

*welcome to our community*  
**BALCLUTHA INFORMATION BOOKLET**



**INFORMATION SUPPLIED BY CLUTHA VALLEY RURAL NEIGHBOURHOOD SUPPORT**

**Clutha District Settlement Support Inc. gratefully acknowledges the support of Clutha Valley Rural Neighbourhood Support and Fiona Wilson in allowing the use of and amendments to this booklet.**

**This booklet is for the assistance of those settling into the Balclutha area and for whom Balclutha is the main service centre.**



# CLUTHA DISTRICT COUNCIL

*From the Office of the Mayor:*

## **Welcome from the Clutha District Mayor**

Kia Ora, on behalf of everyone from the Clutha District, I'm delighted to welcome you to our special part of the world, and sincerely hope that your choice to move here is rewarded with happiness and fulfilment.

We love our lifestyle, and pride ourselves on being a safe and friendly place to live, and your contribution to our districts vitality is much appreciated.

Can I also challenge you to embrace the many cultural, sporting, educational and family-friendly opportunities your new home has to offer?

We love living in the Clutha District and I am sure that as you become accustomed to your new life you will see that shifting to Clutha was an exceptionally good decision.

Both my children now live overseas and I know the heartache separation from loved ones can bring, but I believe our district has a strong commitment to making our new citizens feel welcome.

I also want to acknowledge the work of groups in our communities that are passionate about ensuring your transition is as easy and supported as possible, and I am sure this booklet will assist you as you familiarise yourself with finding services and important information.

Once again, my very best wishes for the future.

Yours sincerely

Bryan Cadogan  
Clutha District Mayor

# CALLING EMERGENCY 111

Call 111 and ask for the police when

- There is a serious risk to someone's life or property
- A crime is being committed and the offenders are still there or have just left
- You have found a major public inconvenience (trees blocking a road)
- ALL of these events about are happening or have just happened

If you cannot decide if it is a REAL emergency and you are still worried - please call 111 and talk to us and we will help you decide what to do. If it is NOT an urgent emergency please ring your local police station.

What happens when you make a call to 111?

When you call 111 a Spark operator will answer your call and ask which emergency service you want

1. Fire
2. Ambulance
3. Police
4. If it is police your call will be transferred to Communication Centre in Auckland, Wellington or Christchurch. No matter where the call is answered the local police will be on their way to you.

It is very important that that ALL the people in your house know this information including children.

## **RAPID NUMBERS**

A rapid number is administered by authorities. They are based on the distance of the property from the beginning of where the road is. Rapid numbers are available to emergency services through mapping services.

# BALCLUTHA POLICE STATION      03 4180 283

When you ring 111 you will be asked the following questions

- What service do you require?
- Where are you?
- How long ago did it happen?
- What is happening now?

If you are moving from the location where the incident happened you will need to give your location such as the road, street, bridge or any other landscape features that you notice around you.

Then you may be asked more questions.

- Where is the person causing concern now?
- Do they have weapons?
- If that person has left - how did they leave? Which way did they go?
- Who are they? What do they look like and how are they dressed?
- What is the number plate (very important)? Description of their vehicle.
- What else is happening?

You need to know your phone number (mobile and landline), suburb, town and district and especially important in rural areas you HAVE to know your RAPID number.

Every house in a rural area should have a RAPID number. This is the small blue number with white writing on a post near the entrance of the property, usually on a post. It can also be on a mailbox or small wooden batten. This allows the emergency department to find the house as quickly as possible.

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## ACCIDENT AND EMERGENCY

AMBULANCE/FIRE/POLICE

**DIAL 111**

### **Banks**

ANZ	33 Clyde Street	03 4184800	9.30am - 4.30pm
BNZ	53 Clyde Street.	0800 275269.	10am - 2.30pm
Kiwibank	2 John Street.	03 4182 180	9am - 5pm
Westpac	39 Clyde Street.	03 4184900	9.30am - 4.30pm

### **Budget Advice**

Tuesdays & Thursdays 9.30am - 2.30pm . 14c James St, Balclutha

03 418 0463, Cell 027 781 1041 (text is fine). [coordinator@budgetingclutha.org](mailto:coordinator@budgetingclutha.org)

Facebook and website; [www.budgetingclutha.org](http://www.budgetingclutha.org)

### **Carpet Cleaning**

ChemDry Otago; 0800 131 770

Peter Davey 03 4128 240

### **Car Seats**

Under New Zealand law all children aged under 7 years must be in a car seat that is appropriate for their age and size. They must not travel in a vehicle if they are not in an



approved child restraint. Your child may move to a booster seat before they turn 7 years old which is appropriate for their age and size.

