GISBORNE SERUICES DIRECTORY

Produced by **Tairawhiti Community Voice**

www.tcvhub.co.nz | 020 4190 0415

396 Aberdeen Road, Gisborne

Message from Tairāwhiti Community Voice

We acknowledge the opportunities' and challenges of our region and we want to ensure that we play our part in giving residents a society that values their contributing and encourages their participation.

Tairāwhiti Community Voice is proud to deliver this edition of the Gisborne Services Directory. It is a resource intended as a valuable tool for mainstream service providers and the wider community to know what is available. To support, volunteer at, donate to or access service.

This directory is available on our website (www.tcvhub.co.nz/directory) to print and also as a living document, updated by services as information changes.

We ultimately hope the directory will provide for its many users, a more efficient and coordinated management of services for people in Tairāwhiti.

Produced by Tairāwhiti Community Voice and our wider community. 020 4190 0415 or www.tcvhub.co.nz With thanks to Tairāwhiti Positive Ageing Trust

A GUIDE TO SERVICES IN GISBORNE
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50s Forward Street Address YMCA, Roebuck Road, Gisborne Contact Details Phone: 06 867 9259	Service and Social Clubs 50's Forward meets every Wednesday morning (9.30am) at the YMCA for 45 minutes of Aerobics for people over 50 years of age with a cup of tea afterwards. Get fit with indoor movement to music, aerobics, stretch flex and tone. Register on the day with the 50's forward group. $3 per session. All welcome.
Accident Compensation Corporation (ACC) – Gisborne Street Address Corner Palmerston Rd & Grey St, Gisborne Contact Details Web: http://www.acc.co.nz Hours: Mon - Fri, 8.30am - 5.00pm, except Wednesday when open at 9.30am Phone: 06 869 0100 or 0800 101 996	HEALTH The Accident Compensation Corporation (ACC) provides comprehensive, no-fault personal injury cover for all New Zealand residents and visitors to New Zealand. ACC can contribute to a range of medical and related costs, including doctor's visits, treatment from various other health professionals, surgery, x-rays, prescription costs, etc. If you need help managing at home following your injury, ACC can arrange various types of help for things like housework and your personal care.
Access Community Health 0800 284 663 info@access.org.nz 0700 hrs to 2200 hrs every day. Monday through to Sunday	We specialize in home-based healthcare and support. Our strong team works with Te Whatu Ora/Health NZ, MSD, Disability support, GPs, MOH and ACC among others to provide support in your home. We meet you, wherever you are and work alongside you to support your choices, providing you with services that are flexible, collaborative and responsive to your changing needs.

This is the Hauora Tairawhiti Community Mental Health and Addiction Service that deals with drug and alcohol addictions. A referral would need to be made to this service by your GP but self-referrals are accepted and encouraged too. Alcohol and Drug Services	
Mental Health and Addiction Service Ph: 06 869 1311 110 Peel Street, Gisborne	Counselling Services (Ngati Porou Hauora) Te Puia Springs Ph: 06 864 8316
Te Kupenga Net Trust Web: http://www.tekupenga.co.nz Ph: 06 868 4045 26 Peel Street, Gisborne	Psychiatric Assessment Triage Team Referrals are accepted from all sources via telephone or email Phone: 0800 243 500
Alcohol Drug Helpline Email: ada@adanz.org.nz Web: http://alcoholdrughelp.org.nz Hours: daily, 10am - 10pm Phone: 0800 787 797	HEALTH – HELPLINE The Alcohol Drug Helpline offers free confidential information, insight and support on issues arising from drinking or other drug use. A range of options available - information and resources, brief interventions for alcohol and other drug problems, a call back service where the Helpline calls the client at a pre-arranged time to assist with reaching goals and relapse prevention for those who have made the change. Work with concerned others and support families / whanau to stay well when their loved ones are struggling with an alcohol or other drug problem.

Alzheimers Gisborne Tairawhiti Gate 2 Gisborne Hospital 421 Ormond Road Email: manager.gisborne@alzheimers.org.nz Website: www.alzheimers.org.nz/gisborne Facebook: https://www.facebook.com/AlzheimersGisborneTairawhiti/ Phone: 06 867 0752 Ph 06 867 0753 for general enquiries, referrals, education information/bookings Ph 027 218 9905 for Sherwood Club, 9am-3pm Mon, Wed, Fri	HEALTH Provides support, education and advocacy for people with dementia and those who care for them. The Sherwood Club is a day facility for people with mild to moderate dementia. A diagnosis of dementia is the entry criteria. The Dementia Navigator is available for whanau/care partner support and those living in the community affected by dementia. The Active Brain Network is a community-based programme for people with early onset dementia. Good Grief is a grief coaching 6-week programme for anyone affected by anticipated grief from caring for a loved one with dementia. The Carers Support Group runs monthly support and information meeting for all carers/whanau with a loved one with dementia. Public information sessions run quarterly throughout the year. Education/presentation for specific groups can be arranged. Ph 027 781 8011 for Dementia Navigator; Carers Support Group, Active Brain Network, Good Grief

Anglican Care Waiapu – Te Hapara Family Services 776 Childers road Phone: 06 927 7070	SERVICE AND SOCIAL GROUPS Te Hapara Family Services are a social service agency supporting the Tairāwhiti community. We provide counselling, social work, grief and loss programmes, whānau support, and further programmes to encourage whānau to take positive action in their lives. Onsite we also have Waiapu Kids Te Hapara Whānau Aroha which provides quality care and early childhood education in Tairāwhiti for pēpi and tamariki up to five years of age. We are a fee-free service supporting the needs of tamariki and whānau in our community. We offer van runs to children when transport is a barrier to participating in early childhood education.
Arohaina Centre for Seniors Tairāwhiti Community Voice 396 Aberdeen Road 020 4190 0415 06 222 1211 www.tcvhub.co.nz/ourhub	SERVICE AND SOCIAL GROUPS This hall is available for organisations to use from Mon – Fri 8am-5pm This space is mobility friendly - flat level, double doors, toilets have hand holds and wide accessways. We have tried to eliminate any trip/fall hazards. The capacity of our space is for 45 people seated Parking is on Aberdeen Road or Disraeli Street. Drop offs can be made under the carport. Facilities or equipment include projector, 2 x kitchen access, tables/chairs, restrooms, heating tea/coffee/milo/water/milk station. Dishwasher for all items. Printer/photocopier, WIFI access. We have a shared office space (3 people at one time can use this), one private room away from hall, suitable for one-on-one discussions/interviews. Booking process is via email/phone call

Barnardos Gisborne 25-27 Ormond Road Gisborne Phone: 06 86 91340 gisborne@barnardos.org.nz	CHILD SERVICES Barnardos is New Zealand's leading children's charity, doing more for Kiwi kids. For more than 60 years, we have been helping children, families and whānau in need. Today, we continue to support, protect and educate thousands of New Zealand children. 0800 What's Up
Blind Low Vision Street Address 39 Grey Street, Gisborne 4010 Contact Details Email: gisborneadmin@blindlowvision.org.nz Web: blindlowvision.org.nz Hours: Tues - Fri, 11am-2pm Phone: 06 86 75529	DISABILITY SERVICES We are New Zealand's leading provider of vision rehabilitation, providing practical and emotional support for people with vision loss. From infancy to elder years, our clients have a range of visual conditions from low to no vision. Some common eye conditions include Age-related Macular Degeneration (ARMD), Diabetic Retinopathy, Glaucoma and Cataracts. Our team of specialists assist clients in realising their goals and how we can best work together to achieve them. We personalise the right mix of services, strategies, products and assistive technology to support independence in the home and the community. Please get in touch to become a client and access the range of services we offer.

