



# TAWA TALK

August 2022

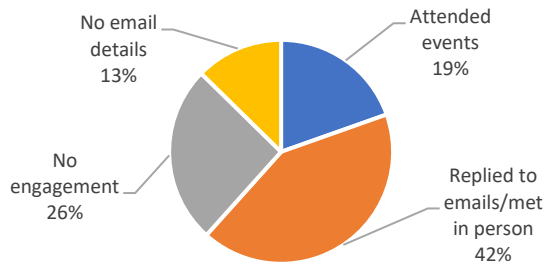
***Welcome to the latest updates from the Tawa Business Group. In this issue:***

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## Tawa Business Group Update

It's been just over a year since I joined Tawa Business Group and as the financial year closed, it was an opportune moment to reflect on that first year. There were a couple of spells of working from home with the COVID lockdown and first wave but that has not stopped me engaging with over 60% of you: meeting 19% of you at one of our events and either meeting or corresponding with a further 42% of our business owners and landlords. There is still much work to do on updating our records as even at the end of the year, I had no email contacts for about 13% of business owners and/or landlords.

Engagement with all Members from  
12 July 2021 to 30 June 2022



As we continue to advocate on your behalf with Wellington City Council, our councillors and MP, it is always good to hear your views about what is working or not working for you as a business owner. You can contact me via email ([info@tawabusiness.co.nz](mailto:info@tawabusiness.co.nz)), phone (021 971 937) or pop by the office at 220B Main Road, Tawa – I am always keen to meet with you and hear your views.

The last couple of months we have been working on our new business plan for 2022-23 and have introduced some exciting new projects as well as further development of on-going projects. You can read about some of the projects in this newsletter. There will be an opportunity to find out about the Strategic Business plan at our AGM on Wednesday 12 October.

You may have noticed that I have set up a Tawa BID Facebook page where we are following most of the BID businesses. This has been really useful to gauge how many business owners have been looking for staff and prompted us to set up the Job Board (check out page 3 for further details). The Tawa Business Group Facebook page is also being used more frequently to update you of events and information that often do not make it to the newsletter. If you haven't already, please sign up: [Tawa Business Group Incorporated | Facebook](#)

It's another bumper issue with plenty for everyone so pull up a seat and take a read.

Bernadette

## Project Updates

### Improving Safety

Work on CCTV cameras in the Plaza is moving forward as we work with our business owners to secure how and where the camera will be placed. It has been agreed that one pan-tilt-zoom camera will be sufficient for the area, and once we have finalised its place of fixture work will commence to have it installed.

Bernadette has also been working with Police and Wellington City Council (WCC) to improve security for business owners. Please read page 10 for further details.

### Transport and Infrastructure

Bernadette has commenced a parking review to establish a parking plan that meets the needs of business owners and their staff (including commercial access for deliveries), your customers and clients, residents, and parking for public transport users such as for the train stations and bus stops. We are aware that the needs of each of these groups can be very different and that even the needs of one business may be very different from those of a neighbouring business. A robust plan will have a mix of parking to address all the various needs of those wishing to park in Tawa, and will work within the requirements set out in Wellington City Council's Parking Policy 2020.

It is worth noting at this point that in July 2020 the Government produced the National Policy Statement on Urban Development 2020(NPS-UD) that removes any requirement for a minimum number of car parks to be provided for a particular development, land use or activity, other than for accessible car parks. This means that there is no minimum requirement to provide off-street parking for any future developments.

We have had the chance to look at traffic numbers through Tawa since Transmission Gully opened. Wellington City Council conducts regular traffic counts. These counts take place in three locations throughout Tawa: between Gee Street and Wall Place, between Redwood Avenue and the Drive and finally between Willowbank Road and Boscobel Lane. Traffic numbers peaked in August 2021 when the 7-day average daily traffic count peaked at over 21,000 vehicles at the Willowbank count but dropped by 14% in April 2022, compared to the previous August.