For help with car seats call 03 455 9934 in Dunedin or locally Miriam 027 6319285 or 0273274274.

### **Children Home Alone**

In New Zealand the minimum legal age for leaving children home alone is 14 years old.

### **Chimney Sweep**

Michael Griffiths 027 226 2391

Raymond Freeman 03 4180072

### **Churches**

There are several different churches in Balclutha.

Balclutha Presbyterian	Ella Kell	03 4182 780
City Impact	Dibs and Toni Dawson	03 4182818
St Mark's Anglican	Rev Griff Moses	03 4181 033
Salvation Army	Kasey Bell	03 4183 871
Gospel Chapel	Jim Goatley	03 4180 327
St Mary MacKillop Catholic Church	Fr. Chris O'Neil	03 4859 996
Clutha Valley Presbyterian Church	Graham Hunter	03 4859 567

## **Citizens Advice Bureau**

'No problem too big or too small'. Free, confidential and independent information and advice.

Can help with a wide range of issues including immigration and employment.

0800 367 222 03 4716166 or [dunedin@cab.org.nz](mailto:dunedin@cab.org.nz)

Language Link - Free confidential advice, information, support and advocacy in over twenty languages. [language@cab.org.nz](mailto:language@cab.org.nz) 0800 78 88 77

## **Civil Defence**

A Civil Defence Emergency is only declared when emergency services feel the situation is beyond their resources and a life threatening situation exists. If this happens, the Civil Defence organisation takes over to coordinate the response and local Civil Defence centres are activated.

## **Clubs and Organisations**

Balclutha has a huge number of sports groups, clubs and other organisations. For a full list of these refer to the Clutha District Council website and look under 'Your Community'.

## **Clutha District Settlement Support Inc**

Provides support and information to newcomers and migrants.

- Drivers Licensing help
- English Language classes
- Social Events

Contact CDSS Admin: [cluthadss@outlook.com](mailto:cluthadss@outlook.com)

Dianne Lowry (Chairperson) [dtlowry\\_4@hotmail.com](mailto:dtlowry_4@hotmail.com)

Website; [www.cdss.nz](http://www.cdss.nz)

Find Clutha District Settlement Support Inc on Facebook.

### **Coal**

Kai Point Coal            Kaitangata 4139 861

JD Souness                31 -33 James Street, Balclutha 4180 105

### **Computer Consultants; Sales and Service**

Computer Training and Solutions. 100 Clyde Street. 03 4181 600

Johnstone Electrical. Clyde St. 03 4180427

### **Crimestoppers**

To give information about a crime without revealing your identity call Crimestoppers on 0800 555 111. Your phone call is anonymous.

### **Dairy (Convenience Store)**

*Balclutha Night and Day. Essex St.*

Open 7 days a week from 7 am until 11pm.

Hot food, grocery items, newspapers and ice cream.

*Balclutha Discounter. Clyde Street (opposite ANZ Bank).*

## **Daylight Saving**

Daylight Saving is from the last Sunday in September each year until the first Sunday in April of the following year. Daylight Saving means having more daylight hours during summer by advancing clocks one hour forward in spring and one hour back in autumn.  
*Spring forward, fall back!*

## **Dentist**

Children under 18 are free.

David Tait                      John Street                      03 4181 374

Graham York                      131 Clyde Street                      03 4181 294

Southern DHB                      Dental Care for Children 0800 825 583 or 0800 672 543

## **Doctors/Hospital**

### ***Clutha Health First***

**General Practitioners (GP's)                      4190 500**

***Please register with a doctor when arriving in South Otago.***

*Under 13 year old children are free.*

Fees

Registered adult                      \$40

Casual (not enrolled)                      \$60

*Prices are subject to change.*

## **Drivers Licensing**

Automobile Association (AA) Balclutha Agency and NZ Transport Agency (NZTA) at Balclutha Mitsubishi/BP Service Station, 79 Clyde Street (see map). 03 4180034. Ext. 4

12.15 - 4.30 pm daily.

