

Newcomer Settlement Support List

Tauranga/ Western Bay of Plenty



INFORMATION SUPPORT

Citizens Advice Bureau (CAB)

Works for positive social change, and helps people understand their rights and obligations to get the best outcomes from their situation.

www.cab.org.nz/location/cab-tauranga ☎ 07 578 1592

Tauranga City Libraries

Has collection of books, magazines, DVDs, CDs, newspapers, audio books and e-books. Wifi and computers are also available for a small charge. The four library and service centres are City, Greerton, Mount Maunganui and Papamoa.

library.tauranga.govt.nz ☎ 07 577 177

library@tauranga.govt.nz

Western Bay of Plenty Libraries

Has collection of books, magazines, DVDs, CDs, newspapers, audio books and e-books. The four library and service centres are Waihi Beach, Katikati, Ōmokoroa and Te Puke.

libraries.westernbay.govt.nz ☎ 07 571 8008

libraries@westernbay.govt.nz



SAFETY

Fire, Police and Ambulance

In an emergency dial 111 for Fire, Police or Ambulance. Tell the operator what service you require and stay on the phone. They will ask where you are, what phone number you are calling from, what has happened, and how long ago it happened.

☎ 111

Neighbourhood Support New Zealand

Works to make safe, resilient, connected and caring communities. Support groups encourage neighbours to communicate effectively to foster community spirit and prevent crime.

www.wbopns.org.nz

National Emergency Management Agency – Get Ready

Emergencies can happen anytime, anywhere. You can take steps to be prepared.

getready.govt.nz/en

Tauranga Central Police Station

Employs Ethnic Community Liaison Officers who help navigate cultural issues and works to improve police relationships with ethnic communities.

www.police.govt.nz

☎ Emergency – 111

☎ Non-emergency contact - 105

☎ Freephone – 0800 555 111

📍 11 Monmouth Street, Tauranga



LANGUAGE SUPPORT

Bay Learning Academy

Offers small classes with experienced teachers for all levels of English.

www.baylearning.co.nz ☎ 07 574 2868

Bay of Plenty Interpreting Service

Provides translation services for documents, and in-person and phone interpreting support.

www.trmc.co.nz/interpreting--translation.html

BOPIS@trmc.co.nz ☎ 022 0433 525

Edvance

Provides English classes and English support for everyday life in New Zealand.

edvance.co.nz

☎ 07 571 4181

info@edvance.co.nz

English Language Partners

Provides English lessons and courses to migrants or those learning English as a second language. Support available online and in-person.

www.englishlanguage.org.nz/centres/tauranga

☎ 07 571 3172

Mount Maunganui Language Centre

A Category 1 English language school. A friendly and professional school with few students per class guaranteeing personal attention.

www.study-english.com

☎ 07 575 0146

Toi Ohomai

Provides a range of English Language programmes from beginner to advanced courses. Some courses are free for New Zealand citizens or permanent residents.

www.toiohomai.ac.nz

☎ 0800 86 46 46

info@toiohomai.ac.nz

DISCLAIMER: While every effort has been made to ensure the information in this publication is accurate, Tauranga City Council does not accept any responsibility or liability for error of fact, omission, interpretation or opinion that may be present, nor for the consequences of any decision based on this information.

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SOCIAL, WELLBEING AND COUNSELLING SUPPORT

Aotearoa Latin American Community Inc (ALACINC)

Supports migrants and refugees mainly from Latin America. Social and cultural community services such as counselling are available.

🌐 alacinc.org.nz ☎️ 09 636 5313
✉️ socialservices@alacinc.org.nz

Asian Family Services

Provides counselling, health education and general support for Asians in New Zealand.

🌐 www.asianfamilyservices.nz ☎️ 0800 862 342
✉️ asian.admin@asianfamilyservices.nz

AvaNiu Pasifika

Creates opportunities for Pasifika wellness and prosperity within the region.

🌐 avaniu.co.nz ☎️ 027 975 4549
✉️ admin@avaniu.co.nz

Baywide Community Law Service

Provides legal advice to low-income earners and ensures their rights are understood. Support for immigration processes, family issues, and dealing with Government agencies is available.

🌐 www.baywidecls.org.nz ☎️ 07 571 6812
✉️ info@baywidecls.org.nz

Diversity Counselling New Zealand

Provides counselling in a range of different languages for migrants and former refugees.

🌐 dcnz.net ☎️ 021 0262 5587
✉️ contact@dcnz.net

Enigmatic Global

Encourages and supports greater justice, equity, diversity and inclusion within local and global communities.

🌐 www.enigmaticglobal.com ☎️ 020 414 72465
✉️ kurt@enigmaticglobal.com

Gender Dynamix

Supports mental health and transitional needs of Bay of Plenty's transgender and nonbinary community.

🌐 www.genderdynamix.org.nz ✉️ referrals@gdnz.org

Here to Help u

Provides wellbeing and social support with no barriers, judgement or stress.

