



CHRISTMAS SHUTDOWN2025/2026

AGE CONCERN: Age Concern Whanganui will be closed on the 18th of December and reopen on the 12th of January 2026. Any emergency phone Elder Abuse Helpline: 0800 32 668 65

CCS DISABILITY: Whanganui office will be closed from Wednesday the 24th December 2025 until Wednesday the 7th of January 2026.

CITY MISSION WHANGANUI: Closed on stat days only. To request a food parcel call: 06 345 2139 option 1 for the foodbank or email: food@citymissionwhanganui.org.nz

CLAW: Our last day is Friday 19th December 2025, and we will open on Monday 05th January 2026 for phone and email enquiries, reopening Monday the 12th of January 2026. For urgent enquiries you can call 027 246 5956 for assistance.

COMMUNITY HOUSE: Community House office last day Friday 19th December 2025 and opening first day back Monday 12th January 2026. Organisations within Community House still will be operating varying hours throughout this time and we will post these to our Facebook page. We will also be responding to urgent enquiries.

COMMUNITY PATROLS: Wanganui Community Patrol continues Night Patrols and CCTV monitoring over the Christmas, New Year period excluding public holidays.

COMMUNITY PROBATION: Closed stat days only. After hours phone will be checked daily.

FAMILY WORKS: Our final day for 2025 is Christmas Eve however we finish at midday and return on Monday the 5th of January 2026. We will not have anyone from our office on-call or available in-between these dates, but emails will be checked sporadically.

SEXUAL WELLBEING AOTEAROA: Closed stat days only.

WHANGANUI COMMUNITY LIVING TRUST (WCLT): Our Office will be closed from 19th December and will reopen on 5th January 2026. Our services will continue to operate during the office closure, but with a reduced crew. Sadly, we are at full capacity and are not accepting new referrals at this time.

FLOW FAMILY HARM TEAM: Closed stat days. For urgent matters ring 111.

HAKEKE STREET COMMUNITY CENTRE & LIBRARY:

We will be closing as of: Saturday Dec 20th, 2025, open on Monday 5th Jan 2026. Community Hall will be closed from: Wednesday December 3rd, 2025, open on Tuesday 27th January 2026. **For any bookings or Hireage of the Community Hall please contact Jah Clarke via Email admin@hakekest.org.nz or phone 022 096 5673**

We do not have anyone available during this time; however, any Library matters can be referred to the Main Davis Library 06 34 91000.

JIGSAW: Closed 23rd Dec 2025 – returning Monday 12th Jan 2026. Phone messages, texts and emails will not be cleared during this period.

KAINGA ORA: Contact centre available 24/7 to whanau on 0800 801 601

KOHA SHED: The Koha Shed is closed until Mid-January date to be confirmed the community fridge is open till the 23rd of December 12:30pm-1:30pm our last community meal is at St Andres on the 19th of December at 12pm. Christmas Market Sunday the 14th at 12pm Gold coin or can of food entry. Christmas party is on the 24th of December at Kowhai Park at 3pm. Community Fridge reopens on the 5th of January 2026. Community Meal date TBC.

LIFE TO THE MAX: Office will close on the 23rd of December 2025 and reopen 5th January 2026. No one is available over this time.

MINISTRY OF SOCIAL DEVELOPMENT: Closed stat days only. Normal phone lines are open between 7am – 6pm weekdays. General enquiries call 0800 559 009 (including for Emergency Housing), for nz super + veterans pension call: 0800 552 002.

ORANGA TAMARIKI: We are only closed stat days and weekends. We have a skeleton crew working from 23 December - 6 January dealing with urgent matters only.

PRIDE WHANGANUI: Our ordinary drop-in hours and social/support groups are closed over summer, from the 20th of December until the 18th of January. RESPITE: Two of our volunteers will be staffing the Hub from 10am-2pm on WEDNESDAYS during this time, as respite for people who need a safe space during the summer holidays."

RESTORATIVE CITY WHANGANUI TRUST: last day will be on Tuesday the 23 December 2025, reopening on Monday 5th January 2026. We will not have anyone on call during the break.

SALVATION ARMY: Closing at 12pm, 24th December 2025 and re-opening Monday 5th January 2026. Simon and Rachel are on call over this time, details on the front door of the Centre from the 24th December 2025.

TE ORA HOU: Te Ora Hou Whanganui's last day will be Friday 19th December and will re-open on Monday 12th January 2025.

TE ORANGANUI: Te Oranganui will be closed for the festive period from Friday 19th December at 5pm to Monday 5th January 2026

TE WHATU ORA + WHANGANUI HOSPITAL SERVICES: The emergency department is open 24/7. For mental health assessment + home treatment call: 0800 653 358. For Whanganui Community Mental Health call: 06 348 1207.

WHANGANUI REGIONAL HEALTH NETWORK: Closes midday Tuesday 23rd December and reopens Monday 5th January. **Quit Clinics:** Whanganui clinic closes 23rd Dec and open 12th Jan, Ruapehu clinic closes 18th Dec and opens 6th Jan, Taihape clinic closes 23rd Dec and opens 13th Jan.

THE WHANGANUI BUDGET ADVICE SERVICE: We will be closed from Dec 23rd 2025 until 20th Jan 2026. We will be clearing answer phone weekly, and a mentor might be available for some urgent work.

WHANGANUI SAFE AND FREE: We will be closing Tuesday the 23rd December 2025 and reopening Tuesday the 13th January 2026.

WHATEVER: will be closed from lunchtime on Tuesday the 23rd of December 2025 and reopening on Monday the 12th of January 2026.

WOMEN'S NETWORK The Women's Network will be open until 19 December, re-opening on 7 January. Emails will be checked from time to time during the festive break and can be sent to: womnet.whanganui@gmail.com <<mailto:womnet.whanganui@gmail.com>>

WOMEN'S REFUGE: The Women's Refuge office will be closed from 4:30pm Friday 19th December 2025 and will reopen at 9am on Monday 05th January 2026. All services are still operating through the Crisis Line please call 0800 733 843

WOVEN WHĀNAU: We are closing Friday the 12th of December 2025 and will reopen Monday the 26th of January 2026. We can be available by phone and email over the break.



HELPLINES- NEED TO TALK?

- Need to Talk? Free call or text 1737 any time for support from a trained counsellor
- lifeline – 0800 543 354
- Suicide crisis helpline – 0508 828 865 (0508 tautoko)
- healthline – 0800 611 116
- samaritans – 0800 726 666
- youthline – 0800 376 633, free text 234 or email talk@youthline.co.nz or online chat
- thelowdown.co.nz – or email team@thelowdown.co.nz or free text 5626
- kidsline – 0800 54 37 54 (0800 kidsline) for young people up to 18 years of age. Open 24/7.
- Depression helpline – 0800 111 757 or text 4202
- are you ok – 0800 456 450 family violence helpline
- gambling helpline – 0800 654 655
- anxiety phone line – 0800 269 4389 (0800 anxiety)
- seniorline – 0800 725 463 a free information service for older people shine – 0508 744 633 confidential domestic abuse helpline
- quit line – 0800 778 778 smoking cessation help
- women's refuge crisis line – 0800 733 843 (0800 refuge) (for women living with violence, or in fear, in their relationship or family)
- shakti crisis line – 0800 742 584 (for migrant or refugee women living with family violence)
- rape crisis – 0800 883 300 (for support after rape or sexual assault)
- oranga tamariki – 0508 326 459 mental health team for acute mental health concerns 0800 653 358
- Plunket – 0800 933 922