Te Whatu Ora
Health New Zealand
Counties Manukau

Te Kete Hauora

Wellness Service Directory



Naaku te rourou, naau te rourou ka ora ai te iwi.
With your basket and my basket the people will live.

Fourth Edition (2023)

Haere mai – Welcome

Te Kete Hauora Wellness Service Directory is a navigation tool that encompasses a broad range of well-being services operating in Counties Manukau. This directory aims to increase whanau, individuals and health professionals awareness of the existing primary health organisations, non-government organisations and community health services that they can access. The purpose of Te Kete Hauora is to encourage individuals and whaanau to engage with well-being services that are catered to their needs or preferences. Te Kete Hauora is situated within the Te Whare Tapa Whaa framework, and aims to provide a range of services that equip our people to fulfil their Taha tinana, Taha wairua, Taha whanaau, and Taha hinengaro. This aligns with Te Whatu Ora Counties Manukau's strategic intentions regarding service integration and health equity.

Ko te whaainga kia whakakahangia i te haapori ki te whakahaere i o raatou ake hauora hinengaro, oranga hoki
"To empower the community to take control of their own mental health and wellbeing"

Criteria for Inclusion of Services

- Services are provided in Counties Manukau rohe.
- Services cater to diversity and are culturally responsive.

Use of the double vowel in te reo Maaori at Te Whatu Ora Counties Manukau

Te Whatu Ora Counties Manukau services are located and delivered within the boundary of the Waikato-Tainui Iwi. It is important that Te Whatu Ora's use of te Reo Maaori respects the tikanga of te Reo Maaori and adheres to the specific dialect of this iwi area. This is why you will see certain words in the directory written with a double vowel instead of a macron such as whaanau instead of whānau (family), Taamaki instead of Tāmaki (Auckland), ngaa instead of ngā (all).

Location of Services

Services are available across Counties Manukau rohe although some services may serve a defined location or specific group within the population. Due to limited capacity to collect information, we have not been able to include all available services within the region. The services in this edition of Te Kete Hauora include: health, social and aligned general *well-being services* available across Te Whatu Ora Counties Manukau's four localities however some of the health services are signposted to the national information service on HealthPoint.

The directory will be updated yearly by the Community Health Services team. Organisations providing well-being services across the Counties Manukau are very welcome to share their information in the next edition of the directory. Please contact one of the following emails if you would like your organisation's information to be shared in this directory, or if you would like electronic copies of this directory.

Contact details

Mangere - Otara:

- CommunityHealthServiceMangere-Otara@middlemore.co.nz

Manukau:

- CommunityHealthServiceManukau@middlemore.co.nz

Eastern:

- CommunityHealthServiceEastern@middlemore.co.nz

Franklin:

- CommunityHealthServiceFranklin@middlemore.co.nz

Te Whare Tapa Whaa Maaori Health model

Te Whare Tapa Whaa is a Maaori health model developed by Mason Durie. This model takes the shape of a wharenui with four pillars that embody the different dimensions of Maaori wellbeing. These dimensions include Te Taha Wairua, Te Taha HInengaro, Te Taha Tinana and Te Taha Whaanau. Through this model we may understand how all four aspects of hauora/wellbeing are interconnected and interdependent. Te Kete Hauora recognises the need to address all four pou and looks to this model as a guiding framework. Organisations in Te Kete Hauora contribute to different aspects of Te Whare Tapa Whaa, supporting people to access the resources they need to achieve overall wellbeing.



Image and summary sourced from Manatuu Hauora.

The four pou/pillars of wellbeing:

Taha wairua (spiritual wellbeing)
Taha wairua embodies the spiritual side of wellbeing. Being in balance with one's beliefs, whether religious or not, is an important factor in complete hauora.

Taha hinengaro (mental/emotional Wellbeing)
Taha hinengaro revolves around the mental/emotional aspect of wellbeing. It encompasses all to do with the mind and how thoughts and feelings impact a person's health.

Taha tinana (physical wellbeing)
Taha tinana describes the physical body and how it's cared for. Illness, injuries and disease can all affect someone's taha tinana.

Taha whaanau (**social wellbeing)**
Taha whaanau addresses the family and social relationships of a person. This is about who a person cares for and is cared by. Immediate and extended family, friends, colleagues, classmates, and community all contribute to taha whaanau.

Acknowledgements

Te Whatu Ora Counties Manukau acknowledges the Bachelor of Health Science students from the University of Auckland School of Population Health, who helped to collect the details of services included in Te Kete Hauora directory.

First edition: Audrey Po'e-Tofaeono, Ella May, Isla Dunn, Joshua Green, Khemani Chatly, Lubna Azam and Roseanne Hopwood.