🌐 www.heretohelpu.nz ☎️ 0800 568 273

Multicultural Tauranga

Provides settlement support service, counselling and organises multicultural community events.

🌐 www.trmc.co.nz ☎️ 07 571 6419

Need to Talk

Provides 24 hours, 7 days a week counselling service via text or phone call with interpreters available in 40+ languages.

☎️ Call or text - 1737

Pacific Island Community Trust Tauranga (PICTT)

Supports Pacific people in reaching their goals and achieving success.

☎️ 07 577 1270 ✉️ pictt_tga@pacificislandtrust.nz

Rainbow Youth

Provides support and advocacy for New Zealand's queer, gender diverse, takatāpui and intersex youth.

🌐 ry.org.nz ✉️ bayofplenty@ry.org.nz

Shakti Ethnic Women's Support

Provides support to end violence and abuse against women of Asian, African and Middle Eastern origin. Domestic violence intervention service is available 24 hours a day, 7 days a week.

☎️ 24-hour crisis line – 0800 742 584

☎️ Administration – 027 220 2743

☎️ General – 07 579 0532

✉️ shakticentral@shakti.org.nz

Shama

Provides culturally appropriate support to ethnic women and their families, and specialises in family and sexual violence prevention and response.

🌐 shama.org.nz ☎️ Call Centre – 07 843 3810

☎️ Office – 07 843 3811

✉️ info@shama.org.nz

Social Link Tauranga Moana

Supports local social and community sectors to provide positive outcomes for the community.

🌐 socialink.org.nz ☎️ 07 987 0920

Tauranga Hospital

Provides medical services and is open 24 hours a day, 7 days a week. Interpreters are available. Please contact your doctor first unless it is an emergency.

The service is free to all clients who are eligible for publicly funded healthcare at Bay of Plenty District Health Board.

🌐 www.bopdhb.health.nz ☎️ 07 579 8000

📍 829 Cameron Road, Tauranga

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BUSINESS AND EMPLOYMENT

Ara Rau Pathways to Work

Provides information and insight for training, upskilling, and gaining employment.


 07 571 1401

 info@ararau.co.nz

Education Tauranga

Provides education and care to international students who study and live in Tauranga.

 www.educationtauranga.co.nz

 021 724 272

 melissa.gillingham@educationtauranga.co.nz

Priority One Tauranga Moana

Works to grow a sustainable local economy that improves productivity and prosperity in the community.

 www.priorityone.co.nz

 07 571 1401

 info@priorityone.co.nz

Tauranga Chamber of Commerce

Promotes interest in local businesses and advocates on behalf of Tauranga's business community.

 www.tauranga.org.nz

 chamber@tauranga.org.nz

 07 577 9823

 0800 232 4323

Venture Centre


Enables and supports people to start their business or entrepreneurial journey.

 www.venturecentre.nz

Volunteering Bay of Plenty

Encourages and facilitates migrant participation in volunteering. A great way for migrants to build connections with New Zealanders, learn more about local workplaces and gain work experience.

 volbop.org.nz

 07 571 3714

GOVERNMENT SERVICES

Human Rights Commission

Protects the rights of everyone in New Zealand. Advocates for a fair, just, and safe country.

 www.hrc.co.nz

 infoline@hrc.co.nz

 0800 496 877

 TXT 021 0236 4253

Immigration New Zealand

Information on Visa categories and how to apply.

 www.immigration.govt.nz


New Zealand Now

Immigration New Zealand service that provides information for migrants settling, living, and working in the country.

 www.newzealandnow.govt.nz

Ministry of Business, Innovation and Employment (MBIE)

Government agency that provides confidential help on employment issues and migrant exploitation. Support is available in different languages.

 www.immigration.govt.nz/about-us/policy-and-law/integrity-of-the-immigration-system/migrant-exploitation

 0800 209 020

Ministry for Ethnic Communities

The Government's principle advisor on ethnic diversity, provides advice and information for ethnic communities.

 www.ethniccommunities.govt.nz

Ministry for Pacific Peoples


Brings Pacific voice and perspective to Government policy and initiatives.


 www.mpp.govt.nz


Ministry of Social Development (MSD)

Assists people to be safe, strong and independent to create healthy families and communities. Employment, education and housing support available.

 www.msd.govt.nz

 Job search – 0800 779 009

 General – 0800 559 009

 COVID19 – 0800 512 337

Unite Against COVID-19

Up to date COVID-19 response information. Translation of information is available.

 covid19.govt.nz

Welcoming Communities

Brings together Tauranga City Council and Western Bay of Plenty District Council to support welcoming and inclusion.

 www.tauranga.govt.nz/community/community-services/welcoming-communities

 www.westernbay.govt.nz/community/cultural-diversity

 TCC - 07 577 7000

 WBOPDC - 0800 926 732