



ACCOMMODATION / HOUSING

Ministry of Social Development
0800559009 for general enquiries
Ronnie Gibson 0296500048
ronnie.gibson002@msd.govt.nz

Whakatū Whānau Ora Services Nelson
Patariki Hippolite
0800 whaka2
Patariki.hippolite@whakatumarae.co.nz

Health

General enquiries, Nelson: (03) 546 1800
General enquiries, Wairau Hospital, Marlborough: (03) 520 9999
Braemar Campus, Waimea Road, Nelson: (03) 546 1723
Email: enquiries.corporate@nmdhb.govt.nz

Work and Income may be able to help with:

Accommodation supplement to help with on-going costs of rent, board or the costs of owning a home. You don't have to be on a benefit to get this payment.

Help if you've got behind in your rent payments. You may be in a situation where you haven't been able to pay your rent and your landlord is now asking you to pay it. You need to talk to your landlord first to see if you can make a payment arrangement with them. If this is not possible, we may be able to help.

Bond and rent in advance if you need help to pay for a rental bond or rent in advance when you're moving into a property we may be able to help.

Assessments for **public (social) housing**. Public housing is provided for people who are most in need of housing for as long as they need it. To be considered for public housing you must have a serious housing need and done all you can to find somewhere to live.

Emergency housing for people that have an immediate need for accommodation (nowhere to stay tonight or in the next 7 days).

Whakatū Whānau Ora Services may be able to support whānau with:

Advice and general knowledge of where to find assistance with the different accommodation needs.

Health may be able to assist with:

Residential support— day activities, respite care, carer support and day services for adults with intellectual and physical disabilities; residential respite care for children and young adults with disabilities. Residential support is within a mix of Health-owned and rental housing.

Warmer Healthier Homes – Health is on the steering committee and contributes funding for insulation retrofits in the EECA programme for homeowners, and for a small number of health-related referrals for tenants.

Whare Ora – a pilot programme providing advice, products and services to assist in achieving and maintaining a warm, dry, safe and healthy home

Needs assessment service - for people who struggle with daily activities because of a health condition or disability – includes referral for respite care and supported accommodation as required – [Needs Assessment Service-Support Works](#)



BENEFIT PAYMENTS, SUPERANNUATION AND OTHER COSTS

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You may qualify for a benefit or superannuation from Work and Income:

Jobseeker Support benefit while you're out of work

Sole Parent Support for single people with dependent children

Support Living Payment for people who have or are caring for someone with, a health condition, injury or disability

NZ Superannuation if you or your partner are 65 or older and **Veterans Pension** for veterans who have qualifying operational service in the New Zealand Armed Forces.

Work and Income may be able to help with other costs:

One-off essential costs for a range of different needs such as food, funeral grant, school uniform, power, etc. with special needs grants, advance payment of benefit and/or recoverable assistance

On-going payments for regular costs such as childcare subsidy, OSCAR (for holiday programmes), Winter Energy Payment, Temporary Additional Support

Unsupported Child Benefit which is a weekly payment which helps carers supporting a child or young person whose parents can't care for them because of a family breakdown.

Whakatū Whānau Ora Services may provide support to:

- Navigate whānau through the benefit system which may include application, interview or transport
- Assist whānau through job search, applications or up-skilling if required
- Support kaumātua with any social needs ie grandparents bring up their moko and benefit entitlement
- Assist whānau to receive food parcels or application to community grant like Fifeshire grants

Benefits and payments overview

Not working

Redundancy, health condition or disability or another reason you can't work

Living expenses

Food, school costs, power, accommodation or other living expenses you need help with

Relationship changes

You've had a relationship break-up, family breakdown or violent relationship end

Health and Disability

Counselling, prescription and GP costs, medical alarms and other costs we can help with

Seniors

How to apply, payment rates and dates, overseas pensions, income, travelling overseas, and other info for Seniors

Caring

Caring for someone else's child or someone with a health condition, injury or disability

Urgent or unexpected costs

Dental, glasses, car repairs, fridge, washing machine, funeral or other urgent costs you need help with

Children

Childcare, school uniforms, stationery, having a baby and other costs if you have children

Emergencies

Flood, drought, civil defence emergency or other events that have happened

16-19 year olds

Education, training, work and benefit help for 16-19 year olds



HELP TO GET A JOB

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Work and Income may be able to help with:

- Assistance to find work
- Pre-employment training
- Work preparation programmes
- Help with the costs of moving into employment such as clothing, petrol, etc.