Transmission Gully can probably not take all the credit for this drop as the count in August 2021 was before the COVID lockdown, while in April 2022 there was Covid in the community, many people were working from home and half-price public transport was introduced on 1 April 2022.

The next traffic count is due this month and we look forward to working with Wellington City Council to interpret the next set of data.

### Destination Tawa

One of our exciting new projects for this financial year is our Job Board. We have recognised the reality that many of you are looking for staff and have provided a one-stop shop for anyone looking for work in Tawa. Check it out: [Job Vacancies \(tawabusiness.co.nz\)](http://tawabusiness.co.nz)

This initiative is FREE for all BID members and will be promoted on social media, our website, in the Residents' Association newsletter and through Tawa College (and hopefully shared by many other social media users as well).

If you are looking for staff, please email Bernadette at [info@tawabusiness.co.nz](mailto:info@tawabusiness.co.nz) to arrange for your vacancy to be included.



Another new project is our Christmas window display competition. This project will replace one of the discount flyers that we have provided in the past and will advertise our businesses through those participating in the window displays, as hospitality hotspots or as sponsors of spot prizes. Please read page 4 to find out how you can be involved.

Bernadette continues to update the Business Directory to ensure that it accurately reflects your business contact details and opening hours. The Directory offers a great alternative for your customers if they are unable to access your website, as Google will often display our website with your details directly beneath your Google entry.

Check out and see if your details are correct: [Business Directory \(tawabusiness.co.nz\)](http://tawabusiness.co.nz) and email Bernadette at [info@tawabusiness.co.nz](mailto:info@tawabusiness.co.nz) if you would like them updated.

## Events

### SEPTEMBER

#### World of Wearable Arts

The Tawa business community has about half a dozen businesses that are supporting the "Welly loves WOW" campaign this year. The show runs from 26 September through to the 16 October and businesses that have signed up are encouraged to decorate their window displays with the themed colour of purple and will be part of a promotional "Spend and Win" campaign.

#### Meet the candidates

With the Wellington City Council and Tawa Community Board elections coming up in October, there is an opportunity to meet the candidates. The Residents' Association have organised two events:

**Wednesday 21 September** will be an opportunity to meet the Mayoral and Northern Ward Councillors candidates, and **Wednesday 28 September** will be an opportunity to meet the Tawa Community Board candidates.

Both of these events are at the **Tawa Community Centre and start from 7pm.**

### OCTOBER

#### Annual General Meeting

Tawa Business Group will be holding their annual general meeting on **Wednesday 12 October from 5:30pm** at the Tawa Community Centre with drinks and nibbles afterwards at The Borough. This will be a great opportunity to hear about the projects that we have been working on over the past year and to find out what is planned for the new financial year. Official invitations will be sent out shortly but in the meantime, please make a note in your diary.

#### Pride in Work

Tawa Rotary are holding their annual Pride in Work awards again this year on **Tuesday 18 October**. If you have an exceptional employee in need of recognition, check out page 6 for further details.

## Spring into Tawa

After having to be cancelled last year, Spring in Tawa is back in 2022 on **Saturday 29 October**. Check out page 5 for further details.

## DECEMBER

### Tawa Christmas Parade

The Tawa Lions are organising the Christmas Parade for **Saturday 3 December from 2pm**. Read page 8 to find out how your business can support the parade.

## Tawa New Businesses and Business Updates

Please welcome the following new business owners to our community.

### Bucket Tree Lodge

Cindy Qin and Ryan Shu are the new owners of the iconic Bucket Tree lodge, after Murray and Lyn retired after over 25 years. Cindy and Ryan are new to running motels and have employed a manager to run the day-to-day business. All their business contact details remain the same.

[www.bucket-tree.co.nz/accommodation-wellington.html](http://www.bucket-tree.co.nz/accommodation-wellington.html)



### Porirua and Tawa Tax

Based on level 2, 210 Main Road, Tawa (the Plan B building), Dick Kurtz and his team head up Porirua and Tawa Tax. They are a family-owned and operated company that offers a range of financial services for businesses and individuals to cover all your tax and accounting needs.

