

A BRIEF GUIDE TO RANGATAHI RELEVANT HEALTH AND SOCIAL SERVICES

COUNSELLING, PEER SUPPORT, MEDICAL, MENTAL HEALTH AND ADDICTIONS.

SERVICE	DETAILS	CONTACT	SYNOPSIS
TO BE HEARD WAIRARAPA -Counselling -Tū Ora Compass Health	For mild to moderate mental health/addiction concerns. Anyone aged 10yrs + Under 16yrs require parent/ caregiver permission. 6 counselling sessions.	Referrals are preferred from medical practices: GP or Nurse. https://tuora.org.nz/	Tū Ora Compass Health is a dynamic, not-for-profit social enterprise dedicated to delivering exceptional primary healthcare across Mental Health, Nursing and clinical pharmacy, Pacific Health Services, Child and Youth and Piki – Rangatahi support
PIKI ONLINE -Counselling and Peer Support	For mild to moderate mental health. A free counselling and peer support service for youth 18-25yrs.	Self-refer via the Piki website: www.piki.org.nz	Piki empowers and supports Rangatahi towards better health and wellbeing. Through specifically selected peers, professionals and technology, Piki aims to equip you with tools to help overcome adversity and strengthen your wellbeing.
YOUTH KINEX -Medical -Open Monday, Wednesday, Thursday from 2pm-5pm	A free, confidential medical service for young people 13-23yrs no appointment needed.	87a Chapel St, Masterton (near Pizza Hut, opposite the Z station). www.mastertonmedical.co.nz/youth-clinic	The Masterton Medical Youth Clinic provides a free and confidential medical service for young people between 13-23 years.
PATHWAYS REAL -Mental health, and substance use challenges	Clinical and youth workers supporting youth 12-20yrs with mental health and substance use challenges.	Level 1, Departmental Building 35-37 Chapel St, Masterton 06 370 6100 www.real.org.nz	REAL are proudly part of the Pathways and Wise Group whānau providing community based mental health and alcohol and other drug support services. Supporting taiohi to live full lives; hopeful and connected to what matters to them. Our youth services are designed to meet the needs of taiohi, whānau and their community.
TE HAUORA RUNANGA -Kaupapa Māori and social services	Community support service providing a range of mental health and addiction services.	0800 666 744 06 378 0140 65 Te Ore Ore Rd, Masterton www.tehauora.org.nz	Te Hauora has extensive networks, both with Māori and non-Māori providers and community, and it adopts a “Kaupapa Māori” approach to support. Working with our Priority Whānau to remain in their community addiction free and mentally well. Encourage ownership and accountability for the now and utilise our clinicians for best results in supporting our people.
PASIFIKA O WAIRARAPA TRUST	Supporting families with a multi-disciplinary wrap-around approach	23 Intermediate St, Masterton 0800 727 924 www.pw.org.nz	The Pasifika O Wairarapa Trust supports families in the Wairarapa with a multi-disciplinary wrap-around approach ensuring everyone in the community gets the support they need and deserve. Providing a range of services to support you and your family through everyday challenges, including financial issues to transportation.
RAINBOW YOUTH, DIVERSITY AND INCLUSION, SEXUAL HEALTH	Stakeholder and organisation engagement, community connection	Lee Eklund, Health Promotion Advisor Te Whatu Ora National Public Health Service T: 027 276 9274 E: Lee.Eklund@huttvalleydhsb.org.nz www.tewhatuora.govt.nz/for-health-professionals/clinical-guidance/specific-life-stage-health-information/youth-health	Focusing on the healthy development of young people aged 18-24. Supporting and empowering youth to reach their full potential and enhance their mana. Some key areas of support included Sexual and reproductive health, emotional and mental health and substance consumption.

