit entitlements.

General Enquiries
Monday to Friday: 7am-6pm    Saturdays: 8am-1pm
Under 65 years 0800 559 009
Over 65 years 0800 552 002
(Please phone to make an appointment at your nearest Work & Income NZ Service Centre)
Website: www.workandincome.govt.nz

ACC
For assistance and information for people receiving support from ACC regarding lump sum payments, weekly compensation and Entitlements that are injury related.
For all telephone enquiries please call 0800 101 996
Monday – Friday 8am-5pm
We have interpreters available in 39 languages - Fax (09)915 9401
Website: www.acc.co.nz

Budgeting Assistance

www.sorted.org.nz      Your independent money guide online

New Zealand Federation of Family Budgeting Services Inc.
For further information on services, location and availability
Nationwide freephone service 0508 283 438
Website: www.familybudgeting.org.nz

T.A.S.C. (The Association of Spinal Concerns) (09) 270 3548
Website: www.tasc.org.nz (09) 270 3526

Citizens Advice Bureau
Contact your local CAB 0800 367 222
Website: www.cab.org.nz

CAP-debt help in Manukau 0508 227 111
Housing New Zealand Corporation (HNZC)
For low income people/families with specialised housing needs and requirements
Freephone: 0800 801 601
Freefax: 0800 201 202
Website: www.hnzc.co.nz

Welcome Home First Steps
Welcome Home First Steps is a FREE home ownership education course outlining everything you need to know about buying your first home.
The course will help you understand the home buying process by providing important information about home ownership, including:
• Explaining the benefits, risks, costs and obligations of owning a home
• Telling you how to buy or build a house
• Giving your some tools and advice to help you plan for and achieve your home ownership goals.

Welcome Home First Steps is available through workshops, distance learning or online learning.
For general enquiries please contact Housing New Zealand 0508 935 266
Website: www.welcomehomefirststeps.co.nz
E-mail: whfs@hnzc.co.nz

Motel Accommodation in all regions: check (AA NZ) Accommodation Guide available FREE at most information centres.
Website: www.aatravel.co.nz

CCS Disability Action Holiday Homes
Wheelchair accessible accommodation which sleeps up to 6 people, 2 wet area bathrooms, ramp access, within walking distance to the shops and Orewa beach.
$60.00 p/night - Deposit of $60.00 required upon booking
Auckland, Hendry House, 119 Centreway Road, Orewa, (09) 414 9780
Hibiscus Coast for further information.

Accessible Motor Homes
1 Pitau Road, Mt Maunganui, Tauranga, New Zealand (07) 572 2739
Mobile 0274 967 663

Auckland Regional Parks
Website: www.regionalparks.aucklandcouncil.govt.nz/bookable.sites
Some batches are wheelchair accessible
ACCESSIBLE Motels

South Auckland
540 Great South Motel, 4 wheelchair accessible units (09) 276 2249
Manukau Motor Lodge, 631 Great South Road, Manukau (09) 262 0869
BK’s Pioneer Lodge, 205 Kirbride Road, Mangere (09) 275 7752
Grange Lodge, Corner Great South & Grange Rd, Manukau (09) 277 8280

Auckland
Domain Lodge, 1 Boyle Crescent (09) 308 0161
Oak Tree Motel, 104 Great South Rd, Newmarket (09) 524 2211

North Shore
Parkland Motor Inn, Corner Lake & Rewiti Ave 0800 801 069

West Auckland
Avondale Motor Inn, 85 Ash St, Avondale (09) 828 7593

Accessible Housing Whangarei
Co-ordinator Barry Moore (09) 437 1899 ext 709
bmoore@accessiblehousing.org.nz
Laura Ferguson: Rehabilitation & Accommodation
224 Great South Road, Greenland, Auckland (09) 524 0537

Home Insulation
Manukau Free (09) 262 9583
Auckland Funding assistance 0508 326 337
Website: www.aucklandcouncil.govt.nz
Website: www.warmupnz.co.nz