Second edition: Nicole Woodworms, Ruth Chang and Eunice Ahoatu

Third edition: Alisa Sutthiko, Cheyenne Takitaki, Darlene Das, Talia Maiava and Zishen Ufi

Fourth edition: Layla Christison, Terina Wichman-Evans and Crystal Stephens.

The first and second editions were co-ordinated by Kaye Dennison Project Manager for Manukau Locality and members of the Counties Manukau Primary Care Management Team. These versions were endorsed by Counties Manukau District Health Board's Principal Kaumatua, Teteira Rawiri.

The updated fourth edition was coordinated by Aifai Taupule and Shona Paterson, Integration Relationship Managers for Community Health Services with support from members of the Community Health Services Management Team. It has been endorsed by Te Kaahui Ora.

Te Kete Hauora embraces the Te Whatu Ora Counties Manukau values of Kind/Manaakitanga (Care for other people's wellbeing), Excellent/Rangatiratanga (Safe, professional, always improving), Valuing Everyone/Whakawhanaungatanga (Make everyone feel welcome and valued) Together/Kotahitanga (Include everyone as part of the team). This is accomplished by ensuring the wellbeing of our whaanau and families living in Counties Manukau, by providing services which focus on achieving equity and are offered ina professional manner which honours whaanau and families.



Disclaimer

Te Kete Hauora highlights the fact that the placement of Healthcare Information or Health Supplier Information (including links to other websites) in this directory does not constitute a recommendation or endorsement by Te Whatu Ora Counties Manukau of any course of treatment, health supplier or Health Supplier Services, and as such use of the Healthcare Information or Health Supplier Services featured on this directory is undertaken at the user's own risk, unless specifically stated otherwise.

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https://www.healthpoint.co.nz

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Affirming Works Limited

Telephone: 0800 023 3476
Email: office@affirmingworks.org.nz
Website: https://affirmingworks.org.nz
Physical Address: 9 Moa Street, Otahuhu, Auckland, 1062.
Operating Hours: Monday to Friday 9:00am - 4:00pm,Selected weekends (Kainga Tu'umalie Family Violence Programme).
Languages: English, Samoan and Tongan
Cost: Yes
Services Offered:

- Tupuanga Junior Wellbeing Programme: Mentoring programme for Primary and intermediate school aged kids with opportunityin holiday breaks as well.
- Power Up Stations connects: Provides community support for National Certificate of Educational Achievement (NCEA) and parent engagement for educational success.
- Kainga Tu'umalie: Faith-based Tongan - Ethnic specific Family Violence Programme, though there are developments with other pacific languages anddenominations.
- Young Free Pasifika: Females-specific, aged between 14-24 years hosted at a one-day conference that empowers Pasifika youth to be future leaders through theperforming arts.
- Young Free Warriors: Male-specific, aged between 14-24 years hostedat a one-day conference that empowers Pasifika youth to be future leaders through the performing arts.
- Faith 2 Move Mountains Fono: One-day professional development purposed for various stakeholders from practitioners and researchers to church and community leaders that work alongside pacific families and communities. Those will be supported to develop their own faith-based programmes to bring healing to their communities.
- Pacific Youth Transition: Referrals through Oranga Tamariki.
- Community Café Tautua: Youth training programme that utilises various social enterprises to teach leadership and self-worth through practical service in a café setting and complimentary leadership modules.

Age Concern

Telephone: (09) 820 0184
Email:

- ageconcern@ageconak.org.nz
- referrals@ageconak.org.nz

Website: www.ageconcernauckland.org.nz
Physical Address:

- Central and West Office: 57 Rosebank Road, Avondale, Auckland.
- Counties Manukau Office: Cambria Park Homestead, 250 Puhinui Road, Papatoetoe North Shore Office: 177b Shakespeare Road, Milford.

Postal Address: PO Box 19542, Avondale, Auckland, 1026.
Operating Hours: Monday to Friday 9:00am - 4:00pm (Cambria Park Homestead is by appointment only - all other offices are open to the public).
Sites of Service: At a variety of venues throughout Auckland, including in any of our offices, client's homes, community centres and spaces.
Languages: Our staff speak a range of languages, including Korean, Cantonese, Mandarin; and we also work with translators and interpreters where needed.
Cost: All our services are free - although donations are greatly appreciated.
Services Offered:
Intervention Services:

- Supporting older people to move from a position of vulnerability to one of resilience.
- Elder Abuse Response.
- Social Workers.
- Elder Abuse education.
- Community Social Workers.
- Counselling.

Ageing well services:

- Assisting older people to remain independent, healthy, and active.
- Health Promotion Workshops covering a range oftopics including nutrition, safe driving, falls prevention, scam prevention,
- Enduring Power of Attorney, Wills, and many more.
- Community Strength and Balance programmes.

Social Connections Services:

- Accredited Visiting Service Coffee and Friendship groups.
- Mitigating loneliness and isolation, promoting community involvement and enabling mobility.
- Total Mobility Cards.