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CAMHS -Free specialist support provided by mental health professionals.	For moderate to severe mental health struggles. Access up to 18yrs. Referral can be made through family, GPs, schools, or any other health professionals with the family permission.	Level 2, 49-51 Lincoln Road, Masterton. 06 946 9808 wairarapaCAMHS@mhaids.health.nz www.mhaids.health.nz Crisis support after hours can be accessed by calling 0800 745 477.	Mental Health, Addiction and Intellectual Disability Services providing services across Wellington, Porirua, Kāpiti, the Hutt Valley and the Wairarapa, as well as some central region and national services.
ACCESS AND CHOICE	Short term support to teach strategies to manage mental, emotional, and physical health problems. Including connection to social services, community groups or charities for support, including housing, food, or social connection.	Contact the following medical center's to book an appointment: Masterton Medical, Whaiora, Kuripuni, Carterton, Greytown, Featherston Martinborough. www.accessandchoice.org.nz	Access and Choice Wellbeing Support service provides free wellbeing support for people of any age who are living in the greater Wellington and Wairarapa regions. We are especially committed to supporting the wellbeing needs for Māori, Pasifika and youth.
CHANGEABILITY -Counselling	Counselling and Family Violence Services. Open Monday to Thursday 8.30-5pm.	7 Victoria St, Masterton 06 377 5716 www.changewairarapa.org.nz	Merging two local agencies: Stopping Violence Services Wairarapa (SVSW) and Wairarapa Community Counselling (WCC) under one, more concise name, ChangeAbility. ChangeAbility offers counselling, programmes and services across the whole spectrum in the Wairarapa for anxiety, grief, and depression, emotional and relational issues as well as for those who want to become safe and live free of the effects of family violence. Enabling individuals, couples, families and whānau to make the changes that are holding them back.
SUICIDE BEREAVEMENT COUNSELLING	A free, brief therapeutic service for individuals and whānau needing specific support for bereavement of suicide.	You can refer yourself or somebody else.	Offering free service that provides support and manaaki to individuals and whānau who have lost someone to suicide.
AOAKE TE RĀ	The service is available to anyone navigating loss by suicide (whānau, friends, colleagues, discoverer, and communities). It is available to all ages, at any time following a loss. Children/Young people will need a trusted adult to support them to participate.	Fill in the online referral form. E: referrals@aoake-te-ra.org.nz Or leave us a message on 0800 000 053 (please leave name and contact details) www.aoaketera.org.nz/	Offering free service that provides support and manaaki to individuals and whānau who have lost someone to suicide. Aoake te Rā means 'a new sun rises' - the emerging light being a symbol of hope as whānau adapt to their loss. A free service that provides support and manaaki to individuals and whānau who have lost someone to suicide, Aoake te ra support individuals navigate loss by suicide (whānau, friends, colleagues, discoverer, and communities). It is available to all ages, at any time following a loss.
YELLOW BRICK ROAD	Family support, information and advocacy. Open Monday to Friday 10-3pm.	323 Queen St, Masterton 06 377 3081 www.yellowbrickroad.org.nz	Yellow Brick Road is here to help families who need care and support to manage life on a day-to-day basis with their loved one who is experiencing mental health challenges. Actively walking alongside the people we support, through all their challenges till the wellbeing of their whānau is restored. Respecting all cultures and tailored support for everyone with a range of different choices.
FEATHERSTON COMMUNITY CENTRE	Support and advice for family relationships, addiction, and other issues. Open Monday to Friday 9-3pm	14 Wakefield St Featherston 06 308 8239 www.fcc.nz	The Featherston Community Centre provides a community space for services, ongoing or one-off events, activities and classes for public and private users and promotes a high level of well-being in the Community by acting as a pivot in the co-ordination and delivery of appropriate services to the people of Featherston and throughout the South Wairarapa. FCC vision is to provide increased local access to drop-in, outreach health and social service clinics. Working in partnership with service providers to offer more support, social and disability services in our community.

COUNSELLING SERVICE – ONLINE, VIA PHONE, IN-PERSON

SERVICE	DETAILS	CONTACT	SYNOPSIS
GUMBOOT FRIDAY	<p>Two free counselling sessions for anyone 25yrs and under.</p> <p>Choose up to three qualified people you want to talk to, send them a message, they will respond, and you can arrange a session. You can choose to meet in person, online or phone.</p>	<p>Text or call 1737 any time, 24 hours a day. You'll get to talk to (or text with) a trained counsellor, completely free of charge.</p> <p>help.gumbootfriday.org.nz</p>	<p>Gumboot Friday are committed to delivering free, immediate counselling to young Kiwis, 25 and under in need.</p>