Home Health Care Providers

Access Home Health Ltd - Coverage: National
Phone: 0508 123 010 (toll free)
Fax: 0508 123 011 (toll free)
Website: www.access.org.nz

Geneva Health Ltd – Coverage: National
Phone: 0508 466 322 (0508 HOMECARE)
Fax: 09 916 0201
Website: www.genevacare.co.nz
Healthcare NZ Ltd - Coverage: National
Phone: 0800 001 997
Fax: 0800 001 996
Website: www.realise.org.nz

Medibank Health Solutions NZ Ltd - Coverage: National
Phone: 0800 725 705
Fax: 0800 001 636
Website: www.medibankhealth.co.nz

Presbyterian Support Services Ltd (ENLIVEN) - Coverage: Auckland, Waikato and Bay of Plenty
Phone: (09) 520 8643 (Auckland)
Phone: (07) 849 0087 (Waikato and Bay of Plenty)
Website: https://northern.enliven.org.nz/

Royal District Nursing Services New Zealand Ltd - Coverage: Auckland Region
Phone: (09) 589 8900
Fax: (09) 589 1081
Website: www.rdns.org.nz

Ministry of Health - (MOH)
For home support services contact your local needs assessment service coordination service (NASC)
Website: www.adhb.govt.nz/seniorline

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**Advocacy Support**

**Auckland Disability Law Centre**
(09) 257 5140

**Mangere Community Law Centre, Unit 9, Shop 27**
027 457 5140

**Mangere Town Centre (wheelchair access available)**
Email: info@adl.org.nz
Website: www.aucklanddisabilitylaw.org.nz

**Mike Vale – ACC Advocate**
26 Nikau Street, New Lynn, Waitakere City, 0600, Auckland
(09) 827 7646
022 643 1502
Email: mikevalenz@hotmail.com

**Nationwide Health & Disability Advocacy Service**
Provides advocacy, support to resolve complaints, education and information on rights of consumers
Seventeenth Ave
Historic Village Freephone: 0800 555 050
Tauranga (07) 577 1715
Email: engawhare@hdc.org.nz

Health Consumer Service
Advocacy & support for consumers who have concerns about their health or disability
PO Box 4023 Phone: (07) 575 6906
Mount Maunganui Freephone: 0800 801 482
Email: burnett@wave.co.nz

Central & South Taranaki Advocacy Service
15 Castle Street, Eltham Phone: (06) 764 7279
Email: ballsak@infogen.net.nz

Beneficiaries Advocacy & Information Service
Glenfield Community Centre
Cnr Glenfield Rd & Bentley Ave Phone: (09) 444 9543
PO Box 40 482, Glenfield, Auckland
Email: bais@xtra.co.nz

Combined Beneficiaries Union
Private Bag 68 905, Newton, Auckland Phone: (09) 376 4760

Rotorua Peoples Advocacy Centre
PO Box 149, Rotorua Phone: (07) 349 5069
Email: rpac@ihug.co.nz Mobile: 021 1811 325

Beneficiary Advocacy Service, Thames
7 Waiotahi Road, Thames, 2801 Phone: (07) 869 0404
Email: sjmunro@xtra.co.nz Mobile: 027 244 9892
Covering the Coromandel and North Waikato District

Peoples Advocacy Society Inc.
Level 1, 62 Raffles Street, Napier Phone: (06) 834 0206
PO Box 1106, Napier
Email: P.A.S@xtra.co.nz

Tairawhiti Beneficiaries Advocacy Trust
Phone (06) 863 0997

Wanganui People's Advocacy Centre
Community House, 53a Ridgeway Street, Wanganui Phone: (06) 345 8656
PO Box 102 Wanganui
Email: wpcentre@xtra.co.nz
### Disability Information