Asian Services:

- Meeting the needs of the growing older Asian community.
- Providing all our services in Cantonese, Mandarin and Korean.
- Dedicated social workers.
- Health promotion and community groups Facilitating a WeChat group for older Asian people to ask questions and request support.

Information and Advocacy:

- We also distribute regular newsletters, Information Directories and 'Calendar of Activities' across the community.
- Advocate locally, regionally, and nationally on key issues relevant to older people

Referral:
https://www.ageconcernauckland.org.nz/make-a-referral/

Anglican Trust for Women and Children

Telephone: (09) 276 3729
Email: info@atwc.org.nz
Website: https://atwc.org.nz/
Physical Address: St Mary's Family Centre -10 Beatty Street, Otahuhu, Auckland.
Operating Hours: Monday to Friday 8:00am-4:00pm
Site of Services: Services delivered in home settings, schools, pre-schools and community houses
Languages: We have a diverse staff with various languages available.
Cost: Fee for counselling services however other services are free.
Services Offered:

- Pre-school Education Counselling Services.
- Mellow Parenting Social Work Services.
- Parenting Programmes Youth Work.

Referral: https://atwc.org.nz/Familyservicesreferralform

Anxiety Trust NZ

Telephone:

- (09) 846 9776
- 0800 ANXIETY (2694 389)

Email: reception@anxiety.org.nz
Website: https://www.anxiety.org.nz
Physical Address: 77 Morningside Drive, St Lukes, Auckland.
Operating Hours: Monday to Saturday: 10:00am - 6:00pm. Tuesday and Wednesday: 9:00am - 8:30pm. Thursday: 10:00am - 7:00pm.
Friday and Saturday: 9:00am-5:00pm.
Sites of Service: Organisation and community setting (dependent upon services provided).
Languages: English and Mandarin.
Cost: 24/7 helpline and support groups free. Other services are not free however can provide assistance for those who have lower incomes. More information on the website.
Services Offered:

- Education and assistance for anxiety disorders and related issues.
- Non-acute specialist mental health community services.

Referral: Self-referrals and whaanau referrals.

Asian Family Services

Telephone: 0800 862 342
Email:

- help@asianfamilyservices.nz
- asian.admin@asianfamilyservices.nz

Website: https://asianfamilyservices.nz
Physical Address: Level 1, 128 Khyber Pass Road, Grafton, Auckland.
Operating Hours:

- Office hours: Monday - Friday9:00am - 5:00pm.
- Helpline: Monday - Friday 9:00am - 8:00pm.

Languages: English, Cantonese, Mandarin, Korean, Vietnamese, Thai, Japanese and Hindi
Cost: Free.
Services Offered:

- We are an experienced and qualified team of registered professionals offering a wide range of counselling and social work services.
- Asian Family Services provides counselling, public health education and support for all Asians in New Zealand.

- We provide nationwide confidential and comprehensive services.

Referral: https://asianfamilyservices.nz/services/referral-form

Asthma NZ

Telephone:
- (09) 623 0236
- 0800 227 328

Email:
- reception@asthma.org.nz
- anz@asthma.org.nz

Website: https://www.asthma.org.nz/
Physical Address: 581 Mt Eden Road, Mt Eden, Auckland. Asthma NZ - Auckland Region covers all of Auckland from Warkworth to Pukekohe.
Operating Hours: Able to work with patients to identify a suitable time for them.
Sites of Service: Able to travel to where the patient needs us - home, work, marae, community centre, medical facility or sports club.
Languages: English however we have the ability to bring in translators for any patient that requires/requests them.
Cost: Free.
Services Offered:
- Provide education, training and support to anyone with Asthma and/or COPD (Chronic Obstruction Pulmonary Disease).
- Support schools by providing education for staff, students and whaanau.
- Assist with the development of Asthma Management Policies.
- Have a mobile unit that we can bring into the school if a room is not available.
- Provide education to health professionals. We deliver face-to-face and online asthma and COPD education workshops throughout the year.
- Work with organisations to assist in the development of Occupational Asthma Management Policies, training, support and spirometry.

Auckland Botanic Gardens

Telephone: (09) 267 1457
Email: botanic.gardens@aucklandcouncil.govt.nz
Website: https://www.aucklandbotanicgardens.co.nz/
Physical Address: 102 Hill Road, Manurewa, Auckland.
Operating Hours: Open 7 days a week Winter hours (April to September) 8:00am - 6:00pm. Summer hours (October to March) 8:00am - 8:00pm.
Languages: English however there are visitor guides available in Chinese, Japanese and Korean.
Cost: Free, although some events may cost
Services Offered:
- Regular events depending on the season; keepan eye on the website.
- Wheelchair accessible paving.
- Large garden the public is able to walk around for free.