Brain Injury Association Gisborne 396 Aberdeen Road Gisborne 027 327 5944 liaison.officer@biag.nz	SERVICE AND SOCIAL GROUP Brain Injury Gisborne focus on empowering individuals and communities to build skills and connections for living well after brain injury. Brain Injury Gisborne provides a range of services designed to empower individuals with brain injuries and their whānau, and create inclusive and connected communities where people belong. We run a weekly discussion group on Wednesday mornings and attend local events. The Brain Injury Associations were formed to provide a link between those suffering from the effects of a brain injury, and the available brain injury support services in their area. We act as a support service for those who need advice, direction, and assistance with their day-to-day management of a brain injury. While we don't provide any treatments or in-house rehabilitation services, we do act as facilitators; helping with the control of finances, interview processes, meetings, paperwork and documentation. Our Liaison Officer workS out in the community to assist patients with the practicalities of living with a brain injury; ensuring that the right support systems, care groups and resources are connected with each and every client.

Budget Services	ADVICE AND INFORMATION
To advise and educate the community on the management of family and personal finances	
Moni Ora (Gisborne Budget Service) 48 Cobden Street, Gisborne 4010 Phone: 06 867 7173 Freephone: 0800 115 370 Email: info@moniora.org.nz Web: www.moniora.org.nz/ Open Weekdays, 9.30am - 4.00pm. Closed on Public Holidays.	Moni Ora supports people to build financial capability. Everyone is welcome—no referral required. Free, confidential, non-judgemental, private face-to-face sessions. Services include: **Confidential sessions with a qualified financial mentor** to help you • Get control of your money, plan spending, clear debt, prepare for the future, and achieve financial goals. • Support with creditor negotiations, hardship applications, KiwiSaver withdrawals, insolvency options, and more. **MoneyMates groups** are relaxed, friendly get-togethers where groups can chat about money in a no-pressure way. Share tips, learn from others, and find out how money can work better for you—no lectures, just good conversation.
	Gisborne Salvation Army Ph: 06 868 9468 389 Gladstone Rd Mobile: 022 015 1124 Email: Marlini.Karauti@salvationarmy.org.nz

Bupa - Medical Alarms Contact Details Web: www.bupa.co.nz Phone: 0800 60 80 99 (24 hours)	HOME SUPPORT Medical alarms help seniors and people with disabilities to continue enjoying their independence for longer. When you need help, press your Bupa alarm button. We will stay talking with you until help arrives, and we know you are safe. If you press your Bupa alarm button, and we can't hear you, and cannot reach you on your phone, we automatically send an ambulance. We will always call an ambulance if required. We provide assistance 24 hours a day, 7 days per week, nationwide. Any emergency ambulance fees are covered, when you press your Bupa button. Our alarm speaker is very sensitive. We can hear you even if you are not in the same room. Your alarm will work throughout your home, your bathroom (it's waterproof) and outside in your garden and garage.
Cancer Society of NZ - Gisborne East Coast Centre Trust 718 Gladstone Road, Gisborne Web: www.cancernz.org.nz Email: enquiries.gis@canercd.org.nz Hours: Mon - Thurs, 9am - 3pm Fri 9-12pm Phone: 06 867 1795 or 0800 266 237	HEALTH The Cancer Society provides support to people and their families who are affected by cancer. The Cancer Society is able to assist in the following ways: information, driving to treatments and appointments, advocacy, counselling, wig & turban library, home & hospital visits, Breast Prosthesis Fitting service, book library, support groups, complimentary therapies, eg Massage. A non-profit organization that receives no direct funding from the Government. Funding comes from donations, bequests and other fundraising activities like Daffodil Day and Relay for Life within our community. Our mission is to improve community well-being by reducing the incidence and impact of cancer.
Cancer Concern TBC	HEALTH AND SOCIAL Skincare/cosmetic support hair care information and how this works with different Cancer treatments

Care & Craft Centres Inc. - Gisborne Address 396 Aberdeen Road, Gisborne 022 657 1581 careandcraftgisborne@gmail.com Follow us on Facebook	SOCIAL GROUPS & DISABILITY SERVICES A Care and Craft Centre caters for lonely housebound people and disabled adults, known as guests, who are encouraged to participate in a wide variety of handcrafts and social activities. Care and Craft is not affiliated to any religious denomination. Guests are offered tuition and help in such handcrafts as weaving, bathmats & knitted novelties, crochet, card making, painting, knotted rugs, toy making, word games and painted embroidery, in a friendly caring atmosphere. Transport to the centre can be arranged for guests who require it. Guests who attend the centre have a wide range of needs, and all - the handicapped, the emotionally distressed and the elderly living alone, with little company - can benefit from association with the centre.

CCS Disability Action Tairawhiti Hawkes Bay 7 Kahutia Street P.O. Box 15 Gisborne 4040 Contact details: Phone: 06 867 1249 0800 227 2255. Email: tairawhiti@ccsdisabilityaction.org.nz	DISABILITY SERVICE CCS Disability Action Tairāwhiti Hawke's Bay provides a range of advocacy, employment, transition, home-based, and community support services for people with disabilities throughout the Tairāwhiti region. We support people from birth to 65 years of age who are living at home and require assistance due to a disability, helping them to live independently, participate in their communities, and achieve their goals with dignity and choice. Our home-based and community support services are available to individuals who have had their needs assessed by a Needs Assessment and Service Coordination (NASC) agency. Referrals can be initiated through your GP. In addition to our funded support services, we offer a range of self-referral services and programmes, including: Advocacy Services supporting disabled people and their whānau to understand and uphold their rights. Employment Services that assist disabled people to prepare for, find, and maintain meaningful employment. Transition from School Services that support young people as they move from school into further education, employment, training, and community participation. Other community-based programmes designed to build independence, confidence, and social connection. We encourage you to visit or contact your local branch to learn more about the services and supports available and discuss which options may best meet your needs. CCS Disability Action also administers the national Mobility Parking Permit Scheme, which helps improve access to accessible parking throughout the community. Application forms are available through your GP or can be obtained from our Gisborne office located at 7 Kahutia Street, Gisborne.

Citizens Advice Bureau - Gisborne Street Address 124A Bright Street, Gisborne Contact Details Email: gisborne@cag.org.nz Web: www.cab.org.nz Hours: Mon - Fri 10am - 2.00pm Phone: 06 867 2606	ADVICE AND INFORMATION Citizens Advice Bureau provides free, confidential and independent information and advice to anyone. Whatever the problem we will help, and if we can't help you directly, we will find someone who can. We can tell you your rights and responsibilities on a whole range of issues including consumer law, tenancy, employment issues, disputes, separation, education and immigration. CAB also provides fortnightly free legal clinics and easy access to Justices of the Peace. A visit to our bureau in Bright Street or a quick telephone call or email may just solve that nagging problem.
Community Group Strength and Balance Rebecca Holland 021 194 8371 Rebecca.Holland@tdh.org.nz	SERVICE AND SOCIAL GROUPS Community Strength and Balance coordinator Te Ara Tiaki Pakeke Healthy Ageing Tairāwhiti
Community Group Strength and Balance Enliven Service Information Street Address 141 Bright Street, Gisborne	SERVICE AND SOCIAL GROUPS Lead Agency for Community Group Strength and Balance providers. Part of a nationwide all prevention strategy. For information about classes to improve strength and balance call 868 1399.