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

### The Rock Church

The Rock church have moved their headquarters from Ngaranga Gorge to the Plaza in Tawa. Now situated in the old SoulyNZ building, Rochelle Goring is the office manager in this space.



### SoulyNZ

SoulyNZ has relocated and many of the products that you have come to love are now available at KD One, 220A Main Road, Tawa.

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

## Christmas Window Display Competition

We have been working on the Christmas window display competition project to ensure that it is as inclusive as possible. There are now three ways that you can be included in the flyer that will form a map and entry form for residents.

Firstly, we are looking for about 20 businesses who would be happy to decorate their windows. You do not need to specifically be a retail shop in the town centre to join in with this as long as you have a window big enough for a festive display that passersby can view. As a great incentive to join in the fun, there are three amazing prizes on offer: First prize will be a 3-night deluxe mystery break for two, second prize is \$1,000 voucher to spend at Harvey Norman and third prize will be \$500 worth of Moore Wilsons vouchers.



We are aiming for the competition to run from Monday 7 November through to Saturday 17 December to maximise the Christmas shopping period for customers throughout the Wellington region.

Secondly, if you are a café or restaurant and are happy to provide 10% off drinks/food when customers show you their flyer, you can be included in the flyer as a hospitality hot spot for refreshments while participants are checking out the various displays around Tawa. The discount will only apply during the time the windows are displayed.

Finally we are looking for sponsors to donate prizes for residents who vote for their favourite window display. We are looking for spot prizes for both adults and children and these can be big or small prizes, including vouchers or products from your businesses. All our sponsors will be promoted on the back of our flyer so participants are aware of the great prizes on offer when they submit their completed form.

Flyers will be available at various locations throughout Tawa, so please let me know if you would like some. Flyers will also be available online for participants to download themselves. Voting will be via our website and a couple of voting booths, situated in the Tawa Community Centre, Tawa Library and my offices at 220B Main Road.

If you are interested in being involved, please contact Bernadette at [info@tawabusiness.co.nz](mailto:info@tawabusiness.co.nz) or call/message me on 021 971 937.

## Free Sustainability Strategy with Tawa College Students

Do you have a Sustainability Strategy?

Tawa College have a group of six students that are looking to help a business develop a sustainability strategy. They will need to meet up with you a couple of times to chat about needs, implications and strategies, and then they will create a few options. They would be looking to explore environmental, social, economic and cultural sustainability.

Zero implementation is required, but all the work that the students put in would be there for you to use. The students are working towards NCEA assessments in sustainability and this work would be the basis of their project. They would be looking to start this work now.

If you are interested in being involved, email Steph Coats directly at [scoats@tawacollege.school.nz](mailto:scoats@tawacollege.school.nz)

## Spring into Tawa

Spring into Tawa - less than 100 days to go! Here are a few words from the team:



Preparations are continuing at pace for Spring into Tawa 2022. There has been huge interest and demand in the event with all our stall sites allocated, and we are operating a wait list for those that were not able to secure a spot.

We will once again have two entertainment stages (one near Tawa Books and Post and one near the Lincoln Street/Main Road intersection), a range of children's activities and entertainment around the Essex Street/Main road intersection and food trucks at either end. We will have over 110 stalls along the Main Road and in Essex Street as well. We are also exploring other exciting new entertainment options - like dog agility demonstrations.

We're thrilled to have a number of local businesses supporting the event, including One Agency - Tamsin Davidson, The Borough, Mexted Motors and Speedy Signs Wellington City as our platinum sponsors and Peak Audio, Passrite, New World Tawa, Digital Tree Design, Bluebridge Ferries and Salon Savoy as

other sponsors. If any businesses are interested in sponsoring the event with funding or services, please get in touch with us via [info@springintotawa.nz](mailto:info@springintotawa.nz) for more details and to discuss.

The Borough will be hosting the official Spring into Tawa After Party this year - more details to come - but we hope this will keep the energy and atmosphere of the event going into the evening.