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<tr>
<th>Organisation</th>
<th>Phone</th>
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<tr>
<td>LIFE Unlimited Centre Inc.</td>
<td>(07) 571 6351</td>
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<tr>
<td>Disability Information Service</td>
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<tr>
<td>250 Chadwick Road</td>
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<td>Greerton</td>
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<tr>
<td>Tauranga</td>
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<tr>
<td><strong>NorthAble, Northland Disabilities Resource Centre</strong></td>
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<tr>
<td>40 John Street, Whangarei</td>
<td>(09) 430 0988</td>
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<tr>
<td><strong>Disability Resource Centre</strong></td>
<td>(09) 625 8069</td>
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<td>14 Erson Avenue, Royal Oak, Auckland 1061</td>
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<td><strong>Weka</strong></td>
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<td>Weka is New Zealand’s disability information website for people with disabilities, their families, whanau and caregivers, health professionals and disability information providers. Website: <a href="http://www.weka.net.nz">www.weka.net.nz</a></td>
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### Community Supports

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<tr>
<td><strong>Kauri Centre</strong></td>
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<td>Papamoa Community Centre.</td>
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<tr>
<td>Provides day programs Mon, Tues and Fri (9am – 4 pm) for seniors with disabilities. A service of Anglican Care Family support, budget advice, senior support, 50s plus group, foodbank.</td>
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<tr>
<td>Cnr Evans Rd &amp; Maesbury Close,</td>
<td>(07) 542 3752</td>
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<tr>
<td>Evans Rd Community Church Hall</td>
<td>(07) 574 6190</td>
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<tr>
<td>PO Box 11007, Papamoa</td>
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<tr>
<td>Email: <a href="mailto:pcsc@orcon.net.nz">pcsc@orcon.net.nz</a></td>
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<tr>
<td><strong>Hibiscus Coast Community House</strong></td>
<td>(09) 426 3596</td>
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<tr>
<td>216 Main Road, Orewa, Hibiscus Coast</td>
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<tr>
<td><strong>Homebuilder’s Family Centre</strong></td>
<td>(09) 425 7048</td>
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<tr>
<td>5 Baxter Street, Warkworth</td>
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Te Korowai Aroha O Ngati Whatua
241-243 Rodney Street, Wellsford
PO Box 57, Wellsford Phone: (09) 423 9481
Email: tkawhatua@xtra.co.nz

Wellsford/Warkworth Women’s Resource Centre
Town Hall Building, Alnwick Street, Warkworth,
c/- Post Office, Warkworth Phone: (09) 425 7261

Offers a range of resources including a telephone or drop-in service for information about benefits, legal advice, help with taxation & business problems & advocacy with governments departments. Sometimes attend appointments at Work & Income as an advocate.

Mangere People’s Centre
366 Massey Road, Mangere East, Auckland Phone: (09) 275 6111
PO Box 86 022, Mangere East, Auckland
Email: mangere@peoples-centre.co.nz

Manurewa People’s Centre
7 Halver Road, Manurewa, Auckland Phone: (09) 267 6331
PO Box 75 582, Manurewa, Auckland

Grief Support Services
147 Chadwick Road, Greerton Phone: (07) 578 4480
PO Box 3186, Tauranga 3142 Fax: (07) 578 4828
Email: griefsupport@xtra.co.nz

Citizens Advice Bureau
Available in most regions throughout New Zealand
www.cab.org.nz

Family Support Workers
Pukete Neighbourhood House Phone: (07) 850 4013
Church Road, Hamilton
PO Box 21-054 Flagstaff, Hamilton
Email: c_a_wills@hotmail.com

Rotorua Community Law Centre
1238 Haupapa Street, Rotorua Phone: (07) 348 8060
PO Box 879, Rotorua
Email: RDCLC@xtra.co.nz

Te Tuinga Whanau Community Support Services
112 Third Avenue West Phone: (07) 571 0875
PO Box 159, Tauranga 3030
T.A.S.C. (The Association of Spinal Concerns)
Your one stop – support, back-up and information stop. The “Buddy Organisation”

