

Whanaukatanga (Family).

He ora te whakapiri, he mate te whakatakariri.

There is strength in unity, defeat in anger.

In our business we will promote and generate respect for each other and those who deal with us, and will endeavour to enhance that by building lasting relationships on a strong foundation.

Manaakitanga (Looking after our people).

Ko te whatumanawa he Maori, he ngakau aroha.

Aroha ki te tangata, tetahi ki tetahi.

The heart that beats in Maori is one of compassion.

Have love and regard to all people and to one another.

We accept our obligations to be hospitable, supportive and honest in our communications. We will create an environment in which those dealing with us will respond to those qualities and develop a preference to deal with us because of that recognition.

OVERVIEW OF LEARNER SUPPORT

Contact information for a range of social service and other agencies have been provided to participants as part of the wider induction process so they are able to access these services directly and in confidence if they prefer.

Individual learning plans and associated needs assessment are conducted with each individual participant, and action taken where deemed appropriate. This covers a wide range of issues including social, cultural, health and employment related needs.

The individual needs assessment further seeks to identify any existing agencies currently engaging with the learner to enable a coordinated 'wrap around' approach to be taken with minimal duplication of provision.

A complete policy and comprehensive procedures covering learner entry, information and support is contained in our Quality Management System.

CONTACT INFORMATION

Dunedin Community Law Centre

Programme: Information and Advice on Legal Matters.

Contact: Caryl O'Connor

Phone: (03) 4741922

Email: reception@dclc.org.nz

The Dunedin Community Law Centre provides a free legal advice and information service for the people of Dunedin.

Anglican- Methodist Family Care

Programme: Social Work/ Family Work/ Food Bank.

Contact: Nicola Taylor & Lynne Campbell

Phone: (03) 4770801

Email: familycare@familycare.co.nz

The Anglican- Methodist Family Care offers a Home Based Family Support, with Budgeting, Counselling, Child and Family Support Services, Family Start, Welfare Services (Foodbank), Life Skills and Parenting Programmes.

Youthline

Programme: Counselling and referrals.

Contact: Telephone Operator

Phone: Free Phone 0800 376 376 or (03) 4771234

Web: www.youthline.co.nz

Youthline is a volunteer telephone counselling and referral agency, available as a line operating every evening. Youthline has a particular focus on youth and people working with or caring for young people.

The phone lines are open:

Monday-Friday: 4pm- 10pm

Saturday- Sunday: 7pm- 10pm.

Mirror Youth Day Programme

Programme: Alcohol and Drug Programme.

Contact: Blondie Lewis

Phone: (03) 4778783

Email: mydp@xtra.co.nz

The Mirror Youth Day Programme is designed for young persons aged 13-17 years, from the Otago/ Southland area, who have been assessed with moderate to severe alcohol and drug issues.

Mirror Counselling Service

Programme: Counselling Service.

Contact: Jude Hamilton

Phone: (03) 4792970

Email: Mirror.Counselling@xtra.co.nz

Mirror provides a counselling service for children and young people aged 19 years and under, with family/ whanau support. Counselling may be for a wide range of issues including: mild to moderate mental health, drug and alcohol problems, relationships, abuse and violence.

Community Alcohol and Drug Service

Programme: Alcohol and Drug Counselling.

Contact: John Caygill (unit manager)

Phone: (03) 4771901

Email: johnca@healthotago.co.nz

The Community Alcohol and Drug Service provides an assessment and outpatient treatment, counselling and referrals to other services (psychiatric or psychological assessment and interventions) for substance related problems. This includes a methadone maintenance programme for opiate dependence. We work with people aged 19 and above.

Dunedin Citizens Advice Bureau

Programme: Information and Advice.

Contact: Ngaire Duke

Phone: (03) 4716166

Email: cab.dunedin@xtra.co.nz

Web: www.cab.org.nz

The Dunedin Citizens provides a free, confidential information and advice service to the general public.

Presbyterian Support Otago

Programme: Advice and Support.

Contact: Josie Dolan/ Diana Dixon (counselling groups) Michelle Blain (Welfare) Gayle Heath (Youth Grow)

Phone: (03) 4777115 except Youth Grow (03) 4731335

Email: psotago@psotago.org.nz

Web: www.ps.org.nz/otago

Provides a range of social services aimed at assisting people to improve their circumstances. They include counselling group programmes, welfare, budget advice, advocacy, social work support and food assistance and supported employment at Youth Grow.

Otago Youth Wellness

Programme: Support, Assessment and Referrals for Youth.

Contact: Christopher Morris

Phone: (03) 4749547

Email: OYWC@xtra.co.nz

Free community based support service for young people between the ages of 11 and 18. We undertake a comprehensive needs based assessment and, if appropriate, the case is allocated to a youth social worker.

Salvation Army Community Services

Programme: Gambling, Alcohol and Addictions Services.

Contact: Mrs Bev Johnstone

Phone: (03) 4779852

Email: admin.dunedinsalarmy@xtra.co.nz

Christian based Social Welfare Agency. Covering 4 Ministries of Community Family Services including; Food Banks, Bridge Alcohol & Drug Programme, Court & Prison Services, & Oasis Problem Gambling Counselling.

St Vincent de Paul Society (Young Vinnies)

Programme: Welfare, Foodbank.

Contact: Ryan McNeill or Nicky Waugh

Phone: (03) 4770555

Email: svdp.dud@es.co.nz

The St Vincent de Paul Society endeavours to bridge the gap between the young and old . They support and assist the less fortunate, who are in need of clothing and food. They offer Community support, aide, and organise volunteer projects.

Dunedin Sexual Health Clinic

Programme: Sexual Health, Support, Information and Treatment.

Contact: (Ask at reception)

Phone: (03) 4799565

Web: www.phsouth.co.nz

We provide Sexually Transmitted Infection checks. Advice on prevention and treatment of Sexually Transmitted Infections. We handle referrals for pregnancy termination, and short term counselling on Sexual Health issues.

Family Planning Association

Programme: Sexual Health, Support, Information and Treatment.

Contact: Gill Melbourne

Phone: (03) 4775850

Email: gill.m@fpanz.org.nz

Web: www.fpanz.org.nz

The Family Planning Association deals with Sexual and Reproductive Health. They offer Contraceptive Advice, Sexually Transmitted Infections Screens, Pregnancy Testing, Cervical Screening, and Education Services

Dunedin Budget Advisory Service

Programme: Social Service/ Budget Advice.

Contact: Shirley Woodrow

Phone: (03) 4716158

Email: dbas@xtra.co.nz

The Dunedin Budget Advisory Service offers a free and confidential money management service, providing information, education, support, and advice to people within the greater Dunedin area. Seeking to empower them to manage their own finances.