Auckland Disability Law

Telephone:
- (09) 257 5140
- 027 457 5140 (TEXT ONLY)

Email: info@adl.org.nz
Website: https://www.aucklanddisabilitylaw.org.nz
Physical Address: Unit 9, Shop 27, Mangere TownCentre.
Operating Hours: Monday to Friday 9:00am-4:00pm.
Site of services: Services available via phone calls, email or zoom. In-person services are by appointment only.
Referral: Self-referral, GP, or agency referral
Languages: English and NZSL, interpreters can bebooked upon request.
Cost: Free
Services Offered:
- Free legal services for people with a disability, for disability-related issues.
- Legal education on disability law inthe community and within disability and legal organisations. We work with the Disability and Deaf communities through our community engagement and law reform activities.
- ACC Sensitive claims.
- A dedicated team of ACC approved clinicians who provide guidance, counselling andassistance to victims of sexual abuse and assault.

Note: There is a 2-3 month waitlist for this service.

Belong Aotearoa

Telephone: (09) 625 2440
Email: reception@belong.org.nz
Website: www.belong.org.nz
Physical Address: Level 2, 8 Virgina Avenue East, Eden Terrance, Auckland.
Operating Hours: Monday to Friday 9:00am-5:00pm
Site of Services: Varied as initiatives are delivered across Auckland.
Languages: English
Services Offered:

- WISE Collective - Empowers women with migrant or refugee backgrounds through building connections, skills and experiences that provide opportunities for enterprise.
- Safari Multicultural Playgroup – Support for parents with migrant or refugee backgrounds (mainly mothers) and pre-school aged children to gain skills, information, and experiences to support parenting and general settlement.

Note: Most of our work is around systemic change, so involves research, convening, innovation, embed, collaboration, advising and influencing policy that support belonging and inclusion.

Better Blokes

Contact: Poutoa Papalii
Telephone: 021 481 501
Email: pout.papalii@betterbloked.org.nz
Website: https://betterblokes.org.nz
Physical Address: 9b Lambie Drive Manukau
Operating Hours: 9:00am - 4:00pm
Peer Support services available during day and evenings
Languages: English, Fijian, Maaori and Samoan
Cost: Free
Services Offered:

- Better Blokes is provider of peer support services for male survivors of traumatic experiences including physical, verbal, emotional and sexual abuse. These services include one on one supportas well as group interaction. Facilitators are qualified peer support workers andcounsellors. Our organisation is Level 2 MSD certified and our client base includes a wide range of ethnic diversity that is supported with particular attention to our Pacific and Maori men.

Referral: Refer to email attention Poutoa Papalli

Boomer Shed

Telephone: 021 185 6526
Email: admin@beautification.org.nz
Website: www.beautification.org.nz
Physical Address: 38 Holmes Road, Manurewa, Auckland.
Operating hours:

- The Boomer Shed Members: Tuesday, Wednesday and Friday 9:30am - 12:00pm.
- Beginner woodwork classes: Wednesday 9:30am -12:00pm.
- Mobile, tablet and computer classes: Tuesday and Friday 9:30am - 12:30pm.

Languages: English with some resources translated into Maaori, Mandarin and Samoan.
Cost: Sewing: $5 donation per week or $2 per day Computer sessions: $2 donations or $85 Annual subscription. Community shed: $85 Annual subscription.
Services Offered:

- The Boomer Shed has offered a space for older community to get stuck into a range of communityprojects and their own projects while socialising andmeeting new people.The Boomer Shed is an inclusive community shedfor both men and women over 50 in South Auckland. Since 2015
- Computer Classes: Our group-based, easy to follow lessons are tailored to the needs and skill levels of the participants on the day. Our fantastic tutor Dallas will chat with you one-on-one about yourskill level and learning goals and incorporate these into the class. Topic requests are most welcome!
- Sewing: Small group of women gather every Friday totalk to and support each other whilst sewing, crocheting, cross stitching, quilting, and manyother crafting activities.
- Community woodwork and metalwork shed: The Boomer Shed gives people the opportunity to enjoy their hobbies and keep their minds busy by offering a fully equipped space. This space allows communities to come together to work on whatever projects they wish, as if it wastheir own shed.

Bowel Screening Counties Manukau

Telephone:
- Manukau Super Clinic: (09) 250 8091
- National Bowel Screening Programme: 0800 924 432

Email: BowelScreening@middlemore.co.nz
Website: https://www.healthpoint.co.nz/public/gastroenterology-hepatology-liver/counties-manukau-health-bowel-screening/
Physical Address: 10 Manukau Super Clinic Bowel Screening Rooms (upper floor), 901 Great .South Road, Wiri, Auckland.
Operating Hours: Manukau Super Clinic: Monday to Friday 8:30am - 4:30pm.
Site of Services: Colonoscopy services offered at Manukau Surgery Centre through the Counties Manukau Gastroenterology Department.
Languages: Bookings can be made in Cantonese, Hindi, Mandarin and Samoan.
Cost: Free
Services Offered:
- The National Bowel Screening Programme offers free two-yearly screening to eligible participants.

