

BAY OF PLENTY DISTRICT HEALTH BOARD

# Mental Health & Addictions Service Directory

2017 – 2018



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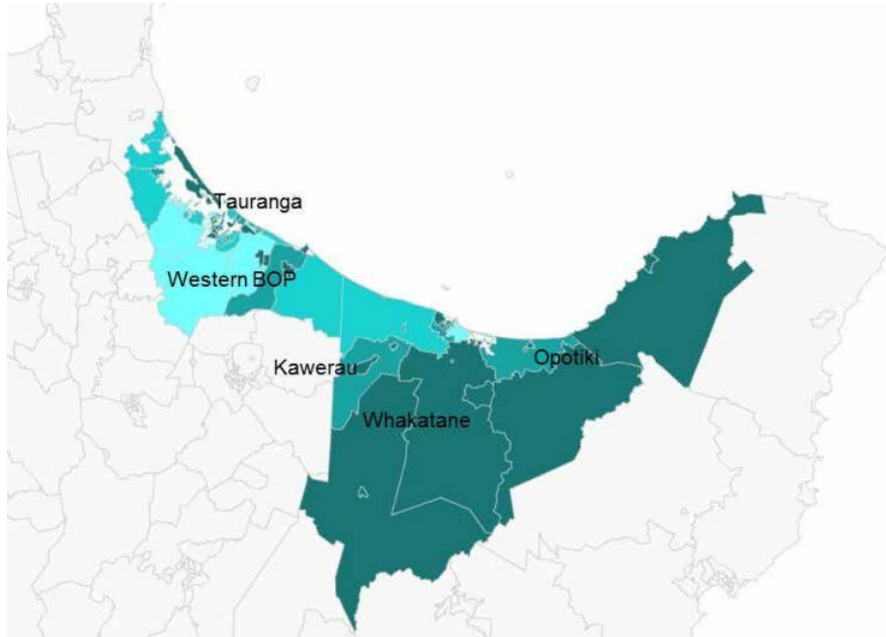
## INTRODUCTION

The purpose of the directory is twofold. Firstly, it will provide Bay of Plenty District Health Board (BOPDHB) Mental Health & Addictions (MH&As) staff with a relevant and comprehensive Bay of Plenty wide MH&As reference document. Secondly the directory will act as a resource to support Bay of Plenty District Health Board (BOPDHB) Planning and Funding MH&As service planning. Baseline information included in the directory will assist with ensuring the range and scope of Bay of Plenty MH&As services best meet the needs of the population.

The directory includes information on regional, secondary and community MH&As services across the Bay of Plenty. A brief summary of each service is provided, to include non-health agencies that intersect with MH&As services. Services, for the most part have been separated into age related categories. All services included are funded by BOPDHB, except for a very small number of Ministry of Health funded services. Providers listed may also offer other non-DHB funded services and have additional staff in their services. Additional services and staff have not been included in the directory.

Directory information has been sourced directly from service providers, service webpages and other relevant internet service information sites.

## BAY OF PLENTY DHB – OUR DISTRICT & OUR PEOPLE



The BOPDHB catchment stretches from Waihi Beach in the North West to Whangaparaoa on the East Cape and inland to the Urewera, Kaimai and Mamaku ranges, covering 9,666 square kilometres. These boundaries take in the major population centres of Tauranga, Katikati, Te Puke, Whakatane, Kawerau and Opotiki. Eighteen Iwi are located within the BOPDHB area (BOPDHB Annual Plan 2015-16).

- Ngāti Ranginui
- Te Whānau ā Te Ēhutu
- Ngāti Rangitihī
- Te Whānau ā Apanui
- Ngāti Awa
- Tūhoe
- Ngāti Mākinō
- Ngāti Manawa
- Ngāti Whare
- Waitahā
- Tapuika
- Whakatōhea
- Ngāti Pūkenga
- Ngai Tai
- Ngāti Whakahemo
- Tūwharetoa ki Kawerau
- Ngati Whakaue ki Maketu
- Ngai Te Rangi

BOPDHB serves an estimated resident population of 225,320 (Statistics New Zealand 2016 estimate). Population size is predicted to grow considerably in the Western Bay of Plenty and less so in the Eastern Bay of Plenty, with some areas predicted to decline in population numbers<sup>1</sup>.

**Table 1. Projected growth % in population by locality 2016 to 2036: Bay of Plenty**

Area	2016	2036	2016-36 Growth	2016-36 % Growth
Bay of Plenty	225,320	262,000	36,700	16.3%
Tauranga	125,590	160,800	35,200	28.1%
Western BOP	47,700	53,500	5,800	12.3%
Kawerau	6,970	5,200	- 1,700	- 24.8%
Whakatane	35,850	34,600	- 1,200	- 3.4%
Opotiki	9,200	7,800	- 1,400	- 15.3%

Other notable Bay of Plenty population characteristics include:

- Bay of Plenty has a significantly higher proportion of Maori people (25%) in comparison to the national average (16%). Tauranga has the largest number of Maori people at 22,390
- The majority of the remaining (Other) population (67%) is largely made up of Europeans with small numbers of people with Middle Eastern, Latin American, and African origin
- The Asian population in Bay of Plenty is an estimated 13,700 in 2016, with more than half residing in Tauranga (8,800). This population accounts for the third largest ethnic group after European and Maori and is projected to have the largest percentage growth by 2036 (106%)
- The Bay of Plenty Māori population is young compared to the non-Māori population, and is over-represented in socio-economically deprived areas
- Māori are less likely to live in main urban areas than non-Māori and are more likely to live in smaller urban areas or rural areas than non-Māori

<sup>1</sup> Statistics New Zealand

- Overall, the BOPDHB population is over-represented in high deprivation score categories and under-represented in low deprivation categories compared to New Zealand as a whole.

**Table 2. Estimated BOP population 2016 by ethnicity and age**

BOP Ethnicity	0-14	15-44	45-74	75+	0-14	15-44	45-74	75+
Maori	19,000	22,300	13,900	1,300	34%	40%	25%	2%
Asian	3,100	7,100	3,200	300	23%	52%	24%	2%
Pacific	1,300	1,700	900	100	33%	43%	22%	2%
Other	22,800	44,300	66,000	18,000	15%	29%	44%	12%
<b>BOP</b>	<b>46,200</b>	<b>75,400</b>	<b>84,000</b>	<b>19,700</b>	<b>21%</b>	<b>33%</b>	<b>37%</b>	<b>9%</b>
% Maori	41%	30%	17%	6%				

Predicted population changes going forward include:

- increasing population growth: Bay of Plenty population is projected to increase 16% with much of the growth occurring in the next 10 years. Higher projections could sit at 29%
- the Māori population is projected to grow faster than the non-Māori population from 2006 to 2026, with the greatest percentage growth to occur in the 65 years and over age group
- Western Bay is predicted to experience significant population growth, while Eastern Bay's population is expected to decrease or stay about the same
- the Asian population is expected to double to around 12% of the total Bay of Plenty population
- the proportion of Maori in the Bay of Plenty is predicted to grow
- Like the national population, our population is ageing, with the highest percentage projected increase from 2006 to 2026 occurring in the 65+ group<sup>2</sup>

<sup>2</sup> Statistics New Zealand

With specific reference to BOPDHB MH&As service users, the preceding two years of service user information shows:

- 57% of MH&As service users are European
- 40% of MH&As service users are Maori
- 3% of MH&As service users are Other

The age group percentages for BOPDHB MH&A's service users over the preceding 2 years of service user information shows:

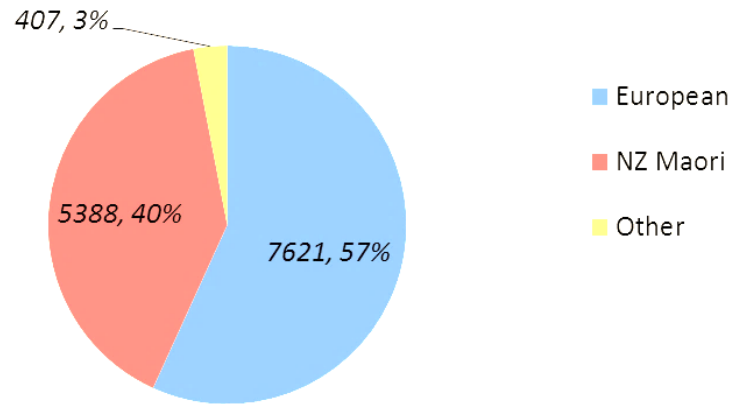
- 0 – 19 year age group accounts for approximately 28% of all service users
- 20 – 64 year age group accounts for approximately 61% of all service users
- 65+ age year age group accounts for approximately 11% of all service users<sup>3</sup>

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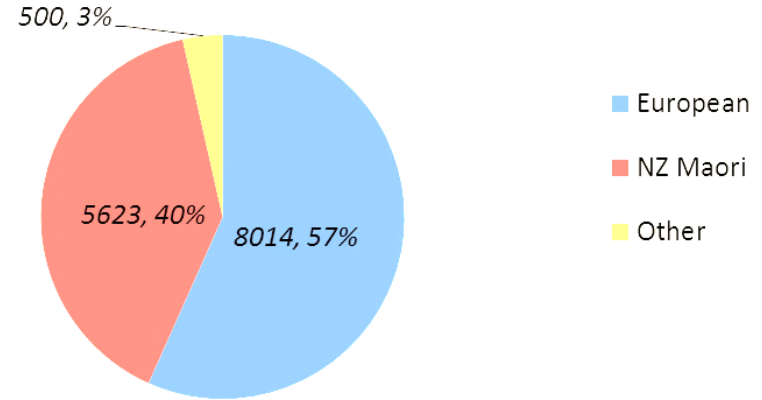
<sup>3</sup> BOPDHB Planning & Funding, 2017



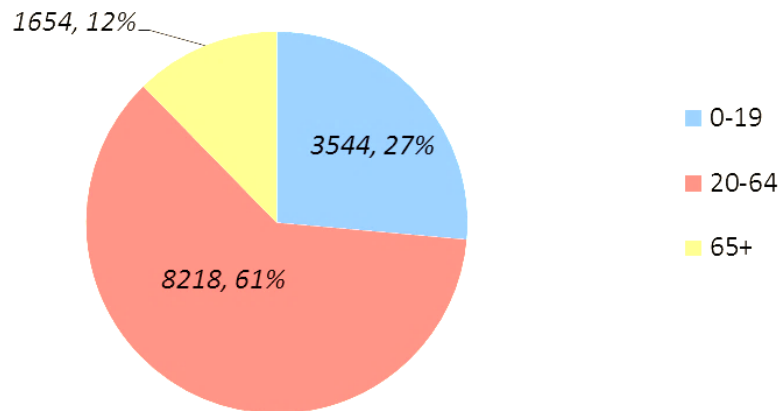
**15/16 unique clients by ethnicity**



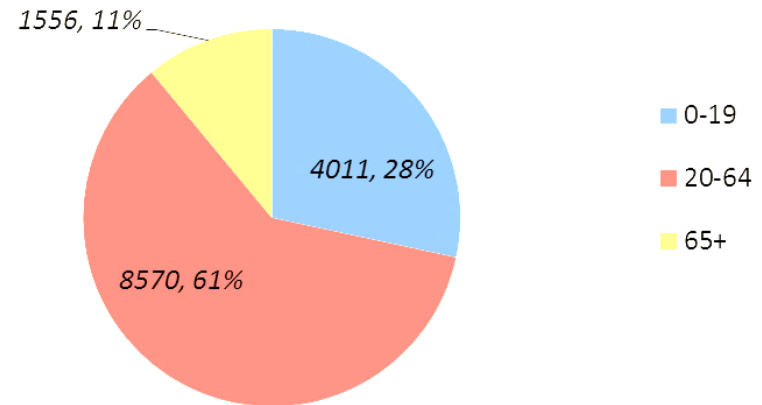
**16/17 unique clients by ethnicity**



**15/16 unique clients by age group**



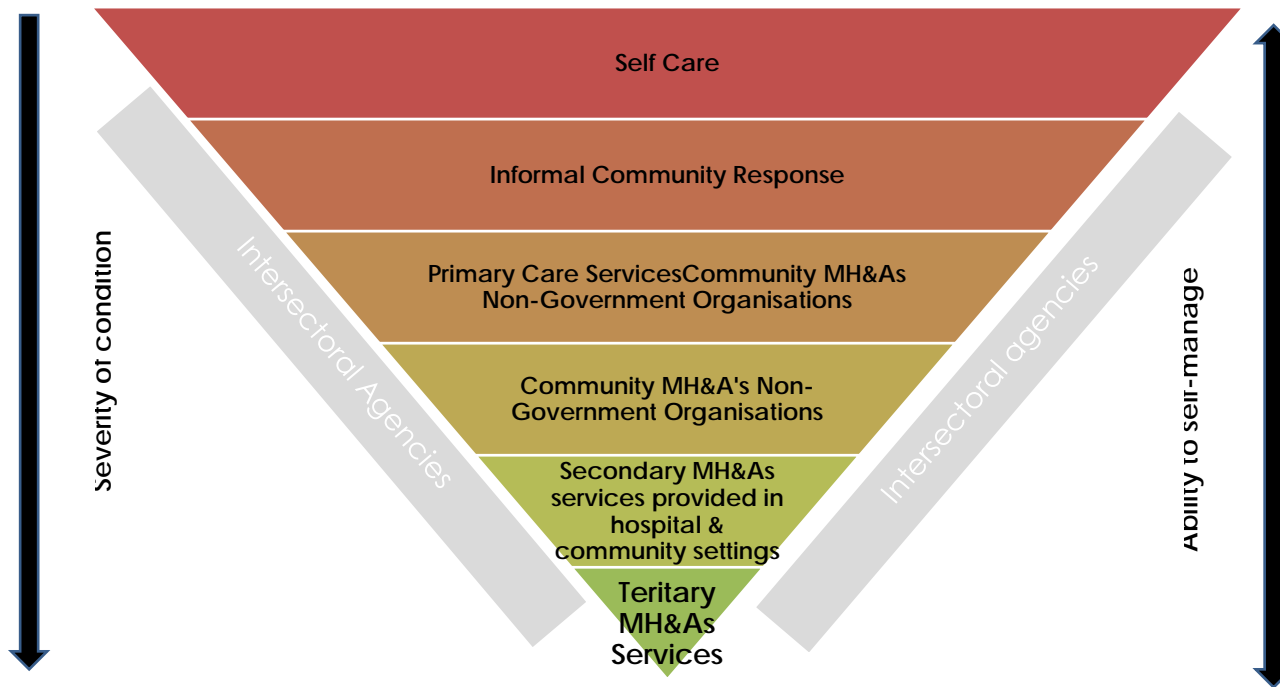
**16/17 unique clients by age group**



BOPDHB MH&A's Service User Make-up: 2016 & 2017

# MENTAL HEALTH & ADDICTIONS SERVICE MATRIX

Service matrix information provides a broad overview of the stepped care service continuum, both health and non-health, that supports, contributes to, and/or delivers MH&As services across the Bay of Plenty.