Dentists	HEALTH
Amber Dental, 167 Wainui Road, Gisborne, 06-929 1614	Gisborne A&E Dental, 136 Ormond Road, Ph: 06 929 1614. Open 9am-1pm, 7 days a week
Dental Care Centre Limited, 19 Derby St, Gisborne, 06-867 9108 Dental Centre Ltd, Cnr Childers Road and Derby St, Gisborne, 06-8679329	Mayfair Dental, 18 Fitzherbert St, Gisborne, 06-867 3956 Ngati Porou Hauora, Te Puia Hospital, 4 McKenzie St, Te Puia Springs, 06-867 8550 Ocean Dental, 202 Grey St, Gisborne, 06-868 1995
Deaf Aotearoa 70 Ford Road, Onekawa, Napier 4110 Lee Bullivant – Facilitator/ Pathway Assessor Text only 021459005 Email: lee.bullivant@deaf.org.nz https://www.deaf.org.nz/ https://www.deaf.org.nz/resources/ https://nzsignlanguage.nz/nzsl-week/nzsl-week-resources/	Provide services - Child, Youth, Adult and Senior. Cover Hauora, Employment, Hearing Assistive Technologies assessment – Deaf specialise equipment for home/ workplace, Translation Service, Deaf Awareness training and NZSL Week/ NZSL resources/ NZSL taster classes etc.

Disabled Persons Assembly *Phoned: 06 868 1636* *Mobile: 0274 521 522* *Email: dpatairawhiti@kinect.co.nz*	*DISABLITY SERVICE* *DPA New Zealand is a Disabled Persons Organisation (DPO) that includes all disability groups. We work in collaboration with others to achieve inclusion for all New Zealanders.* *Your impairment could be physical or sensory, you may have a learning disability or experience of mental illness or your disability could be neurological, health or age related. We project an active, independent voice that reflects your aspirations, your concerns and your rights.* *Every disabled person is listened to, as are all organisations within our disability community. We also check out disability services to make sure they allow us to have full, meaningful and constructive lives of our own choosing. We make sure service providers, government, the general public and the media understand the views and aspirations of people with disabilities.*
Electoral Commission Registrar of Electors 74 Grey Street Phone: 06 868 9703	GENERAL Office for the East Coast Electorate / lkaroa-Rawhiti Electorate
Enterprise Cars Swim Centre Street Address 444 Nelson Road, Gisborne Contact Details Phone: 06 867 9244	GENERAL – LEISURE We have got one 25 m pool. There are aerobic courses for seniors every Tuesday and Friday from 9.30am - 10.15am. Just come in and join us! Our opening hours are Monday- Friday 6am - 3pm Saturday - Sunday CLOSED

Geneva Healthcare Geneva Healthcare wants you to live your best life possible whatever your age, disability, illness or injury. We are a locally owned global organisation working closely with the Ministry of Health, DHBs, GPs, the healthcare industry, and as a national lead provider for ACC, to give you all the support that you require at home and in your community. www.genevahealth. Com	HOME SUPPORT
Home & Community Support Services Community Nursing Services homecare@genevahealth.com 0508 HOMECARE / 0508 466 322	For personal Care, home Help For wound care, Nursing assessments
Clinical Psychology & Rehabilitation Services enquiries@gainsatgeneva.com Gisborne phone: 06 835 6631	We provide rehabilitation services to enable you to live at home, to enjoy what your community has to offer and to continue your employment We have a team based in Gisborne
Individualised Funding Host homecare@genevahealth.com 0800 GENEVA/ 0800 436 382	We provide coaching and support to enable you to use your Ministry of Health disability support funding in a personalised, flexible way that meets your needs
Gisborne Combined Probus Club Contact Details President: Laureen Tidswell Phone: 06 8671611	SERVICE AND SOCIAL GROUPS Probus is an association of clubs with the purpose of providing active retirees regular opportunity to keep their minds active, expand their interests and enjoy the fellowship of new friends. Meetings on 1st Wednesday of each month (February to December)

Gisborne District Council - Rates Rebate 15 Fitzherbert Street, Gisborne 4040 Contact Details Email: service@gdc.govt.nz Web: www.gdc.govt.nz/rates-rebates-scheme Hours: Mon - Fri, 8.00am - 5.00pm (Mon - Fri, 8.30am - 4.30pm in Te Puia Springs) Phone: 06 867 2049	GENERAL The Rates Rebate is a subsidy to low-income homeowners on the cost of their rates. An income threshold applies. Rating year run from July to June. Homeowners can apply for the new rebate from 1 July for that rating year. The closing date for applications is 30 June of that rating year. You cannot apply for a rebate for past years. For more information on who is eligible, where and how to apply etc, see website. Usually if you have received a rebate in the past, you should receive a form automatically from the District Council. Contact the Customer services at the District Council for an application
Gisborne Senior Citizens Assn Street Address 30 Grey Street, Gisborne 4010 Contact Details Maureen Macann - President Phone: 868 2333 gscassn@gmail.com	SERVICE AND SOCIAL CLUB Tuesday 9.00am - 11.30am Indoor bowls Friday 9.30am -11.30am Indoor bowls Housie 1.00pm-4pm Sunday – Country Music
Gisborne Health Clinic Hauora Tairawhiti Community Health Centre Street Address 141 Bright Street Gisborne 4010 Contact Details Phone: 06 868 9005	HEALTH Sexual health and cervical screening. Not a GP service. Self-referral by appointment.

Gisborne Taxi Transport - Mobility Service Street Address 186 Derby Street, Gisborne 4010 Contact Details Hours: 24/7 Phone: 06 867 2222 or 0800 505 555	DISABILITY SERVICE Gisborne Taxi offers a special mobility service for people with disabilities. All taxis can transport a wheelchair. If you want to book a transport with the special mobility, please call 06 867 2222. This is a 24/7 service. During school times please book at least one day in advance.
Gisborne Volunteer Centre Block 1, Shop 2, Treble Court, Peel St Contact Details Email: Info@gisbornevolunteercentre.org.nz www.gisbornevolunteercentre.org.nz Hours: Mon-Fri 9.00am-2.00pm Phone: 06 868 4522	GENERAL Gisborne Volunteer Centre is an independent not-for-profit organisation that operates to assist people wanting to volunteer to find the right volunteer role with a community organisation. We also help community groups to find the right volunteers. We promote and support volunteering in the community, provide workshops and information, recognise the work of volunteers and raise awareness of the voluntary sector.

Hauora Tairawhiti Street Address 421 Ormond Road, Gisborne 4040 Contact Details Web: www.tdh.org.nz Phone: 06 869 0500 Family Violence Intervention A coordinator is available, based at the hospital, for consultation. Anyone who has concerns related to violence, be it physical abuse, sexual abuse, emotional/ psychological abuse or finance abuse is invited to make contact in confidence. **Older Persons Need Assessment and Co-ordination Team (NASC)** Phone: 869 2090 **Social Worker Department** Ph: 06 869 0524	HEALTH This is the regional hospital and provides a full range of inpatient and outpatient services. Your GP can refer you to the following departments: Audiology, Ear Nose and Throat Services, Oncology Specialist Service. Phone the hospital for more information on 06 869 0500 Maori Health This service is staffed by a Maori Health Manager and a Kaiatawhai. The service is available to assist tangata turoro during their stay in hospital or to provide advice and assistance. Community Mental Health Phone: 869 2097 Psychiatric Assessment Triage Team Phone: 0800 243 500 **Travel Assistance** To be eligible for the National Travel Assistance Scheme in terms of health services in another town, you must be referred to that service by a Specialist not a GP. For information call the Accommodation and Transport Office at the hospital on 06 869 0500 ext. 8129. **Social workers** work in collaboration with related services such as Community Response, Occupational Therapy, Physiotherapy, District Nurses etc. To talk to a social worker They can offer information and assistance re issues such as housing, support for caregivers/families, rest homes, benefits and pensions, disability allowance to cover extra costs, meal options, ACC services, Respite Care etc.