Breast Screening Counties Manukau

Telephone:
- National Breast Screening Programme 0800 270 200
- Manukau Super Clinic (09) 250 8000

Email: bscm@middlemore.co.nz
Website: www.timetoscreen.nz/breast-screening/ www.healthpoint.co.nz/public/breast/breastscreen-counties-manukau
Physical Address: 7 Manukau Health Park, Breast Screening Rooms (Upper floor)
901 Great South Road, Manurewa, Auckland.
Operating Hours: Monday - Friday 8:00am - 4:30pm.Site of services: Manukau Super Clinic, Mangere Community Health, ARG Pukekohe, ARG Howick, Mercy Botany, and Mobile Unit at various Counties locations.
Languages: English, Cantonese, Te Reo, Samoan, Tongan, Mandarin and Hindi.
Services offered:
- The Breast Screen Aotearoa (BSA) programme offers free, two yearly screening mammograms toeligible women aged 45-69 years. Breast cancer isthe most common cancer affecting Kiwi women. Regular mammograms can save lives by finding breast cancer early, before it spreads.
- You are more likely to survive breast cancer if it isfound early and is still small. Mammograms can show changes inside a breast before they can be felt. We serve people living in Counties Manukau.

Referral: Contact us on 0800 270 200.

CareNZ Manaaki Aotearoa

Telephone: 0800 682 468
Email: auckland@carenz.co.nz
Website: http://www.carenz.co.nz/
Physical Address: 521 Great South Road, Manukau, Auckland.
Operating Hours: Monday - Friday 9:00am - 5:00pm.
Site of services: Primarily at organisation site. Available at community settings and mobile outreach
Languages: English, Hindi, Punjabi, Cook Island Maaori, and Fijian.
Cost: Free if you reside within Counties Manukau District.
Services Offered:

- WRAP Groups Individual Counselling (including mobile outreach).
- Peer Support (including mobile outreach).
- Impaired Driving Programme.
- Braveheart - for families or friends of methamphetamine users.
- Addiction, Wellness and Recovery Support.

Referral: Self-referral via telephone.

Cervical Screening Counties Manukau

Telephone:

- (09) 250 8023
- 0800 729 729

Email: support.screening@middlemore.co.nz
Site of Services offered and Operating Hours:

- Manukau Health Park: First Friday of the month (8:30am – 3:30pm). Second Saturday of the month (8:00am – 12:30pm).
- Mana Wahine Clinic Only: Third Friday of the month (8:30am - 7:00pm).
- Mangere Community Centre: Every two weeks - Wednesday (8:00am - 3:30pm).
- Otara Hub: Every two weeks - Tuesday (8:30 - 3:30pm).
- Botany Super Clinic: Once a month - Tuesday (1:00pm - 7:00pm). Once a month - Wednesday (8:45am - 4:00pm).
- Pukekohe Hospital: Once a month - Thursday from (8:15am - 11:45am).

Languages: Cantonese, Hindi, Mandarin, Niuean, Punjabi, Te Reo Maaori and Samoan.
Cost: Free.
Services Offered:

- Our services are for those living in the Counties Manukau Community, who have NZ Residence/Citizenship or have a valid 2 year workvisa eligible for free medical services in NZ.
- Free Cervical Screening.

Referral: Email support.screening@middlemore.co.nz

Changing Minds

Telephone: (09) 623 1763
Email: operations@changingminds.org.nz
Website: https://changingminds.org.nz
Physical Address: 762 Mount Eden Road, Mt Eden, Auckland
Operating Hours: Monday - Friday 9:00am - 4:30pm.
Site of services: We serve clients nationwide. Our services cover In-person groups across Auckland, Hamilton, Nelson, Christchurch and Dunedin. Online groups are available to all who experience barriers to accessing in-person services.
Languages: English.
Cost: Free
Services Offered:

- Hauora services, advocacy, human rights, and health policy for people with personal experience of mental distress and/or addiction, across Aotearoa.
- We collect, articulate, and activate the strategicvoice of Lived Experience and are regularly consulting with Te Whatu Ora localities and other organisations from a lived experience perspective.
- Hauora services include Whakatau Mai. TheWellbeing Sessions, by Changing Minds, free online wellbeing sessions.
- Speaking Engagements, workshops and presentations to support organisations and their wellbeing.