Drivers Licensing, motor vehicle registration, change of ownership, road user charges, Road codes, L plates.

You cannot convert an Overseas Driver Licence in Balclutha, you need to go to a specialist overseas conversion site in Dunedin or Invercargill.

[www.nzta.govt.nz](http://www.nzta.govt.nz)

[www.aa.co.nz](http://www.aa.co.nz)

## **Driving Lessons**

Learners Licence (Theory) Classes; Chris 03 4159074 chriscdss1@gmail.com

Comand Driving School; Gayle Lormans 0212310055

AA Driving School; Dan Love 021 2694602 (or call Chris 03 4159074 for more information).

## **Dry Cleaning**

*Baby Cot store*

67 Clyde Street 03 4181 119

*Entity*

54 Clyde Street 03 4180 019

## **Early Childhood Care and Education**

***For Children under 6 years of age, most children start Primary School at Age 5 years.***

### **Daycare**

ABC, Clyde Street, Balclutha 03 4180473

Big River Educare, Wilson Road, Balclutha 03 4180821

### **Home Based Care**

[www.wildthings.org.nz](http://www.wildthings.org.nz)

[www.porse.co.nz](http://www.porse.co.nz)

[www.kidstart.co.nz](http://www.kidstart.co.nz)

### **Kindergarten**

Encouraging growth, development and education through play.

School hours.

*Balclutha Kindergarten* 1 Lanark Street, Balclutha. 03 4180330

*Rosebank Kindergarten* 14 Naish Street, Balclutha. 03 4182670

### **Playcentre**

Parents are actively involved in providing the children's learning programmes.

Balclutha Playcentre 35 Lowestoft Street, Balclutha 03 4180 517

## **Filipino Community**

Pat Cochrane; cfsinc2018@gmail.com

*Look for Clutha District Filipino Community on Facebook*

## **Firewood**

Danika Tairua 0273688908      Morry Tairua 0277794477

David Smollet 0274187060

Jade Unahi 03 4181782 0274180667

## **Fitness Gym**

Pro Fit (@ Cross Recreation Centre)      Keely Hurring      027 404 6072

Studio Fit Frances St      Jason Bichan      027 363 5439

## **Hairdressers**

Blondee      Clyde Street      03 4181 973

Hairworks      Elizabeth Street      03 4182 284

Rebecca Scott      Kakapuaka      03 4184 626

Zouve      Clyde Street      03 4182 603

Trimmers      Corner of James and John Street      03 4181 759

Legacy Barbershop      Clyde St      0274184437

## **Heartland Services**

*Government and Community Services available in your area.*

Located at Clutha Development Inc.            6 John Street

Natalie Paterson                                    03 4184 048

## **Hospital/Doctors Surgery**

***Please register with a doctor when you arrive in South Otago.***

**Clutha Health First General Practitioners/Doctors ; 4190 500**

**ENTRANCE** on Charlotte Street and **EXIT** on Clyde Street

## **Immigration**

[www.immigration.govt.nz](http://www.immigration.govt.nz)

## **Information Centre (i-site)**

The Balclutha Information Centre is a great source of local information, tourist maps and guides. It is also a booking agent for accommodation and travel.

8.30 am - 5.30 pm weekdays and 10 am - 2 pm weekends and public holidays.

Located beside the bridge in the Balclutha War Memorial Hall.



## Internet Provider

You may want to get broadband internet connected to your home. **Please be sure to read your contract thoroughly.**

Scorch	0800 726 742	
Farmside	0800 323 674	
Yrless	0508 975 377	
Unifone, 26A Clyde Street	03 4182292	0800 94114
Spark <a href="http://www.spark.co.nz">www.spark.co.nz</a>	Phone; 123	
Vodafone <a href="http://www.vodafone.nz">www.vodafone.nz</a>	0800 800 021	

## Justice of the Peace Signing Centre List

Development House      6 John Street      Fridays 2 pm until 5pm

## Language Line

The Office of Ethnic Communities

04 4959448 0800 656 656 [www.languageline.govt.nz](http://www.languageline.govt.nz)

## Laundromat

Liquid Laundromat located on Clyde Street in the Rosebank shopping centre.