IWI, KAUPAPA MĀORI AND RANGATAHI YOUTH SERVICES

SERVICE	DETAILS	CONTACT	SYNOPSIS
RANGITĀNE O WAIRARAPA	<p>Mentoring rangatahi in intermediate or college, programmes for rangatahi, advocacy for rangatahi, and transition back to main stream education.</p>	<p>06 370 0600 12 Kokiri Place, Masterton www.rangitane.iwi.nz</p>	<p>Rangitāne o Wairarapa are strong advocates of Rangatahi mentoring, with Te Mapu Arahi Taiohi mentors providing Tamariki and Rangatahi from primary through to college specialised mentoring. Working with the police around AA (Alternative Action plans) for Rangatahi in the youth justice space. Akona Rangitāne II contains plenty of educational material that will help visitors learn about Rangitāne o Wairarapa and Māori of the Wairarapa Region. With a wide range of subjects including mythology, local Māori history, world views, tikanga, basic te reo, the natural world, basic needs ie food and social structure</p> <p>Iti Kahurangi is designed to assist everyone to learn different aspects of Rangitāne o Wairarapa culture and history. It has a section that helps you plan what, when and how to deliver the curriculum.</p>
NGĀTI KAHUNGUNU KI WAIRARAPA	<p>Kahungunu is dedicated to supporting culturally strong, healthy vibrant whānau.</p> <p>We have an open door, whānau are welcome to drop in or make contact for service and support guidance.</p>	<p>06 377 5436 187-189 Queen St, Masterton, rear entrance off Dixon St E: Tari@kahungunuiwairarapa.iwi.nz www.kahungunu.iwi.nz</p>	<p>Promoting or aiding the education of members of Ngāti Kahungunu Iwi Incorporated.</p> <p>Ngāti Kahungunu focus is to empower whānau through raising the mana of its people. Including personal physical, spiritual and mental health & fitness and raise the living standards of members of Ngāti Kahungunu Iwi Incorporated.</p>

SEXUAL HEALTH AND SEXUALITY			
SERVICE	DETAILS	CONTACT	SYNOPSIS
SEXUAL WELLBEING AOTEAROA (FORMERLY FAMILY PLANNING)	Sexual and reproductive healthcare	07 810 6610 to arrange a phone or video consult with a nurse or GP. www.sexualwellbeing.org.nz	Providing expert information, advice and care around sexual and reproductive health. Affordable, confidential, non-judgmental sexual and reproductive health care. There are no silly questions when it comes to talking to us. Our clinicians, and Community Health Promoters are happy to kōrero with you about even the trickiest topics.
OUTLINE	Phone and chat support available everyday between 6pm and 9pm	0800 688 5463 www.outline.org.nz	OutLine Aotearoa is an all-ages Rainbow mental health organisation that provides support throughout Aotearoa to Takatāpui, MVP-FAFF+ and Rainbow communities, their friends, whānau, and those questioning. Offering a nationwide, free and confidential support line and online chat support service between 6pm-9pm every day. Peer support for trans and non-binary people in Tāmaki Makaurau Auckland, and for conversion practices survivors throughout Aotearoa.
R2R - RANGATAHI TO RANGATIRA	Rangatahi 12 to 24yrs are encouraged to be involved in the Carterton community, be more aware of political, social, and environmental changes that are happening, and how to change the things they want. Events involve fun, leadership workshops, awesome people, and great food!	027 706 7931 E: inu.poutoa@gmail.com	Rangatahi to Rangatira, is a youth development program in Carterton, New Zealand. It focuses on empowering young people aged 12-24 to engage with their community, be aware of social and political changes, and become leaders. The program is run by young people with support from local organizations like the Carterton District Council and the Wairarapa Safer Community Trust
GENDER MINORITIES AOTEAROA	Provides one-to-one peer support and information nationwide 10am-6pm weekdays. Run by and for transgender people; including binary and non-binary, intersex, and irawhiti takatāpui.	Peer support E: peersupport@genderminorities.com 04 385 0611 022 517 1366 For information and the online support group contact: E: admin@genderminorities.com 04 385 0611 022 673 7002 www.genderminorities.com Address: Level 1, 130 Riddiford St Newtown, Wellington, 6021	GMA is run by and for transgender people, including binary and non-binary, irawhiti takatāpui, and intersex trans people. Supporting transgender people of all ages, cultures, and backgrounds. We are a human rights-based organisation, operating on population health frameworks. Everything we do is an interactive process of listening to our communities and responding to needs. Most of what we do relates to three main categories, which are information, advocacy, and support.
INSIDE OUT	Resources and helpful links. Provide guidance, professional development and workshops. Inside out have school coordinators to support rainbow young people and their schools	027 331 4507 E: hello@insideout.org.nz www.insideout.org.nz For support from a school coordinator: E: val@insideout.org.nz Kura Kaupapa Māori Service school coordinator support: E: ruataupare@insideout.org.nz	Inside out have compiled a range of resources for you to learn more about rainbow identities and safely explore who you are. Connecting you to rainbow-inclusive sex, relationship and healthcare education. Access to a list of rainbow support services, social groups and volunteering opportunities throughout Aotearoa. Support for those who have a rainbow young person or loved one wishing to learn more and how best to support them.