Christians Against Poverty

Telephone: (05) 0822 7111
Email: info@capnz.org
Website: www.capnz.org/
Physical Address: Our primary service is debt counselling and we visit our clients in their homes.
Operating Hours: Head Office: Monday to Friday 9.00am-5.00pm. Appointments for debt counselling mutually agreed between church providers and clients.
Site of Services: Local Churches or Community Houses
Cost: Free
Services Offered:

- CAP Money is a 3 session course to help peoplelearn how to build and maintain a sustainable budget. Also available as a youth course

CASA Aoake te Raa: Bereaved by Suicide Service

Telephone: 0800 000 053 (leave name and contact details).
Email: referrals@aoake-te-ra.org.nz
Website: www.aoaketera.org.nz
Operating Hours: Monday to Friday 9:00am - 4:00pm.
Hours of service delivery are dependent on the provider and some providers may also be able to provide weekend or evening support.
Site of Services: Community settings
Languages: English (some staff may help with other languages).
Cost: Free
Services Offered:

- Aoake te Raa provides free brief therapeutic service to individuals and whaanau as they navigate life after a loss by suicide. Aoake te Raa means 'a new sun rises' - the emerging light being a symbol of hope as whaanau adapt to their loss.
  - We offer a service for those needing focused support following bereavement by suicide. The service is: Free, available to all ages and at any stage after bereavement. A brief service with approximately four hours support per person (e.g. four 60 minute sessions). Available for individuals, couples or whaanau groups. Available face to face, online or via phone.

CNSST Foundation

Telephone: (09) 570 1188
Email: info@cnsst.org.nz
Website: www.cnsst.org.nz
Physical Address: 15 Clifton Court, Panmure, Auckland.
Operating Hours:

- General services and Head Office: Monday to Friday 9:00am - 5:00pm.
- Saturday Branches cultural learning programmes,9:00am – 5:00pm.
- 7 days' response for COVID-19 related welfare support.

Site of Services: Head office at 15 Clifton Court, Panmure. Also home settings; branches across the Auckland region including schools and community halls.
Languages: English, Cantonese, Greek, Hakka, Hokkien, Korean, Malay, Mandarin, Mongolian.
Cost: Free for general services.
Community rate for educational programmes.
Services Offered:

- Social Work and Counselling services Employment and Enterprise support Settlement and community engagement programmes.
- Education (Children and Youth education and Tertiary Education for language, vocational training and cultural education).
- Immigration, translation and other international exchange projects.
- CNSST Volunteer Centre.
- Social housing: affordable rental public housing and tenancy services.
- COVID Response Service: COVID welfare support (food parcel delivery, non-food essential items and financial support and social services) for confirmedCOVID cases of Asian families and their close contacts in self-isolation in Auckland.

CommuniCare

Telephone: (09) 631 5968
Email: office@communicare.org.nz
Website: www.communicare.org.nz
Physical Address: Head Office: 14 Erson Avenue, Royal Oak, Auckland. Friendship Centres in South Auckland:

- Pukekeohe: Plunket Building, Corner of Edinburgh and Wesley Streets.
- Mangere: 1 Court Town Close, Mangere (Mangere/Otahuhu Netball Centre).
- Papatoetoe: Kolmar Road (Methodist Church Hall).
- Papakura: 44 Clevedon Road (Baptist Church Hall).
- Manurewa: 150 Great South Road (St Andrews Presbyterian Church Hall).

Operating Hours: Monday to Thursday 9:30am - 12:30pm.
Individual days: (Each centre opens once a week)

- Monday: Pukekohe.
- Tuesday: Mangere.
- Wednesday: Papatoetoe.
- Thursday: Papakura and Manurewa.

Site of Services: Friendship centres and Main Office.
Languages: English (some centres may help with other languages).
Cost: $20 Annual membership. $6 per session (includes morning tea and light lunch).
Services Offered:

- Social Support for Older People
- 20 Friendship Centres across West, Central,South, and East Auckland

- Field Officers, Speakers, Entertainment, and Activities
- Exercise programmes
- Total Mobility Assessment
- Education and training (Speakers invited) Cultural Support
- Craft therapist

Referrals:
https://www.communicare.org.nz/referrals/

Connect The Dots Charitable Trust

Telephone: 021 990 370
Email: admin@connectthedots.org.nz
Website: www.connectthedots.org.nz
Physical Address: 352 Onehunga Mall, Onehunga, Auckland, 1061
Site of Services: We offer services in your facility and in the community.
Locality: We are currently offering our services in the wider Auckland region. We have online resources available nationwide.
Languages: We offer our workshops and most resources in English, Samoan, Cantonese, Mandarin and Tongan by arrangement. We will soon be offering them in Maaori as well.
Cost: Varies - Please get in touch for a quote or see our website.
Services Offered:

- Make Moments is an Auckland-based programme that works to connect and engage older people and people with dementia, with the rich and diverse art and cultural opportunities Auckland has to offer.
- Connect the Dots' trained and passionate arts educators deliver facilitated art tours and art making workshops at local arts venues. We also offer 'Make Moments At Home' which we run in your facility.
- Extensive range of online resources in our online studio. This is a place whereyou can access creative art resources for yourself, or to use as a tool to engage with art in your role with older people.
- A multitude of resources. Enjoy exploring this studiowhere you can be inspired by Video Workshops, find Art-Making Workshops, listen to Audio Descriptions, try our Art Conversation Workshops, or explore our Connect with Heart project, that encourages social connection through art.