## MENTAL HEALTH & ADDICTIONS SERVICE MATRIX

	Tertiary Sector & Secondary Sector				NGOs/Community based/Primary MH&As Providers	Primary Health Sector	Intersectoral Agencies	
	Regional Specialists	Emergency /Crisis	Acute Inpatient	Community Services	Accommodation: Residential Recovery & Respite	Provider		
<b>Children, Adolescents &amp; Youth 0-24 years</b>	Regional MICAMHs  Regional Eating Disorders  Regional Youth Forensic  Regional Youth AOD  Regional MH&As Networks	BOPDHB Crisis Team		ICAMHs SORTED Maternal MH&As	Pathways Health	Emerge Aotearoa Ngaiterangi Pirirakau Hauora Tauranga Grief Support Service Te Manu Toroa Te Puna Hauora Ki Uta Ki Tai Te Runanga o Ngai Tamawhariua Te Tomika WBOPPHO EBPHA Te Toi Huarewa Tuhoe Hauora Tuwharetoa ki Kawerau Whakatohea Whakaatu Whanaunga Youth Horizons	General Practitioners Community Agencies Social Services	Oranga Tamariki: Ministry for Children Education services Police, Corrections, Justice Work & Income NZ
<b>Adults 18 – 64 years</b>	Regional Eating Disorders Regional AOD Regional Forensic Regional	BOPDHB Crisis Team	Te Whare Maiangiangi (Tauranga) Te Toki Maurere (Whakatane)	Intensive Discharge Support Service Consultation Liaison Adult Comm MH&As	Emerge Aotearoa Madison Centre Tuhoe Hauora Te Tomika Trust Rau O Te Huia Healthcare NZ	Emerge Aotearoa Family Link LINC Maketu Health & Social Services Nga Kakano Pirirakau Hauora	General Practitioners Community Agencies Social Services	Work & Income NZ Housing NZ Police Corrections Justice

Tertiary Sector & Secondary Sector				NGOs/Community based/Primary MH&As Providers	Primary Health Sector	Intersectoral Agencies	
Regional Specialists	Emergency /Crisis	Acute Inpatient	Community Services	Accommodation: Residential Recovery & Respite	Provider		
MH&As Networks			NASC Consumer Liaison Family/Whanau Advisor BOPAS OST AOD Triage for Offenders		Poutiri Trust Tauranga Grief Support Service Te Manu Toroa Te Puna Hauora Ki Uta Ki Tai Te Runanga O Ngai Tamawhariua Te Tomika Trust VH Recovery Trust Whaioranga Trust WBOPPHO EBPHA Ngati Awa Social & Health Service Te Whanau Apanui Tuhoë Hauora Whakatohea Healthcare NZ (Mental Health NZ)		
<b>Older Person 65+ years</b>	Regional Dementia service Regional MH&As Networks	BOPDHB Crisis Team	MH&As Older Persons inpatient unit	MHSOP's Comm MH&As	Emerge Aotearoa Healthcare NZ (Mental Health NZ)	General Practitioners Community Agencies Social Services	Work & Income NZ Housing NZ Police Corrections Justice

## MENTAL HEALTH & ADDICTIONS PROVIDER: SERVICE SUMMARY

Provider	Area	Service Suite
Eastern Bay Primary Health Alliance (EBPHA)	EBOP	<ul style="list-style-type: none"> <li>✓ Youth primary mental health service</li> <li>✓ Youth AOD &amp; CEP community support service</li> <li>✓ Adult primary MH&amp;As service</li> <li>✓ GP shared care opioid substitution service</li> </ul>
Emerge Aotearoa	WBOP & EBOP	<ul style="list-style-type: none"> <li>✓ Intensive MH&amp;As residential rehabilitation service</li> <li>✓ Dual disability package of care residential service</li> <li>✓ MH&amp;As Housing &amp; recovery residential service</li> <li>✓ MH&amp;As community support service (youth, adults, and MHSOPs)</li> <li>✓ MH&amp;As peer support &amp; advocacy service</li> </ul>
Family Link	WBOP	<ul style="list-style-type: none"> <li>✓ Family/Whanau support</li> <li>✓ Child, adolescent &amp; youth support (COPMIA)</li> </ul>
Get Smart	WBOP	<ul style="list-style-type: none"> <li>✓ Stoked Mauri Ora programme for young people</li> <li>✓ Youth AOD counselling service</li> <li>✓ In-school AOD education programme</li> </ul>
Hamner Clinic	WBOP	<ul style="list-style-type: none"> <li>✓ Adult AOD service</li> </ul>
Healthcare NZ (Mental Health NZ)	WBOP & EBOP	<ul style="list-style-type: none"> <li>✓ MH&amp;As planned respite brokerage service</li> <li>✓ Adult MH&amp;As community support service</li> <li>✓ MHSOPs community support service</li> </ul>
LINC	WBOP	<ul style="list-style-type: none"> <li>✓ MH&amp;As community support and treatment programme</li> <li>✓ Short term tenancy</li> <li>✓ Transitional housing support</li> </ul>
Madison Centre: Dalcam Healthcare	WBOP	<ul style="list-style-type: none"> <li>✓ MH&amp;As Housing &amp; recovery residential service</li> </ul>
Maketu Health & Social Service	WBOP	<ul style="list-style-type: none"> <li>✓ Adult Kaupapa Maori Whanau Ora mental health support service</li> <li>✓ Ahi Ora youth AOD programme</li> </ul>
Ngati Awa Social & Health Service	EBOP	<ul style="list-style-type: none"> <li>✓ Kaupapa Maori co-existing problems service</li> <li>✓ Community action on youth &amp; drugs</li> <li>✓ Kaupapa Maori adult AOD community clinical support service</li> </ul>

<b>Ngaiterangi iwi</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Alcohol &amp; drug support/co-existing disorders service for young people</li> <li>✓ Community action youth &amp; drugs</li> </ul>
<b>Ngati Kahu Hauora</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Kaupapa Maori adult AOD service</li> </ul>
<b>Nga Kakano</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Adult MH&amp;As early intervention service</li> <li>✓ Kaupapa Maori child, adolescent &amp; youth AOD outpatient service</li> <li>✓ Kaupapa Maori adult AOD service</li> </ul>
<b>Pathways Health</b>	WBOP & EBOP	<ul style="list-style-type: none"> <li>✓ Youth crisis and transitional MH&amp;As residential support service for youth</li> </ul>
<b>Pirakau Hauora</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Child and adolescent mental health service</li> <li>✓ Adult mental health community support service</li> </ul>
<b>Poutiri Trust</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Adult mental health &amp; addiction/CEP service</li> <li>✓ Youth AOD counselling service</li> </ul>
<b>Pou Whakaaro</b>	EBOP	<ul style="list-style-type: none"> <li>✓ Pou Whakaaro for recovery service</li> <li>✓ Pou Whakaaro for families</li> <li>✓ Supporting Parents Healthy Children (COPMIA)</li> <li>✓ Activities programme</li> <li>✓ Vocational programme</li> </ul>
<b>Rau o Te Huia</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Kaupapa Maori MH&amp;As housing and recovery service</li> </ul>
<b>Salvation Army</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Adult AOD service</li> </ul>
<b>Tauranga Community Housing Trust</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Friendly landlord programme</li> </ul>
<b>Tauranga Grief Support Services</b>	WBOP & EBOP	<ul style="list-style-type: none"> <li>✓ After suicide support group/programme</li> </ul>
<b>Tauranga Youth Development Trust</b>	WBOP & EBOP	<ul style="list-style-type: none"> <li>✓ Youth service network</li> <li>✓ Voice of young people group</li> </ul>
<b>Te Ika Whenua Hauora</b>	EBOP	<ul style="list-style-type: none"> <li>✓ Community actions on youth &amp; drugs</li> <li>✓ Adult AOD counselling service</li> </ul>
<b>Te Manu Toroa</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Child &amp; adolescent mental health service</li> <li>✓ ONCORE youth health drop-in clinic</li> <li>✓ Primary mental health service</li> <li>✓ Adult MH&amp;As community support service</li> <li>✓ Advocacy &amp; family/whanau support</li> </ul>

		<ul style="list-style-type: none"> <li>✓ Adult Kaupapa Maori Needs Assessment &amp; Service Coordination</li> <li>✓ Youth AOD co-existing problems service</li> <li>✓ Adult Kaupapa Maori AOD service</li> </ul>
<b>Te Puna Hauora ki Uta ki Tai</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Kaupapa Maori Tamariki/Rangatahi – child &amp; adolescent mental health service</li> <li>✓ Tuakana Teina Rangatahi Advisory Group</li> <li>✓ Kaupapa Maori Pakeke service</li> <li>✓ Pakeke advisory group</li> <li>✓ Adult Kaupapa Maori Mate Hinengaro/Kia Tarutaru – co-existing problems service</li> </ul>
<b>Te Runanga o Ngai Tamawharuia</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Kaupapa Maori infant, child &amp; adolescent mental health service</li> <li>✓ Peer support &amp; advocacy for children &amp; youth</li> <li>✓ Adult community mental health support service</li> <li>✓ Youth AOD service</li> </ul>
<b>Te Toi Huarewa</b>	EBOP	<ul style="list-style-type: none"> <li>✓ Infant, child &amp; adolescent mental health support service</li> </ul>
<b>Te Tomika Trust</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Kaupapa Maori MH&amp;As housing and recovery residential service (includes intellectual disability)</li> <li>✓ Rangatahi community mental health service</li> <li>✓ Adult Kaupapa Maori packages of care</li> <li>✓ Adult non-clinical community support service</li> </ul>
<b>Te Whanau Apanui</b>	EBOP	<ul style="list-style-type: none"> <li>✓ Adult co-existing problems service</li> <li>✓ Peer support &amp; advocacy service</li> <li>✓ Community youth AOD service</li> </ul>
<b>Tuhoe Hauora</b>	EBOP	<ul style="list-style-type: none"> <li>✓ Kaupapa Maori MH&amp;As planned respite service</li> <li>✓ Adult co-existing disorders service</li> <li>✓ Peer &amp; whanau advocacy service</li> <li>✓ Kaupapa Maori early intervention AOD service</li> <li>✓ Community action on Youth &amp; Drugs</li> </ul>
<b>Turning Point Trust</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Activities programme</li> <li>✓ Vocational support service</li> <li>✓ SAGE career support service</li> <li>✓ Junction peer support &amp; advocacy</li> </ul>



<b>Tuwharetoa ki Kawerau</b>	EBOP	<ul style="list-style-type: none"> <li>✓ Infant, child, adolescent &amp; youth mental health service</li> <li>✓ Rangatahi mental health service</li> <li>✓ Kaupapa Maori early intervention AOD service</li> <li>✓ Adult AOD triage &amp; assessment for offender's service</li> </ul>
<b>Vincent House Recovery Trust</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Adult MH&amp;As community support service</li> <li>✓ Work experience centre</li> </ul>
<b>Western Bay of Plenty Primary Health Organisation (WBOPPHO)</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Primary mental health service (youth &amp; adult)</li> <li>✓ Youth AOD service</li> <li>✓ GP shared care opioid substitution service</li> </ul>
<b>Whaioranga Trust</b>	WBOP	<ul style="list-style-type: none"> <li>✓ Adult co-existing problems service</li> </ul>
<b>Whakaatu Whanaunga Trust</b>	EBOP	<ul style="list-style-type: none"> <li>✓ Community action on youth &amp; drugs</li> </ul>
<b>Whakatohea (Te Pou Oranga o Whakatohea)</b>	EBOP	<ul style="list-style-type: none"> <li>✓ Kaupapa Maori peer support &amp; advocacy for Tamariki &amp; Rangatahi</li> <li>✓ Kaupapa Maori community support for Tamariki &amp; Rangatahi</li> <li>✓ Adult Kaupapa Maori MH&amp;As community clinical support</li> <li>✓ Kaupapa Maori peer support &amp; advocacy</li> <li>✓ Kaupapa Maori adult AOD/co-existing disorders service</li> </ul>
<b>Youth Horizons</b>	WBOP & EBOP	<ul style="list-style-type: none"> <li>✓ In-home intensive clinical service for young people</li> </ul>

# MH&As: Regional Specialist Services

## Service & Location Summary

Midland Regional Forensic Service (Puawai): Based in Hamilton

Midland Regional Alcohol & Drug Service

Midland Regional Dementia Nursing Service

Regional MH&As Network

Midland Regional Eating Disorders Service

Midland Regional Infant, Child & Adolescent Mental Health Service: Based in Auckland

## REGIONAL MENTAL HEALTH & ADDICTIONS SERVICES

### 1 Midland Regional Forensic Psychiatric Service (Puawai)

Provided by Waikato DHB, the service provides regional forensic psychiatric services to the Midland region, covering the justice system (courts), prisons and general mental health

A 44 bed secure adult inpatient service is based in Hamilton. People who have offended and are thought to have a mental illness are eligible for referral to the service. Service referrals are largely received from the justice system (courts), Corrections services (prison, community probation) and general MH&As services. The service incorporates a separate regional youth forensic services with inpatient secure beds accessed via the Wellington based national youth forensic provider.

### 2 Midland Regional Eating Disorders Service

The service provides specialised eating disorder services and support to the Midland DHBs to ensure sustainable inpatient and community eating disorders services. The supra regional service encompasses Auckland and Midland District Health Board (DHB).

### 3 Midland Regional Alcohol & Drug Services

The Midland DHB's contract with a number of services to provide residential AOD rehabilitation beds, to include:

Odyssey House (Auckland)	2 beds are available to BOPDHB. Service access is brokered by Bay of Plenty Addiction Service (BOPAS) or SORTED	Nova Trust (Christchurch):	3 beds available to Midland DHBs
Springhill (Hawkes Bay)	3 beds available to Midland DHBs	Salvation Army Bridge Programme (Hamilton)	10 -12 beds available. Open access to beds
Te Utahina (Rotorua):	10 beds. Open access to beds	Rongo Atea Youth Alcohol & Drug (AOD) (Hamilton):	9 beds. Access is brokered by SORTED

#### **4 Midland Regional Infant, Child & Adolescent Mental Health Services (ICAMHs)**

Midland DHBs have access to Auckland Hospital Starship inpatient MH&As services for Bay of Plenty children and adolescents who require specialist ICAMHs care. Access to Starship inpatient beds is negotiated individually by each Midland DHB and is dependent on availability.

#### **5 Midland Regional Dementia Nurse Advisory Service**

The regional dementia nurse provides resource and assistance with complex dementia service delivery. The one full time equivalent (FTE) nurse is located with BOPDHB Mental Health Services for Older Persons and works across the five Midland DHBs

#### **6 Regional Mental Health & Addictions Network**

The network, while not providing client services, supports a structured and coordinated approach to the planning and delivery of MH&As services across the Midland region. The network is made up of a number of MH&As specific groups

# MH&As: Secondary Services

## Service & Location Summary

### Maternal, Infant, Child & Adolescent Mental Health Service (MICAMHs)

MICAMHs  
Sorted  
Maternal MH&As

### Acute Services

Adult Acute Inpatient (Tga & Wk)  
Crisis Service  
Intensive Discharge Support  
Consultation Liaison

### Community MH&A's

Adult Community MH&As  
Needs Assessment & Service  
Coordination (NASC)  
BOPAS  
Opioid Substitution Treatment (OST)  
Consumer Liaison  
Family/Whanau Advisor

### Mental Health Services for Older Persons (MSHOPs)

MHSOPs inpatient unit  
MHSOPs Community

## BOPDHB SECONDARY MH&AS SERVICES

### MICAMHS

#### 1 Infant, Child & Adolescent Service

Comprehensive mental health assessment and treatment for children and young people between the ages of 0-19years who have moderate to serious mental health problems. Services are offered at the Tauranga hospital campus and from a community based facility in Whakatane (Voyagers). The Incredible Years Programme specialist team, SORTED and the Maternal MH&As service are co-located with the MICAMHS service.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5pm Monday - Friday	37.78	37.78 clinical	GP, other health professionals, internal	No

#### 2 Sorted

Youth alcohol and other drug assessment and treatment service for youth aged between 12 -19 years. The service includes social detoxification. Services are offered at the Tauranga hospital campus (alongside the MICAMHS service) and from a community based facility in Whakatane (Voyagers). Youth wanting support with AOD issues are eligible for the service.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5pm Monday - Friday	6.58	6.58 clinical	Self, schools, whanau, justice, corrections, internal, GPs, MH&As NGOs, other community social services	No

#### 3 Maternal MH&As Service

Bay of Plenty wide service operating from the Tauranga hospital campus (co-located with MICAMHS). The service offers assessment and treatment for women who develop moderate to severe mental health and addictions problems during pregnancy and up to 12 months postpartum. Service delivery is underpinned by recovery and harm reduction models of care.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am – 5pm Monday - Friday	3.6	3.6 clinical	GP, other health professionals, internal, Corrections	No

## ADULT SERVICES

### Acute Services

#### 1 Adult MH&As Inpatient Unit: Te Whare Maiangiangi (Tauranga)

Located on the Tauranga hospital campus, Te Whare Maiangiangi is a 24 bed acute MH&As inpatient unit. 6 of the 24 beds are specific to intensive inpatient care.

