



# 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

## Contents

• Introduction	3
• Financial Support	4
• Budgeting Assistance	4
• Housing/Accommodation/Home Ownership	5
• Home Health Care Providers	6
• Advocacy/Support	7
• Disability Information	9
• Community Supports	9
• Sport & Recreation	10
• Transport/Travel	11
• Vocational	13
• Useful Links	13

## 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](http://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](http://www.acc.co.nz)

## Budgeting Assistance

[www.sorted.org.nz](http://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.family budgeting.org.nz](http://www.family budgeting.org.nz)

### T.A.S.C. (The Association of Spinal Concerns)

(09) 270 3548

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

(09) 270 3526

### Citizens Advice Bureau

Contact your local CAB

0800 367 222

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

### CAP-debt help in Manukau

0508 227 111

## Housing/Accommodation/Home Ownership

### 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](http://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 you 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](http://www.welcomehomefirststeps.co.nz)

E-mail: [whfs@hnzc.co.nz](mailto: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](http://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](http://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 Kirkbride 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](http://www.aucklandcouncil.govt.nz)

Website: [www.warmupnz.co.nz](http://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](http://www.access.org.nz)

Geneva Health Ltd – Coverage: National

Phone: 0508 466 322 (0508 HOMECARE)

Fax: 09 916 0201

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

Healthcare NZ Ltd - Coverage: National  
Phone: 0800 001 997  
Fax: 0800 001 996  
Website: [www.realise.org.nz](http://www.realise.org.nz)

Medibank Health Solutions NZ Ltd - Coverage: National  
Phone: 0800 725 705  
Fax: 0800 001 636  
Website: [www.medibankhealth.co.nz](http://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](http://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](http://www.adhb.govt.nz/seniorline)

## 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](mailto:info@adl.org.nz)  
Website: [www.aucklanddisabilitylaw.org.nz](http://www.aucklanddisabilitylaw.org.nz)

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

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

Email: [engawhare@hdc.org.nz](mailto: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](mailto:burnett@wave.co.nz)

Central & South Taranaki Advocacy Service

15 Castle Street, Eltham Phone: (06) 764 7279

Email: [ballsak@infogen.net.nz](mailto: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](mailto: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](mailto: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](mailto: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](mailto:P.A.S@xtra.co.nz)

Tairāwhiti 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](mailto:wpcentre@xtra.co.nz)

## Disability Information

LIFE Unlimited Centre Inc. Phone: (07) 571 6351  
Disability Information Service  
250 Chadwick Road  
Greerton  
Tauranga

NorthAble, Northland Disabilities Resource Centre  
40 John Street, Whangarei Phone: (09) 430 0988  
Freephone: 0508 637 200  
Email: [drc@drcnorthland.org.nz](mailto:drc@drcnorthland.org.nz)

Disability Resource Centre  
14 Erson Avenue, Royal Oak, Auckland 1061 Phone: (09) 625 8069  
Open Hours: Monday – Friday 8.30am - 5.00pm and  
Saturday 9.00 – 1.00pm

### Weka

Weka is New Zealand's disability information website for people with disabilities, their families, whanau and caregivers, health professionals and disability information providers.

Website: [www.weka.net.nz](http://www.weka.net.nz)

## Community Supports

### Kauri Centre

Papamoa Community Centre. 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.

Cnr Evans Rd & Maesbury Close, Phone: (07) 542 3752  
Evans Rd Community Church Hall (07) 574 6190  
PO Box 11007, Papamoa  
Email: [pcsc@orcon.net.nz](mailto:pcsc@orcon.net.nz)

### Hibiscus Coast Community House

216 Main Road, Orewa, Hibiscus Coast Phone: (09) 426 3596

### Homebuilder's Family Centre

5 Baxter Street, Warkworth Phone (09) 425 7048

Te Korowai Aroha O Ngati Whatua

241-243 Rodney Street, Wellsford

PO Box 57, Wellsford

Phone:

(09) 423 9481

Email: [tkawhatua@xtra.co.nz](mailto: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

