

## List of Advocacy Services

**Organisation:** Te Aroarotea

**Document:** Advocacy Services Directory

### **Nationwide Health & Disability Advocacy**

**Service:** Free, independent advocacy for health and disability service users

**Phone:** 0800 555 050

**Email:** [advocacy@advocacy.org.nz](mailto:advocacy@advocacy.org.nz)

**Website:** [www.advocacy.org.nz](http://www.advocacy.org.nz)

**Languages:** Interpreters available for all languages

**Hours:** Monday-Friday, 9am-5pm

**Services:**

- Support with health and disability services
- Help with complaints
- Information about rights
- Support at meetings

### **Citizens Advice Bureau**

**Service:** Free information, advice, and support

**Phone:** 0800 367 222

**Website:** [www.cab.org.nz](http://www.cab.org.nz)

**Find your local office:** [www.cab.org.nz/locate](http://www.cab.org.nz/locate)

**Languages:** Interpreters available

**Hours:** Varies by location

**Services:**

- General advocacy and support
- Information about rights
- Help with forms and applications
- Referrals to other services

### **Community Law Centres**

**Service:** Free legal advice and advocacy

**Phone:** Find your local centre at [www.communitylaw.org.nz](http://www.communitylaw.org.nz)

**Website:** [www.communitylaw.org.nz](http://www.communitylaw.org.nz)

**Languages:** Interpreters available

**Hours:** Varies by location

**Services:**

- Legal advice
- Advocacy for legal matters
- Help with disputes
- Court support

Māori Advocacy Services

**Māori Women's Welfare League**

**Service:** Support and advocacy for Māori women and whānau

**Phone:** (04) 473 6759

**Email:** [mwwl@mwwl.org.nz](mailto:mwwl@mwwl.org.nz)

**Website:** [www.mwwl.org.nz](http://www.mwwl.org.nz)

**Languages:** Te Reo Māori, English

**Hours:** Monday-Friday, 9am-5pm

**Whānau Ora**

**Service:** Whānau-centered support and advocacy

**Phone:** 0800 WHANAU (0800 942 628)

**Website:** [www.whanauora.nz](http://www.whanauora.nz)

**Find your local provider:** [www.whanauora.nz/find-a-provider](http://www.whanauora.nz/find-a-provider)

**Languages:** Te Reo Māori, English

**Hours:** Varies by provider

**Te Kahui Tika Tangata (Human Rights Commission - Māori Team)**

**Service:** Human rights advocacy with cultural understanding

**Phone:** 0800 496 877

**Email:** [infoline@hrc.co.nz](mailto:infoline@hrc.co.nz)

**Website:** [www.hrc.co.nz](http://www.hrc.co.nz)

**Languages:** Te Reo Māori, English

**Hours:** Monday-Friday, 9am-5pm

Pacific Advocacy Services

## **Pacific Island Safety and Prevention Project (PISPP)**

**Service:** Support and advocacy for Pacific peoples

**Phone:** (09) 277 0408

**Email:** [info@pispp.co.nz](mailto:info@pispp.co.nz)

**Website:** [www.pispp.co.nz](http://www.pispp.co.nz)

**Languages:** Samoan, Tongan, Cook Islands Māori, Niuean, English

**Hours:** Monday-Friday, 9am-5pm

## **Le Va (Pasifika within Te Pou)**

**Service:** Wellbeing support and advocacy for Pacific peoples

**Phone:** 0800 LE VA 00 (0800 538 200)

**Email:** [info@leva.co.nz](mailto:info@leva.co.nz)

**Website:** [www.leva.co.nz](http://www.leva.co.nz)

**Languages:** Pacific languages, English

**Hours:** Monday-Friday, 9am-5pm

Disability Advocacy Services

## **CCS Disability Action**

**Service:** Advocacy and support for people with disabilities

**Phone:** 0800 227 200

**Email:** [info@ccsDisabilityAction.org.nz](mailto:info@ccsDisabilityAction.org.nz)

**Website:** [www.ccsDisabilityAction.org.nz](http://www.ccsDisabilityAction.org.nz)

**Languages:** NZSL interpreters available, other languages by arrangement

**Hours:** Monday-Friday, 8:30am-5pm

### **Services:**

- Individual advocacy
- Information and advice
- Support at meetings
- Peer support