Inpatient services provide assessment and treatment for people who are experiencing acute mental illness.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
24 hours, 7 days per week	45.67	44.67 clinical 1 non-clinical	DHB clinical services	No

#### 2 Adult MH&As Inpatient Unit: Te Toki Maurere (Whakatane)

Located on the Whakatane hospital campus, Te Toki Maurere is an 11 bed acute MH&As inpatient unit. One of the beds is specific to alcohol and other drug detoxification (i.e. methamphetamine, benzodiazepines, and opiates). Inpatient services provide assessment and treatment for people who are experiencing acute mental illness.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
24 hours, 7 days per week	21.42	21.42 clinical	DHB clinical services	Yes (detox bed)

#### 3 Intensive Discharge Support Service

The service provides accessible, responsive, and culturally appropriate intensive support to clients immediately post-discharge from Te Whare Maiangiangi inpatient unit to promote maintenance of wellness and prevent relapse and/or readmission.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
24 hours, 7 days per week	Included in inpatient numbers	N/A	DHB clinical services	No

#### 4 Crisis Service

24 hour crisis intervention providing crisis assessment, treatment, planning and short-term interventions. Referrals are accepted from any source. If required individuals will be referred on to other sectors, Primary Health Organisations (PHOs) or Non-Government Organisations (NGOs). During the day crisis services operate in both Tauranga and Whakatane. After hours Tauranga provides phone triage to Eastern Bay of Plenty callers, with backup of the Whakatane crisis team for acute psychiatric presentations. Crisis intervention is available to adults during working hours and open to all age groups after hours.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
24 hours, 7 days per week	19	19 clinical	Open – all sources	No

#### 5 Consultation Liaison Service

The Consultation Liaison service works in conjunction with the BOPDHB Acute Care team to provide assessment and treatment recommendations for people 12 years and over presenting to a BOPDHB Emergency Department with an acute mental health conditions, post self-harm or suicidal ideation. The team also works with BOPDHB general hospital staff to provide assessment and treatment to current inpatient who are experiencing mental health issues during their hospital stay.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday-Friday	3.7	3.7 clinical	Self, DHB clinical services	No



## Community MH&As Services

### 1 Adult Community MH&As Service

The service operates from the Tauranga Hospital campus and from a community based site in Whakatane. Services provide community and outpatient mental health assessment and treatment to people between the ages of 18-64 years. These are specialist services for individuals with severe and complex mental health needs. An eating disorders services also operates from within the community MH&As service as well as co-existing problem (CEP) support groups and programmes. The service embraces an eclectic approach which includes Recovery, strengths based, crisis resolution and Choice and Partnership Approach treatment modalities.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	71.91 (incl both Tga & Wk CMH)	71.91 clinical 2 non-clinical	Self, DHB clinical services	No

### 2 Needs Assessment & Service Coordination (NASC)

NASC staff work with clients, residential and community providers to support recovery. Individual service user needs are collaboratively identified and access to Housing & Recovery residential and respite services is brokered

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	Included in CMH totals	Included in CMH totals	DHB clinical services	No

### 3 Consumer Liaison & Family/Whanau Advisory Services

The Consumer Liaison role works to link MH&As service users with services that will support their recovery. The Family/Whānau Advisor focuses on ensuring family/whanau of MH&As service users are well supported and aware of services available to them. Te Pou Korkiri services are included within the Family/Whānau Advisory Service.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday-Friday	8	8 non-clinical	Self, DHB clinical services	No

#### 4 Bay of Plenty Addiction Service (BOPAS)

The Bay of Plenty Addiction Service is a specialist addiction service based at Tauranga Hospital and Whakatane providing services across the Bay of Plenty at a variety of outreach clinics to people 18 years of age and older with alcohol and other drug issues. A harm reduction philosophy is applied. The professional multi-disciplinary team provides one-to-one counselling, assessment, pharmacotherapies, referrals to residential treatment, detox options and groups. Support for family and friends of clients who are affected by someone else's substance use is also available.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	19.2	19.2 clinical	Self, DHB clinical services, GP, Corrections, community organisations	No

#### 5 Opioid Substitution Treatment Service (OST)

Co-located within the Tauranga BOPAS service, the OST service provider assessment, treatment, and support to methadone clients. The service works closely with local General Practitioners (GPs) and pharmacists to provide ongoing treatment and support.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday-Friday	Included in BOPAS totals	Included in BOPAS totals	DHB clinical services, GP	No

#### 6 Alcohol & Drug Triage & Assessment for Offenders

Co-located with the BOPDHB BOPAS service. The service is for community based offenders (aged 17 years and over). Triage appointments and motivational educational group programmes are offered at each Probation Centre. The aim of the service is to reduce overall AOD use, reduce offending and victimisation, increase referral options for offenders and improve sentence compliance.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday-Friday	Included in BOPAS totals	Included in BOPAS totals	Corrections, DHB clinical services	No

## MENTAL HEALTH SERVICES FOR OLDER PERSONS

### 1 MHSOPs Inpatient Unit

10 bed inpatient unit based within Tauranga Hospital for individuals aged 65 years and over. Service offered include assessment, treatment, and on-referral (as required). Additionally, BOPDHB has access to 10 Level 3 dementia beds in the Western BOP. These beds are accessed via Support Net for clients living in the community assessed as having high needs.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
24 hours, 7 days per week	18.08	18.08 clinical	DHB clinical services, GP	No

### 2 MHSOPs Community Services

Located on the Tauranga hospital campus and aligned with adult community MH&As services in Whakatane, the service provides assessment and treatment services for persons aged 65 years + who are experiencing an acute mental health illness or people living with dementia of any age who are experiencing significant behavioural and psychological challenges. Services are provided in both Tauranga and Whakatane.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Friday	21.08	21.08	Self, DHB clinical services, GP	No

# MH&As: Residential & Respite Service Providers

## Provider & Location Summary

### **Western Bay of Plenty**

Pathways Health (Youth)  
Madison Centre (Adult)  
Te Tomika Trust (Adult)  
Rau o Te Huia (Adult)

### **Eastern Bay of Plenty**

Tuhoe Hauora (Adult)

### **West & East Bay of Plenty**

Emerge Aotearoa (Adult)  
Healthcare NZ (Mental Health NZ)

## MH&AS: RESIDENTIAL & RESPITE SERVICE PROVIDERS

### CHILD & YOUTH

#### 1 Pathways Health

Tauranga based youth crisis and transitional residential support service for youth aged 14-18 years. The service offers youth focused, family/whanau inclusive care to achieve optimal health and wellbeing outcomes for the young person. Service users must be BOPDHB MH&As service clients.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
24 hours per day, 7 days per week	8	1 clinical 7 non-clinical	BOPDHB clinical services	No

### ADULT

#### 1 Emerge Aotearoa

National provider offering residential and respite services in both the Western and Eastern Bay of Plenty. Service eligibility: BOPDHB MH&As client. Services include:

- ✓ **Intensive Rehabilitation Service:** Located in Tauranga, this five-bed service provides support to high and complex needs MH&As service users and sub-acute extended care. The service aims to support clients to gain control of their lives by building awareness of their illness and instilling coping strategies that will assist with regaining independence
- ✓ **Dual Disability Package of Care Residential Service:** Co-located with the Intensive Rehabilitation Service in Tauranga. Two bed service for service users with both intellectual and mental health issues
- ✓ **Housing & Recovery Service:** Offered in both Tauranga and Whakatane based service. 12 beds plus one planned respite available in Tauranga and 10 beds plus one planned respite bed available in Whakatane. Beds are also accessible to MH&As service users requiring short-term respite.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
24 hours per day, 7 days per week	23	5 clinical 18 non-clinical	BOPDHB MH&As NASC Service	Yes (Wk service)

## 2 Madison Centre: Dalcam Healthcare

Tauranga based Housing & Recovery service for people affected by mental illness and/or AOD issues. Beds are also available for Packages of Care (POC) and to clients requiring short-term respite. Individualised support is provided, with a focus on recovery through the development of community based links and collaboration with existing local services to ensure transition into the community is as seamless as possible. 12 independent living units, 2 x two bedroom units for shared living and 4 beds in the management facility for more supported living are available. BOPDHB fund a total of 12 beds. Eligibility criteria; 18 years and over and a client of BOPDHB MH&As service.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
24 hours per day, 7 days per week	10.4	2.2 clinical 8.2 non-clinical	BOPDHB MH&As, NASC (mainstream & Kaupapa Maori), BOPAS	As required

## 3 Tuhoe Hauora

Kaupapa Maori mental health and addictions service operating from Taneatua in the Eastern Bay of Plenty. Tuhoe Hauora provide a Kaupapa Maori planned respite service for Adults. The service offers Individually tailored short-term, recovery orientated respite options at a local "retreat", within the client's home or carers home. The aim of the respite service is to support service users to reduce their stress levels and improve and maintain their wellbeing. Eligibility criteria: 18 years and over and a client of Tuhoe Hauora or BOPDHB MH&s service.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
Monday - Friday	0.5	0.5 non-clinical	BOPDHB MH&As, NASC (mainstream & Kaupapa Maori)	Yes (as required)

#### 4 Te Tomika Trust

Tauranga based Kaupapa Maori provider of Housing and Recovery residential services for tangata whaiora with mental health issues or intellectual disability. Individualised care is provided to clients to support recovery. Available Beds: 12. BOPDHB fund 10 beds. Housing and Recovery beds are also made available for short-term Packages of Care. Eligibility Criteria: BOPDHB MH&As client and 18 years and over.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
24 hours, 7 days per week	11	1 clinical 10 non-clinical	BOPDHB MH&As, NASC (mainstream & Kaupapa Maori)	Yes (as required)

#### 5 Rau O Te Huia

Tauranga based Kaupapa Maori Housing & Recovery Service. Clients are provided with services that assist in the growth and development of self-esteem to enhance client's quality of life. Available beds: 8. BOPDHB fund all 8 beds. Beds are also made available to short-term respite clients. Eligibility criteria: BOPDHB MH&As client and 18 years and over.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
24 hours, 7 days per week	7	0.5 clinical 6.5 non-clinical	BOPDHB MH&As, NASC Service (mainstream & Kaupapa Maori)	Yes (as required)

#### 6 Healthcare New Zealand (Mental Health NZ) Service Overview

Healthcare NZ provides a planned respite brokerage service across the Bay of Plenty. Brokerage functions include liaising with respite providers, confirming placement dates and funding providers for bednights used. Eligibility criteria: BOPDHB MH&As client.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5pm Monday - Friday	no FTE allocated	N/A	BOPDHB MH&As clinical services	No

# MH&As: Youth Community Support Services

## Provider & Location Summary

### Western Bay of Plenty

Emerge Aotearoa  
Ngaiterangi Iwi  
Pirirakau Hauora  
Tauranga Grief Support Services  
Te Manu Toroa  
Te Puna Hauora Ki Uta Ki Tai  
Te Runanga o Ngai Tamawhariua  
Te Tomika  
Western Bay of Plenty Primary Health Organisation

### Eastern Bay of Plenty

Eastern Bay of Plenty Primary Health Alliance  
Te Toi Huarewa  
Tuwharetoa ki Kawerau  
Whakatohea

### West & East Bay of Plenty

Youth Horizons



## MH&AS: YOUTH COMMUNITY SUPPORT SERVICES

### YOUTH

#### 1 Eastern Bay Primary Health Alliance

Eastern Bay of Plenty service, located in Whakatane. Youth primary mental health services are offered to young people 10- 19 years and upwards with mild to moderate depression or anxiety. A stepped approach provides interventions at different levels of intensity to best suit the needs of the young person. Assessment, diagnosis, treatment, and advice are offered. Individual or group approach available.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am – 5.00pm Monday – Friday	4	4 clinical (covers adult & youth PMH)	GP	Yes

#### 2 Emerge Aotearoa

National provider. The Bay of Plenty office is located in Tauranga. Emerge Aotearoa provide individually tailored community support services to BOPDHB MICAMHs service clients. This service is contracted to deliver 440 community support hours per annum.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday – Friday (available 24/7 if required)	N/A	N/A	DHB clinical services	No

### 3 Pirirakau Hauora

Western Bay of Plenty Kaupapa Maori service located in Te Puna. Pirirakau Hauora aims to provide and promote services that will achieve wellbeing for Pirirakau uri. Child and adolescent mental health services are provided to children and adolescents aged between 0 -24 years presenting with mental health, behavioural and/or emotional issues. Advocacy, assessment (inclusive of cultural assessment), case management, support planning and managing wellness are offered plus referral to other services.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	1	1 FTE clinical	Self, whānau, iwi/hapu agencies, MH&As services, community organisations, GP, social services, other health professionals	No

### 4 Tauranga Grief Support Service

Tauranga based grief counselling service. Open access to the service for individuals 6 years and upwards. Services provided:

✓ **After Suicide Support Group/Programme:** grief education and support programme for adults bereaved by suicide.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
Monday 12.30pm - 8pm Tuesday 9am - 4.30pm	1 (covers both adult & youth services)	1 non-clinical	Open Access	Yes

## 5 Te Manu Toroa

Tauranga based Kaupapa Maori service providing a range of services to children and young people. The service model incorporates whanau and collective ways of working to achieve positive outcomes. The service offers support to children and young people 0-19yrs with diagnoses or suspected mental health issues. Clinical interventions are provided. The service also offers support rangatahi who are worried or just someone to talk to. It is also available to parents and whanau concerned about their tamariki or rangatahi who want information and advice on coping with difficult behaviours and stressful situations. Services offered include:

- ✓ Child & Adolescent Mental Health
- ✓ ONCORE Youth Health Drop-in Clinic

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday Youth Clinic: 3pm - 6pm Monday, Wednesday, Friday	5.75	5.75 clinical	Self, GP, DHB services, family/whānau	No

## 6 Te Toi Huarewa Trust

Eastern Bay of Plenty Kaupapa Maori service located in Ruatoki. Infant, child, adolescent mental health support services are offered for tamariki aged between 0-14yrs and their whanau.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	1	1 clinical	Self, GP, DHB services	No

## 7 Te Puna Hauora Ki Uta ki Tai

Tauranga based Kaupapa Maori service. Eligibility criteria includes: behavioural issues, major depression/grief, ADHD, suicide thoughts or attempts, self-harm, psychoses, post-traumatic stress disorder, access to Mate Maori services. Youth specific services include:

- ✓ Kaupapa Maori Tamariki/Rangatahi – Child & Adolescent Mental Health service: children and young people with mental health issues are provided with cultural and clinical assessment, counselling and rangatahi group work.

- ✓ **Tuakana Teina Rangatahi Advisory Group:** the group is designed to encourage and support rangatahi participation in Te Puna Hauora Bay of Plenty services. The goals of the group include: providing a forum where rangatahi have a say about services and service delivery, improving service access and helping reduce stigma of rangatahi using mental health services

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5.00pm Monday - Friday	1	1 clinical	Self, GP, DHB services, Corrections	No

## 8 Te Runanga O Ngai Tamawhariua

Western Bay of Plenty Kaupapa Maori provider located in Katikati. The service aims to empower whanau and the community by providing information and resources to assist to Identify their own personal resources. Service eligibility: 0-18 years. Youth specific services include:

- ✓ **Kaupapa Maori Infant, Child & Adolescent Mental Health Service**
- ✓ **Peer Support & Advocacy for Children & Youth:** the service provides advocacy on behalf of individuals and their whanau

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5.00pm Monday - Friday	2	1 FTE Clinical & 0.5 non-clinical (peer support)	Self, GP, whanau, schools	No

## 9 Te Tomika

Tauranga based Kaupapa Maori service offering a range of community based and residential services. Services specific to children and young people include:

- ✓ **Rangatahi Community Mental Health Service:** for children and young people 0-19 years and their whanau with mental health and or emotional/behavioural problems. The service provides assessment, case management, care planning and collaborative networking

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 4.30pm Monday - Friday	1	1 Clinical	Self, GP, DHB services	Yes (as required)

## 10 Tuwharetoa ki Kawerau Health, Education & Social Service

Eastern Bay of Plenty Kaupapa Maori service located in Kawerau. Services are available to children and young people aged 0-18 years (or up to 25years depending on individual circumstances) with a range of mental health and/or behavioural or emotional issues. Assessment, treatment, and support is provided. Specific youth services include:

- ✓ Infant, Child, Adolescent & Youth Mental Health service
- ✓ Rangatahi Mental Health

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 4.30pm Monday - Friday	1	1 Clinical	Self, GP, DHB clinical services, family	No

## 11 Western Bay of Plenty Primary Health Organisation

Based in Tauranga, the Western Bay of Plenty Primary Health Organisation works with communities throughout the region to support healthy lifestyles and improve health care. Primary Mental Health services are offered to young people 10- 19 years and upwards with mild to moderate depression or anxiety. It is a stepped care model which provides interventions at different levels of intensity to best suit the needs of the young person. Assessment, diagnosis, treatment, and advice are offered.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	3	2 clinical 1 admin	GP, schools	Yes

## 12 Whakatohea

Eastern Bay of Plenty provider of MH&As services to youth 16 years and over based in Opotiki. Support, assessment, counselling, education and advocacy, whanau support, referral, treatment, information, and advice are offered. Specific services include:

- ✓ Kaupapa Maori Peer Support & Advocacy for Tamariki & Rangatahi
- ✓ Kaupapa Maori Community Support for Tamariki & Rangatahi

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 4.30pm Monday - Friday	2	1 clinical 1 non-clinical	GP, self, whanau, DHB clinical services	No

### 13 Youth Horizons Trust

National provider of services to children and youth people. Youth Horizons supports children, young people and their family/whanau with challenging conduct, anti-social behaviour or mental health needs through the use of evidence based models. The focus is on behavioural management, parenting support and reintegration with families/whanau. In the Bay of Plenty services include:

- ✓ **In-Home Intensive Clinical Service:** for young people aged 10-17 years who have significant behavioural challenges or mental health issues. The service utilises Functional Family Therapy and interventions such as Triple P for young children, to work with young people and the family/whanau identified as needing family therapy for conduct problems or other behavioural or mental health concerns

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.00pm Monday - Friday	3.5	3.5 clinical	DHB clinical services only	Yes

# MH&As: Adult Community Support Services

## Provider & Location Summary

### Western Bay of Plenty

Family Link  
LINC  
Maketu Health & Social Service  
Nga Kakano  
Pirirakau Hauora  
Poutiri Trust  
Tauranga Grief Support Services  
Te Manu Toroa  
Te Puna Hauora Ki Uta ki Tai  
Te Runanga O Ngai Tamawhariua  
Te Tomika Trust  
Vincent House Recovery Trust  
Whaioranga Trust  
Western Bay of Plenty PHO

### Eastern Bay of Plenty

Eastern Bay Primary Health Alliance (EBPHA)  
Ngati Awa Social & Health Service  
Te Whanau Apanui  
Tuhoe Hauora  
Whakatohea

### West & East Bay of Plenty

Healthcare NZ (Mental Health NZ)  
Emerge Aotearoa

## MH&AS: ADULT COMMUNITY SUPPORT SERVICES

### ADULT

#### 1 Eastern Bay Primary Health Alliance (EBPHA)

Eastern Bay of Plenty PHO based in Whakatane. Primary MH&As services are offered to adults between 18 -65 years. Services provided include short-term counselling for individuals with mild to moderate MH&As issues.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5.00pm Monday - Friday	4	4 clinical (covers adult & youth PMH)	GP	Yes

#### 2 Emerge Aotearoa

National provider. The Bay of Plenty office is located in Tauranga. Emerge Aotearoa provide individually tailored community support services to BOPDHB MH&As adult service clients.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday – Friday (available 24/7 if needed)	7	7 non-clinical	DHB clinical services	No
766 support hours per annum plus FTE				

#### 3 Family Link

Located in Tauranga, Family Link provides support, education, and advocacy to any family/whanau with a family member who is experiencing mental health issues. Services provided include:

- ✓ **Family/Whanau Support:** support, education and advocacy is provided to family/whanau who have a family/whanau member with mental health issues. Educational workshops, support groups and 1:1 support is offered.