We appreciate that Spring into Tawa can be disruptive to businesses in Tawa - but as we grow this event, we see its profile growing and more people from outside of the immediate and surrounding areas coming into Tawa. This is great for Tawa - bringing people who may not have regular cause to come to our great suburb and see what we have on offer. If you have any concerns about the impact on your business, or access to your premises, please get in touch with us on [info@springintotawa.nz](mailto:info@springintotawa.nz) - as we would be keen to discuss and work with you to mitigate these impacts, if we can.

If you have any questions, please don't hesitate to get in touch with us. And we remind you to keep an eye on our website ([www.springintotawa.nz](http://www.springintotawa.nz)) and our Socials for more updates - Facebook ([www.facebook.com/springintotawa](https://www.facebook.com/springintotawa)) and Instagram ([www.instagram.com/spring\\_into\\_tawa/](https://www.instagram.com/spring_into_tawa/)).

Nga mihi nui  
The Team behind Spring into Tawa

## Tawa Rotary Pride in Work Awards 2022

Do you have employees that go the extra mile? You could recognise their achievements and their excellence with a Pride in Work award.

The Tawa Rotary PRIDE IN WORK AWARDS, organised in conjunction with the Tawa Business Group, gives Tawa businesses and organisations the opportunity to publicly acknowledge employees who are outstanding performers in the workplace.



### Criteria for Nomination

- Open to local businesses or organisations defined as businesses based in the area between Wellington's northern boundary with Porirua City and the southern end of Grenada North, and Takapu Road to the east and the western hills of Tawa.
- The employer's candidate will be an employee who has demonstrated an ongoing sense of pride in their daily work that puts them on an excellent standing with their employers; and/or their work colleagues; and/or the general public who they serve. This employee will exceed the employer's expectations in their role and they will have gone beyond normal employment expectations, achieving excellent outcomes.
- One nomination per employer or organisation

### The Award

All nominees will receive an award and will be invited to attend a sponsored dinner to be held in conjunction with the Tawa Business Group, on **Tuesday 18 October 2022**. A presentation of certificates with a certification from the nominating employer and acknowledgement of their efforts will be a feature of the event. Nominators and supporters are invited at \$30 per head.

There will also be associated publicity and local news coverage of this event as deemed appropriate.

### Nomination Forms

Nomination forms can be downloaded [here](#). Scanned completed copies should be emailed to Pat Waite: [pat.waite@outlook.com](mailto:pat.waite@outlook.com) before **20 September 2022**. For more information, email Pat Waite: [pat.waite@outlook.com](mailto:pat.waite@outlook.com)

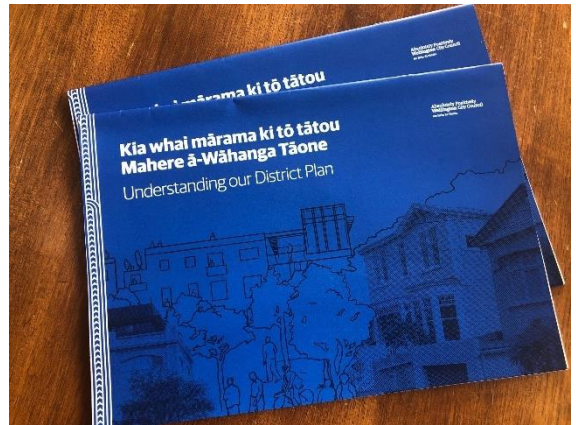
**Let's Celebrate your Employees' Achievements!**

# Proposed District Plan

The Proposed District Plan was notified on Monday 18 July and is now open for consultation up to Monday 12 September. There is a 66-page document that outlines the differences between the Draft District Plan and the new Proposed District Plan, which you can view [here](#).

Tawa Business Group lodged a submission in December that covered seven main points:

- Integrated transport strategy
- Off-street parking
- Tawa specific design guide
- Three waters infrastructure
- Flooding
- Coordinated approach so that there is an adequate ratio of community facilities to number of residential units
- Phased approach to new developments



Some of the points raised have been addressed, some have not, and we will be working on a further submission to move some of those latter points forward for further consideration.