Whakatū Whānau Ora Services may provide support to:

Assist whānau through job search, applications or up-skilling if required

Health may provide support with:

- Advocacy and support to access employment or employment support services.
- Vocational support services for mental health and addictions consumers provided by an NGO
- Return to work programme for staff returning after illness or injury

Work Overview

Job Search

Where to look for jobs, search in our job database, seasonal work, plan your job search and other tips and advice

CVs and cover letters

CV and cover letter templates and tips, job application tips and advice

Training and studying

Limited Service Volunteer programme, motivational training, studying and more

Work experience

Work experience, voluntary work and more

Help with work costs

Help for travel, clothes, tools, relocation, study and other work costs

Job interviews

Tips and advice for job interviews and help with job interview costs

Job support and advice

One-on-one support, group support and other tips and advice

Health and disability

Help with job search, work-place costs, modifications, working while on Supported Living Payment, and more

Work for yourself

Help with business plans, start-up costs, living costs while you're getting started and more

Job help for 16-19 year olds

Help with job search, study or training and other support available for 16-19 year olds



EDUCATION

Nelson: (03) 546 3470
West Coast: (03) 768 2010
Westport (speech language therapist): (03) 789 8998
Motueka: (03) 528 1750
Marlborough: (03) 579 1870

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Support from Ministry of Education

Learning Support

Attendance services, alternative education, behaviour support, blind and low vision, communication support, deaf or hard of hearing, early intervention support, in-class support, physical disability service, positive behaviour for learning, resource teachers, resources and specialist support (ORS), specialist teacher outreach, support for students with health conditions, Te Kahu Tōi | intensive wraparound services, students with learning support needs, incredible years parent/Teach/Autism programmes, PB4L school wide): <https://www.education.govt.nz/quick-links/special-education/>

Robyn McLeary-Hooper, Manager Learning Support and the learning support team, telephone (03) 539 1552

Sector (school and early childhood)

Simon Blatchford, Assistant Manager Education and education team/advisors - telephone (03) 546 3479

Traumatic Incident

Derek Lucic, Director of Education, telephone 027 605 2015 or Robyn McLeary-Hooper, Manager Learning Support, telephone 027 265 2629.

Website <http://www.education.govt.nz/>

0- 6years (early learning), 5-19 years (school) and 16+years (further education).

Website page for parents, carers and whānau <https://parents.education.govt.nz/>

For practical information about education

Whakatū Whānau Ora Services may provide help to:

- Advocate on behalf of rangatahi going through school stand downs
- Support rangatahi and find schools, courses or mātauranga

Studylink may be able to assist with:

[Student Allowance](#) - a weekly payment that can help with your living expenses while you're studying.

[Student Loan](#) - to help pay for course fees (the compulsory fees charged by your education provider), study materials (such as books, computer, travel) and living costs. Student loans have to be paid back.

[An on-line calculator](#) is available to estimate how much Student Allowance you may be able to get.

[Apply on-line](#) for Student Allowance or Student Loan.

Health funding

Some workforce development funding available from the Ministry of Health for further training, including the Hauora Māori training fund to support the non-regulated Māori workforce access further training.



HEALTH

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Braemar Campus, Waimea Road, Nelson: (03) 546 1723
Email: enquiries.corporate@nmdhb.govt.nz

Te Piki Oranga

Whakatū / Nelson

99 Atawhai Drive, Nelson 7010
Phone 03 546 9099
Fax 03 548 4248
Email: admin.whakatu@tpo.org.nz

Motueka

117 Pah Street, Motueka 7120
Phone 03 528 1046
Fax 03 528 1155
Email: admin.motueka@tpo.org.nz

Wairau / Blenheim

22 Queen Street, Blenheim 7201
Phone 03 578 5750
Fax 03 578 5980
Email: admin.wairau@tpo.org.nz

Health

Plan, fund and provide a wide range of public health, primary, community, specialist/secondary and tertiary services. <https://www.nmdhb.govt.nz/>

Particular focus areas include reducing inequity in health status and improving primary and community services.