- ✓ **Child, Adolescent & Youth Support (COPMIA):** support, education and advocacy is provided to children, adolescents and youth who have a parent or family/whanau member with mental health issues. Educational workshops, support groups and 1:1 support is offered

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8am - 4.30pm Monday - Friday	2	1.5 clinical 0.5 non-clinical	Open access	Yes

#### 4 Healthcare New Zealand (Mental Health NZ)

Healthcare NZ provides community MH&As support services in the both the Western and Eastern Bay of Plenty. The service works alongside clients and family/whanau in the client's home or the community. Personalised support plans are developed to assist clients to overcome challenges. Support provided to clients may include assistance to: manage medication, develop stronger social networks and connections, establish affordable accommodation, build confidence and self-esteem or recover from an acute episode. Eligibility criteria: BOPDHB MH&As client.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5.00pm Monday - Friday (available 24/7 if needed)	6 (covers all com support services)	6 non-clinical	DHB clinical services	No

#### 5 LINC

Located in Tauranga, LINC provides community based MH&As to people who have experience of mental illness and addictions. LINC assists clients to achieve their goals, independence and reintegrate back into the community by providing support and education in their own living environment. Eligibility criteria; BOPDHB MH&s client. Services include:

- ✓ **Community support & treatment programmes**
- ✓ **Short-term tenancy**
- ✓ **Transitional Housing Support**

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 8.00pm Monday - Sunday Responsive 24/7	10.3	1 x Clinical 9.3 x Non-Clinical	BOPDHB CMH&As & NASC	Yes: Short-term tenancy

## 6 Maketu Health & Social Service

Kaupapa Maori service based in Maketu offering Whanau Ora Kaupapa Maori mental health support services for adults and their whanau who are living independently in the community. The service works holistically alongside individuals and their whanau to identify their goals and aspirations with the overall aim of leading healthy, self-sufficient lifestyles as a collective. 1:1 mentoring, advocacy and support and collaboration with external agencies is provided. Service eligibility: open.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
7.00am - 7.00pm Monday - Friday	1	1 non-clinical	Self, GP, DHB clinical services	Yes

## 7 Nga Kakano

Te Puke based Kaupapa Maori service offering adult mental health and addictions services. Adult services include:

- ✓ **Early Intervention Service:** this is a programme focused service targeting adults experiencing mild to moderate levels of depression, anxiety, social exclusion, or suicidal ideation. The programme incorporates Kaupapa Maori principles, clinical input, cognitive therapy, social interaction and client led activity based electives

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	1.5	0.5 clinical 1 non-clinical	Self, GP, DHB clinical services	No

## 8 Ngati Awa Social & Health Service

Eastern Bay of Plenty Kaupapa Maori providing services in Whakatane. An integrated provider with a service focus on education, intervention, and prevention. Services offered Include:

- ✓ **Kaupapa Maori Co-Existing Problems:** community based social support provided to adults with both mental health and addictions issues

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Friday	2	2 clinical	Self, GP, DHB clinical service	Yes

## 9 Pirirakau Hauora

Western Bay of Plenty Kaupapa Maori service located in Te Puna. Pirirakau Hauora aims to provide and promote services that will achieve wellbeing for Pirirakau uri. Eligibility criteria: 18 – 65 years. Adult services include:

- ✓ **Adult Mental Health:** community support, advocacy, assessment, case management, support planning and managing wellness and referrals to other services

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Friday	1	1 non-clinical	Self, whanau, iwi/hapu agencies, MH&As services, community organisations, GP, social services, other health professionals	No

## 10 Poutiri Trust

Te Puke based Kaupapa Maori provider. Adult services provided include:

- ✓ **Adult Mental Health & Addiction/CEP:** the service provides assessment, treatment, and support to adults with mental health and addictions issues

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	2	1 clinical 1 non-clinical	Self, GP, DHB clinical services	No

## 11 Tauranga Grief Support Service

Tauranga based grief counselling service. Open access to the service for individuals 6 years and upwards. Services provided:

- ✓ **After Suicide Support Group/Programme:** grief education programme for adults bereaved by suicide.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
Monday 12.30pm - 8pm Tuesday 9am - 4.30pm	1 (covers both youth & adult services)	1 non-clinical	Open Access	Yes

## 12 Te Manu Toroa

Tauranga based Kaupapa Maori MH&As provider. Adult services include:

- ✓ **Primary Mental Health Service:** adults aged 18-65 years with mild to moderate anxiety and depression. Brief interventions provided (up to 6 sessions)
- ✓ **Adult Community Support Service:** mental health nursing, counselling and homebased support offered. The service is for adults and older persons requiring support with counselling and general health issues or just need information and support with coping with difficult times
- ✓ **Advocacy & Family/Whanau Support:** For parents and whanau concerned about their tamariki or rangatahi and want information and advice on coping with difficult behaviours and stressful situations
- ✓ **Kaupapa Maori Needs Assessment & Service Coordination:** NASC staff work with service users, residential and community providers to support recovery. Access to Housing and Recovery residential and respite is brokered

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Friday	5.5	2.5 clinical 3 non-clinical	Self, GP, DHB clinical services, family	No

## 13 Te Puna Hauora Ki Uta ki Tai

Te Puna Hauora is a Tauranga Kaupapa Maori service providing a range of mental health and addictions services. Adult services include:

- ✓ **Kaupapa Maori Pakeke Service:** Adults with mental health and addictions issues are provided with cultural and clinical assessment and input, access to mental health and respite services, AOD intervention, community case management and whānau therapy services

- ✓ **Pakeke Advisory Group:** Group members are made up of whanau who have used or are currently using Te Puna Hauora Bay of Plenty services or want to support the organisation. Group meetings have a focus on supporting (tautoko) each other, learning new skills, leadership training as well as being involved in service planning and development
- ✓ **Kaupapa Maori Mate Hinengaro/Kia Tarutaru – Co-Existing Problems:** Adults with co-existing problems are provided with cultural and clinical assessment, access to mental health and respite services, AOD intervention, community case management, access to whanau therapy services
- ✓ **Needs Assessment & Service Coordination Service**

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	8.25	7.25 FTE clinical 0.5 FTE non-clinical 0.5 FTE admin	Self, GP, DHB clinical services, family	Yes (Pakeke)

#### 14 Te Runanga O Ngai Tamawhariua

Western Bay of Plenty Kaupapa Maori provider located in Katikati. The service aims to empower whanau and the community by providing information and resources to assist to identify their own personal resources. The service provides mental health needs assessment for individuals and whanau and advocacy on behalf of whanau. This process includes Te Wairau, Te Hinengaro, Te Tinana & Te Whanau. Eligibility criteria: 18-65 years. Services include:

- ✓ **Community Mental Health Support Service**

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5.00pm Monday - Friday	1	1 FTE clinical	Self, GP, whanau, Corrections	No

#### 15 Te Tomika Trust

Tauranga based Kaupapa Maori service. To access Te Tomika's adult community based services clients must be tangata whaiora, 20 years of age or over and have a mental health diagnosis. Service include:

- ✓ **Kaupapa Maori Packages of Care:** Individual short-term support packages

- ✓ **Non-clinical community support services:** culturally safe Kaupapa based service. Staff work alongside mainstream services to achieve the best possible outcomes for service users

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 4.30pm Monday - Friday	2	1 x Non-clinical 1 x Clinical	Self, GP, DHB clinical services	No

## 16 Te Whanau Apanui

Te Kaha based, Eastern Bay of Plenty Kaupapa Maori MH&As service provider. Eligibility criteria: clinically diagnosed with MH&As issues and residing in the area. Adult community services include:

- ✓ **Co-Existing Problems Service:** available to all adult Tangata Whaiora within the Te Whanau Apanui. Community based, recovery focused services provides comprehensive assessment, treatment & support for people who experience problems related to both their mental health and addictions (alcohol and other drugs)
- ✓ **Peer Support & Advocacy:** available to all adult Tangata Whaiora, their whānau & informal caregivers residing in Te Whanau Apanui

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Thursday 8.00am - 3.30pm Friday	3	2 clinical 1 non-clinical	Self, GP, DHB clinical services	No

## 17 Tuhoe Hauora

Eastern Bay of Plenty Kaupapa Maori service provider located in Taneatua. Service provision covers the Eastern Bay of Plenty. Services are based on the philosophies of tikanga and kawa of Ngai Tuhoe and the Mauri Ora Conceptual Framework. Tuhoe Hauora endeavours to meet the requirements of whanau, hapu and iwi they serve. Adult community based services include:

- ✓ **Co-Existing Disorders:** Community based recovery focused service providing comprehensive assessment, treatment, therapy, and support for people who experience problems related to both their mental health & addictions (alcohol & other drugs)
- ✓ **Peer & Whanau Advocacy Support:**

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	3	2 clinical 1 non-clinical	Self, GP, DHB clinical services	No

## 18 Vincent House Recovery Trust

Te Puke based provider of individualised adult community support services. Mental health community support services are hours based for clients via key worker and allied health staff input, including occupational therapists, nurses, counsellors, social workers, and vocational staff. Vincent House are also able to offer accommodation/housing options for up to 8 people

Hours	FTE	FTE Mix	Referral Sources	Waitlist
9.00am - 4.00pm Monday - Friday	6.3	1 clinical 6.3 non-clinical clinical staff also cover vocational	All sources. Self-referrals must have GP endorsement	No

## 19 Whaioranga Trust

Tauranga based Maori health and social service provider with a primary focus on the health and wellbeing of whānau, hapu and iwi. Services are located in Welcome Bay and focus on meeting the needs of whānau by providing culturally appropriate care to achieve the best possible outcomes. MH&As services include:

- ✓ **Adult Co-Existing Problems:** community based recovery focused service providing comprehensive assessment, treatment, therapy, and support for people who experience problems relating to both their mental health and addictions (alcohol or other drug)

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 4.00pm Monday - Friday	1	1 x clinical	Self, GP, DHB clinical services	No

## 20 Whakatohea

Eastern Bay of Plenty provider of MH&As services based in Opotiki. Mental health services include support, assessment, counselling, education, and advocacy to support clients through their healing. Services provided to alcohol and other drug clients include assessment, counselling, advocacy, whanau support, referral, treatment, information, and advice. Services offered include:

- ✓ Kaupapa Maori Community Clinical Support
- ✓ Kaupapa Maori Peer Support & Advocacy

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5.00pm Monday - Friday	2	2 non-clinical	Self, GP, DHB clinical services	No

## 21 Western Bay of Plenty Primary Health Organisation

Based in Tauranga, the Western Bay of Plenty Primary Health Organisation works with communities throughout the region to support healthy lifestyles and improve health care. Youth primary mental health services are offered to young people 12 years and upwards with mild to moderate depression or anxiety. The stepped care model provides interventions at different levels of intensity to best suit the needs of the young person. Assessment, diagnosis, treatment, and advice are offered. This may include extended GP/Nurse consultations and/or individual counselling sessions. The service is provided through a mix of contracted FTEs and packages of care delivered by counsellors and psychologists.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	3	2 FTE Clinical 1 FTE admin (cover all MH&As services)	GP	Yes (if G's have used allocated funding)



## MH&AS: OLDER PERSONS COMMUNITY SUPPORT SERVICES

### MENTAL HEALTH SERVICES FOR OLDER PERSONS

#### 1 Emerge Aotearoa

Providing services across the Bay of Plenty, Emerge Aotearoa provides community support services across Western & Eastern Bay of Plenty. Eligibility criteria: 65+ years. This service is contracted to deliver 2020 community support hours per annum.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
7 days per week (24 hours per day as required)	N/A	N/A	DHB clinical services	No

#### 2 Healthcare New Zealand (Mental Health NZ)

Healthcare NZ provides community MH&As support service to MHSOPs clients in the both the Western and Eastern Bay of Plenty. The service works alongside clients and family/whanau in the client's home or the community. Personalised support plans are developed to assist clients to overcome challenges. Support provided to clients may include assistance to: manage medication, develop stronger social networks and connections, establish affordable accommodation, build confidence and self-esteem, or recover from an acute episode. Eligibility criteria: 65+ years

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5.00pm Monday - Friday 8am - 8pm (7 days) IDSS support services	6 (covers all com support services)	6 FTE non-clinical	DHB clinical services	No

# MH&As: Youth Community Alcohol & Other Drug Service Providers

## Provider & Location Summary

### Western Bay of Plenty

Get Smart  
Maketu Health & Social Service  
Nga Kakano  
Poutiri Trust  
Te Manu Toroa  
Te Runanga o Ngai Tamawhariua  
Ngaiterangi Iwi  
Western BOP PHO

### Eastern Bay of Plenty

Eastern Bay Primary Health Alliance  
Nga Te Awa Social & Health Service  
Te Ika Whenua Hauora  
Te Runanga o Te Whanau  
Tuhoehauora  
Tuwharetoa ki Kawerau  
Whakaatu Whanaunga Trust

### West & East Bay of Plenty

## MH&AS: YOUTH COMMUNITY ALCOHOL & OTHER DRUG SERVICES

### YOUTH

#### 1 Eastern Bay Primary Health Alliance

The Whakatane based service offers a youth AOD and CEP community support service for youth aged 10-19 years who live in the Eastern Bay of Plenty. A team of counsellors provide short-term support, working with the young person to develop a plan to achieve their goals. The team also works with schools providing AOD education and information.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	0.5	0.5 clinical	Self, GP, clinical services	No

#### 2 Get Smart Charitable Trust

Christian based community youth alcohol and drug service located in central Tauranga. Get Smart provides a range of alcohol and drug services tailored to youth. Service eligibility criteria includes: young people aged 12-19 years with AOD issues Services offered:

- ✓ **Stoked Mauri Ora Programme:** for young people receiving counselling through Get Smart Charitable Trust. The programme aims to empower youth/rangatahi to reach their full potential through a range of activities. The programmed is based on the Te Whare Tapa Wha health model
- ✓ **Alcohol & Drug Counselling:** for youth aged up to 25 years
- ✓ **In-school programmes:** alcohol & drug education in classes, school assemblies, school expo's

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday – Friday Afterhours: Tues & Wed	2.175	1.8 Clinical .375 non-clinical	Secondary & primary MH&As services, family/whanau, schools, justice & probation services	No

#### 3 Maketu Health & Social Service

Based in Maketu, the service offers programmes specific to youth with alcohol and drug issues. This is to include:

- ✓ **Ahi Ora Programme:** the programme aims to reduce participants substance abuse by focussing and supporting the strengths of the individual to revitalise their wellbeing and resilience. 1:1 mentoring, cultural and personal development and drug and alcohol education are included in the programme. The programme is available to youth and adolescence aged between 10-24 years who are exposed to or in the early stages of developing drug and alcohol problems

Hours	FTE	FTE Mix	Referral Sources	Waitlist
7.00am - 7.00pm Monday - Friday	1	1 non-clinical	Whānau, schools, Social Workers, self & other health professionals	No

#### 4 Ngati Awa Social & Health Service

Eastern Bay of Plenty Kaupapa Maori providing services in Whakatane. An integrated provider with a service focus on education, intervention, and prevention. Services offered Include:

- ✓ **Community Action on Youth & Drugs:** Kaupapa Maori community support service for individuals and whanau. Funded by the Ministry of Health

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Friday	2	1 clinical 1 non-clinical	Self, GP, DHB clinical services, Corrections	No

#### 5 Nga Kakano

Te Puke based Kaupapa Maori service. Youth AOD services offered include:

- ✓ **Kaupapa Maori Child, Adolescent & Youth Alcohol & Drug Outpatient Service:** the service is focused on providing support and advocacy to tamariki, rangatahi and their whanau. Assessment, addictions counselling and referral to inpatient residential facilities and intensive outpatient programmes are also offered

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	1	1 clinical	Self, GP, DHB clinical services	No

## 6 Poutiri Trust

Te Puke based Kaupapa Maori provider. Youth services offered include:

- ✓ Youth alcohol and drug counselling services: assessment, treatment and support is offered

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5.00pm Monday - Friday	1	1 non-clinical	Self, GP, DHB clinical services	No

## 7 Te Ika Whenua Hauora

Eastern Bay of Plenty Kaupapa Maori service provider based in Murupara. The Hauora provides a range of health services for people living within Te Ika Whenua with the aim of ensuring positive outcomes for the community, iwi, hapu and whanau. Youth services offered:

- ✓ Community Action on Youth & Drugs: this service assists people to access a range of support services related to community living such as education, vocational and social as well as an AOD rehabilitation service. Emphasis is placed on integration into the community and access to community based rehabilitation options. Ministry of Health funded

Hours	FTE	FTE Mix	Referral Sources	Waitlist
9.00am - 4.00pm Monday - Friday	1	1 non-clinical	Self, GP, DHB clinical services	No

## 8 Te Manu Toroa

Tauranga based Kaupapa Maori service. Youth services offered include:

- ✓ Youth AOD/CEP: Alcohol and Drug Support/Co-existing disorders service offering support to males and females between 10- 26 years. The service encompasses early intervention, screening work, AOD and mental health support and counselling and whanau support

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	1	1 FTE Clinical	Self, GP, DHB clinical services	No

## 9 Ngaiterangi Iwi

Kaupapa Maori provider of health and social services located in Mount Maunganui. The service focuses on improving the quality of life and increasing lifestyle options to individuals and whanau residing within the Tauranga Moana and to Ngai Te Ranganui uri in particular. The service is underpinned by maintenance of tikanga, kawa and Whanaungatanga of Ngaiterangi. Eligibility Criteria: 10- 26 years with alcohol, drug, or co-existing issues. Services provided include:

- ✓ **Alcohol and Drug Support/Co-existing disorders:** support is offered to males and females between 10- 26 years. The service encompasses early intervention, screening work, AOD and mental health support and counselling and whanau support
- ✓ **Community Action Youth & Drugs:** Youth AOD service with a focus on developing and mobilising local capacity, capability, and leadership to better utilise existing resources to reduce drug related harm. Ministry of Health funded

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 4.30pm Monday - Friday	2	2 Clinical	Self, GP's BOPDHB MH&As services	No

## 10 Te Runanga o Ngai Tamawhariua

Western Bay of Plenty Kaupapa Maori provider located in Katikati. The service aims to empower whanau and the community by providing information and resources to assist to Identify their own personal resources. The service provides mental health needs assessment for individuals and whanau and advocacy on behalf of whanau. This process Includes Te Wairau, Te Hinengaro, Te Tinana & Te Whanau. Youth specific services include:

- ✓ **Youth AOD service:** Alcohol and Drug Support/Co-existing disorders service offering support to males and females between 10- 26 years. The service encompasses early intervention, screening work, AOD and mental health support and counselling and whanau support

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5.00pm Monday - Friday	1	1 Clinical	Self, GP, whānau, Corrections	No

## 11 Te Runanga O Te Whanau

Te Kaha based Kaupapa Maori youth AOD service provider offering a whanau ora based approach to working with youth with alcohol and/or drug issues. Services provided include school based AOD education and information programmes, individual AOD assessment, treatment and on-referral, group programmes.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Friday	1.5	1 clinical 0.5 non-clinical	Self, GP, DHB clinical services	No

## 12 Tuwharetoa ki Kawerau Health, Education & Social Service

Eastern Bay of Plenty Kaupapa Maori service located in Kawerau offering services to children and youth people 12-19 years. Services include:

- ✓ Kaupapa Maori Early Intervention Alcohol and Other Drug service: the service is aimed at primary and secondary prevention of alcohol and other drugs and targets at risk individuals and groups in the areas of harm reduction, AOD and co-existing related problems. Screening, assessment, and brief interventions to support maintenance of wellbeing is offered

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Friday	1	1 clinical	Self, GP, DHB clinical services, family/whānau	No

## 13 Tuhoē Hauora

Eastern Bay of Plenty Kaupapa Maori service located in Taneatua. Youth AOD services are available to young people aged 12-19 years with AOD and/or CEP issues include:

- ✓ Kaupapa Maori Early Intervention Alcohol and Other Drug service
- ✓ Community Action on Youth & Drugs: Ministry of Health funded service

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Friday	3	1 clinical 2 non-clinical	Self, GP, DHB clinical services, family/whānau	No

## 14 Western Bay of Plenty Primary Health Organisation

Based in Tauranga, the Western Bay of Plenty Primary Health Organisation works with communities throughout the region to support healthy lifestyles and improve health care. Youth AOD services are available to young people 12-19 years with AOD and/or CEP issues. WBOPPHO sub-contract with a range of health professionals to provide AOD screening, assessment, and treatment services

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Friday	3	2 FTE Clinical 1 FTE admin (cover all MH&As services)	GP, schools	No

## 15 Whakaatu Whanaunga Trust

Opotiki based youth service. Services offered include:

- ✓ **Community Action on Youth & Drugs:** a health promotion service that is designed to education, inform, and initiate collaborative community action against drug & alcohol abuse amongst youth

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Friday	N/A	N/A	N/A	N/A



# MH&As: Adult Community Alcohol & Other Drug Service Providers

## Provider & Location Summary

### **Western Bay of Plenty**

Hamner Clinic Tauranga

Ngati Kahu Hauora

Nga Kakano

Salvation Army

Te Manu Toroa

Western Bay of Plenty Primary Health Organisation

### **Eastern Bay of Plenty**

Eastern Bay Primary Health Alliance

Ngati Awa Social & Health Service

Te Ika Whenua Hauora

Tuwharetoa ki Kawerau

Whakatohea

### **West & East Bay of Plenty**

## MH&AS: ADULT COMMUNITY ALCOHOL & OTHER DRUG SERVICES

### ADULT

#### 1 Eastern Bay Primary Health Alliance

Based in the Eastern Bay of Plenty. Services offered include:

- ✓ GP Shared Care Opioid Substitution Service: Primary care management of Opioid Substitution Treatment clients. Clients must also be under the care of BOPAS to be eligible for the service

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Friday	N/A	N/A	DHB clinical services	Yes

#### 2 Hamner Clinic Tauranga (Hamner BOP Charitable Trust)

An abstinence based treatment service provider, providing treatment for alcohol and other drugs dependence to assist clients and their family/whanau achieve recovery and positive long-term wellbeing. The intensive outpatient programme is specifically designed for employed people and those with daily commitments who would find it difficult to attend a residential programme and who can achieve stability in the home setting. The programme caters for individuals aged 18 years and over who are assessed as being dependant on alcohol and drugs. Services offered include: assessment, AOD interventions, counselling, medical management and detoxification, Continuing Care groups, Early Recovery groups, Significant Other groups (supporting family/whanau) and EAP.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	8.05	7.8 Clinical .25 peer support	Self, GP, DHB clinical services, Corrections	Yes

### 3 Ngati Awa Social & Health Service

Eastern Bay of Plenty Kaupapa Maori providing services in Whakatane. An integrated provider with a service focus on education, intervention, and prevention. A Kaupapa Maori clinical community support service for individuals 18 years and over with AOD issues and their whanau is offered

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Friday	1	1 Clinical	Self, GP, DHB clinical services, Corrections	Yes

### 4 Ngati Kahu Hauora

Tauranga based Kaupapa Maori alcohol & drug service. Outpatient based AOD assessment, treatment and consultation liaison service is provided within a Kaupapa Maori framework

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	2	2 Clinical	Self, GP, DHB clinical services, Corrections	No

### 5 Nga Kakano

Te Puke based Kaupapa Maori service. An adult Kaupapa Maori Intensive AOD Outpatient service is offer. The service assists people 18 years and over with AOD related problems to access a range of support services related to community living, i.e. education, vocational, social, and well as AOD rehabilitation service

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	2	2 non-clinical	Self, GP, DHB clinical services	No

## 6 Salvation Army

The Tauranga based Salvation Army Bridge programme provides integrated treatment services to people whose lives have been affected by the harmful use of or dependency on alcohol and drugs. Clients are supported to make positive changes in their lives so that they can find hope, direction, peace, and stability

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Friday	2.9	2.9 clinical	Self, GP, DHB clinical services	Yes

## 7 Te Ika Whenua Hauora

Eastern Bay of Plenty Kaupapa Maori service provider offering adult AOD counselling. This service assists people to access a range of support services related to community living such as education, vocational and social as well as an AOD rehabilitation service. Emphasis is placed on integration into the community and access to community based rehabilitation options.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
9am - 4.00pm Monday - Friday	1	1 non-clinical	BOPAS	No

## 8 Te Manu Toroa

Tauranga based Kaupapa Maori service. Adult AOD community support service offered

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 5.00pm Monday - Friday	1	1 clinical	Self, GP, DHB clinical services	No

## 9 Tuwharetoa Ki Kawerau

Eastern Bay of Plenty Kaupapa Maori service based in Kawerau. Adult AOD services offered include:

- ✓ AOD Triage & Assessment for Offenders: the service is for community based offenders (aged 17 years and over). Triage appointments and motivational educational group programmes are offered at each Probation Centre. The aim of the service

is to reduce overall AOD use, reduce offending and victimisation, increase referral options for offenders and improve sentence compliance

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 4.30pm Monday - Friday	1	1 clinical	Corrections services	No

## 10 Western Bay of Plenty Primary Health Organisation

Based in Tauranga, the Western Bay of Plenty Primary Health Organisation works with communities throughout the region to support healthy lifestyles and improve health care by providing health services across the Western Bay from Waitangi to Katikati. Adult AOD services offered include:

- ✓ **GP Shared Care Opioid Substitution Service:** Primary care management of Opioid Substitution Treatment clients. Clients must also be under the care of BOPAS to be eligible for the service

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.00am - 4.30pm Monday - Friday	N/A	N/A	DHB clinical services	No

## 11 Whakatohea

Eastern Bay of Plenty provider of MH&As services based in Opotiki. Mental health services include support, assessment, counselling, education, and advocacy to support clients through their healing. Kaupapa Maori Alcohol & Drug & Co-Existing Disorders service is provided to alcohol and other drug clients include assessment, counselling, advocacy, whanau support, referral, treatment, information, and advice.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5.00pm Monday - Friday	3	3 clinical	Self, GP, DHB clinical services	No

# MH&As: Activity, Employment & Housing Service Providers

## Provider & Location Summary

### **Western Bay of Plenty**

Tauranga Youth Development Team  
Turning Point Trust  
Vincent House

### **Eastern Bay of Plenty**

Emerge Aotearoa  
Pou Whakaaro

### **West & East Bay of Plenty**

Tauranga Community Housing Trust

## ACTIVITY, EMPLOYMENT & HOUSING

### 1. Emerge Aotearoa: Opotiki Mental Health Support Centre (Tirohia Te Kopere Centre)

Opotiki based MH&As peer support and advocacy service. The centre is a place where Tangata Whaiora and whanau with MH&As issues, aged between 18-65 years go to and relax and share their experiences in a safe, non-clinical environment. The centre also supplies information and can refer on to other MH&As services available in the area. Activities, outings, and health advice is also offered.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5.00pm Monday - Friday	1.75	1.75 Peer Support	Self, GP, DHB clinical services, whanau, comm services	No

### 2. Pou Whakaaro

Based in Whakatane and Kawerau, Pou Whakaaro offer a range of free community based courses and activities for people with experience of mental illness, addictions or with a disability, as well as employment opportunities to include:

- ✓ [Pou Whakaaro for Recovery](#): peer support service for people with experience of mental illness and/or addictions
- ✓ [Pou Whakaaro for Families](#): offers support, advocacy, and information for families of people experiencing mental illness and/or addiction
- ✓ [Supporting Parents Healthy Children \(COPMIA\)](#): provides support to children with parents with a mental illness
- ✓ [Activities Programme](#)
- ✓ [Vocational Programme](#)

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5.00pm Monday - Friday	7.65	7.65 non-clinical	Self, GP, DHB clinical services	Yes (COPMIA)

### 3. Tauranga Community Housing Trust

Charitable Housing Trust that provides housing and housing related services. The Trust works with a range of clients, to include MH&As service users across the Bay of Plenty. The service facilitates and provides housing and related services to people with serious housing need. MH&As specific services include:

- ✓ **Friendly Landlord Programme:** this service is focused on supporting people with a serious mental illness into secure, sustainable housing. Service access is via referral from BOPDHB community mental health service

Hours	FTE	FTE Mix	Referral Sources	Waitlist
8.30am - 5.00pm Monday - Friday	2	2 non-clinical	DHB Clinical services, self, community agencies	Yes

### 4. Tauranga Youth Development Team

Tauranga Youth Development Team is a network of agencies and young people aged 11-24 years, working in partnership to strengthen the youth sector by enhancing communication, coordination, and cooperation. The team is contracted to provide input into service planning and development. Two services make up the team.

- ✓ **Youth Service Network:** the network enables regular contact with agencies and service providers and assists and acts as an advocate for these agencies and service providers
- ✓ **Voice of Young People:** the group is made up of young people from through-out the Tauranga region and acts as a voice for their peers. Supported by the Youth Service Network, the group is encouraged to be youth led and youth driven

Hours	FTE	FTE Mix	Referral Sources	Waitlist
N/A	N/A	N/A	N/A	N/A

### 5. Turning Point Trust

Turning Point Trust is committed to providing an environment where people living with an experience of mental illness and/or addiction feel safe and supported and can develop meaningful relationships and skills that will facilitate community inclusion and participation. A suite of services are provided designed to support people's choice of recovery pathway. Services/programmes include:

- ✓ **Activities Programme:** A range of day activities and programmes are provided designed to build on people's strengths and interests. Activities focus on creating opportunities for people to explore aspects of recovery in a supportive setting



- ✓ **Vocational Support Service:** The service enables people to gain confidence through participating as volunteers in learning activities using either horticulture and workshop skills (woodwork and handyman skills)
- ✓ **SAGE Career Support:** SAGE provides a confidential career support for people who have experience of mental health and addictions issues.
- ✓ **Junction Peer Support & Advocacy:** 1:1 peer support, advocacy, information and referral, support groups, peer group volunteer development, consumer consultation service, meetings and events and purposeful recreation to support healthy lifestyle and counter isolation

Hours	FTE	FTE Mix	Referral Sources	Waitlist
9.00am - 3.00pm Monday - Friday	8.25	8.25 non-clinical	Self, DHB clinical services, comm agencies	No

## 6. Vincent House Recovery Trust

Te Puke based provider offering a Work Experience Centre. This service provides support, training, and assistance to help people prepare for, obtain and maintain employment. People are supported to identify their career goals, capabilities and training needs to enable the client to successfully integrate back into the community.

Hours	FTE	FTE Mix	Referral Sources	Waitlist
9.00am - 4.00pm Monday - Friday	1	1 non- clinical (also covers comm support service)	All sources Self-referral must be supported by the clients GP	No

## PRIMARY HEALTH CARE SERVICES

### Primary Health Care Organisations (PHO)

Primary Health Care Organisations function as healthcare providers funded on a capitation basis by District Health Boards to support the provision of essential primary health care via General Practice to those people enrolled with the PHO. PHO services should improve and maintain the health of the entire PHO enrolled population. Additionally, PHOs aim to better link GP services with other primary health services to support a seamless continuum of care<sup>4</sup> Three Primary Health Care Organisations operate across the Bay of Plenty. Two in the Western Bay of Plenty and one in the Eastern Bay of Plenty. PHOs have a key role to play within the MH&As service user service continuum.

#### 1 Western Bay of Plenty Primary Health Alliance

Based in Tauranga, the Western Bay of Plenty Primary Health Organisation works with communities throughout the region to support healthy lifestyles and improve health care by providing health services across the Western Bay from Waitangi to Katikati. Enrolled population 160,153 (Maori make-up 20,126 of this total or 12.5%) Number of GP practices: 27.