7days. 5am - 11pm.

## **Legal Advice (Free) Dunedin**

Community Law

Telephone advice is available from 2 pm until 4 pm weekdays 0800 169 333

## **Library**

23 John Street 4181 677

Monday, Wednesday, Thursday 10am-5pm,

Tuesday 10am-5pm and 7pm-8pm, Friday 10am-6pm and Saturday 10am-noon

## **Midwives**

The Maternity Centre is located at Clutha Health First. 03 4190540

Megan Pigou 027 201 8131

Jen Davidson 027 201 8137

Christie Cleverly 027 201 8022

Christine Hayward 027 201 8076

## **Music Groups for Families**

***Interactive music and movement for babies, toddlers, preschoolers and their caregivers.***

Mainly Music St Marks Church Hall 10.30 am Friday

Music Box City Impact 10 am Tuesday

## **Newspapers**

The Otago Daily Times is our daily regional newspaper. Subscriptions for daily home delivery; 03 4180 123. They will charge you monthly for your home delivery it is available at service stations, dairies and supermarkets. The Clutha Leader is a local paper (free) that is delivered to your mailbox each Thursday.

## **Non Urgent Emergency Services**

*AMBULANCE*                      *0800 426 285*

*POLICE*                              *4180 203*

*HEALTHLINE*                      *0800 611 116*

## **Optometrist - Eye Care**

Bridgman and Dean              50 Clyde Street              03 4181 891

## **Otago Rural Support Trust**

When circumstances beyond your control lead to a rural business crisis - whether it be financial, climatic or personal the Otago Rural Support Trust is ready to assist.

Services are free and confidential. 0800 787 254 or Pat Macaulay 034847006.

## **Parents Centre**

A volunteer organisation providing activities and support to families. Playgroups and activities for preschoolers.

Parent support and education. Car seat and equipment hire.

6 John St, Balclutha Nicola Law (President) 0273812538

[balclutha@parentscentre.org.nz](mailto:balclutha@parentscentre.org.nz)    [www.parentscentre.org.nz](http://www.parentscentre.org.nz)

### **Pharmacy**

Grays Unichem Pharmacy	62 Clyde St	03 4181 359
Elwyn Bates Pharmacy	40 Clyde St	03 4181 369

### **Physiotherapy**

Southern Physio Services ; at Clutha Health First.	03 4190 435
Balclutha Physiotherapy; 61 Clyde Street, Balclutha.	03 4180 005
Rata South Ltd; Cross Recreation Centre	0800 800 288

### **Plunket**

For mums and babies/small children to age five.  
Free confidential advice, information and support.

Balclutha Plunket Rooms 4180 525 - if there is no answer please leave a message.

Helpline      0800 933 922      24 hour support/ 7 days a week

Healthline      0800 611 116 for free advice from our trained registered nurses.

## **Post Office - New Zealand Post Shop**

New Zealand Post, John Street. Postal services, road user charges and vehicle registration.  
Also Kiwibank outlet.

## **Property Management**

Good Hands Property Works      Phil Atkinson      03 418 1394

## **Radio**

The Balclutha radio frequency is    More FM 93.7 FM  
Hokonui Southland                      94.8 FM & 91.3 FM

## **Recreation Centre**

Enter off Glasgow Street      Nolene Scott 4183470 & 027 4180199

## **Schools in Balclutha**

### **Primary School; Ages 5 to approx 13 years.**

Balclutha Primary School	Lanark Street, Balclutha	03 4190103
Rosebank Primary School	Frances Street, Balclutha	03 4181090
St Joseph's Primary School	18 Stewart Street, Balclutha	03 4182548

### **Secondary school; Ages 13 to 18 years.**

South Otago High School (SOHS), Frances Street, Balclutha	03 4180517
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### **Second Hand Stores (Welfare Stores)**

Salvation Army                      44 Clyde Street                      03 4184 152

Red Cross                              16 Crown Street                      03 4183008

Monday, Wednesday and Friday 10am until 2pm.