HB Williams Memorial Library Street Address 34 Bright Street, Gisborne 4010 Contact Details Email: info@gpl.govt.nz Web: www.gpl.govt.nz Phone: 06 867 6709 Hours: Mon, Wed - Fri, 9.00am - 5.30pm Tue, 9.00am - 8.00pm Sat, 9.30am - 1.00pm Sun, closed.	GENERAL – LEISURE The HB Williams Memorial Library is a welcoming public library offering a wide range of services and resources for the community. We provide trolleys for use in the library. We have a large collection of large-print books, books on CD, and access to thousands of e-books and audiobooks through the Libby app. Visitors can enjoy free internet access on public computers and free Wi-Fi throughout the library. The library is a valuable source of local information, with details available on services, events, and activities taking place across Gisborne and the wider region. For people who are unable to visit the library due to illness, disability, or mobility challenges, our Home-Based Library Service brings library materials directly to them with the support of trusted volunteers. Our Outreach Librarian selects books and other items based on individual interests and borrowing preferences. Library staff also make monthly visits to pensioner flats and rest homes, helping residents stay connected with reading, information, and lifelong learning opportunities.
Healthline Contact Details Web: www.health.govt.nz/yourhealth-topics/health-care-services/healthline Hours: 24 hours, 7 days a week Phone: 0800 611116	HEALTH – HELPLINE Healthline has three main functions: Assessment and triage of callers with symptoms, general health advice and information for callers without symptoms, information on health services throughout New Zealand. Healthline is a free, 24 hour, 7 days a week service. Telephone health advice line supported by the Ministry of Health.

Hearing Services	HEALTH
Triton Hearing Shop 5, Lytton West Shops, 2 Potae Avenue. Phone: 06 863 2856	Bay Audiology 272 Clifford Street, Whataupoko Phone: 06 867 6711
	Your Way Kia Roha Store 105 Disraeli Street Phone: 06 863 2836
Heart Foundation River Oak Mews, 74 Grey Street, Gisborne 4010 Phone: 06 8685891 Email tairawhiti@heartfoundation.org.nz www.heartfoundation.org.nz	HEALTH The Heart Foundation is New Zealand's heart health charity. We fund research and promote heart health, helping New Zealanders to live fulfilled lifetimes. We are steadfast in our goal to stop New Zealanders dying prematurely from heart disease. If you require information on heart health, we are happy to help.

Hospice Tairawhiti - Street Address Hospice Tairawhiti is a member of Hospice New Zealand. 421 Ormond Road Private Bag 7001 Gisborne 4010 Contact Details Email: hospice@hospicetairawhiti.org.nz Phone: 06 869 0552	HEALTH Hospice Tairawhiti provides community-based hospice care for the people of Tairawhiti, from Morere to Potaka. Hospice or palliative care is specialised care for people with life limiting illnesses. Our focus is on improving quality of life for the patient and providing support for the whanau. We do this by providing practical advice, physical, emotional and spiritual support, with an emphasis on pain relief and symptom management. The service includes whanau support and grief and bereavement care. The majority of our patients are cared for in their own homes. We also provide support to patients in rest homes and hospital. While we do not have a hospice inpatient unit, we work closely with Gisborne Hospital and local rest homes if circumstances mean it is no longer possible or appropriate to care for a patient at home. To ensure the best possible care for patient and family, we work in partnership with a variety of health professionals including general practitioners, district nurses, Gisborne Hospital, and other allied health services. As with all hospice palliative care services throughout New Zealand, much of our funding comes from grants and donations. Hospice care is provided free of charge for all people in need, regardless of religion, race, gender or age.

Idea Service Ltd, Gisborne-Wairoa 163 Disraeli Street P.O. Box 1149, Gisborne 4040 Contact details: Phone: 06 872 6600 Web: idea.org.nz	DISABILITY SERVICE We provide support for people with an intellectual disability so they can live, learn, work and enjoy life as part of the community. People are at the centre of what we do. Every person is encouraged to have a personal plan that reflects their aspirations, dreams and goals. Services are provided by IHCs service delivery arms called IDEA Services Limited They include: - A range of accommodation services - Supported living - Supported employment - Vocational Service We get to know people well to be able to support and work with them to meet their goals. We work in consultation with families, addressing language and cultural issues should they arise. Source: http:/lwww.ihc.org.nzfour•Servicesl
Inland Revenue Department Street Address 42 Reads Quay, Gisborne Contact Details Email: Web: www.ird.govt.nz Phone: 06 986 2028 or 0800 775 247	GENERAL We offer tax and social policy advice to the public. Inland Revenue staff are available most days to attend and present at community meetings. This is a free service but a notice of appointment needs to be made with Inland Revenue to ensure the appropriate staff are available for your community group. The Inland Revenue call centres are able to take appointments on our 0800 phone number.

Meals Meals on Wheels Contact Details Email: tdhmow@site.compass-group.co.nz Phone: 0800 720 000	HOME SUPPORT Meals on Wheels is a service from the Gisborne Hospital. People convalescing from an operation or injury, aged or disabled, who find that cooking is beyond them can get delivery 5 days a week (Mon - Fri), including dessert. The meals will be delivered hot and ready to eat by volunteer drivers. Special diets including cut up meat, soft meals and diabetic desserts are available for affordable prices.
Black Fig Phone: Amy: 021 853 794 Email: info@blackfig.co.nz Facebook: Black fig Address: 167 Wainui Road	Each week we make what we call freezer meals. These meals come in two different sizes, Family size $40, Medium $25 and Small size $13. Every Monday we alert our customers to the two meals of the week and the dessert. The meals are made fresh with no artificial flavouring or preservatives; just good home cooking made from scratch with seasonal ingredients. Ask about delivery within city limits. For Freezer Meals text: 027 453 2937
Medical Alert Foundation NZ Inc. Street Address PO Box 40017 Astral Towers, Main St, Upper Hutt, Wellington Contact Details Web: www.medicalert.co.nz Phone: 04 528 8219 or 0800 840 111	HOME SUPPORT Medical Alert service provides both instant identification of medical condition / special needs through the internationally recognised engraved medical ID and supporting information through electronic health records of patient vitals, the emergency hotline and membership card. Provides comprehensive protection whenever and wherever it is needed by clinicians or emergency services in NZ or when you are travelling abroad. Additionally, next of kin or emergency contact information is available. The hotline service operates 24 hours/ 365 day Emergency Hotline Access. Patients can access their vital health information through a secure, encrypted and certificated online health portal.