#### 2 Nga Mataapuna Oranga (NMO)

Based in Tauranga, NMO is a collective of six providers prioritising whanau health and wellbeing. The target population is high need Maori, with a primary focus on providing affordable and accessible GP services to whanau who may not normally access these services due to a number of barriers. Enrolled population: 11,599 (Maori make-up 8,387 of this total or 72.3%). Number of GP practices: 4 The six providers who make up the collective include:

- ✓ Te Runanga o Ngai Tamawhariua (Katikati)
- ✓ Pirirakau Hauora Trust (Te Puke)
- ✓ Te Puna Hauora ki Uta ki Tai (WBOP)
- ✓ Te Manu Tora (WBOP)

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<sup>4</sup> Ministry of Health

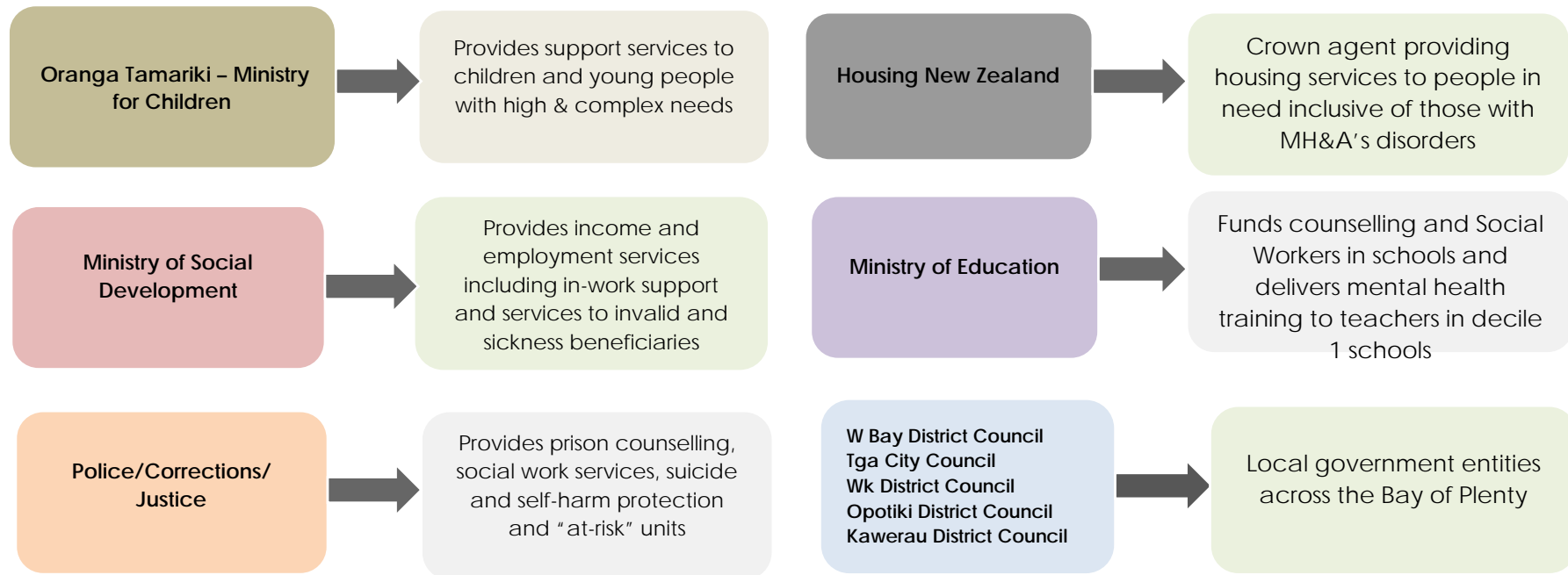
- ✓ Waitohā Hauoranga Trust (Te Puke)
- ✓ Kimioranga Primary Health Service (Kawerau, Taneatua, Ruatoki, Te Waimana, Ruatahuna, Waikeremoana)

### **3 Eastern Bay Primary Health Alliance (EBPHA)**

Based in Whakatane, EBPHA represents 12 general practices across the Eastern Bay of Plenty. Enrolled population: 47,842 (Maori make-up 23,130 of this total or 48.3%).

## INTERSECTORAL AGENCIES

To effectively address all aspects of MH&A's service user health and wellbeing requires services to be delivered across a cross sector service continuum. Other non-health agencies are a key component of the continuum, with MH&As services users often engaged with these services at the same time they are being supported by health services. Intersectoral agencies relevant to the Bay of Plenty MH&As service sector are as detailed below:



## REGIONAL MENTAL HEALTH & ADDICTION SERVICES CONTACT DETAILS

Service	Contact Details	Physical Address	Postal Address
<b>Midland Regional Forensic Psychiatric Service (Puawai)</b>	Phone: 07 839 8899 Email: <a href="mailto:info@waikatodhb.health.nz">info@waikatodhb.health.nz</a> Website: <a href="http://www.waikatodhb.health.nz">www.waikatodhb.health.nz</a>	Level 3: Henry Rongamau Bennet Centre 3 Selwyn Street, Hamilton	Private Bag 3200 Hamilton 3240
<b>Midland Regional Eating Disorders Service</b>	Phone: 09 631 1440 Email: Website: <a href="http://www.networknorth.org.nz">www.networknorth.org.nz</a>	Level 2 650 Great South Road Penrose Auckland	P.O. Box 112147 Penrose Auckland
<b>Midland Regional Alcohol &amp; Drug Service</b>	Individual Midland DHB's manage contact with regional AOD services		
<b>Midland Regional ICAMHs Service</b>	Phone: 09 307 4901 Email: <a href="mailto:ssfis@adhb.govt.nz">ssfis@adhb.govt.nz</a> Website: <a href="http://www.starship.org.nz">www.starship.org.nz</a>	2 Park Road Grafton Auckland	Starship Child Health Private Bag 92024 Auckland Mail Centre Auckland 1142
<b>Midland Regional Dementia Service</b>	Phone: 07 579 8335 Email: <a href="mailto:Ruth.Thomas@bopdhb.govt.nz">Ruth.Thomas@bopdhb.govt.nz</a> Website: <a href="http://www.bopdhb.govt.nz/">www.bopdhb.govt.nz/</a>	829 Cameron Road, Tauranga	Private Bag 12024 Tauranga Mail Centre Tauranga 3143
<b>Midlands Mental Health &amp; Addictions Network</b>	Phone: 07 349 7955 Email: <a href="mailto:eseta.nonu-reid@healthshare.co.nz">eseta.nonu-reid@healthshare.co.nz</a> Website: <a href="http://www.midlandmentalhealthnetwork.co.nz">www.midlandmentalhealthnetwork.co.nz</a>	Bridgeman North Wing Rotorua Hospital	Private Bag 3023 Rotorua 3046

## SECONDARY MENTAL HEALTH & ADDICTIONS SERVICES CONTACT DETAILS

Service	Contact Details	Physical Address	Postal Address
<b>MICAMHs</b>	Phone: 07 579 8380 (Tauranga) 07 308 8803 (Whakatane) Email: Website: <a href="http://www.bopdhb.govt.nz/">www.bopdhb.govt.nz/</a>	829 Cameron Road, Tauranga Ground Floor, Quay Accountants Building 106 Commerce St, Whakatane	Private Bag 12024 Tauranga Mail Centre Tauranga 3143
<b>Sorted</b>	Phone: 07 577 5052 (Tauranga) 07 308 8803 (Whakatane) Email: <a href="mailto:sorted@bopdhb.govt.nz">sorted@bopdhb.govt.nz</a> Website: <a href="http://www.bopdhb.govt.nz/">www.bopdhb.govt.nz/</a>	829 Cameron Road, Tauranga Ground Floor, Quay Accountants Building 106 Commerce St, Whakatane	Private Bag 12024 Tauranga Mail Centre Tauranga 3143
<b>Te Whare Maiangiangi Adult Inpatient Unit</b>	Phone: 07 579 8000 Email: Website: <a href="http://www.bopdhb.govt.nz/">www.bopdhb.govt.nz/</a>	829 Cameron Road, Tauranga	Private Bag 12024 Tauranga Mail Centre Tauranga 3143
<b>Te Toki Maurere Adult Inpatient Unit</b>	Phone: 07 306 0999 Email: Website: <a href="http://www.bopdhb.govt.nz/">www.bopdhb.govt.nz/</a>	Corner Stewart & Garaway St Whakatane	Private Bag 12024 Tauranga Mail Centre Tauranga 3143
<b>Maternal Mental Health &amp; Addictions Service</b>	Phone: 07 579 8380 Email: Website: <a href="http://www.bopdhb.govt.nz/">www.bopdhb.govt.nz/</a>	829 Cameron Road, Tauranga	Private Bag 12024 Tauranga Mail Centre Tauranga 3143
<b>BOPAS</b>	Phone: 07 5798391 (Tauranga) 07 3060154 (Whakatane) Email: <a href="mailto:bopas@bopdgb.govt.nz">bopas@bopdgb.govt.nz</a> Website: <a href="http://www.bopdhb.govt.nz/">www.bopdhb.govt.nz/</a>	Kowhai House, Tauranga Hospital, 829 Cameron Road, Tauranga 52 Commerce Street, Whakatane	Private Bag 12024 Tauranga Mail Centre Tauranga 3143
<b>Community MH&amp;As service</b>	Phone: 07 579 8329 Email: Website: <a href="http://www.bopdhb.govt.nz/">www.bopdhb.govt.nz/</a>	Kowhai House, Tauranga Hospital, 829 Cameron Road, Tauranga 52 Commerce Street Whakatane	Private Bag 12024 Tauranga Mail Centre Tauranga 3143

Service	Contact Details	Physical Address	Postal Address
<b>Crisis Service</b>	Phone: 0800 800508 (Tauranga) 0800 774545 (Whakatane) Email: Website: <a href="http://www.bopdhb.govt/">www.bopdhb.govt/</a>	Kowhai House, Tauranga Hospital, 829 Cameron Road, Tauranga 52 Commerce Street Whakatane	Private Bag 12024 Tauranga Mail Centre Tauranga 3143
<b>Intake Team</b>	Phone: 0800 800508 (Tauranga) 0800 774 545 (Whakatane) Email: Website: <a href="http://www.bopdhb.govt/">www.bopdhb.govt</a>	Kowhai House, Tauranga Hospital, 829 Cameron Road, Tauranga	Private Bag 12024 Tauranga Mail Centre Tauranga 3143
<b>Needs Assessment &amp; Service Coordination (NASC)</b>	Phone: 07 579 8329 Email: Website: <a href="http://www.bopdhb.govt/">www.bopdhb.govt</a>	Kowhai House, Tauranga Hospital, 829 Cameron Road, Tauranga	Private Bag 12024 Tauranga Mail Centre Tauranga 3143
<b>MHSOPs Inpatient Unit</b>	Phone: 07 5798000 Email: Website: <a href="http://www.bopdhb.govt/">www.bopdhb.govt</a>	Tauranga Hospital 829 Cameron Road Tauranga	Private Bag 12024 Tauranga Mail Centre Tauranga 3143
<b>MHSOPs Community Service</b>	Phone: 07 5798335 (Tauranga) 07 3060154 (Whakatane) Email: Website: <a href="http://www.bopdhb.govt/">www.bopdhb.govt/</a>	Tauranga Hospital, 829 Cameron Road, Tauranga 106 Commerce Street Whakatane	Private Bag 12024 Tauranga Mail Centre Tauranga 3143

## MENTAL HEALTH & ADDICTIONS COMMUNITY SERVICE PROVIDER CONTACT DETAILS

Service	Contact Details	Physical Address	Postal Address
<b>Eastern Bay Primary Health Alliance</b>	Phone: 07 306 2300 Email: Website: <a href="http://www.ebpha.org.nz">www.ebpha.org.nz</a>	12-16 Wairere Street Whakatane	P.O. Box 664 Whakatane 3158
<b>Emerge Aotearoa</b>	Phone: 07 579 9020 Email: <a href="mailto:info@emergeaotearoa.org.nz">info@emergeaotearoa.org.nz</a> Website: <a href="http://www.emergeaotearoa.org.nz">www.emergeaotearoa.org.nz</a>	1444 Cameron Road Greerton Tauranga 3112	P.O. Box 70155 Fraser Cove Tauranga 3155
<b>Family Link</b>	Phone: 07 577 1457 Email: <a href="mailto:brian@familylink.co.nz">brian@familylink.co.nz</a> Website: <a href="http://www.familylink.co.nz">www.familylink.co.nz</a>	The Historical Village 159 17 <sup>th</sup> Avenue Tauranga	The Historical Village 159 17 <sup>th</sup> Avenue Tauranga 3140
<b>Get Smart</b>	Phone: 07 571 3712 Email: <a href="mailto:admin@getsmarttga.org.nz">admin@getsmarttga.org.nz</a>	The Historical Village 159 17 <sup>th</sup> Avenue, Tauranga 3140	P.O. Box 841 Tauranga 3140
<b>Hamner Clinic Tauranga (Hamner BOP Charitable Trust)</b>	Phone: 07 579 6470 Email: <a href="mailto:hamnertauranga@xtra.co.nz">hamnertauranga@xtra.co.nz</a> Website:	1235 Cameron Road Gate Pa Tauranga 3112	P.O. Box 9164 Greerton Tauranga
<b>Healthcare New Zealand (Mental Health NZ)</b>	Phone: 07 547 4485 Email: <a href="mailto:mhnz.bop@healthcarenz.co.nz">mhnz.bop@healthcarenz.co.nz</a> Webpage: <a href="http://www.healthcarenz.co.nz">www.healthcarenz.co.nz</a>	Level 1 Waitomo House 9-11 Hull Road Mount Maunganui	Level 1 Waitomo House 9-11 Hull Road Mount Maunganui
<b>LINC</b>	Phone: 07 578 6075 Email: <a href="mailto:manager@linc.nz">manager@linc.nz</a> Website: <a href="http://www.linc.nz/">www.linc.nz/</a>	76 Ninth Avenue Tauranga	76 Ninth Avenue Tauranga
<b>Madison Centre</b>	Phone: 07 577 1791 Email: <a href="mailto:madison@dalcam.co.nz">madison@dalcam.co.nz</a> Webpage: <a href="http://www.dalcam.co.nz">www.dalcam.co.nz</a>	150 Waihi Road Judea Tauranga 3110	RD9 Te Puke 3189



Service	Contact Details	Physical Address	Postal Address
<b>Maketu Health &amp; Social Services</b>	Phone: 07 533 2551 Email: <a href="mailto:admin@maketuhauora.org.nz">admin@maketuhauora.org.nz</a> Website: <a href="http://www.maketuhauora.co.nz">www.maketuhauora.co.nz</a>	3 Little Waihi Road Maketu	3 Little Waihi Road Maketu
<b>Ngati Awa Social &amp; Health Service</b>	Phone: 07 306 0096 Email: <a href="mailto:info@nash.org.nz">info@nash.org.nz</a> Website: <a href="http://www.ngatiawa.iwi.nz">www.ngatiawa.iwi.nz</a>	15 Golf Link Road Awakere Whakatane	15 Golf Link Road Awakere Whakatane
<b>Ngati Kahu Hauora</b>	Phone: 07 576 0160 Email: <a href="mailto:nrtga@wave.co.nz">nrtga@wave.co.nz</a> Website: <a href="http://www.ngatikahuhauora.org.nz">www.ngatikahuhauora.org.nz</a>	69 Carmichael Road Tauranga	69 Carmichael Road Tauranga
<b>Nga Kakano</b>	Phone: 07 573 0660 Email: <a href="mailto:info@ngakakano.org.nz">info@ngakakano.org.nz</a> Website: <a href="http://www.ngakakano.org.nz">www.ngakakano.org.nz</a>	50 Jellicoe Street Papamoa Beach Te Puke	P.O. Box 380 Te Puke
<b>Opotiki Mental Health Support Centre</b>	Phone: 07 315 5629 Email: Website: <a href="http://www.emergeaotearoa.org.nz">www.emergeaotearoa.org.nz</a>	84 Wellington Street Opotiki	P.O. Box 287 Opotiki 3162
<b>Pathways Health</b>	Phone: 07 579 3235 Email: <a href="mailto:bop@real.org.nz">bop@real.org.nz</a> Website: <a href="http://www.pathways.co.nz">www.pathways.co.nz</a>	Brookfield Tauranga	Not Provided
<b>Pirirakau Hauora</b>	Phone: 07 552 4573 Email: <a href="mailto:info@pirirakauhauora.org.nz">info@pirirakauhauora.org.nz</a> Website: <a href="http://www.pirirakauhauora.org.nz">www.pirirakauhauora.org.nz</a>	3 Lochhead Road Te Puna	3 Lochhead Road Te Puna 3176
<b>Poutiri Trust</b>	Phone: 07 573 0091 Email: <a href="mailto:reception@poutiri.com">reception@poutiri.com</a> Email: <a href="http://www.poutiritrust.com">www.poutiritrust.com</a>	35 Commerce Lane Te Puke	P.O. Box 148 Te Puke 3153