PO Box 86 022, Mangere East, Auckland

Email: [mangere@peoples-centre.co.nz](mailto:mangere@peoples-centre.co.nz)

Phone:

(09) 275 6111

Manurewa People's Centre

7 Halver Road, Manurewa, Auckland

PO Box 75 582, Manurewa, Auckland

Phone:

(09) 267 6331

Grief Support Services

147 Chadwick Road, Greerton

PO Box 3186, Tauranga 3142

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

Phone:

(07) 578 4480

Fax:

(07) 578 4828

Citizens Advice Bureau

Available in most regions throughout New Zealand

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

Family Support Workers

Pukete Neighbourhood House

Church Road, Hamilton

PO Box 21-054 Flagstaff, Hamilton

Email: [c\\_a\\_wills@hotmail.com](mailto:c_a_wills@hotmail.com)

Phone:

(07) 850 4013

Rotorua Community Law Centre

1238 Haupapa Street, Rotorua

PO Box 879, Rotorua

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

Phone:

(07) 348 8060

Te Tuinga Whanau Community Support Services

112 Third Avenue West

PO Box 159, Tauranga 3030

Phone

(07) 571 0875

T.A.S.C. (The Association of Spinal Concerns)

Your one stop – support, back-up and information stop. The “Buddy Organisation”

Phone (09) 270 9033  
Website: [www.tasc.org.nz](http://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](http://www.parafedauckland.co.nz)

Hours: Mon-Fri 9am-3pm

Sports Development Officer: Glenn McDonald

Email: [sport@parafedauckland.co.nz](mailto:sport@parafedauckland.co.nz)

Weka Disability Information

Phone: 0800 171 981

Website: [www.weka.net.nz](http://www.weka.net.nz)

**D-Ability**

A place to discover life’s possibilities beyond disability

Website: [www.d-ability.org](http://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](mailto: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](http://www.freedommobility.co) 08008642529

Re-li-on-us [www.relionus.co.nz](http://www.relionus.co.nz) 0800025999

Auckland Co-op Taxis [www.cooptaxi.co.nz](http://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](http://www.ccsdisabilityaction.org.nz)

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

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

### Counselling

Free/low cost counselling  
[www.aucklandtherapy.co.nz](http://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](http://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](http://www.workbridge.co.nz)



## Useful links

[www.accessable.co.nz](http://www.accessable.co.nz)

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

[www.disabledaccessholidays.com](http://www.disabledaccessholidays.com)

[www.cdgo.govt.nz](http://www.cdgo.govt.nz)

[www.eldernet.co.nz](http://www.eldernet.co.nz)

[www.massage.tuicottage.com](http://www.massage.tuicottage.com)

[www.crsaustralia.gov.au](http://www.crsaustralia.gov.au)

[www.apparelyzed.com](http://www.apparelyzed.com)  
[www.walkingisoverrated.com](http://www.walkingisoverrated.com)  
[www.taikuratrust.co.nz](http://www.taikuratrust.co.nz)  
[www.disabilitytv.com](http://www.disabilitytv.com)  
[www.beautyability.com](http://www.beautyability.com)  
[www.huriatrust.com](http://www.huriatrust.com)  
[www.ngaiterangi.org.nz/social\\_services/homecaresupport.asp](http://www.ngaiterangi.org.nz/social_services/homecaresupport.asp)  
[www.taiho.org.nz](http://www.taiho.org.nz)  
[www.workandincome.govt.nz](http://www.workandincome.govt.nz)  
[www.acc.co.nz](http://www.acc.co.nz)  
[www.disabilityresource.org.nz](http://www.disabilityresource.org.nz)  
[www.catwalk.org.nz](http://www.catwalk.org.nz)  
[www.lft.co.nz](http://www.lft.co.nz)  
[www.aucklanddisabilitylaw.org.nz](http://www.aucklanddisabilitylaw.org.nz)  
[www.toursnz.com](http://www.toursnz.com)  
[www.yesdisability.org.nz](http://www.yesdisability.org.nz)  
<https://theindependentc6wordpress.com/2014/01/20/theindependent-quad-c6/>