New policies have been introduced into the Proposed District Plan around Three Waters to include water-sensitive design methods so that that development contributes to promoting positive effects and avoids or mitigates adverse effects on water quality, in particular, that resulting from the 'first flush' of stormwater during a rain event that typically includes higher levels of contaminants. A requirement for hydraulic neutrality has also been introduced, which requires stormwater to be captured and retained to ensure that stormwater runoff from new development doesn't exceed pre-developed flows, thereby managing peak flows and volumes. These new policies will help with stormwater and flooding issues. Reference in the Proposed District Plan is made to [Wellington Water Regional Standard for Water Services v3](#), which covers standards for the construction and provision of water supply, waste water and stormwater infrastructure.

There are also policies that restrict new development in areas susceptible to natural hazards including flood zones.

The Proposed District Plan has only two changes around transport and parking that are relevant to the BID. Car sharing activities have been added and car parks below ground are permitted. Neither of these address the issues that the Tawa Business Group raised in our submission. The removal of parking standards at a national level means that realistically the Proposed District Plan is extremely unlikely to include them, but it is still pertinent that we raise the request for an integrated transport strategy to ensure that increased density does not increase traffic congestion through the Main Road.

In order to justify a Tawa-specific design guide, we will need to specify where the current design guides fail to meet our requirements and work is still being done to determine this.

The design guides generally specify the need for good quality buildings and open spaces and some of this covers our requirement for a coordinated approach. However, the current plan does not provide for community facilities within that. Although a Structure Plan/Master Plan for example would be one way of requiring a phased approach, this framework typically applies to areas of new development rather than established urban areas. Therefore, a Structure Plan/Master Plan prescribing a coordinated approach for development in Tawa is unlikely to be incorporated into the District Plan.

There is still some work that needs to be completed before we lodge a submission, but the details above give you a brief overview of the changes from the Draft District Plan.

We recommend that you check out the plan yourself to ensure that you are aware of the hazards surrounding your property, and any constraints of the relevant zone your property is in: [District Plan \(wellington.govt.nz\)](#) and lodge your own submission to WCC by Monday 12 September. You can ask for a [Friend of submitter service](#) to help and/or you can raise your concerns with Bernadette at [info@tawabusiness.co.nz](mailto:info@tawabusiness.co.nz).

## Changes to the Fair Trading Act

The Fair Trading Amendment Act 2021 places new obligations on businesses and provides new protections for consumers and small businesses.

There are three significant new protections to address unfair practices:

1. Unfair contract terms provisions are extended to cover standard form small trade contracts.
2. Unconscionable conduct in trade is prohibited.
3. People will be able to direct uninvited direct sellers to leave or not enter their residential property.

These provisions came into effect on 16 August 2022.

It is important that businesses understand the implications of these changes. Click [here](#) to find out more.

## On-Demand Public Transport

The on-demand public transport trial is now in its third month and is continuing to gather momentum. There have been a couple of changes to the scheme where peak time limits have been removed and rides to/from Kenepuru Hospital are now included. This has seen an increase in usage, with a peak of 184 rides on 17 August. Over 1,800 people have set up an account.

There are four drop-in information sessions this month where Metlink staff will be available to explain what the service is and how to use it.

### **Tawa Community Centre**

Wednesday 24 August – 11am to 1pm

Saturday 27 August 11 to 1pm

### **Gloria Jeans, Outlet City**

Thursday 25 August - 10am to midday

### **Linden Community Centre**

Friday 26 August – midday to 2pm

To find out further information and download the app, please click [here](#). Metlink are keen to gather any feedback that you may have on the trial, so please contact them directly via their Contact Centre on 0800 801 700 or email [info@metlink.co.nz](mailto:info@metlink.co.nz).