Website: www.tasc.org.nz

Sport & Recreation

Parafed Auckland Office
Otara Spinal Unit Phone: (09) 270 2503
30 Bairds Road, Otahuhu, Auckland Fax: (09) 270 2505
Website: www.parafedauckland.co.nz
Hours: Mon-Fri 9am-3pm
Sports Development Officer: Glenn McDonald
Email: sport@parafedauckland.co.nz
Weka Disability Information
Phone: 0800 171 981
Website: www.weka.net.nz

D-Ability
A place to discover life’s possibilities beyond disability
Website: www.d-ability.org

T.A.S.C. (the Association of Spinal Concerns)
Tuesday Art Classes Phone: (09) 270 9000
ext 4233

Paralympics New Zealand
Promotes competitive and non-competitive sporting opportunities for disabled persons in NZ
Email: kstead@paralympics.org.nz
Website: http://www.paralympics.org.nz
Transport

Total Mobility Scheme
The Total Mobility Scheme is a subsidised taxi service. It works using vouchers that give a 50% discount on normal taxi fares. The scheme is part-funded by the New Zealand Transport Agency and part-funded and managed by local authorities (usually regional councils). It’s available nationally (mainly in cities), and how it works differs slightly depending on where you live.

Who qualifies?
The scheme is available to people who are unable to use public transport due to the nature of their disability. This includes:
- Getting to the place where the transport departs
- Getting onto the transport
- Riding securely
- Getting off the transport
- Getting to the destination

Who to contact about the Total Mobility Scheme
Find out how the scheme works in your area by contacting your local council, CCS, or NASC needs assessor. Your local Disability Information Centre may also be able to help.

Total Mobility Auckland
Contact Anita at T.A.S.C. Phone: (09) 270 3548
(The Association of Spinal Concerns) (09) 270 3526

Freedom mobility – hire vans www.freedommobility.co 08008642529

Re-li-on-us www.relius.co.nz 0800025999

Auckland Co-op Taxis www.cooptaxi.co.nz 0930030000

CCS Disability Action
Contracted provider throughout New Zealand for Mobility Parking Permits which allows card holders access to disabled parking. For more information and an application form please phone 0800 227 2255 or www.ccsdisabilityaction.org.nz

Lottery Grant for vehicle application Phone: 0800 824 824
Website: www.communitymatters.govt.nz/funding-and-grants-lottery-grants-board

Driving assessment service (DAS) Phone: 0800 427 327
Website: www.driverassessment.co.nz

Counselling
Free/low cost counselling
www.aucklandtherapy.co.nz

The New Zealand Taxi Federation
Contact which enables you to locate NZ Taxi Federation approved service providers throughout New Zealand. Of special note are the services such as, special needs, accessible transport, meet and greet.

Phone Auckland: (09) 278 5678
Phone Hamilton: (07) 847 8699
Website: www.taxifed.co.nz

Vocational

Kaleidoscope Vocational Services
Vocational support and assistance specifically for spinal cord injured people
Phone: (09) 270 9070

Workbridge
Workbridge is a professional employment service for people with all types of disability, including people who have lived with the long-term effects of injury and illness. We have information for clients in Maori, Samoan, Tongan and Plain English.

27 centres throughout New Zealand.
Phone: 0508 858 858
Website: www.workbridge.co.nz

Useful links

www.accessable.co.nz
www.lifecentretrust.org.nz
www.disabledaccessholidays.com
www.cdgo.govt.nz
www.eldernet.co.nz
www.massage.tuicottage.com
www.crsaustralia.gov.au
www.apparelyzed.com
www.walkingisoverrated.com
www.taikuratrust.co.nz
www.disabilitytv.com
www.beautyability.com
www.huriatrust.com
www.ngaiterangi.org.nz/social_services/homecaresupport.asp
www.taiho.org.nz
www.workandincome.govt.nz
www.acc.co.nz
www.disabilityresource.org.nz
www.catwalk.org.nz
www.lft.co.nz
www.aucklanddisabilitylaw.org.nz
www.toursnz.com
www.yesdisability.org.nz
https://theindependentc6wordpress.com/2014/01/20/theindependent-quad-c6/