Medical Centres	HEALTH
Three Rivers Medical 75 Customhouse Street, Gisborne Phone: 06 867 7411 Web: www.3rivers.co.nz	City Medical 134 Derby Street, Gisborne 4010 Phone: 06 868 6104
The Doctors Te Whare Hapara 3 Desmond Road, Gisborne 4010 Phone: 06 868 8887	De Lautour Medical 1 Turenne Street, Gisborne 4010 Phone: 06 867 4144
Matakaoa Community Health Clinic 20 Paikea Street Te Araroa 4087 Phone: 06 864 4801	Ngati Porou Hauora 2 McKenzie Street, Te Puia Springs 3123 Phone: 06 864 6803
Puhi Kaiti Kaiti Mall, Wainui Road Gisborne Phone: 06 867 8550	Ruatoria Community Health Centre 1 Tuparoa Road, Ruatoria 4032 Phone: 06 864 8316
Te Karaka Medical Centre Station Road, Te Karaka. Phone: 06 862 3630	Tokomaru Bay Community Health Centre Tokomaru Street, Phone: 06 864 5859
Multiple Sclerosis Gisborne East Coast PO Box 50 Gisborne 4040 Community Advisor contact details: 0275689449 msgisborne.ec@gmail.com	HEALTH Providing support services to people with Multiple Sclerosis and other neurological conditions and who under a neurologist can access our services free of charge. One on one support available plus regular activities provided, twice yearly celebratory lunch, annual Awareness campaign each September and other peer to peer support opportunities. An annual membership fee is charged

Muscular Dystrophia Association-Wellington Branch Email: office.mdawgtn@xtra.co.nz Web: www.mda.org.nz Fieldworker Hastings Mon - Wed, Phone:0275355653 Fieldworker Wellington Mon - Fri 8.30am - 5.00pm Phone: 0800 886 626 or 04 589 6626	HEALTH MDA Wellington is part of a national not-for-profit organization aimed at providing specialized support and services to those affected by any of the 60 neuromuscular conditions, including Muscular Dystrophy. The Wellington branch also covers Gisborne. The symptoms can appear just after birth or for others not until much later in life. The Association provides specialized personal support, information, advocacy and help with equipment provision (grant applications etc.). It also provides life experiences for members and carers. The field worker visit
Nationwide Health and Disability Advocacy Services – Gisborne Hours: Mon - Thurs, 8.30am-4.30pm Phone: 06 868 3590 or 0800 555 050 www.advocacy.org.nz	HEALTH Provides support and assistance for anyone who is not happy with and wants to complain about a health or disability service they are receiving Provides free education to both consumers and providers of health & disability services about the Code of Rights
Needs Assessment and Service Coordination (NASC) Street Address Tangata Rite Building, 110 Peel Street, Gisborne Contact Details Web: www.nznasca.co.nz Phone: 06 869 2090	DISABILITY SERVICE NASC provides service for clients over 65 years of age with disabilities including assessment for Home Help, Personal Care, Care Support, Day Programmes, Residential Care and Residential Respite Care. Assessment and service coordination is also available for people with a terminal medical condition and for clients with long term medical conditions (regardless of age) where a high level of support is required. Referrals to NASC must be made with the client's consent.

New Zealand National Poisons Centre Contact Details Web: www.poisons.co.nz Hours: 24 hrs. emergency telephone service Phone: 0800 764 766	HEALTH – HELPLINE The National Poisons Centre is New Zealand's only poison and hazardous chemicals information centre and runs a 24-hour 7-day toll free emergency telephone service. The main role of the National Poisons Centre is to provide advice to members of the public and health care professionals about acute poisoning situations. This can involve: Medicines, Chemicals, Hazardous creatures (e.g. spiders, snakes, jellyfish), Plants and fungi. The NPC gives advice on what to do in situations of poisoning or where poisoning might occur. This includes: - If someone has swallowed, inhaled or injected a substance - If someone has got a substance in their eye(s) or on their skin - If someone has been bitten or stung by a hazardous creature - Advice on preventing poisonings in the home - General first aid advice for poisonings We also maintain an internet database on chemicals, medicines, plants and animals.
New Zealand Red Cross – Gisborne Street Address 336 Palmerston Road, Gisborne Contact Details Email: Gisborne@redcross.org.nz Web: www.redcross.org.nz Hours: Mon - Fri, 8.30am - 3.00pm Phone: 06 867 6616 or 0800 733 276	EDUCATION AND LEARNING Within the Gisborne area we provide first aid training to the community. We have a Retail Shop located in Bright Street; donations for the shop can be dropped at the Red Cross Building. At the Gisborne Hospital we have a Magazine Service where a group of volunteer ladies deliver magazines and books to patients. We also fundraise in the community once a year with our Annual Appeal. Curtain Bank is a group of volunteers that rely on donation of curtains; they sew these up and get them ready, criteria applies.

New Zealand Relay Service https://www.nzrelay.co.nz/index 0800 4 715 715 helpdesk@nzrelay.co.nz	INTERPRETER Provide services such as text relay, captioned relay, speech to speech, TTY to Voice, TTY voice carry over, TTY hearing carry-over, video interpreting service and standard phone user
New Zealand Sign Language Interpreter Service www.isign.co.nz 0800 934 683 Text 3359 bookings@isign.co.nz	INTERPRETER Provide professional NZSL interpreting service for all meetings with Deaf person – Government Agencies, Education, Legal, Police, Health and Disability services, Employment and Banks
Ngati Porou Hauora Street Address 2 McKenzie Street, Te Puia Springs Contact Details Web: www.ngatiporouhauora.org.nz Hours: Mon - Fri, 8am - 5pm Phone: 06 864 6803 ext. 865	HEALTH We provide health services for all including senior citizens, at any of the 6 Health Clinics that we operate on the coast. This includes CVD assessment, Diabetic Annual Review, Podiatry Services, 'Flu Vaccinations. At the hospital we provide Aged Residential Care for people who qualify for hospital level care. For further questions please contact Martin Clarke, Hospital Services Administrator.
Olympic Pool Complex / Kiwa Pools 45 Centennial Marine Drive 06 867 6220	GENERAL – LEISURE Kiwa Pools is a multi-purpose public swimming facility on Centennial Marine Drive, right opposite Midway Beach. With indoor pools open year-round, hydrotherapy and learn-to-swim facilities, seasonal outdoor pools, a hydro slide and family-friendly spaces, there's something for everyone to enjoy. Accessible, smoke-free, vape-free and alcohol-free, Kiwa Pools is a place for all ages and abilities to swim, play and relax.

Pacific Island Community Trust (PICT) Gisborne Street Address 395 Palmerston Road, Gisborne Contact Details Email: admin@pictgisborne.co.nz Hours: Mon -Fri, 9.00am - 3.00pm (this varies - check door notice) Phone: 06 868 5620	PACIFIC SERVICE Pacific Islanders Community Trust is a community-based service dedicated to supporting Pasifika families in Tairāwhiti Gisborne. Our heart is in walking alongside families through life's challenges with cultural understanding, respect and holistic care. We provide community activities and events that nurture wellbeing and celebrate our Pasifika identity, culture and connection as kāinga.
Pharmacies	HEALTH
Pharmacy '53 Ballance Street Village, Gisborne Phone: 06 867 3038	Sean Shivnan Pharmacy Ltd 578 Gladstone Rd, Gisborne 4010 Phone: 06 867 4672 or 027 254 4889 Hours: Mon - Fri, 8.30 - 6 pm
Bramwell's Pharmacy Ltd 232 Gladstone Rd, Gisborne Phone: 06 867 1291 www.firstchemist.com Hours: Mon - Fri, 8am - 6pm; Sat, 9am - 6 pm;	Gordons Pharmacy corner Mangapapa & Ormond Rds., Gisborne Phone: 06 867 1274 or 06 867 6011 (After Hours) or 0800 474 276 Hours: Mon - Fri, 8.30am - 5pm; Sat, 9.30am - 12pm
Three Rivers Pharmacy corner Kahutia & Customhouse Streets, Gisborne Phone: 06 868 9510	McLean's Pharmacy Ltd Elgin 675 Childers Rd, Gisborne 4010 Phone: 06 867 4475, Hours: Mon - Fri, 9am - 5.30pm
Pinnacle Midlands Health Network Tairawhiti Phone: 06 863 2661	HEALTH Access via GP referral for primary mental and physical health support.

