



# CHRISTMAS SHUTDOWNS

**AGE CONCERN:** Closed noon 21 December 2023 – 15 January 2024. Elder Abuse Line 24/7: 08003266865

**BIRTHRIGHT:** Closed 21 December – 15 January 2024.

**CCS DISABILITY:** Closed 22 December – 8 January 2024.

**CITIZENS ADVICE BUREAU (CAB):** Closed 15 December – 15 January 2024.

**CITY MISSION WHANGANUI:** Closed on stat days only. To request a food parcel call: (06) 345 2139 or email: [Food@citymissionwhanganui.org.nz](mailto:Food@citymissionwhanganui.org.nz)

**CLAW:** Closed 22nd Dec 2023 – 23rd Jan 2024

**COMMUNITY HOUSE:** Closed 18th Dec 2023 – 15th Jan 2024.

**COMMUNITY PATROLS:** Day patrols closing 22nd Dec to 5th Jan 2024. Night patrols + cctv monitoring will continue over the break. Phone + emails will be monitored remotely.

**COMMUNITY PROBATION:** Closed stat days only. After hours phone will be checked daily (021 245 6397)

**FAMILY WORKS:** Closed 22nd Dec 2023 – 8th Jan 2024.

**FAMILY PLANNING:** Closed stat days only.

**FLOW FAMILY HARM TEAM:** Closed stat days and weekends, for urgent matters ring 111

**HAKEKE STREET COMMUNITY CENTRE:** Closed 22nd Dec 2023 – 9th Jan 2024. For urgent enquiries phone (Din) Phone: 022 689 2459 or 021 245 6330.

**JIGSAW:** Closed 21st Dec 2023 – 15th Jan 2024. Phone messages, texts + emails will not be cleared during this period.

**KAINGA ORA:** Contact centre available 24/7 to whanau on 0800 801 601

**KIA ROHA/ YOUR WAY:** Closed on stat days only. Skeleton staff across Christmas period.

**KOHA SHED:** Closed 16th Dec 2023 – 16th Jan 2024. Available for emergency needs over this time via facebook messenger or phone: 027 404 0240.

**LIFE TO THE MAX:** Closed 22nd Dec 2023 – 5th Jan 2024. No one available over this time.

**MĀORI WARDENS:** Closed 16th Dec 2023 – 16th Jan 2024.

**MINISTRY OF SOCIAL DEVELOPMENT:** Closed stat days only. Normal phone lines are open between 7am – 6pm weekdays. General enquiries call 0800 559 009 (including for Emergency housing), for nz super + veterans pension call: 0800 552 002.

**ORANGA TAMARIKI:** Skeleton crew operating Dec 22nd 2023 – 8th Jan 2024. Service is contactable 24/7 via phone: 0508 236 459.

**PRIDE WHANGANUI:** Closed 14th Dec 2023 – 16th Jan 2024. Email: info@pridewhanganui.co.nz will be monitored through the break.

**RESTORATIVE CITY WHANGANUI TRUST:** Closed 21st Dec 2023 – 8th Jan 2024.

**SALVATION ARMY:** Office closed from 23rd Dec 2023 – 3rd Jan 2024. Contacts over this period: Simon (022 381 5880) or Rachel (027 467 9951).

**TE ORA HOU:** Closed Dec 22nd 2023 – Jan 15th 2024.

**TE ORANGANUI:** Whanau ora, healthy families, family start, tamariki ora and he puna ora will be closed 22nd Dec 2023 and will reopen 8th Jan 2024. Te Wai puna ora will be closed on stat days only. Mental health and addictions will be closed on stat days only – on call for all registered tangata whiora.

**TE WHATU ORA + WHANGANUI HOSPITAL SERVICES:** The emergency department is open 24/7 over the 2023/2024 Christmas and New year period. The outpatients department and planned appointments are closed 22nd Dec 2023 – 8th Jan 2024. The sexual health clinic is closed 15th Dec 2022 – 8th Jan 2023. For mental health assessment + home treatment call: 0800 653 358. For Whanganui community mental health call: 06 348 1207.

**TUPOHO SOCIAL SERVICES:** Closed 20th Dec 2023 – 8th Jan 2024.

**THE WHANGANUI BUDGET ADVICE SERVICE:** Closed 25th Dec 2023 – 23rd Jan 2024. Staff will still be working with clients during that time, and you can still send referrals, but clients might not be seen until after 22nd Jan 2024.

**WHANGANUI SAFE AND FREE:** Closed 22nd Dec 2023 – 15th Jan 2024.

**WOMEN'S NETWORK:** Closed 22nd Dec 2023 – 9th Jan 2024. Emails + messages will be checked during this time. Phone: 027 477 6454.

**WOMEN'S REFUGE:** The office will be closed from 12noon on 22nd Dec 2023 – 8th Jan 2024/7. Crisis line will be operating for crisis calls only. Whānau protect referrals until 18 Dec. Will take referrals for support in the Community until 22 December, however may be limited in what support provided dependant on the availability of other services. For example, lawyers

**WOVEN WHĀNAU:** Parent space closed 13th Dec 2023 – 9th Jan 2024. Contact Lynette: 021 031 8571 or beth: 021 384 255. For Grandparents raising grandchildren contact Rachel: 021 355 9411.

**YOUTH SERVICES TRUST:** closed 20th Dec 2023 – 8th Jan 2024.



# HELPLINES- NEED TO TALK?

- Need to Talk? Free call or text 1737 any time for support from a trained counsellor
- lifeline – 0800 543 354
- Suicide crisis helpline – 0508 828 865 (0508 tautoko)
- healthline – 0800 611 116
- samaritans – 0800 726 666
- youthline – 0800 376 633, free text 234 or email [talk@youthline.co.nz](mailto:talk@youthline.co.nz) or online chat
- [thelowdown.co.nz](http://thelowdown.co.nz) – or email [team@thelowdown.co.nz](mailto:team@thelowdown.co.nz) or free text 5626
- kidsline – 0800 54 37 54 (0800 kidsline) for young people up to 18 years of age. Open 24/7.
- Depression helpline – 0800 111 757 or text 4202
- are you ok – 0800 456 450 family violence helpline
- gambling helpline – 0800 654 655
- anxiety phone line – 0800 269 4389 (0800 anxiety)
- seniorline – 0800 725 463 a free information service for older people shine – 0508 744 633 confidential domestic abuse helpline
- quit line – 0800 778 778 smoking cessation help
- women's refuge crisis line – 0800 733 843 (0800 refuge) (for women living with violence, or in fear, in their relationship or family)
- shakti crisis line – 0800 742 584 (for migrant or refugee women living with family violence)
- rape crisis – 0800 883 300 (for support after rape or sexual assault)
- oranga tamariki – 0508 326 459 mental health team for acute mental health concerns 0800 653 358
- Plunket – 0800 933 922