## **Disabled Persons Assembly (DPA)**

**Service:** Advocacy by disabled people for disabled people

**Phone:** (04) 801 9100

**Email:** [info@dpa.org.nz](mailto:info@dpa.org.nz)

**Website:** [www.dpa.org.nz](http://www.dpa.org.nz)

**Languages:** NZSL interpreters available

**Hours:** Monday-Friday, 9am-5pm

## **IHC Advocacy**

**Service:** Advocacy for people with intellectual disabilities

**Phone:** 0800 442 442

**Email:** [advocacy@ihc.org.nz](mailto:advocacy@ihc.org.nz)

**Website:** [www.ihc.org.nz](http://www.ihc.org.nz)

**Languages:** Easy-read materials available, interpreters by arrangement

**Hours:** Monday-Friday, 9am-5pm

## **Blind Low Vision NZ**

**Service:** Support and advocacy for people with vision impairment

**Phone:** 0800 24 33 33

**Email:** [info@blindlowvision.org.nz](mailto:info@blindlowvision.org.nz)

**Website:** [www.blindlowvision.org.nz](http://www.blindlowvision.org.nz)

**Languages:** English, interpreters available

**Hours:** Monday-Friday, 9am-5pm

## **Deaf Aotearoa**

**Service:** Advocacy and support for Deaf community

**Phone:** 0800 332 322 (voice), 0800 332 322 (video relay)

**Email:** [info@deaf.org.nz](mailto:info@deaf.org.nz)

**Website:** [www.deaf.org.nz](http://www.deaf.org.nz)

**Languages:** NZSL, English

**Hours:** Monday-Friday, 8:30am-5pm

Mental Health Advocacy

## **Supporting Families in Mental Illness**

**Service:** Support and advocacy for families affected by mental illness

**Phone:** 0800 732 825

**Email:** [info@supportingfamilies.org.nz](mailto:info@supportingfamilies.org.nz)

**Website:** [www.supportingfamilies.org.nz](http://www.supportingfamilies.org.nz)

**Languages:** English, interpreters available

**Hours:** Monday-Friday, 9am-5pm

## **Like Minds, Like Mine**

**Service:** Anti-discrimination and advocacy for mental health

**Phone:** 0800 102 107

**Website:** [www.likeminds.org.nz](http://www.likeminds.org.nz)

**Languages:** English, resources in multiple languages

**Hours:** Monday-Friday, 9am-5pm

Children and Young People Advocacy

### **Oranga Tamariki Advocacy Service**

**Service:** Independent advocacy for children and young people in care

**Phone:** 0508 ADVOCATE (0508 238 622)

**Email:** [advocacy@ot.govt.nz](mailto:advocacy@ot.govt.nz)

**Website:** [www.orangatamariki.govt.nz](http://www.orangatamariki.govt.nz)

**Languages:** Interpreters available

**Hours:** 24/7

### **Office of the Children's Commissioner**

**Service:** Advocacy for children's rights and wellbeing

**Phone:** 0800 224 453

**Email:** [info@occ.org.nz](mailto:info@occ.org.nz)

**Website:** [www.occ.org.nz](http://www.occ.org.nz)

**Languages:** English, resources in multiple languages

**Hours:** Monday-Friday, 9am-5pm

### **Youth Law**

**Service:** Free legal advice and advocacy for young people

**Phone:** 0800 884 260 (0800 YOUTH0)

**Email:** [info@youthlaw.co.nz](mailto:info@youthlaw.co.nz)

**Website:** [www.youthlaw.co.nz](http://www.youthlaw.co.nz)

**Languages:** English, interpreters available

**Hours:** Monday-Friday, 9am-5pm

Older Persons Advocacy

### **Age Concern New Zealand**

**Service:** Support and advocacy for older people

**Phone:** 0800 32 668 65 (0800 EA NOT OK) - Elder Abuse Response Service

**Website:** [www.ageconcern.org.nz](http://www.ageconcern.org.nz)

**Find your local office:** [www.ageconcern.org.nz/Contact-Us](http://www.ageconcern.org.nz/Contact-Us)

**Languages:** English, interpreters available

**Hours:** Varies by location

## **Grey Power**

**Service:** Advocacy for older people's rights and interests

**Website:** [www.greypower.co.nz](http://www.greypower.co.nz)

**Find your local association:** [www.greypower.co.nz/associations](http://www.greypower.co.nz/associations)

**Languages:** English

**Hours:** Varies by location

## Family Violence Advocacy

### **Women's Refuge**

**Service:** Crisis support and advocacy for women and children

**Phone:** 0800 733 843 (0800 REFUGE)

**Website:** [www.womensrefuge.org.nz](http://www.womensrefuge.org.nz)

**Languages:** Interpreters available

**Hours:** 24/7

### **Shine (Safer Homes in New Zealand Everyday)**

**Service:** Support for people affected by family violence

**Phone:** 0508 744 633