NATIONAL TELEPHONE AND ONLINE SERVICES			
SERVICE	DETAILS	CONTACT	SYNOPSIS
WHAT'S UP	<p>Free helpline and online chat service for young people 5–18yrs.</p> <p>Online chat service is open from 11 a.m. to 10.30 p.m.</p> <p>Open every day of the week, 365 days of the year, including public holidays.</p>	<p>0800 942 8787 www.whatsup.co.nz</p>	<p>0800 What's Up, operated by Barnardos New Zealand, is a free national helpline and webchat service providing counselling support to children and teenagers. For over 19 years, the service has empowered young people by helping them build resilience, develop problem-solving skills, and adopt a positive outlook. Its child-centred approach is at the heart of all counselling practices.</p>
FREE HELPLINE	<p>Free call or text anytime if you're feeling down, a bit overwhelmed or you just need someone to talk to. Calls are answered by trained counsellors who can provide advice and referrals to other services if needed</p>	<p>1737 www.1737.org.nz</p>	<p>Offer brief 1:1 counselling support where our focus on one or two key things you need support for. Find out more about the service 1737 provides. Our team is a culturally diverse team, providing support in English. However, we can connect you with someone from your language of origin.</p>
YOUTHLINE	<p>Free, confidential and non-judgemental. For rangatahi, parents, grandparents, friends, whānau, teachers, coaches and more.</p>	<p>0800 37 66 33, free text 234 E: talk@youthline.co.nz www.youthline.co.nz</p>	<p>Youthline is a "with youth, for youth" organisation supporting Rangatahi throughout the Motu aged between 12-24 years of age. Supporting all young people who are struggling (with their mental health or other issues), as well as young people who want to learn, grow and give back to their community. We have a free Helpline service (text, phone, webchat & email), free face-to-face counselling, youth mentoring, programmes in schools and communities to help people grow and develop.</p>
LE VA	<p>Pasifika support with online resources and advice</p>	<p>09 261 4390 www.leva.co.nz</p>	<p>Le Va is Aotearoa's Pasifika primary prevention organisation, supporting people of the moana to unleash their full potential. Working with those delivering mental health, disability, addictions, public health, suicide prevention, violence prevention, primary prevention and general health and wellbeing services to develop flourishing Pasifika communities.</p>
INSIDE OUT	<p>Resources and helpful links. Provide guidance, professional development and workshops. Inside out have school coordinators to support rainbow young people and their schools</p>	<p>027 331 4507 E: hello@insideout.org.nz www.insideout.org.nz</p> <p>For support from a school coordinator: E: val@insideout.org.nz</p> <p>Kura Kaupapa Māori Service school coordinator support: E: ruataupare@insideout.org.nz</p>	<p>Inside out have compiled a range of resources for you to learn more about rainbow identities and safely explore who you are. Connecting you to rainbow-inclusive sex, relationship and healthcare education. Access to a list of rainbow support services, social groups and volunteering opportunities throughout Aotearoa. Support for those who have a rainbow young person or loved one wishing to learn more and how best to support them.</p>
THE LOWDOWN	<p>Online support with resources developed with by and for rangatahi.</p>	<p>04 917 0060 www.thelowdown.co.nz</p>	<p>Lowdown, a space created with Rangatahi, for rangatahi. Lowdown is a newly created programme where you will find support for your Hauora, identity, culture and mental health.</p>
ANXIETY LINE	<p>Providing education and support around anxiety</p>	<p>0800 ANXIETY (0800 269 4389) www.anxiety.org.nz</p>	<p>For all people living with anxiety and other mental health experiences in Aotearoa. Offering specialist clinical services, ongoing peer support groups, educational resources, and immediate help via our free 24/7 national 0800 ANXIETY Helpline.</p>
DEPRESSION HELPLINE	<p>Providing 24/7 access to a trained counsellor</p>	<p>0800 111 757 www.depression.org.nz</p>	<p>We're here to offer understanding, validation and practical advice for those navigating depression and anxiety. With a mission to lessen the impact of these challenges on Rangatahi lives by promoting early recognition, encouraging help seeking and fostering supportive communities.</p>