Police Stations – Tairāwhiti Contact Details Web: www.police.govt.nz Phone: 111 for an emergency call OR 06 869 0200 (Gisborne Central Police Station)	ADVICE AND INFORMATION New Zealand Police is the lead agency for reducing crime and enhancing community safety. Volunteers required to man the community bases/ offices. Ring and speak to the Community Constable at the station. Community bases in Tairawhiti are: Gisborne Central, 06 869 0200, corner Gladstone Road & Customhouse Street The following offices are operating from Mon - Fri, 8am - 5pm Manutuke, 06 861 6000, Whakato Road Matawai, 06 862 4805, Main Road Ruatoria, 06 864 8419, Waiomatatini Road Te Araroa, 06 864 4820, Rata Street Te Karaka, 06 862 3820, Main Street Tokomaru Bay, 06 864 5820, Tokomaru Street Tolaga Bay, 06 861 8090, Monkhouse Street
Poverty Bay Wairoa Federation of Women's Institute Contact Details Alison Crawford 06 868 9586 e-mail: Web: www.wi.org.nz or http://gisbornecity.eo.nz/about-us/community/poverty-bay-wairoa-federation-of-womens-institutes/	WOMEN'S SERVICE The Women's Institute is made up of women of varied interests and talents. We encourage the growth of skills among our members and are open to women and girls of all ages. Come and join our monthly meetings where you can meet friends, discuss with them matters of concern and learn new skills or listen to a speaker. Puha - meets 2°' Wednesday of the month at 10am. Ph: Taruheru / Makaraka - meets in Mangapapa Residents Hall, Ormond Road, 3rd Thursday of the month at 1.45pm. Contact Sue 06 862 7763 Turanganui - meets at Elgin School 2nd Thursday of month at 7pm. Frasertown contact: To encourage and inspire women within a dynamic, caring organization. Contact us today and join in the friendship and fun.

Regional Transport Service	GENERAL
Go Bus Transport 34 Banks Street, Gisborne Ph: 06 867 5290 127 Main Road, Tolaga Bay Ph: 06 862 6739 or 021 2811 404 Email: gisborne@gobus.co.nz Web: www.gobus.gisborne.co.nz	Intercity Coachline Book online or at the iSite (Tourism Eastland) for daily services from Gisborne via Rotorua to Auckland (departure time 7.55am), as well as from Gisborne to Wellington via Napier (departure time 9am) and return. Web: www.intercity.co.nz Email: info@intercity.co.nz Phone: 06 868 6139, Mon - Fri, 8.30am - 5.00pm Sat & Sun: 10.00am -5.00pm
Royal NZ Returned and Services Assn Cnr Childers Road & Bright Street Contact Details Email: gisbornersa3@vodaphone.co.nz Web: www.gisbornersa.org.nz Phone: 06 867 7455 Restaurant: 06 867 7047	SERVICE AND SOCIAL GROUPS The RSA is one of the largest voluntary welfare organisations in New Zealand. It gives advice to war veterans and their families. RSA members and non-members, on their pension and other entitlements available to them. RSA also plays a central role in community life by providing a place for members, their families and friends to share leisure time together. The Gisborne RSA offers you a variety of activities: Sports: Darts, Snooker, Indoor Bowls, & Pool Members' draws and raffles: Wednesday and Friday from 6pm onwards, Saturday 12pm onwards Dining facilities: Lunch and dinner Wednesday to Saturday. Chefs specials everyday Private functions by arrangement

The Salvation Army 389 Gladstone Road, Gisborne Ph: 868 9468 Email: Gisborne.Corps@salvationarmy.org.nz	SERVICE & SOCIAL GROUPS A Christian organisation that helps people in need through a wide range of community programmes; some of the services offered include a food bank, financial mentoring and social work. It runs a church in Gladstone Road where most of the programmes are run and also a shop selling second hand clothing and furniture. The second Tuesday of every month there is a companion club for people over the age of 55 years of age. There is a meal ($5) and a programme. Runs from 12noon-2pm. Social Club section that on the last Wednesday of each month we hold Companions Club from 10am - 12pm. This is a gathering for over 50's to come for Morning Tea, and Lunch for fellowship and companionship. We have a guest speaker each month come and share helpful information too.
SeniorNet Gisborne Inc. 98 Derby Street Gisborne 4010 Contact Details Email: snetgis_p2@xtra.co.nz Web: www.seniornet.co.nz Phone: 06 868 5622	EDUCATION AND LEARNING SeniorNet Gisborne is part of the Federation of SeniorNet Societies, with more than 80 branches throughout New Zealand, providing computer learning for the over 55's in a friendly and supportive environment. Most courses comprise eight, weekly, lessons but additional, short courses, are also available. There are normally no more than six students in a class, each able to use a designated computer. For more information, please phone the Learning Centre Telephone: (06) 867 0492 (Term Time only). Class Hours are from Tues - Fri 10.30am to 5.15pm.

SPCA – Gisborne Street Address 14 Nursery Road, Matawhero, Gisborne Contact Details Email: gisbornespca@xtra.co.nz Web: www.spcagisborne.org.nz Hours: Mon-Sat 10.00am-1.00pm Closed Sunday & Public Holidays Phone: 06 867 9463	GENERAL The Society for the Prevention of Cruelty to Animals (SPCA) Gisborne provide the following services: 24 hour animal emergency service Rehoming of animals Adoptions Reports of animal cruelty and neglect
St John New Zealand - Caring Caller Web: www.stjohn.org.nz/What-we-do/Community-programmes/Caring-Caller/ Hours: 24 hours Phone: 0800 780 780	HOME SUPPORT Sometimes living alone or being house-bound means that people miss out on daily human contact - someone to chat to, laugh with and share news with. Everyone needs this sort of contact and the St John Caring Caller service provides just that. The Caring Caller service aims to provide the opportunity of friendship and regular contact over the telephone. On agreed days, a friendly Caring Caller can telephone you to have a chat and check that all is well.
St John New Zealand - Medical Alarms Contact Details Email: enquiries@stjohn.org.nz Web: www.stjohn.org.nz/medical-alarms Phone: 0800 50 23 23	HOME SUPPORT Medical alarms help seniors & people with disabilities to enjoy their independence for longer. The alarm is monitored directly by St John. If medical assistance is needed at any time of the day or night, simply press the button on the pendant. You don't have to get to the phone to dial 111 for assistance which is beneficial if for instance the emergency occurs while in the shower or garden. The St John medical alarm is the only medical alarm connected directly to St John. When the alarm is activated, the call comes straight to us. We call you back to confirm that assistance is required, or if there is no reply, an ambulance will be dispatched immediately. All St John Medical Alarms are monitored by St John 24 hours a day, 7 days a week.