Service	Contact Details	Physical Address	Postal Address
<b>Pou Whakaaro</b>	Phone: 07 308 8170 (Whakatane) 07 308 8170 (Kawerau) 07 308 9430 (PW for Families) Email: <a href="mailto:admin@pouwhakaaro.co.nz">admin@pouwhakaaro.co.nz</a> <a href="mailto:kawerau@pouwhakaaro.co.nz">kawerau@pouwhakaaro.co.nz</a> Website: <a href="http://www.pouwhakaaro.co.nz">www.pouwhakaaro.co.nz</a>	40 Te Tahī Street Whakatane 28 Commerce Street Whakatane (PW for Families) 1E Tamarangi Drive Kawerau	40 Te Tahī Street Whakatane 28 Commerce Street Whakatane (PW for Families) 1E Tamarangi Drive Kawerau
<b>Rau O Te Huia Community Trust</b>	Phone: 07 571 5136 Email: Webpage:	34 20 <sup>th</sup> Avenue Tauranga South Tauranga 3122	P.O. Box 9381 Greerton Tauranga 3142
<b>Salvation Army</b>	Phone: 07 578 9329 0800 530000 Email: <a href="mailto:midland_dhq@nzf.salvationarmy.org">midland_dhq@nzf.salvationarmy.org</a> Website: <a href="http://www.salvationarmy.org.nz">www.salvationarmy.org.nz</a>	176 Fraser Street Tauranga	P.O. Box 164 Tauranga 3140
<b>Tauranga Community Housing Trust</b>	Phone: 07 571 5390 Email: <a href="mailto:admin@tcht.org.nz">admin@tcht.org.nz</a> Website: <a href="http://www.tcht.org.nz">www.tcht.org.nz</a>	14a Willow Street Tauranga	P.O. Box 13316 Tauranga Central 3141
<b>Tauranga Grief Support Service</b>	Phone: 07 578 4480 Email: <a href="mailto:admin@griefsupport.org.nz">admin@griefsupport.org.nz</a> Website: <a href="http://Familylink.co.nz/">Familylink.co.nz/</a>	147 Chadwick Road Greerton Tauranga	P.O. Box 3186 Tauranga 3142
<b>Tauranga Youth Development Team</b>	Phone: 027 333 693 Email: <a href="mailto:becks@tydt.org.nz">becks@tydt.org.nz</a> Website: <a href="http://www.tydt.org.nz">www.tydt.org.nz</a>	37 Monmouth Street Tauranga	37 Monmouth Street Tauranga 3110
<b>Te Ika Whenua Hauora</b>	Phone: 07 366 5562 Email: <a href="mailto:mana3@xtra.co.nz">mana3@xtra.co.nz</a> Website: N/A	5 Oregon Place Murupara 3065	5 Oregon Place Murupara 3065
<b>Te Manu Tora Trust</b>	Phone: 07 577 4911 Email: <a href="mailto:hinengaro@temanutoroa.org.nz">hinengaro@temanutoroa.org.nz</a> Website: <a href="http://www.temanutoroa.org.nz">www.temanutoroa.org.nz</a>	11 Tebbs Lane Gate Pa Tauranga 3112	11 Tebbs Lane Gate Pa Tauranga 3112

Service	Contact Details	Physical Address	Postal Address
<b>Te Puna Hauora</b>	Phone: 07 571 8024 Email: Website: <a href="http://www.tepunahauorabop.co.nz">www.tepunahauorabop.co.nz</a>	139, 15 <sup>th</sup> Avenue South Tauranga	P.O. Box 9039 Greerton Tauranga 3142
<b>Te Runanga O Ngai Te Rangi Iwi Trust</b>	Phone: 07 575 3231 Email:	Whareroa Marae Taiaho Place Mount Maunganui 3116	Whareroa Marae Taiaho Place Mount Maunganui 3116
<b>Te Runanga o Ngai Tamawhariua</b>	Phone: 07 549 0760 Email: <a href="mailto:tamawharuia@xtra.co.nz">tamawharuia@xtra.co.nz</a> Website: <a href="http://www.nmo.org.nz">www.nmo.org.nz</a>	22/24 Waterford Road Katikati	P.O. Box 93 Katikati 3166
<b>Te Runanga O Te Whanau</b>	Phone: 07 325 2726 Email: <a href="mailto:reception@apanui.co.nz">reception@apanui.co.nz</a> Website: <a href="http://www.apanui.co.nz/">www.apanui.co.nz/</a>	State Highway 35 RD3 Opotiki 3199	State Highway 35 RD3 Opotiki 3199
<b>Te Toi Huarewa Trust</b>	Phone: 07 312 9016 Email: Webpage: <a href="http://www.poutiri.com">www.poutiri.com</a>	48 Tuhoe Street Taneatua	Ruatoki 3191 ?P.O. Box 47 Taneatua 3163
<b>Te Tomika Trust</b>	Phone: 07 578 9733 Email: Website: <a href="http://www.te.tomikatrust.org.nz">www.te.tomikatrust.org.nz</a>	60 Grace Road Tauranga South Tauranga 3112	60 Grace Road Tauranga South Tauranga 3112
<b>Tuhoe Hauora</b>	Phone: 07 312 9874 Email: <a href="mailto:tari@tuhoe Hauora.org.nz">tari@tuhoe Hauora.org.nz</a> Website:	44/46 Tuhoe Street Taneatua	P.O. Box 17 Taneatua 3163
<b>Turning Point Trust</b>	Phone: 07 578 6934 Email: <a href="mailto:reception@turningpoint.org.nz">reception@turningpoint.org.nz</a>	The Historical Village 159 17 <sup>th</sup> Avenue, Tauranga South, Tauranga 3112	P.O. Box 9217 Greerton Tauranga
<b>Tuwharetoa ki Kawerau</b>	Phone: 07 323 8025 Email: <a href="mailto:hauora@tuwharetoa.org.nz">hauora@tuwharetoa.org.nz</a> Website: <a href="http://www.nmo.org.nz">www.nmo.org.nz</a>	28-30 Islington Street Kawerau	P.O. Box 262 Kawerau 3127

Service	Contact Details	Physical Address	Postal Address
<b>Vincent House Recovery Trust</b>	Phone: 07 573 6483 Email: Website: <a href="http://www.vincenthouse.co.nz">www.vincenthouse.co.nz</a>	78, No 3 Road Te Puke 3183	P.O. Box 140 Te Puke 3153
<b>Whaioranga Trust</b>	Phone: 07 544 9981 Email: <a href="mailto:reception@wtga.org.nz">reception@wtga.org.nz</a> Website: <a href="http://www.nmo.org.nz">www.nmo.org.nz</a>	531 Welcome Bay Road Welcome Bay Tauranga	531 Welcome Bay Road RD5 Tauranga 3175
<b>Whakatohea Iwi Social &amp; Health Service</b>	Phone: 07 315 6042 Email: <a href="mailto:info@whakatoheahealth.co.nz">info@whakatoheahealth.co.nz</a> Website: <a href="http://www.whakatohea.co.nz">www.whakatohea.co.nz</a>	128 Church Street Opotiki	P.O. Box 208 Opotiki 3122
<b>Whakaatu Whanaunga Trust</b>	Phone: 07 315 5174 Email: Website: <a href="http://www.wwt.org.nz">www.wwt.org.nz</a>	94B Church Street Opotiki	94B Church Street Opotiki 3122
<b>Youth Horizons Trust</b>	Phone: 07 575 2639 Email: <a href="mailto:info.bayofplenty@youthhorizons.org">info.bayofplenty@youthhorizons.org</a> Website: <a href="http://www.youthhorizons.org.nz">www.youthhorizons.org.nz</a>	401 Devonport Road Tauranga South Tauranga	Bay of Plenty Office P.O. Box 440 Tauranga 3140

## PRIMARY HEALTH ORGANISATION CONTACT DETAILS

Service	Contact Details	Physical Address	Postal Address
<b>Eastern Bay Primary Health Alliance</b>	Phone: 07 306 2300 Email: Website: <a href="http://www.ebpha.org.nz">www.ebpha.org.nz</a>	12-16 Wairere Street Whakatane	P.O. Box 664 Whakatane 3158
<b>Nga Mataapuna Oranga</b>	Phone: 07 579 4930 Email: <a href="mailto:hello@nmo.org.nz">hello@nmo.org.nz</a> Website: <a href="http://www.nmo.org.nz">www.nmo.org.nz</a>	157 Fraser Street Tauranga South Tauranga 3112	157 Fraser Street Tauranga South Tauranga 3112
<b>Western Bay of Plenty Primary Health Organisation</b>	Phone: 07 577 3190 Email: <a href="mailto:support@wboppho.org.nz">support@wboppho.org.nz</a> Website: <a href="http://www.wboppho.org.nz">www.wboppho.org.nz</a>	126 Eleventh Avenue Tauranga South Tauranga 3110	P.O. Box 13225 Tauranga 3141

## A-Z COMMUNITY ORGANISATIONS

AGENCY	LOCATION	ADDRESS	PHONE	EMAIL ADDRESS/WEB PAGE
<b>@lpha Consultants Ltd</b>	Tauranga	1st Floor, 36 Cameron Rd, Tauranga 3110	(07) 579 0520	<i>office@alphaconsultants.co.nz</i> <i>http://www.alphaconsultants.co.nz</i>
<b>ADHD Association Inc.</b>	Auckland	14 Erson Avenue Royal Oak Auckland 1061	(09) 625 1754	<i>info@adhd.org.nz</i> <i>www.adhd.org.nz</i>
<b>Age Concern Tauranga Inc</b>	Tauranga	177a Fraser Street, Tauranga	(07) 578 2631	<i>ageconcerntga@xtra.co.nz</i> <i>http://www.ageconcern.org.nz</i>
<b>Alcohol Drug Helpline</b>	National		(Free call / text) 1737 or call 0800 787 797	<i>info@alcoholdrughelp.org.nz</i> <i>http://www.alcoholdrughelp.org.nz</i>
<b>Alzheimer's Society</b>	Tauranga/Western Bay of Plenty	116 Thirteenth Ave, Tauranga 3112	(07) 577 6344	<i>tauranga@alzheimers.org.nz</i> <i>http://www.alzheimers.org.nz</i>
<b>Anxiety New Zealand Trust</b>	Auckland	77 Morningside Dr Mt Albert Auckland 1025	(09) 846 9776 (0800) 2694 389	<i>clinic@anxiety.org.nz</i> <i>www.anxiety.org.nz/</i>
<b>Autism New Zealand</b>	Tauranga	Chadwick House, 250 Chadwick Road, Greerton, Tauranga 3110	(07) 571 0003	<i>tauranga@autismnz.org.nz</i> <i>http://www.autismnz.org.nz</i>
<b>Barnardo's</b>	National		0800 BARNARDOS	<i>www.barnardos.org.nz/</i>
<b>Bay of Plenty Sexual Assault Support Services</b>	Tauranga	7 Kauri Street, Gate Pa, Tauranga 3144	(07) 577 0512 (0800) 2BSAFE (0800 227 233)	<i>refer@bopsass.co.nz</i> <i>http://www.bopsass.org.nz</i>
<b>Blind Foundation</b>	Tauranga	160 Seventeenth Ave, Tauranga 3112	(07) 578 2376 (0800) 243 333	<i>general@rnzfb.org.nz</i> <i>http://blindfoundation.org.nz/</i>
<b>Budget Advisory Service Inc</b>	Whakatane	35 Quay Street, Whakatane 3120	(07) 307 1390	<i>budget.whk@vodafone.co.nz</i>
<b>Budget Advisory Service</b>	Tauranga	Historic Village - 17th Avenue West, Tauranga 3112	(07) 578 0969 (021) 081 77107	<i>info@tgabudget.org.nz</i> <i>http://www.tgabudget.org.nz</i>

AGENCY	LOCATION	ADDRESS	PHONE	EMAIL ADDRESS/WEB PAGE
<b>Budget Advisory Services (Rangitaiki) Inc</b>	Kawerau	12 Ranfurly Court, Kawerau, Whakatane 3172	(07) 323 6653 (07) 304 8471	<a href="mailto:budgetservicerangitaiki@xtra.co.nz">budgetservicerangitaiki@xtra.co.nz</a>
<b>Citizens Advice Bureau</b>	Tauranga Whakatane	38 Hamilton Street, Tauranga 3110 21 Boon Street, Whakatane	(07) 578 1592 (07) 308 5609	<a href="mailto:cab.tauranga@xtra.co.nz">cab.tauranga@xtra.co.nz</a> <a href="http://www.cab.org.nz">http://www.cab.org.nz</a> <a href="mailto:whakatane@cab.org.nz">whakatane@cab.org.nz</a> <a href="http://www.cab.org.nz">http://www.cab.org.nz</a>
<b>Community Law</b>	Tauranga Whakatane	63 Willow Street Level 1, Phoenix House, Pyne Street, Whakatane	(07) 571 6812 (07) 308 6817	<a href="mailto:info@baywidecls.org.nz">info@baywidecls.org.nz</a> <a href="http://www.baywidecls.org.nz">www.baywidecls.org.nz</a> <a href="http://communitylaw.org.nz/centre/tauranga-whakatane/">http://communitylaw.org.nz/centre/tauranga-whakatane/</a>
<b>Deaf Aotearoa</b>	Tauranga	Historic Village - 17th Avenue West Tauranga	(0800) 332 322 (021) 920 675 (text only)	<a href="mailto:sue.lessing@deaf.org.nz">sue.lessing@deaf.org.nz</a> <a href="http://www.deaf.org.nz/">http://www.deaf.org.nz/</a>
<b>Depression Helpline</b>	National		(0800) 111 757 4202 (Text)	<a href="https://depression.org.nz/">https://depression.org.nz/</a>
<b>Drug Help</b>	National		(0800) 787 797	<a href="mailto:info@drughelp.org.nz">info@drughelp.org.nz</a> <a href="http://www.drughelp.org.nz">www.drughelp.org.nz</a>
<b>Elder Abuse Response Service</b>	National		(0800) 32 668 65	NA
<b>EmployNZ Limited</b>	Tauranga	94 Second Avenue, Tauranga	(07) 577 0177 (0800) 002 159	<a href="mailto:admin@employnz.co.nz">admin@employnz.co.nz</a> <a href="http://employnz.net.nz/">http://employnz.net.nz/</a>
<b>Enliven</b>	Whakatane	83A Domain Road, Whakatane 3120	(07) 308 0055	<a href="http://northern.enliven.org.nz/">http://northern.enliven.org.nz/</a>
<b>Epilepsy Foundation New Zealand</b>	Auckland	Building E, 4 Pacific Rise, Mount Wellington, Auckland, New Zealand	(09) 573 5772 (0800) 37 45 37	<a href="mailto:info@epilepsyfoundation.org.nz">info@epilepsyfoundation.org.nz</a>
<b>Family Focused NZ Limited</b>	Whakatane	18 Pikowai Road, Whakatane 3194	(07) 322 2173 (0800) 878 268	<a href="mailto:moabrady@ebas.co.nz">moabrady@ebas.co.nz</a>
<b>Family Planning Clinic</b>	Tauranga	74 Tenth Avenue, Tauranga 3110	(07) 578 8539	<a href="http://www.familyplanning.org.nz/">http://www.familyplanning.org.nz/</a>

AGENCY	LOCATION	ADDRESS	PHONE	EMAIL ADDRESS/WEB PAGE
<b>Family Violence Information Line</b>	National		(0800) 456 450	<i>areyouok@msd.govt.nz</i> <i>http://www.areyouok.org.nz</i>
<b>Family Works</b>	Tauranga Whakatane	Hillier Centre, 31 Gloucester Road, Mt Maunganui, Tauranga 3116  156 The Strand, Whakatane 3120	(07) 575 9709 (07) 307 1133	<i>admin.tauranga@fwn.org.nz</i> <i>http://www.familyworksnorthern.org.nz</i> <i>admin.whakatane@fwn.org.nz</i> <i>https://northern.familyworks.org.nz</i>
<b>Gambling Helpline</b>	National		(Free call / text) 1737 or call 0800 654 655	<i>info@gamblinghelpline.co.nz</i> <i>http://www.gamblinghelpline.co.nz</i>
<b>Graeme Dingle Foundation Bay of Plenty</b>	Tauranga	Village on 17th - 17th Avenue, Tauranga	(07) 571 0165 (021) 992 613	<i>dan.allen-gordon@fyd.org.nz</i> <i>http://www.fyd.org.nz</i>
<b>Grey Power</b>	Tauranga	The Village 17th Avenue PO Box 841 TAURANGA 3140	(07) 5712558 (0800) 473 979	<i>tgagreypower@gmail.com</i> <i>https://greypower.co.nz/</i>
<b>Growing Through Grief</b>	Tauranga Whakatane	NA Anglican Home-based Childcare Centre, 30 Domain Road, Whakatane	(021) 766 4269 (07) 574 7170 (021) 767 538	<i>gtgtauranga@seasons.org.nz</i> <i>http://www.growingthroughgrief.org.nz</i> <i>gtgwhakatane@seasons.org.nz</i> <i>http://www.growingthroughgrief.org.nz</i>
<b>Habitat for Humanity Ltd</b>	Tauranga	52 Second Avenue, Tauranga 3110	(07) 577 1843 (07) 571 5052	<i>tauranga@habitat.org.nz</i> <i>http://www.habitat.org.nz/contact/tauranga.html</i>
<b>Hāpainga Stop Smoking Service</b>	Whakatane	5 Louvain Street Whakatane Bay of Plenty 3120	(0800) 427 246	<i>hapainga@ebpha.org.nz</i> <i>www.ebpha.org.nz</i>
<b>Healthline</b>	National		(0800) 611 116	<i>http://www.healthline.govt.nz</i>
<b>Hearing Association New Zealand</b>	National		Freephone: 0800 233 445	<i>enquiries@hearing.org.nz</i> <i>http://www.hearing.org.nz/</i>
<b>Hearing Voices Network Aotearoa NZ Te Reo Orooro</b>	Auckland	64 Kiwi Road Point Chevalier Auckland 1022	(027) 265 0266	<i>hvnanz@gmail.com</i> <i>www.hearingvoices.org.nz</i>