SERVICE	DETAILS	CONTACT	SYNOPSIS
LIFELINE	Nationwide 24-hour counselling service	0800 543 354 www.lifeline.org.nz	0800 LIFELINE, Suicide Crisis Helpline 0508 TAUTOKO, and our text support service HELP (4357) are answered by our highly trained team from centres in Auckland and Christchurch. We aim to reduce distress and save lives by providing safe, accessible, effective, professional and innovative services. Working to increase awareness and understanding of suicide prevention in New Zealand and reduce the associated stigma in our communities.
ALCOHOL & DRUG HELPLINE	24 hrs a day, 7 days a week to speak with a trained counsellor	0800 787 797 www.alcoholdrughelp.org.nz	The Helpline offers a range of services that aim to provide people from different cultures and backgrounds with appropriate advice, information and help that recognises their unique needs. With a dedicated, free, confidential information and support service for young people to get help on any issue related to their own or someone else's drinking or drug taking. Our services include – <ul style="list-style-type: none"> • Māori Line • Pasifika Line • Youth Line • Services Directory
GAMBLING HELPLINE	24 hr freephone service completely anonymous	0800 654 655 or text 8006 www.Gamblinghelpline.co.nz	Gambling Helpline offers four (4) specialist services; Māori Gambling Helpline, Pasifika Gambling Helpline, Debt Gambling Helpline, and Youth Gambling Helpline.

OTHER SUPPORT			
SERVICE	DETAILS	CONTACT	SYNOPSIS
EAST COAST RURAL SUPPORT TRUST	Support for the rural community in the Wairarapa.	0800 787 254 (select 4 for Wairarapa) www.rural-support.org.nz	Rural people helping Rural people. Your local Rural Support Trust can provide support with Health & Wellbeing, Employer & employee support, financial pressures and more for our Rural communities.
CONTACT YOUR MEDICAL CENTRE	If you feel like it's serious but not an emergency, you could make an appointment to talk to your doctor or nurse. An appointment with your GP can provide a good opportunity to discuss your health concerns and also referral options to other health services and providers.	Wairarapa Medical Centres: Masterton Medical: 06 370 0011 Kuripuni Medical: 06 377 4093 Whaiora: 06 370 0818 Carterton: 06 379 8105 Greytown: 06 304 9012 Featherston: 06 308 9220 Martinborough: 06 306 9501	Wairarapa Medical Centres are committed to providing patients with the best quality of with an approach to looking after all patients, as well as patients' own responsibilities when they are in contact with their respective practice. Respecting patient confidentiality and ensuring the integrity of patients privacy We are committed to ensuring that all our patients have equitable access to health services.
IN THE EVENT OF A LIFE-THREATENING EMERGENCY: PHONE 111	Phone 111 or go to your nearest hospital emergency department (ED).	Wairarapa Hospital, Te Ore Ore Road Masterton	

FURTHER WAIRARAPA SERVICE INFORMATION CAN BE FOUND ON:

1. Wairarapa Safer Community Council Directory of Services
This directory aims to guide you to either a Wairarapa service provider or a link to the national body where the service is managed from outside the region.
www.waisct.org.nz
2. What about you?
A Wairarapa alcohol, drug and mental wellbeing campaign. The campaign website contains links to a variety of services.
www.whataboutyou.nz