**Website:** [www.2shine.org.nz](http://www.2shine.org.nz)

**Languages:** English, interpreters available

**Hours:** Monday-Friday, 9am-5pm

### **Victim Support**

**Service:** Support and advocacy for victims of crime and trauma

**Phone:** 0800 842 846

**Website:** [www.victimsupport.org.nz](http://www.victimsupport.org.nz)

**Languages:** Interpreters available

**Hours:** 24/7

## LGBTQI+ Advocacy

### **InsideOUT**

**Service:** Support and advocacy for rainbow young people

**Phone:** (04) 473 7878

**Email:** [info@insideout.org.nz](mailto:info@insideout.org.nz)

**Website:** [www.insideout.org.nz](http://www.insideout.org.nz)

**Languages:** English  
**Hours:** Monday-Friday, 9am-5pm

### **RainbowYOUTH**

**Service:** Support and advocacy for LGBTQI+ youth

**Phone:** (09) 376 4155

**Email:** [info@ry.org.nz](mailto:info@ry.org.nz)

**Website:** [www.rainbowyouth.org.nz](http://www.rainbowyouth.org.nz)

**Languages:** English

**Hours:** Varies

### **Outline NZ**

**Service:** Support for LGBTQI+ community

**Phone:** 0800 688 5463

**Website:** [www.outline.org.nz](http://www.outline.org.nz)

**Languages:** English

**Hours:** Daily, 6pm-9pm

Refugee and Migrant Advocacy

### **Refugees as Survivors New Zealand**

**Service:** Support and advocacy for refugees and asylum seekers

**Phone:** (09) 378 9009

**Email:** [admin@rasnz.co.nz](mailto:admin@rasnz.co.nz)

**Website:** [www.rasnz.co.nz](http://www.rasnz.co.nz)

**Languages:** Multiple languages, interpreters available

**Hours:** Monday-Friday, 9am-5pm

### **Migrant and Refugee Rights**

**Service:** Legal advocacy for migrants and refugees

**Phone:** Contact through Community Law Centres

**Website:** [www.communitylaw.org.nz](http://www.communitylaw.org.nz)

**Languages:** Interpreters available

**Hours:** Varies by location

Employment Advocacy

### **Employment New Zealand**

**Service:** Information and support for employment matters

**Phone:** 0800 20 90 20

**Website:** [www.employment.govt.nz](http://www.employment.govt.nz)

**Languages:** Interpreters available

**Hours:** Monday-Friday, 8am-5pm

### **Union Support**

**Service:** Advocacy for workers' rights

**Find your union:** [www.union.org.nz](http://www.union.org.nz)

**Languages:** Varies by union

**Hours:** Varies by union

Housing Advocacy

### **Tenancy Services**

**Service:** Information and support for tenancy matters

**Phone:** 0800 836 262

**Website:** [www.tenancy.govt.nz](http://www.tenancy.govt.nz)

**Languages:** Interpreters available

**Hours:** Monday-Friday, 8am-5pm

General Human Rights

### **Human Rights Commission**

**Service:** Advocacy for human rights

**Phone:** 0800 496 877

**Email:** [infoline@hrc.co.nz](mailto:infoline@hrc.co.nz)

**Website:** [www.hrc.co.nz](http://www.hrc.co.nz)

**Languages:** Interpreters available

**Hours:** Monday-Friday, 9am-5pm

### **Privacy Commissioner**

**Service:** Advocacy for privacy rights

**Phone:** 0800 803 909

**Email:** [enquiries@privacy.org.nz](mailto:enquiries@privacy.org.nz)

**Website:** [www.privacy.org.nz](http://www.privacy.org.nz)

**Languages:** English

**Hours:** Monday-Friday, 9am-5pm

## How to Access These Services

### **Staff can:**

1. Provide this list to clients
2. Help clients contact services
3. Explain what each service offers
4. Support clients to prepare for advocacy meetings
5. Arrange interpreters if needed

### **Clients can:**

1. Contact services directly
2. Ask staff for help to contact services
3. Bring advocates to appointments at Te Aroarotea
4. Access multiple advocacy services if needed

## Updating This List

This list is reviewed every 6 months to ensure:

- Contact details are current
- Services are still operating
- New services are added
- Feedback from clients is incorporated

**Last reviewed:** 20/11/2025

**Next review:** 20/06/2026

**Reviewed by:** Hana GREY – Business Management

---

**For more information or support accessing advocacy services, contact:**

Janette Clarke

Email: [janette@tearoarotea.co.nz](mailto:janette@tearoarotea.co.nz)

---

*This list is available in accessible formats and multiple languages upon request.*

*Copies available at reception, in client areas, and on our website.*