1st Saturday of each month.

### **Swimming Pool**

Centennial Avenue    Swimming Lessons, Aquarobics, Swim Club    03 4181 049

Hours; Weekdays 6am - 8pm                      Saturday 1 - 4.30pm,

Sunday 10.30am - 12 noon and 1 - 4.30pm                      Public Holidays 10am - 4.30pm.

### **Supermarket**

*Balclutha New World    Lanark St                      03 418 2850*

8am - 8.30 pm 7 days a week

*Rosebank Four Square Clyde St                      03 4180811*

Monday to Thursday 8am - 6pm, Friday 8am - 9pm, Saturday 9am - 5pm, Sunday 10 am until 5pm. Open every day except Christmas Day.

*Balclutha Discounter                      Clyde St (Opposite ANZ Bank)*

### **Toy Library**

John Street (see map)                      Friday 9am - 12 noon, Saturday 10 am - 12.30 pm

Rebecca Craig; 0212660404

## **The Warehouse**

The Warehouse in Balclutha sells just about everything you can think of.

8.30am - 8pm, 7 days.

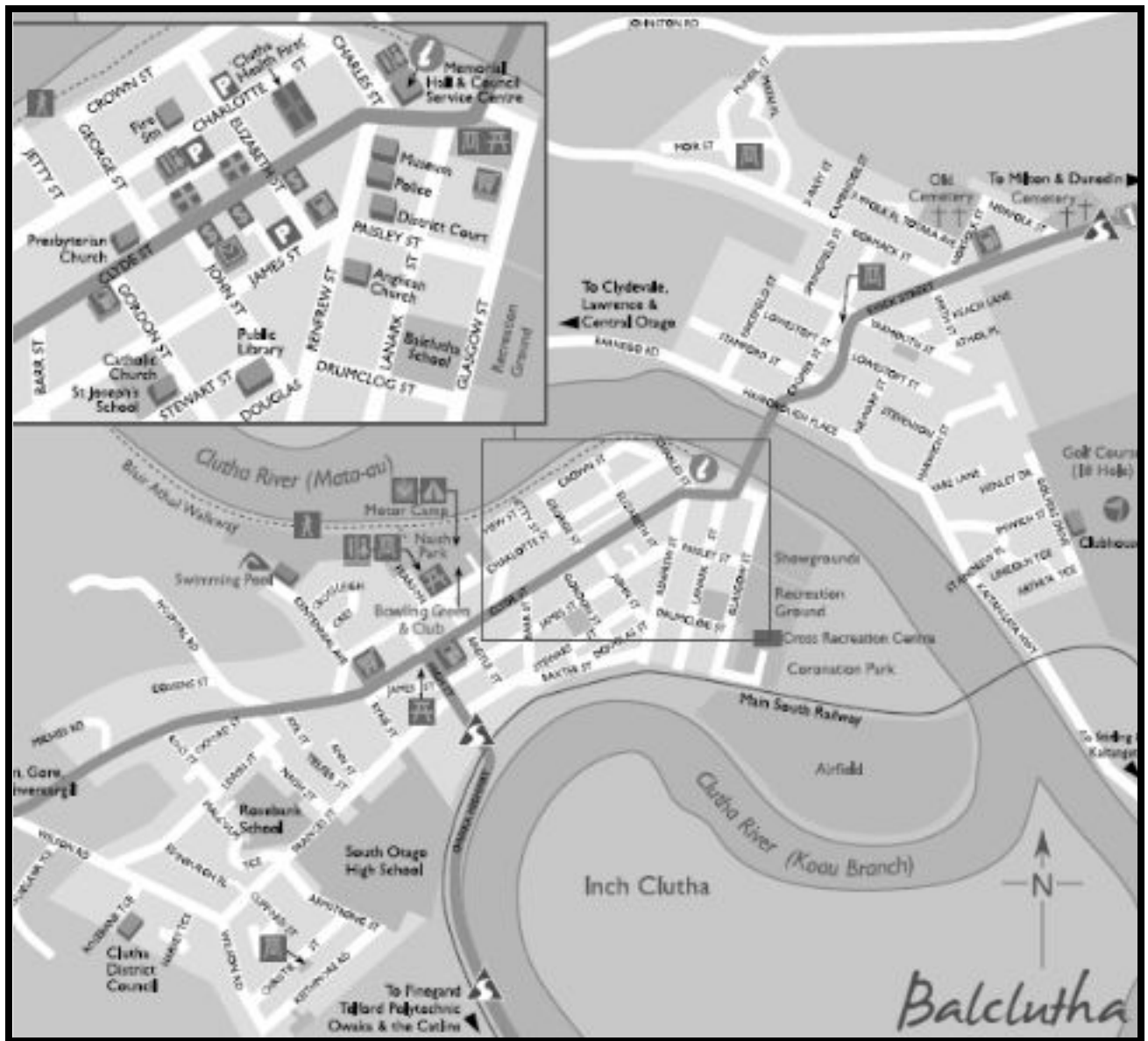
On Charlotte Street, one block south of the hospital.