Counselling Service Centre

Telephone: (09) 277 9324
Email: admin@cscnz.org.nz
Website: http://cscnz.org.nz/
Physical Address: 22 Alexander Ave, Papatoetoe, Auckland.
Operating Hours: Monday to Thursday 8:00am - 5:00pm, Friday 8:00am - 4:00pm.
Site of Services: Organisation site and accessible through phone.
Languages: English.
Cost: Each case is assessed to ensure counselling is affordable for everyone.
ACC Sensitive Claims (sexual abuse) is free.
Services Offered:

- Types of Counselling available: Individual, Couples, Whanau, Tamariki and adolescents.
- ACC Sensitive Claims (sexual abuse counselling).
- Clinical supervision.
- The team consists of a diverse group of professionals with a wide range of skills, who provide counselling to those within the Counties Manukau area. Most of our counsellors are ACC registered and provide support for people affectedby sexual assault and abuse.
- We have contracts with the Ministry of Social Development (MSD) to provide counselling for children, families and adults. Our counsellors also provide p
- general counselling for issues such as griefand loss, relationship difficulties, anxiety and depression.
- We also offer EAP services (Employee Assistance Programmes). Within our team we have highly qualified and experienced counsellors with skills in providing specialised counselling to children and adolescents.

Disability Connect

Telephone: (09) 636 0351
Email: admin@disabilityconnect.org.nz
Website: https://disabilityconnect.org.nz/
Physical Address: 3b Olive Road, Penrose.
Operating Hours: Monday to Friday: 8:30am - 4:30pm.
Site of Services: Office base, community houses/centres, schools.
Cost: Some seminars have a cost of $20 per family (if restrictive to participation, fee may be waved). There is a fee of $50 for health professionals.
Languages: English, Mandarin, Cantonese, Singhalese and NZSL interpreters.
Services Offered:

- Disability Information Advisory Service Information and advice to people with disabled family members or people they support.
- Zoom support group forparents.
- Annual transition expo for people leaving high school.
- Variety of seminars, workshops covering Legal education, Guardianship, Trusts, Wills, Work and Income, Working with Taikura Trust (Needs Assessment Service) CALD (Culturally and Linguistically Diverse Disability Information and Advisory Service)
- Contract with CMDHB – South East Asian, Indian, Chinese, Middle Eastern, Latin America, African, Other Asian.
- We have 3 support groups for families, specifically for Chinese, and a culturally diverse parent support group.

DRIVE Consumer Direction Counties Manukau

Telephone: (09) 263 6508
Email: hello@drivedirection.org.nz
Website: https://drivedirection.org/drive/
Physical Address: 28C Lambie Drive, Papatoetoe, Auckland
Operating Hours: Monday to Friday: 8:30am-4:30pm
Site of Services: DRIVE office, Level 1, 28C Lambie Drive, Manukau, Auckland.
Languages: English
Cost: Free.
Services Offered:

- Mental health and Addictions services promotion Support for personal and professional development (offering free professional development courses).
- Recovery college.
- Liaison service between other mental health/addiction providers
- Mental Health and addictions promotion.
- Network meetings with mental health and addiction providers (held every 2 months).
- Mental Health and AOD Forums.
- Provision of consumer voice and input into Mental Health and Addictions sector and community.

Eastern Refuge Society

Telephone: (09) 576 6551
Crisis Line (24hrs): 0800 733 843 (REFUGE)
Email: info@ewr.org.nz
Website: www.easternrefugesociety.org.nz
Physical Address: PO Box 51 326, Pakuranga, Auckland, 2140.
Operating Hours: Monday - Friday 9:00am - 3:30pm.
Site of Services: Pakuranga and Papakura offices, community settings.
Languages: English, French, German, Gujarati, Hindi, Italian, Maaori, Samoan, Spanish and Tongan.
Services Offered:

- Community Support Whanau Protect.
- Transitional housing – referrals through MSD counselling.
- Stepping Stones programme – forwomen who are currently in or have been in physically or emotionally abusive relationships – Referrals through Ministry of Justice.
- Mana Tamariki – A programme to support children in healing from their experience of family violence - Referrals through MOJ.

Referral: Programmes are only provided through MOJ referrals.
Note: Exclusively serving people living in Counties Manukau East. Papakura back corridor to Beachlands, Maraetai. Includes Otara, Pakuranga, Howick, Clevedon, Papakura, and Whitford.

