

Community resources For Asian students and families

Meggan Lam

NB – these resources are in Auckland; other centres will have different resources. This information is correct at time of publication.

The Asian Health Support Service

This is a service provided by the Waitemata Health Board, in collaboration with the Ministry of Health since May 1999. It aims to identify the health-care needs of Asian people and provide support services to the Asian people residing in North and West Auckland. Currently the service has 80 Asian volunteers to support the Asian in-patients and community clients and bridge their communication with health and clinical professionals. The service is available in Korean, Mandarin and Cantonese. The service is free, confidential and professional. It has also produced Asian languages pamphlets on health service information. It provides training workshops for professionals with Waitemata Health and external agencies on the healthcare and cultural needs of Asian people. The Asian Health Support Service has recently extended the service to telephone help lines.

Health Services Help line

Mandarin-speaking	0800 365 068
Cantonese-speaking	0800 365 069
Korean-speaking	0800 365 067

For more information, please contact:

Marian Ngai, BA (Social Work), MA (Public Admin.), Manager of Asian Health Support Service

Vivian Cheung, BA (Ed.), BSc (Psych.), MA (Psych.) (Hons), Project Assistant

Alice Leung, Dip SW, Project Assistant

Telephone: (09) 486 8314
(09) 486 8347

Fax: (09) 486 8927

Email: ngaim@whl.co.nz

<<mailto:ngaim@whl.co.nz>>

Address: Asian Health Support Service
Waitemata District Health Board
North Shore Hospital
Shakespeare Road
Milford, Auckland.

Asian Problem Gambling Services

Asian Problem Gambling Services is a service provided by the Problem Gambling Foundation of New Zealand. The service is dedicated to assisting those with problems caused through gambling by providing support, counselling and information. It provides free treatment for problem gamblers, partners of problem gamblers and other family members. The Asian Problem Gambling Services currently has Mandarin, Cantonese and Korean-speaking counsellors and social workers available. Qualified professionals supervise all services. It is based in Epsom, Auckland, and has outreach face-to-face clinics in central Auckland and South Auckland.

Nation-wide Hotline (0800 862 342/0800 TO BE HAPPY) is available in the above three languages. Pamphlets in Chinese and Korean are also available. All services are confidential and free of charge.

Mandarin and Cantonese Language:

Monday 1.00 pm to 8.30 pm

Tuesday to Friday 9.00 am to 5.00 pm

Korean Language:

Monday 5.00 pm to 8.30 pm

Thursday 10.00 am to 3.00 pm

For more information, please contact:

Kefeng Chu, BA, MSW
(Appl.)(Hons), MANZASW,
Counsellor
John Wong, BCom, Dip MS,
Counsellor

Hyeun Kim, MTheo, Counsellor

Telephone: 0800 664 262 or

(09) 623 1400

Fax: (09) 623 1140

Email: asian@pgfnz.co.nz

<<mailto:asian@pgfnz.co.nz>>

Website: www.cgs.co.nz

Postal Address: P O Box 26-533

Epsom, Auckland

Address: 7-9 Alpers Avenue, Epsom,
Auckland

Asian Social Services of New Zealand Inc.

Asian Social Services of NZ Inc was set up in 1999 in Auckland, and currently has representatives from Chinese, Indian, Korean, Vietnamese, Sri Lankan and Filipino communities. It aims to improve the physical and mental well-being of New Zealand Asian community members. Representatives came together to provide leadership in social services in the Asian community and assess the current service gaps.

Charter Statement

1. To identify and meet a range of social services priorities of New Zealand Asian populations.
2. To provide assistance in a cooperative style inclusive of all relevant initiatives and existing programmes.
3. To establish a mental health and counselling centre, a feature of which will assist with gambling problems.
4. To arrange support and care for the needs of elderly.

5. To provide information and assistance to our Asian student populations.
6. To build strong family, community and cultural support systems.
7. To advocate for the special needs of our Asian populations.