Stroke Aotearoa Street Address 396 Aberdeen Road, Gisborne Contact Details Email: Kirsty.moiser@stroke.org.nz Web: stroke.org.nz Phone: 0800 Tuesday 11 am YMCA Thursday 10am–12pm $5 396 Aberdeen Road Friday 10am – 12 pm 396 Aberdeen Road	HEALTH AND SOCIAL GROUPS The Stroke Support can provide information, understanding, care, support and access to rehabilitation and other services to help a person who has had a stroke, their families and caregivers regain optimum quality of life. We also work to reduce the incidence of stroke through stroke prevention information to the public. Stroke Aotearoa promotes research into the causes of stroke, improvements in rehabilitation and stroke support needs in the community. Stroke Services provides regular weekly strength and balance exercise classes each Thursday morning 10am to 12noon, Monthly luncheons for stroke people, carers, family and friends at 12.00noon on the first Tuesday of the month.
St Vincent de Paul Society Contact Details Phone: 020 417 18 608 (Note: This number is sequentially linked to the home telephone of volunteers)	GENERAL St Vincent de Paul Gisborne, although Catholic in character, is part of an International organisation of lay people who endeavour to help people in need. That which is received from benefactors or members is given to those in need. Members will meet those who make contact, help with their needs and also accept what they, themselves, may be able to offer to others.
Sunshine Service Street Address 389 Gladstone Road Contact Details Hours: Mon - Fri, 8.00am - 12noon sunshineservice@xtra.co.nz Phone: 06 867 2905	DISABILITY SERVICES We are a pre-booked door to door transport service for disabled and older persons living in Gisborne. Bookings may be made by phoning the office between 8am and 12noon on weekdays. All bookings must be made at least 24 hours in advance. If you can phone us as soon as you know you have an appointment it would be great. We have got 4 wheelchair capable vehicles with hydraulic hoists on the road each weekday. After 12.00pm leave a contact number on the answer phone; we will call you back.

Super Gold Card Contact Details Email: information@supergold.govt.nz Web: www.supergold.govt.nz Hours: Mon - Fri, 8.00am - 5.00pm Phone: 0800 25 45 65	GENERAL The Super Gold Card is a free discount and concessions card available to New Zealand residents who are aged 65 years or over, and those under 65 years receiving New Zealand Superannuation or the Veteran's Pension. The card is sent to all New Zealand residents who receive New Zealand Superannuation or a Veteran's Pension, or if they are aged 65 years or over and are receiving some other form of assistance from the Ministry of Social Development.
TAIRAWHITI COMMUNITY LAW CENTRE 151 Grey Street PO Box 1053 Gisborne 4040 Email: info@tairawhiticlc.co.nz Website: https://givealittle.co.nz/org/accessjustice Phone: 06 8683392 or 0800 452 956	ADVICE AND INFORMATION Wills Enduring Power of Attorney Estates Housing Employment Law Tenancy Disputes Family Law Consumer Law

Tairawhiti Museum & Art Gallery Street Address 10 Stout Street, Gisborne Contact Details Email: info@tairawhitimuseum.org.nz Web: www.tairawhitimuseum.org.nz Hours: Mon - Sat, 10.00am - 4.00pm Sunday & Public Holidays, 1:30pm - 4:00pm Closed - Easter Friday, Christmas Day and Boxing Day Phone: 06 867 3832	GENERAL – LEISURE Museum & art gallery with an ever-changing programme of regional and national art exhibitions. Watersheds Nga Waipupu is our long term historic/contemporary art exhibition showcasing a wealth of taonga & artefacts with many stories to tell. Visit Wyllie Cottage, the Maritime museum & The Star of Canada adventure. Take yourself back in time with our photographic exhibition & when you have been transported you can browse through our retail outlet, the Artbeat Gallery Shop which sells a vast range of cards & arts & crafts mostly made locally. We are home to the Exhibit Cafe which is open from 10.00am to 3.00pm to provide refreshments while you visit with us. We can offer guided tour options for groups or a morning/afternoon tea or lunch & tour combination for a fixed per head charge. We have a wheelchair available & have ramp access.

Tauawhi Men's Centre Street Address 71 Peel Street, Gisborne 4010 Contact Details Email: admin@tauawhi.org Web: www.tauawhi.org Hours: Mon - Fri, 9.00am - 5.00pm or by appointment outside these times Phone: 0800 120 072	MEN'S SERVICES At Tauawhi, we're dedicated to helping men navigate life's challenges, from relationship difficulties to personal growth. Our experienced team offers tailored programmes and counselling services, ensuring every individual receives the guidance they need. Over the years, our impact has been profound. Countless men, from diverse backgrounds, have turned their lives around with our support. Testimonials, such as that from Ora Te Hau, a recipient of the Tauawhi Men of the Year Award, highlight our influence: "To everyone at Tauawhi, your efforts profoundly better the lives of men and their whānau." We're more than just a support centre; we're a sanctuary. At Tauawhi, every man is welcomed, understood, and empowered. As we look to the future, our commitment remains unwavering: to be a beacon of hope, transformation, and community building in Tairāwhiti. Join our journey and witness the positive change Tauawhi brings to the lives of men and their families in our community.
Tairāwhiti Technology Kaiti Mall 0212582474 office@taitech.nz Mon 9:30am-4:00pm; Tue-Fri 10:00am-3:00pm	TECHNOLOGY Supporting our community in a digital world TaiTech is a charitable trust helping people across Tairawhiti build confidence with technology and participate fully in a digital world. We focus on practical support, inclusive learning and stronger community connection. What We Do Practical digital support for everyday life. We provide a range of services to help people build skills, stay connected and access the opportunities technology brings.

Te Kupenga Net Trust Street Address 26 Peel Street, Gisborne Contact Details Email: manager@tekupenga.co.nz Hours: Mon - Fri, 8.00am - 4.00pm Phone: 06 868 4045	HEALTH AND COUNSELLING We are offering a non-clinical advocacy and peer support for mental health, addictions, alcohol and other drugs. We also offer a smoking cessation Practitioner.
Te Whare tu Wahine - Gisborne Women's Refuge Street Address 20 Grey Street, Gisborne Contact Details Email: gisrefuge@orcon.net.nz Hours: 24/7 Crisis Line Phone: 06 867 9427 or 0800 377 600	WOMEN'S SERVICE We are an independent, bicultural community organisation and have support services designed especially for Whanau including men, women and children - Maori, Non Maori, Pasifica, migrant and refugee, same sex, and with disabilities. We provide refuge to whanau including men, women and children who need to be safe and free from violence. If you are experiencing any form of abuse in your family or your relationship, or know someone who is, there are many ways we can help you - FREE AND CONFIDENTIAL. We can: Provide a safe place to go to if you need help urgently Assist you 24 hours a day, 7 days a week in a crisis or with information, support and advice Support you after a crisis with Counselling, and Programmes Advocate and support you with other agencies as well as with lawyers, police, courts and WINZ Help you stand up for your needs whether or not you are thinking about leaving.

Total Mobility Scheme 15 Fitzherbert Street Phone: 06 867 2049 Email: service@qdc.qovt.nz Web: www.qdc.qovt.nz/total-mobility	MOBILITY The Total Mobility Scheme is to assist eligible people (who don't drive their own motor vehicle) with impairments to access appropriate transport to enhance their community participation. This assistance is provided in the form of subsidised door-to-door transport services wherever Scheme transport providers operate. Total Mobility users in Gisborne receive a 50% discount on their taxi fares up to a maximum fare of $12 (as of November 2012). Participating Taxi Companies are "Gisborne Taxi Society'' and "Eastland Taxis Ltd".
Driving Miss Daisy Phone: 0800 948 432 www.drivinqmissdaisy.co.nz	Live life to the full with our safe, friendly and reliable companion driving service. Total Mobility cards accepted, offering discounts in most regions.
Sunshine Service 06 86 72905 www.sunshineservice.life	Transport for elderly and disabled in Gisborne. $5.00 per trip within city limits 4 vans with hoists able to transport walking frames, wheelchairs and power wheelchairs.
U3A Inc. Contact Details President: Robyn Briant Phone: 06 867 8262	EDUCATION AND LEARNING U3A stands for "University of the Third Age" - groups of mature people who come together to enjoy learning experience. Coffee mornings are held the first Thursday of each month at Arohaina Centre for Seniors, Aberdeen Road (opposite Botanical Gardens), with social interaction, business and a guest speaker. Members can join a range of interest groups inclusive of physical, intellectual and hobby type.