Te Piki Oranga is a kaupapa Māori wellness services provider in Te Taihū with qualified kaimahi providing a wide range of free and confidential wellness services for Māori at health hubs in Wairau, Whakatū and Motueka, or in homes.

Housing

Residential support— day activities, respite care, carer support and day services for adults with intellectual and physical disabilities; residential respite care for children and young adults with disabilities. Residential support is within a mix of Health-owned and rental housing.

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[Needs Assessment Service-Support Works](#)

Education and Promotion

Health provides promotion services and a wide range of health education resources for the community on all health topics including:

- Health information and education as part of any health intervention to support recovery and maintaining health
- General public health advice and guidelines for people planning a new early childhood centre, renovations or re-licencing a centre
- Specialist advice about drinking-water, disease outbreaks and chemical hazards
- Health information and Newsletters for early childhood centres and schools

Seniors

Assessment, treatment and rehabilitation services for age-related conditions.

Funding for services to assist older people to live safely and independently in the community such as needs assessments, home-based services, day programmes, respite care, carer support, and referral to age-related residential services. This includes a koroua/kuia programme through Te Piki Oranga with day services and navigation.

Employment

Advocacy and support to access employment or employment support services.

Vocational support services delivered through an NGO to provide help for mental health and addictions consumers

Return to work programme for staff returning after illness or injury

Training Fund - some workforce development funding available from the Ministry of Health for further training, including the Hauora Māori training fund to support the non-regulated Māori workforce .

For urgent advice and referrals

In an emergency phone 111

Urgent matters (all ages and services) all hours (24/7)

- Nelson: 0800 776 364 select option 2
- Marlborough: 0800 948 497 select option 2
- Golden Bay: (03) 525 7647 to speak to someone at Te Whare Mahana

Substance addiction (all ages) during office hours (8:30am–5pm)

- Nelson: (03) 546 1994 and ask to speak to the duty clinician
- Marlborough: (03) 520 9908 and ask to speak to the duty clinician

For non-urgent and existing referrals

To make a referral:

Use your usual processes. Primary and secondary care can redirect referrals between each other as well as to alternative agencies, post-triage as appropriate. Or you can phone:

- Nelson: 0800 776 364 and select option 2
- Marlborough: 0800 948 497 select option 2

For follow-up advice about an existing referral:

Primary (GP) care:

Nelson Bays Primary Health: 0800 731 317
Marlborough Primary Health: (03) 520 6200

Secondary (specialist) care: Phone the hospital switchboard and ask to speak to the relevant service:

- Nelson: (03) 546 1800
- Marlborough: (03) 520 9999

If you have new or additional information about someone who has a current referral, please contact us as we can reassess (triage) the person as appropriate based on this information.

For direct advice from clinical service leads during office hours

Phone the hospital switchboard and ask to speak to the clinical co-ordinator of the relevant service:

- Nelson: (03) 546 1800
- Marlborough: (03) 520 9999

Service options

- CAMHS: Children, Adolescent Mental Health Service
- CAT: Community Assessment Team
- Adult MH: Community Adult Mental Health
- Addictions: substance addiction
- OPMH: Older Persons Mental Health

Advice for families

- For free counselling phone or text 1737
- Contact your doctor or practice nurse, or other health provider (eg a Te Piki Oranga case worker), or NGO

In an emergency phone 111

For after-hours GPs:

- Nelson: (03) 546 8881
- Marlborough: (03) 520 6377
- Motueka: (03) 528 8866 or (03) 528 8358
- Golden Bay: (03) 525 0060
- Murchison: (03) 523 1120

Working Together for Mental Wellbeing

Kare te rita e taetae te tu o ia anake—The centre of the flax does not stand alone