For more information, please contact:

Kefeng Chu, BA, MSW (Appl.)
(Hons), MANZASW, Secretary
Telephone: (09) 368 1520
Fax: (09) 368 1540
Email: asian@pgfnz.co.nz
<mailto:asian@pgfnz.co.nz>
Postal Address: P O Box 26-533,
Epsom, Auckland
Address: 2nd floor, 83 Grafton Road,
Auckland

Chinese Lifeline

Chinese Lifeline was founded in March 1993 and is operated under the umbrella of Auckland Lifeline. It aims to provide telephone counselling services to the New Zealand Chinese people. The service is free, confidential and professional. Currently Chinese Lifeline has around 20 Mandarin-speaking and 20 Cantonese-speaking volunteers. They have gone through a variety of professional training and are under supervision from experienced supervisors. They also attend monthly supervision group meetings and bimonthly in-services training. Recently they have formed an administration group to work on the publicity, translation,

newsletter and administration tasks. They have also produced Chinese-language pamphlets introducing their services to the public.

Telephone Counselling Service

During each shift there is one Mandarin-speaking telephone counsellor and one Cantonese-speaking telephone counsellor on duty.

Daytime Monday to Friday
10 am to 2 pm
Evening Monday to Thursday
7 pm to 10 pm
Telephone: (09) 522 2088

Face-to-Face Counselling Service

In 2000 Chinese Lifeline extended the service to face-to-face counselling to meet the demand from the Chinese community. A sliding scale fee may apply to the service (negotiable if finance is a problem).

For more information, please contact:

Sybil Au, Co-ordinator
John Wong, BCom, Dip MS,
Counsellor, Trainer and Supervisor
Telephone: (09) 522 2088 (Chinese)
(09) 522 2808 (English)
Fax: (09) 524 3092
Email: john.wong@xtra.co.nz
Postal Address: P O Box 74010,
Market Road, Auckland
Address: 95 Great South Road,
Epsom, Auckland

Chinese Mental Health Consultation Services

Chinese Mental Health Consultation Services was established in 1999. It consists of a team of mental health professional from diverse Chinese sub-cultural backgrounds. It aims to assist the mainstream health services to meet the mental health needs of the Chinese people in the most culturally appropriate way.

Parameters

- Support/psycho-education and liaison for client
- Training/education to health providers
- Direct services (clinical assessment, various mental health interventions)
- Individual or group supervision
- Advice on resources
- Advocacy
- Research.

The team

The team has expertise in psychiatry, clinical psychology, psychiatric nursing, social work, counselling, health interpreting and nursing.

Executive Director:

Timothy Hee Sun Leo,
MA(Psych.Hons), PG DipClin Psych.

Co-ordinator:

Sue Wong, BHSc (Nursing)

Treasurer: Wenli Zhang, Dip SW

Members: Sai Wong, MBBS, MRC Psych., FRANZCP

Patrick Au, RPN, MEd
(Counselling)(Hons), MNZAC
Candy Vong, MEd (Counselling)
(Hons), MNZAC

For more information, please contact:

Sue Wong, Co-ordinator
Telephone: (09) 377 8277
Fax: (09) 377 6277
Email: cch@ihug.co.nz
<mailto:cch@ihug.co.nz>
Postal Address: P O Box 74281,
Market Road, Auckland
Address: 2E, 10 Augustus Terrace,
Parnell, Auckland

Chinese New Settlers Services Trust

The Chinese New Settlers Services Trust is a registered charitable trust, which aims to offer social and community services to Chinese new immigrants and the Asian community. The services also provide recreational and educational programmes to the community to help the new migrants to integrate to the society. The Chinese New Settlers Services Trust currently has both Mandarin-speaking and Cantonese-speaking workers available. It provides social work, information and advocacy for Chinese clients and their families who are facing life crises in their resettlement process. It also runs educational and recreational programmes in Howick, Manukau and Northcote for Chinese elderly and children.