## **Vets.**

*Clutha Vets; Clyde St (South end of town) 03 4181280*

Monday - Friday; 8am - 5.30pm, Tuesday until 7pm, Saturday 9.30am - 12.30pm

*Balmoral Vets; 34 Essex St (North end of town). 03 4183377*



## MAP OF BALCLUTHA

SUPPLIED BY THE CLUTHA DISTRICT COUNCIL





## CONTACT DETAILS

**Contact CDSS Admin: [cluthadss@outlook.co.nz](mailto:cluthadss@outlook.co.nz)**

**Chris Shaw 03 4159 074 [wharetoa@farmside.co.nz](mailto:wharetoa@farmside.co.nz)**

**Dianne Lowry (Chairperson): [dtlowry\\_4@hotmail.com](mailto:dtlowry_4@hotmail.com)**

**Find Clutha District Settlement Support Inc on Facebook.**

**[www.cdss.nz](http://www.cdss.nz)**

Please note this information has been gathered from a variety of sources.

We welcome additions and corrections. Please contact us as above.

**South Otago Justices of the Peace**  
**Available Fridays 2pm – 5pm**  
**Clutha Development, 6 John Street, Balclutha**

*Addresses can be found in the Yellow Pages under Justices of the Peace*

**Balclutha Area**

Mr J E B Archbold 03 4181495  
Mr K J C Blair 03 4183817  
Mr C C Hargest 03 4183744  
Mr C R Harris 03 4184200  
Mrs S Johnstone 03 4181928  
R C Kirk 03 4181832  
Mrs K T Seymour 03 4182865  
Mr W G Thomson 03 4180020

**Clinton and Area**

Mr J S Cochrane 03 4157321  
Mrs K T Crawford 03 4157018  
Mr D J Mackie 03 4157610  
TM Morris 03 4157740

**Clydevale and Area**

Mrs J Dunlop 03 4159123  
Mr C J Hunter 03 4180999  
Mrs V A May 03 4159266  
Mrs A J Stirling 03 4159084

**Kaitangata and Area**

Mrs S J Beck 03 4139858  
Mrs A S Daumann 03 4139376

**Kaka Point and Area**

Mrs M J Dunn 03 4128626  
Mr M J Ford 03 4128613

**Lawrence and Area**

Mr M R Chapman 03 4859386  
Mr A A Gray 03 4859685  
Mrs J Paterson 03 4859675  
Mrs C M Rose 03 4859465

**Milton and Area**

M J Clarke 03 4177011  
Mr K Dalton 03 4177057  
Mr C E Hayes 03 4178086  
Mr D M McElrea 03 4177256  
Mrs J C McIntosh 03 4178716  
Mr G E Paul 03 4178511  
Mrs J I Pringle 03 4178216

**Owaka**

Mr M J Affleck 03 4158778  
Mr A G Keen 03 4158195  
Mrs L Kopua 03 4158354  
Mr M I Patterson 03 4158491  
Mrs R Ross 03 4158039  
Mr B H Wilson 03 4158282

**Stirling**

Mr H C Anderson 03 4182806  
Mr W T Begg 03 4180484