## Christmas Parade



The Tawa Lions are organising the Christmas parade for Saturday 3 December from 2pm. This event is well attended with large numbers of families and children from the Tawa Community involved.

Participants of the parade are made up of floats designed and created by Tawa Lions and Tawa Menz Shed. Businesses can get involved by either sponsoring the event with signage on a float or you may wish to have your own business float for a nominal fee.



The Lions Club operates a Safety Plan, Waste Management Plan, Traffic and Crowd Control with the help of local community organisations including the Fire Brigade, Police and Tawa Community Patrol.

For further details, please contact Graham Froud on 022 432 4347 or email him at [thefrouds@gmail.com](mailto:thefrouds@gmail.com)

## Defibrillators in Tawa

Tawa Residents' Association's Tony Hassed is looking to ensure that the latest list of Automated External Defibrillators (AED) in the Tawa area are up to date. Please have a look over the list below and feedback to Bernadette if any changes are required.

### AED LOCATIONS IN TAWA



● ● ● = AED sites that may be available 24/7.

Please note that most of the sites below are available during business hours only.

This information is taken from the AED app. We cannot guarantee its accuracy.

If you know of anything that needs amending, please let us know at [info@tawalink.com](mailto:info@tawalink.com)

#### Tawa Medical Centre

1 Rewa Terrace Tel 232 7193

#### Unichem Simon's Pharmacy

189 Main Road Tel 232 8130

#### Power System Consultants – Level 2

210 Main Road Tel 232 7680

#### 24/7 Fitness

35 Oxford Street Tel 234 8885

#### Tawa Fire Station

16 Lyndhurst Road Phone 111

#### Connetics Limited

Unit 6, 10 Surrey Street Tel 570 5711

#### Mervyn Kemp Library

158 Main Road Tel 232 1690

#### Tawa Community Centre

5 Cambridge Street, Tawa Tel 232 1682

#### Tawa Baptist Church ● ● ●

229 Main Road – house at left  
Phone 111 for combination

#### Tawa Fitness Centre

1 Lincoln Ave Tel 232 8500

#### Tawa Bowling Club

13 Davies Street Tel 232 6045

#### Tawa RSA Bowling Club ● ● ●

89 Oxford Street  
Porch at front of building  
Phone 111 for combination

#### Tawa Pool

23 Davies Street Tel 232 7041

#### Tawa Intermediate School

1a Ranui Terrace Tel 232 5201

#### Tawa College

38 Duncan Street Tel 232 8184

#### Linden Medical Centre

49 Hinau Street Tel 232 8376

#### Ngahauranga Te Kohanga Reo

55 Victory Cres Tel 232 8424

#### Holyoake Industries

89 Main Road Tel 232 2722  
Outside door of factory changing rooms

#### Aquaheat

92 Main Road Tel 232 5179

#### Tawa AFC – Redwood Pavilion ● ● ●

Under verandah outside changing  
rooms, southern end of Redwood Park  
Phone 111 for combination

#### Heavenly Fitness

1 Achilles Close Tel 027 244 5185

#### Tawa Squash Club

67 Main Road Tel 232 8200

#### Wellington North Badminton

Next to Taylor Park in Tawa Street

#### Outlet City

24 Main Road Tel 232 0226

#### Z Tawa

18 Main Road Tel 232 8281

#### Countdown Tawa

Orange AED Station by exit  
5 William Earp Place

#### Countdown Warehouse eStore ● ● ●

Available 24/7, closed public holidays  
14 Jamaica Drive, Grenada North  
Tel 232 0376 Ext 20

## Local Elections

Voting for your mayor, Wellington City Councillors, Greater Wellington Regional Councillors and Tawa Community Board members opens from Friday 16 September through to Saturday 8 October, although it is advisable to post your ballot paper before Tuesday 4 October if you are sending it via a New Zealand post box. Check your mailbox for your voting forms between 16 and 21 September.

With the nominations to stand as a Councillor or for the Tawa Community Board closing on Friday 12 August, it is good to see a healthy number of candidates for both. You can check out the candidates [here](#). Wellington Regional Councillors for the Porirua-Tawa seats can be found [here](#).