Veterans Affairs New Zealand Contact Details https://veteransaffairs.mil.nz/ Phone: 0800 483 8372 Veterans' Affairs PO Box 5146 Wellington 6140	ADVICE AND INFORMATION Veterans' Affairs New Zealand is a fully operational unit of the New Zealand Defence Force. Veterans' Affairs New Zealand exists to meet government's obligation to veterans through the provision of policy advice to the government and service delivery to the veteran community. The work of Veterans' Affairs New Zealand (VANZ) covers four main areas: The provision of policy advice on and administration of, a wide range of issues relating to veterans' entitlements, care and recognition. The coordination of commemorative activities. The management of the government's relationship with veterans and their representative organisations. The provision of ex-service memorials and maintenance of 183 Services Cemeteries throughout New Zealand.
Victim Support – Gisborne Street Address Gisborne Police Station corner Gladstone Road & Customhouse Street, Gisborne Contact Details Email: gisborne@victimsupport.org.nz Web: www.victimsupport.org.nz Hours: Mon - Fri, 8am - 5pm Office or 24/7 Call Centre Phone: 06 869 0259 or 0800 842 846	ADVICE AND INFORMATION Victim Support offers information and support (both emotional and practical) to victims and their families, friends, work colleagues and witnesses to an incident. Victim Support contacts victims following referrals from Police and other emergency services offering support. Victim Support workers respect the wishes of the victim. The 0800 VICTIM phoneline provides support in a crisis, advice on rights, listening and discussion, referrals (e.g. to Counsellors), assistance at court hearings, emergency grants and financial assistance for coping and recovery. Our vision... "Victims of crime and trauma are in control of restoring their lives.."

Violence Free Tairawhiti Network (VFTN) Monday - Friday 8.30am - 1:00pm Administration - 06 986 0282 All services free of charge. No referral required.	FAMILY VIOLENCE VFTN is comprised of an extensive cross-sector network of government and non-government agencies. Aims: to share information about services; identify family violence trends and patterns; identify and discuss family violence issues; share resources provide mutual support; raise the profile of available services; promote services and events; liaise between NGOs and government agencies; and improve access to services. - Information - Referral - Co-ordination of community strategies - Intervention: Wairoa, Gisborne, East Coast - Awareness campaigns - Support to government services i.e. Circuit Breaker. Collaborative network of 28 agencies and specialist services working in the field of social, health, housing, income support, iwi and Pacific Island services.
Whiti Ora Tairawhiti Level 2, 74 Grey Street Gisborne Email: info@whitiora.org http: //www.whitiora.org Hours: Mon - Fri : 9am to 4.30pm Phone: 06 868 9943	HEALTH Whiti Ora Tairawhiti administers the Green Prescription program (GRx). This is a Government funded service that allows your Doctor or Nurse to refer patients they feel would benefit from support around increasing levels of physical activity and/or making healthier food choices. The GRx team provides useful, realistic and practical advice that will help to improve your health and sense of wellbeing. You will have the opportunity to attend Nutrition Workshops, Exercise sessions, Exercise Classes in the community or to develop your very own Home Exercise program.

Work and Income - NZ Superannuation Contact Details Email: seniors@msd.govt.nz Web: workandincome.govt.nz Hours: Mon - Fri, 8.00am - 5.00pm Contact Telephone Numbers: (Mon - Fri, 8.00am - 5.00pm) Community Service Card: 0800 999 999 Debt Enquiries: 0800 558 008 General Enquiries: 0800 559 009 Residential Care Subsidy: 0800 999 727 Residential Support Subsidy: 0800 999 779 SuperGold Card: 0800 254 565 Veterans Pension: 0800 650 656 Deaf Link - Free Fax 0800 621 621	ADVICE AND INFORMATION To receive NZ Superannuation you must be aged over 64 years and 9 months and be a New Zealand citizen who normally lives in New Zealand when you apply. You must also have been a resident and present in New Zealand for a total of 10 years since you turned 20 years of age (and 5 of these years must be since you turned 50). There are some exceptions to this - refer to Work and Income website or call Citizens Advice Bureau and we can forward a pamphlet. It's important to apply at least two weeks before you reach the qualifying age as payments cannot be back dated. Payments are made every two weeks. You can apply by calling on 0800 552 002 to arrange a meeting or online at www.seniors.msd.govt.nz
YMCA Gisborne Street Address 150 Roebuck Road, Gisborne 4010 Contact Details Email: prymemovers@ymcagisborne.org.nz Web: www.ymcagisborne.nz Phone: 06 867 9259	GENERAL – LEISURE YMCA Gisborne facilitates a number of programmes directed primarily towards senior citizens including: YMCA Prymemovers, Use it or lose it and 50's Forwards. These programmes can help attendees to keep fit and active and to increase their feelings of wellbeing. Classes are available to accommodate all levels of fitness and there are also specialised classes that assist with recovery following illness or injury. We provide Approved Community Group Strength and Balance Classes.

Your Way Kia Roha (Living independence for everyone) 105 Disraeli Street Contact Details Email: Hours: Mon + Wed, 9.00am - 5.00pm Phone: 06 863 2836	DISABILITY SERVICES Your way Kia Roha is a not-for-profit, community-focused, organisation that is committed to meeting the needs of people with disabilities, older persons and their families/whanau. Your way Kia Roha offers a non-biased information service and a wide range of equipment for sale or hire along with useful tools, gismos and gadgets to assist those who experience physical difficulties. This includes, crutches, walking sticks, wheelchairs, mobility scooters, dressing, reaching, eating/drinking and kitchen aids. They also provide, by appointment, a FREE Hearing Therapy service. Ring for appointments and delivery

DID YOU KNOW

- If you are going on holiday advise a neighbour and also leave your contact phone number with them.
- NZ Post will hold your mail free of charge for Seniors. You will need to notify NZ Post at least 3 days before departure.
- If you are on holiday longer than 3 weeks do advise your Insurance Company.
- If away at anytime leave some clothes on the line.

SAFETY

- Take photographs of jewelry, art works and other precious things for identification and insurance.
- Your PIN number is like the key to your safe. Never tell anyone your PIN number. Don't write it down - remember it. If someone phones about your bank account never give your PIN number. The banks will NEVER ask for it.
- Be very wary of how much personal information you give over the phone, or post on the computer.
- If you feel threatened physically, emotionally or financially - tell someone and seek help. There are many agencies including the Police who are there to listen and help.

TRANSPORT

Seniors are entitled to free travel on public transport within Gisborne city. If unable to access the bus service you may qualify for subsidised taxi fares. Applications forms are available from Gisborne District Council.

Produced by Tairāwhiti Community Voice and our wider community. 020 4190 0415 or www.tcvhub.co.nz With thanks to Tairāwhiti Positive Ageing Trust

USE OF A SUPER GOLD CARD IN GISBORNE

If you have access to the Internet, entering www.supergold.govt.nz
into the search slot of your Internet Browser will take you to the Super Gold Card home page. From here you can enter the geographical area for the search, the category to search under plus a keyword to refine the search. A list of business names, addresses and contact details will then be displayed. Please note that it may take some time to locate the appropriate business to satisfy your needs.

There are nearly one hundred businesses listed under fifteen service headings in Gisborne that offer discounts and/or special terms to Super Gold Cardholders. If you do not have Internet access or even if you do, it may be quicker and easier just to show your card and ask about the services offered whenever and wherever you shop. You may be pleasantly surprised!

RATES REBATE SCHEME

This scheme offers a discount to low-income earners who pay rates on their own home. Ratepayers who think they qualify should apply to Gisborne District Council for the rebate.