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Heartland Services	Murupara	41 Pine Drive, Murupara	(07) 366 5230 (021) 186 1143	<i>murupara@heartlandservices.govt.nz</i> <i>http://www.heartlandservices.govt.nz</i>
Immigration New Zealand	National		(0508) 558 855	<i>http://www.immigration.govt.nz</i>
ImpacTauranga	Tauranga	62A Millers Road, Brookfield, Tauranga 3110	(07) 576 7527 (07) 576 0652	<i>admin@impactauranga.org</i> <i>http://www.impactauranga.org</i>
Jezreel Women's Support Home	Whakatane		(07) 308 4238	<i>jezreelhouse@extra.co.nz</i>
Kawerau Teen Parent Education Centre	Kawerau	44 Ballance Street, Kawerau 3127	(07) 323 8400 (07) 323 6553	<i>tpec@tarawera.school.nz</i>
Kawerau Youth Care Centre Trust	Kawerau	Level 1, 60 Onslow Street, Kawerau 3127	(07) 323 8835	<i>office@mannasupport.co.nz</i>
Kidsline	National		(0800) KIDSLINE (0800) 54 37 54	<i>www.kidsline.org.nz</i>
Kidz Need Dadz	Tauranga	538 Fraser Street, Greerton, Tauranga	(07) 571 0379 (07) 571 0379	<i>manager@knd.org.nz</i> <i>http://www.knd.org.nz/</i>
Life Education Trust	Eastern Bay of Plenty		(021) 116 1099 Amanda Perfect, Executive Officer	<i>eboplifed@extra.co.nz</i> <i>http://www.lifeeducation.org.nz</i>
Lifeline	National	PO Box 74 010, Greenlane, Auckland 1546	(0800) LIFELINE (543 354) (0800) 543 354 (03) 366 6742	<i>lifelinenz@lifeline.co.nz</i> <i>www.lifeline.org.nz</i>
Maori Women's Welfare League	Opotiki	46 Goring Street, Opotiki	(07) 315 5061 (04) 473 6451 (National office)	<i>http://www.opotikimwwl.org</i>
Matata Blue Light	Whakatane	14 Pakaha Street, Matata, Whakatane	(027) 365 4537	<i>matatabluelightnz@yahoo.co.nz</i>
Merivale Community Inc.	Tauranga	10 Kesteven Avenue, Merivale, Tauranga	(07) 366 5159 (021) 246 6833	<i>muruparabudget@gmail.com</i>

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<b>Narcotics Anonymous New Zealand</b>	National		(0800) 628 632	<a href="http://www.nzna.org">www.nzna.org</a>
<b>New Zealand Down Syndrome Association - Bay of Plenty</b>	Bay of Plenty		(0800) 693 724 (ext 3) (0800) NZDSA	<a href="mailto:national.coordinator@nzdsa.org.nz">national.coordinator@nzdsa.org.nz</a> <a href="http://www.nzdsa.org.nz">http://www.nzdsa.org.nz</a>
<b>NZ Blue Light Ventures Inc</b>	Tauranga	144 Fraser St, Tauranga 3112	(09) 475 9301	<a href="mailto:rod@bluelight.co.nz">rod@bluelight.co.nz</a> <a href="http://bluelight.co.nz">http://bluelight.co.nz</a>
<b>Open Home Foundation (OHF) - Bay of Plenty</b>	Tauranga	14A Elder Lane, Bethlehem, Tauranga 3110	(07) 579 2840	<a href="mailto:bayofplenty@ohf.org.nz">bayofplenty@ohf.org.nz</a> <a href="http://www.ohf.org.nz/">http://www.ohf.org.nz/</a>
<b>Opotiki Community Centre Inc</b>	Opotiki	Pohutukawa House, 26 King Street, Opotiki 3122	(07) 315 6056 (07) 315 6055	<a href="mailto:volunteer.network@xtra.co.nz">volunteer.network@xtra.co.nz</a>
<b>Papamoa Family Services</b>	Papamoa	35E Hartford Avenue, Papamoa, Tauranga 3118	(07) 574 7170 (021) 944 185	<a href="mailto:reception.pfs@acw.org.nz">reception.pfs@acw.org.nz</a> <a href="http://www.anglicancrewaiapu.nz">http://www.anglicancrewaiapu.nz</a>
<b>Parent Help Inc.</b>	Wellington	Level 4, 173-175 Victoria Street, Wellington	(0800) 568 856 (04) 802 5767	<a href="mailto:parenthelp@xtra.co.nz">parenthelp@xtra.co.nz</a> <a href="http://www.parenthelp.org.nz">http://www.parenthelp.org.nz</a>
<b>Parent to Parent New Zealand Inc - Coastal Bay of Plenty</b>	Tauranga	Historic Village - 17th Avenue, Tauranga	(07) 578 0222 (0508) 236 236	<a href="mailto:coastalbop@parent2parent.org.nz">coastalbop@parent2parent.org.nz</a> <a href="http://www.parent2parent.org.nz">http://www.parent2parent.org.nz</a>
<b>Perinatal Anxiety &amp; Depression Aotearoa</b>	Wellington	Level 2 21-29 Broderick Road Johnsonville Wellington 6037	(04) 461 6317 (021) 024 82123	<a href="mailto:office@pada.nz">office@pada.nz</a> <a href="http://www.pada.nz">www.pada.nz</a>
<b>Personal Advocacy Trust - Tauranga &amp; Eastern Bay of Plenty</b>	Tauranga & Eastern Bay of Plenty		(0800) 728 7878 (0800) 728 7878	<a href="mailto:advocacy@patrust.net.nz">advocacy@patrust.net.nz</a>
<b>Plunket - BOP/Lakes/Gisborne Area Office</b>	Tauranga Whakatane	Plunket Centre, 471 Devonport Road, Tauranga 3112	(07) 578 7811 (07) 308 8454	<a href="mailto:lisa.powell@plunket.org.nz">lisa.powell@plunket.org.nz</a> <a href="http://www.plunket.org.nz">http://www.plunket.org.nz</a>
<b>Plunket</b>		10 Victoria Avenue, Whakatane 3159		
<b>PlunketLine</b>	National		(0800) 933 922	<a href="http://www.plunket.org.nz">http://www.plunket.org.nz</a>

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<b>Pregnancy Counselling Services</b>	Tauranga		(07) 577 6880 (0800) 773 462	<i>info@pcs.org.nz</i> <i>http://www.pregnancycounselling.org.nz/</i>
<b>Problem Gambling Foundation of New Zealand</b>	Tauranga	C/- Hillier Centre, 31 Gloucester Road, Tauranga	(07) 985 6103 (0800) 664 262	<i>help@pgfnz.org.nz</i> <i>http://www.pgf.nz</i>
<b>Quitline</b>	National		(0800) 778 778	<i>www.quit.org.nz/</i>
<b>REAP - Safe Kawerau Kids Injury Prevention Project</b>	Kawerau	60 Onslow Street, Kawerau	(07) 323 8608	<i>carrie@eastbayreap.org.nz</i>
<b>Restorative Relationships</b>	Tauranga	1428 Cameron Road, Greerton, Tauranga	(07) 788 0045 (027) 868 1987	<i>toni@restorativerelationships.co.nz</i> <i>http://restorativerelationships.co.nz</i>
<b>Samaritans</b>	National		(0800) 726 666 (04) 473 9739	<i>wellington@samaritans.org.nz</i> <i>http://www.samaritans.org.nz</i>
<b>Shakti Asian Women's Centre</b>	Auckland	3 Cardwell Street, Onehunga, Auckland	(0800) 742 584 SHAKTI (24 hr crisis) (09) 634 7725 (Women's Centre)	<i>sawc@shakti.org.nz</i> <i>http://www.shakti.org.nz</i>
<b>Shakti Ethnic Women's Support Group (Central Region) Inc</b>	Tauranga	Complex 1 - The Historic Village - 17th Avenue West, Tauranga 3110	(07) 579 0532 (0800) 742 584	<i>shakticentral@shakti.org.nz</i> <i>http://www.shakti.org.nz</i>
<b>Shine (Safer Homes in New Zealand Everyday)</b>	Auckland	Ground Floor, 409 New North Road, Kingsland, Auckland 1021	(0508) 744 633 (09) 815 4601	<i>enquiries@2shine.org.nz</i> <i>http://www.2shine.org.nz</i>
<b>SPARX</b>	National		Youthline or Lifeline free phone (0508) 4 SPARX (0508 477 279) Free text SPARX to 234	<i>www.sparx.org.nz/</i>
<b>St Peters House</b>	Tauranga	136 Spring Street, Tauranga 3110	(07) 571 5916	<i>info@stpetershouse.co.nz</i> <i>http://www.stpetershouse.co.nz</i>
<b>St Vincent de Paul - Western Bay of Plenty</b>	Tauranga	766 Cameron Road, Tauranga South, Tauranga	(07) 578 3814	<i>helpfrombopvinnies@gmail.com</i> <i>http://www.bopvinnies.co.nz</i>

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<b>Suicide Crisis Helpline</b>	National	PO Box 74010, Greenlane, Auckland 1546	(0508) TAUTOKO (828 865)	<a href="http://www.lifeline.org.nz/Suicide-Crisis-Helpline.aspx">www.lifeline.org.nz/Suicide-Crisis-Helpline.aspx</a>
<b>Support Net Kupenga Hao Ite Ora</b>	Whakatane	Whakatane Hospital Corner, Garaway & Stewart Street, Whakatane	(07) 306 0986 (07) 571 0093	<a href="mailto:supportnetbop@bopdhb.govt.nz">supportnetbop@bopdhb.govt.nz</a>
<b>Tauranga (BOP) Hearing Association</b>	Tauranga	1342 Cameron Road, Greerton, Tauranga 3112	(07) 578 6476	<a href="mailto:tauranga@hearing.org.nz">tauranga@hearing.org.nz</a> <a href="http://www.hearing.org.nz">http://www.hearing.org.nz</a>
<b>Tauranga Community Housing Trust</b>	Tauranga	14 Willow Street, Tauranga 3110	(07) 571 5390 (07) 281 1461	<a href="mailto:Admin@tcht.org.nz">Admin@tcht.org.nz</a> <a href="http://www.tcht.org.nz">http://www.tcht.org.nz</a>
<b>Tauranga Living Without Violence</b>	Tauranga	26 Twelfth Avenue Tauranga	(07) 577 9297 (0800) 577 003	<a href="mailto:tga.lwv@xtra.co.nz">tga.lwv@xtra.co.nz</a> <a href="http://www.nnsvs.org.nz">http://www.nnsvs.org.nz</a>
<b>Tauranga Moana Night Shelter Trust</b>	Tauranga	171 Elizabeth Street, Tauranga 3110	(07) 579 5322 (027) 579 5322	<a href="mailto:annamarie@tmnt.org.nz">annamarie@tmnt.org.nz</a>
<b>Tauranga Women's Refuge Inc</b>	Tauranga		(07) 541 1911 (0800) 8673 3843	<a href="mailto:manager@taurangawomensrefuge.co.nz">manager@taurangawomensrefuge.co.nz</a> <a href="http://www.taurangawomensrefuge.co.nz">http://www.taurangawomensrefuge.co.nz</a>
<b>Te Ehutu Iwi Authority</b>	Opotiki	Te Kaha Marae, State Highway 35, Te Kaha, Opotiki	(07) 325 2820	<a href="mailto:otuweraltd@xtra.co.nz">otuweraltd@xtra.co.nz</a>
<b>Te Tuinga Whanau Support Services Trust</b>	Tauranga	190 Chadwick Road, Greerton, Tauranga	(07) 571 0875	<a href="mailto:info@ttw.org.nz">info@ttw.org.nz</a> <a href="http://www.ttw.org.nz">http://www.ttw.org.nz</a>
<b>Tenancy Services</b>	Tauranga		(0800) 836 262 (0800) TENANCY	<a href="mailto:info@tenancy.govt.nz">info@tenancy.govt.nz</a> <a href="https://www.tenancy.govt.nz/">https://www.tenancy.govt.nz/</a>
<b>The Brain Injury Association</b>	Whakatane Mount Maunganui	141-143 King Street Whakatane Hillier Centre, 31 Gloucester Road, Mt Maunganui	(07) 307 1447 (0800) 227 363 (07) 572 4547	<a href="mailto:information@drct.co.nz">information@drct.co.nz</a> <a href="http://www.brain-injury.org.nz">http://www.brain-injury.org.nz</a> <a href="mailto:liaison.headwaybop@brain-injury.org.nz">liaison.headwaybop@brain-injury.org.nz</a> <a href="http://brain-injury.org.nz/">http://brain-injury.org.nz/</a>

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<b>The Care &amp; Craft Centres of New Zealand Trust</b>	Tauranga Katikati	St. Columba Hall - Otumoetai Road, Otumoetai, Tauranga 3110	(07) 576 7783 (07) 576 5375 (Brookfield) (07) 549 0010	<i>dawnron@clear.net.nz</i>
<b>The Lowdown</b>	National		Free txt 5626	<i>https://thelowdown.co.nz/contact-us</i>
<b>The Parkinsonism Society Tauranga Inc</b>	Tauranga Whakatane		(07) 218 0620 (07) 219 0818	<i>educator.bopwest@parkinsons.org.nz</i>
<b>The Salvation Army Food Bank</b>	Mt Maunganui Tauranga	57 Eversham Road, Bayfair, Mt Maunganui 3116 375 Cameron Rd Tauranga 3110	(07) 575 7439 (07) 578 4264	<i>mtmaunganui_corps@nzf.salvationarmy.org</i> <i>http://www.salvationarmy.org.nz</i> <i>tauranga_cm@nzf.salvationarmy.org</i> <i>http://www.salvationarmy.org.nz</i>
<b>Translation Services</b>			(0800) 000 339	
<b>Victim Support</b>	National		(0800) 842 846 (0800) VICTIM (04) 474 8862	<i>nationaloffice@victimsupport.org.nz</i> <i>http://www.victimsupport.org.nz</i>
<b>Victims of Crime Information Line</b>	Wellington	19 Aitken Street, Wellington	(0800) 650 654 (04) 918 8619	<i>victimscentre@justice.govt.nz</i> <i>http://www.victimsinfo.govt.nz</i>
<b>Waiariki Maori Women's Welfare League Inc</b>	Whakatane	120 The Strand, Whakatane 3158	(027) 283 8411	<i>wotowai_wave@ihug.co.nz</i> <i>http://www.waiariki-mwwl.org.nz</i>
<b>Whakaatu Whanaunga Trust</b>	Opotiki	94B Church Street, Opotiki 3122	(07) 315 5174	<i>wwt@xtra.co.nz</i> <i>http://www.wwt.org.nz/</i>
<b>Whakatane Counselling and Mediation Services</b>	Whakatane	1st floor, Phoenix House - Pyne Street, Whakatane 3158	(07) 312 4477	NA
<b>Whakatane Parents Centre</b>	Whakatane		(027) 977 9951	<i>whakatane@parentscentre.org.nz</i> <i>http://www.parentscentre.org.nz/whakatane/</i>
<b>Whanau Awhina Women's Refuge Inc</b>	Whakatane	79 Goulstone Rd, Whakatane	(0800) REFUGE (733 843) (07) 308 5531	<i>wawr@xtra.co.nz</i>
<b>What's Up</b>	National	Helpline service only	(0800) 942 8787	<i>www.whatsup.co.nz/</i>

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<b>What's Up (0800 WHAT'S UP)</b>	Auckland	Barnardo's WhatsUp, PO Box 56642, Dominion Road, Auckland 1446	(0800) 942 87 87 (0800) WHATSUP	<i>info@whatsup.co.nz</i> <i>http://www.whatsup.co.nz</i>
<b>Work and Income Service Centres</b>	Tauranga Te Puke Whakatane Opotiki	Cnr Durham and Spring Street, Tauranga 99 Jellicoe Street Te Puke 24 Pyne Street Whakatane 3120 93 Church Street, Opotiki	(0800) 559 009	<i>http://www.workandincome.govt.nz</i> <i>sue.lawson003@msd.govt.nz</i>
<b>Workbridge Inc</b>	Tauranga	71 Hamilton Street, Tauranga	(07) 577 0998 (0508) 858 858	<i>simoned@workbridge.co.nz</i> <i>http://www.workbridge.co.nz</i>
<b>Workwise Employment Agency</b>	Rotorua	1213 Haupapa Street, Rotorua	(07) 348 2940	<i>info@workwise.org.nz</i> <i>www.workwise.org.nz</i>
<b>YMCA</b>	Tauranga	428 Devonport Road, Tauranga 3112	(07) 578 9272 (07) 579 6530	<i>recreation@ymcatauranga.org.nz</i> <i>http://www.ymcatauranga.org.nz/</i>
<b>Youthline</b>	Auckland	Youthline House, 13 Maidstone Street, Ponsonby, Auckland	(0800)37 66 33 (09) 376 6645	<i>supportcentre@youthline.co.nz</i> <i>http://www.youthline.co.nz</i>