Tawa Residents' Association has organised two sessions where you can meet the candidates:

**Wednesday 21 September** will be an opportunity to meet the Mayoral and Northern Ward Councillors candidates, and **Wednesday 28 September** will be an opportunity to meet the Tawa Community Board candidates.

These events are to be held at the **Tawa Community Centre and start from 7pm.**

Don't forget to vote before Saturday 8 October.

## Security and Safety Update

The recent break-ins, theft of property and ram-raids have been a timely reminder to ensure that your business premises are adequately secured and it was warming to hear from one business owner who has had more secure locks fitted to their premises off the back of our last newsletter.

Bernadette has been in contact with our local community police officer and Wellington City Council's City Safety Advisor to see what else businesses can do to protect themselves and their property.

Ram raids have become a key area of concern for WCC and the Tawa Business Group in recent weeks. Internationally, this style of theft has been ongoing for years with bollards often cited as the most efficient/cost-effective preventative measure. The Government has announced \$6m from the Proceeds of Crime Fund to support local businesses, but the rollout will begin in Auckland and will only be expanded if required. Further information on the scheme is available [here](#).

In addition to this, WCC are currently in talks internally to try and make some amendments to WCC's current position where the vast majority of applications to install bollards on the footpath/ public land are being declined due to accessibility concerns. The City Safety Advisor is hopeful that they can reach a balance between these two issues and provide businesses with an effective and easy to follow process for installation and consent in the near future and will be in touch as soon as any changes are made.

## Useful Helpline Contact Numbers

As a result of a number of enquiries to NZ Police, our Community Liaison Officer, Constable Sarah Steed has collated a list of service organisations in NZ who are there to support people through challenging times:

### **If it's an emergency**

Call 111 immediately in an emergency. (Police non-emergency number – 105)

### **Healthline**

If you have COVID-19 symptoms, call the dedicated COVID-19 Healthline:

- for free on 0800 358 5453
- on +64 9 358 5453 if you have an international SIM.

For any other health concerns, call the general Healthline number on 0800 611 116.

### **Mental wellbeing & abuse helplines**

These are some of the helplines available that offer support, information and help.

- 1737, need to talk? - For support with anxiety, distress or mental wellbeing, call or text 1737 to talk with a trained counsellor for free, 24 hours a day, 7 days a week.
- Youthline— call 0800 376 633, free text 234 or email talk@youthline.co.nz
- Kidsline—call 0800 54 37 54 (0800 KIDSLINE) for young people up to 18 years of age.
- Skylight —call 0800 299 100 helping children, young people and their families and whānau through tough times of change, loss, trauma and grief
- Lifeline —0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)
- Suicide Crisis Helpline —0508 828 865 (0508 TAUTOKO)
- Depression and Anxiety Helpline —0800 111 757 or free text 4202 to talk to a trained counsellor about how you are feeling or to ask any questions.
- Anxiety phone line —0800 269 4389 (0800 ANXIETY)
- Family Services 211 Helpline 0800 211 211— for help finding, and direct transfer to, community-based health and social support services in your area
- OUTline NZ— call 0800 688 5463 for confidential telephone support for sexuality or gender identity issues
- Women’s Refuge by calling 0800 743 843 (0800 REFUGE) to be linked up with an advocate in your area
- Elder Abuse Helpline — call 0800 32 668 65 (0800 EA NOT OK). 24-hour service answered by registered nurses who can connect to local elder abuse specialist providers
- Hey Bro helpline— call 0800 HeyBro (0800 439 276). 24/7 help for men who feel they’re going to harm a loved one or whānau member
- Oranga Tamariki —call 0508 325 459 (0508 FAMILY) or email contact@ot.govt.nz for concerns about children and young people

### **Deaf, hearing impaired, Deafblind or speech impaired**

If you are deaf, hearing impaired, Deafblind or speech impaired you can use the New Zealand Relay Service to call.