For more information, please contact:

Jenny Wang, BSc, MEd, Dip SW,
Manager and social worker
Telephone: (09) 262 2322
Mobile: 025 2021 955
Fax: (09) 263 7129
Email: immigran@pcnet.co.nz
<<mailto:immigran@pcnet.co.nz>>
Postal Address: P O Box 76140,
Manukau City, Auckland.
Address: Friendship House,
20 Putney Way, Manukau City
Centre, Auckland.

Co-ordinator: John Wong, BCom,
Dip MS
Consultant: Kefeng Chu, BA, MSW
(Appl.)(Hons), MANZASW

For more information, please contact:

Eric Cheung or Vivian Cheung
Telephone: (09) 520 4557
Fax: (09) 522 0930
Email: nzcy@hotmail.com
<<mailto:nzcy@hotmail.com>>
Postal Address: P O Box 39125,
Howick, Auckland.

The New Zealand Chinese Youth Trust

The New Zealand Chinese Youth Trust was established in 1999. It aims to assist youth of ethnic Chinese origin resident in New Zealand to improve and maximise their potential so that they have the opportunities to become integrated and productive participants in all spheres of New Zealand life. It has held many training and education activities such as Self-Development Camps, a Leadership Workshop, Social Support Group Workshop and Tracking Event. It also runs workshops for parents.

The team

Facilitator: Eric Cheung, RMN
Co-ordinator: Vivian Cheung, BA
(Ed), BSc (Psych.), MA
(Psych)(Hons)

Shakti

Shakti is a support group for Asian women. It provides general advice and advocacy services, a legal clinic and women's health clinic, education, counselling and safe accommodation for victims of domestic violence. The services are available in English, Chinese, Korean, Bengali, Persian, Urdu and Hindi.

Service hours of all centres are
Monday to Friday 9 am to 4 pm

For more information, please contact:

Shakti Asian Women's Centre
Zarina Smit, Co-ordinator
Telephone: (09) 636 8512
Fax: (09) 636 9654
Email: Shakti@ihug.co.nz
<<mailto:Shakti@ihug.co.nz>>
Address: 138 Church Street,
Onehunga, Auckland.

Shakti Migrant Resource Centre Inc

Elias, Project Manager
Telephone: (09) 634 5426
Fax: (09) 636 6012
Email: Shakti@ihug.co.nz
<mailto:Shakti@ihug.co.nz>
Address: 5A Jordan Avenue,
Onehunga, Auckland.

Shakti Asian Women's Safe House

Lucia Tang, Co-ordinator
Telephone: (09) 820 3507 (inside
Auckland), 0800 742 584 (outside
Auckland)
Postal Address: P O Box 24448, Royal
Oak, Auckland.

**Shakti Asian & African Women's
Community Education Centre Inc**

Gail Tufail, Co-ordinator
Telephone: (09) 625 6714
Fax: (09) 624 3158
Address: Mt Roskill Community
House, Graeme Breed Drive,
Three Kings, Auckland.

Citizens Advice Bureaux

The following branches of the Citizens
Advice Bureau (CAB) provide Canton-
ese-speaking and/or Mandarin-speaking
services:

Birkenhead (09) 418 0032
2 Rawene Rd, Birkenhead
Ellerslie (09) 579 4664
1 Ramsgate St, Ellerslie
Glen Eden (09) 818 6837
26 Glendale Rd, Glen Eden
Glen Innes (09) 528 9151
Plunket Rooms, Line Rd, Glen Innes
Mt Albert (09) 846 4023, (09) 846 9086
82 St. Lukes Rd, Mt Albert
Mt Eden (09) 630 3138
8 Ewington Ave, Mt Eden
Mt Roskill (09) 625 8831
Library Bldg, 546 Mt Albert Rd
New Lynn (09) 827 4731
45 Totara Ave, New Lynn
Onehunga (09) 634 1613,
(09) 636 9862 101 Church St,
East Onehunga
Pakuranga (09) 576 8331
Aylesbury St, Pakuranga
Papatoetoe (09) 278 5191
35A St. George St, Papatoetoe
Queen Street (09) 377 3314
305 Queen St, Auckland City
Remuera (09) 524 6565
4 Victoria Ave, Remuera.