Mental Health and Addiction: Ember

Telephone: (09) 523 2790
Email: reception@ember.org.nz
Website: https://www.ember.org.nz/
Physical Address: 21A East Street, Papakura,Auckland
Operating Hours: Monday to Friday 8:00am - 4:30pm. Community living services and community support services until 8.00pm.
Site of Services: Residential and community settings.
Languages: English.
Cost: Free.
Services Offered:

- Community Support Service: Supporting clientswith mental illness to live independently in the community of their choice.
- Personal Focus: skill based group programmes that promote life skills, community integration and preparation for employment for people who have experienced mental ill health.
- Community participation: Customised one on one support for people who want to overcome barriers to education, employment and /or participation in the wider community.
- Community living service: Responsible for engaging and supporting clients with a mental illness, who have high and complex needs. The aim is to engagement of clients into their chosen community which will enable them to achieve to their fullest potential.
- Work focus supported employment: Helping people who have experienced mental illness find and maintain a job.

Referrals: https://ember.org.nz/referral-form/

Empowerment Trust

Telephone: 0800 543 769
Email: admin@empowermenttrust.nz
Website: https://www.empowermenttrust.nz
Physical Address: 206 George Harvey Road, Upper Moutere 7173, Tasman
Operating Hours: Head Office: Monday to Thursday 8:00am-3:00pm
Facilitation: Varied
Site of Services: Community settings
Languages: English
Cost: On application
Services Offered:

- We teach skills people need to be emotionally and physically safe with people they know and people they don't know.
- Includes effective boundary setting, being alert and aware, solving conflict without aggression and more.
- Kidpower, Teenpower, Fullpower, Fullpower Healthy Relationships and ACC Mates and Dates.

Emerge Aotearoa

Telephone: (09) 265 0255
Email: info@emergeaoteroa.org.nz
Website: www.emergeaotearoa.org.nz
Physical Address: Unit 5, 17 Lambie Drive,Papatoetoe
Operating Hours: Monday to Friday 9.00am-5.00pm
Some services operate 24/7
Site of Services: Community or residential settings
Languages: Some staff members are bilingual for the commonly spoken languages in CM
Services Offered:

- Mental wellness and AOD services.
- Multiple programmes offered including adult mobile service.

Referrals: Secondary referral only.

F'INE Pasifika Aotearoa Trust

Telephone: 020 4163 7370
Email: phylesha@finepasifika.org.nz
Website: www.finepasifika.org.nz
Physical Address: Unit 3/19c Ronwood Avenue, Counties Manukau, Auckland.
Operating Hours: Monday to Friday: 9:00am - 5:00pm.
Languages: English and Pasifika languages.
Services Offered:

- Counselling / Mediation.
- Community Services.
- Crisis Interventions.
- Legal Support.
- Immigration Support.
- Elder abuse awareness.
- Outreach Services beyond NZAwareness.
- Campaign Educational Workshop Children's program.

Referrals: Received from providers (Referral form requested by email: info@finepasifika.org.nz) Self-referral by completing the contact page on https://finepasifika.org.nz/contact/

Family Planning

Telephone:

- Papakura - 09 298 4608
- Manukau - 09 263 7600

Email: national@familyplanning.org.nz
Website: www.familyplanning.org.nz
Physical Address:

- Papakura - Trust Arcade, 169 Great South Road, Papakura, Auckland.
- Manukau - Level 3, Westfield Shopping Centre, 2 Manukau Station Road, Manukau City, Auckland.

Operating Hours:

- Papakura: Monday - Thursday 8:30am - 5:00pm.
- Manukau: Monday, Wednesday, Friday 8:30am - 5:00pm. Thursday 8:30am - 6:30pm. Saturday 9:00am - 1:00pm.

Site of Services: Family planning clinics nationwide.
Languages: Access to interpreters.
Services Offered:

- Birth control: Contraception, condoms, emergency contraception, emergency contraceptive pill(ECP), copper intrauterine device (IUD).
- STI testing and treatment, cervical screening,pregnancy testing.
- Gynaecological problems, sexual dysfunction or issues.
- Abortion, menopause, fertility services, Pre Menstrual Syndrome (PMS), HPV Vaccination,Endometrial biopsy.

F

Family Success Matters

Telephone: 0800 3267 8278
Email: info@fsm.org.nz
Website: www.fsm.org.nz
Physical Address: 1 Ash Road, Wiri, Auckland.
Operating hours: Monday to Friday 8:30am-5:00 pm Some Fathers for Families courses are offered in the evening
Languages: English, Chinese, Hindi, Indian, Mandarin Chinese, Maaori, Samoan, Tongan, Niuean, Afrikaans, Cantonese Chinese, Farsi, Fijian, Gujarati, Punjabi.
Cost: Free
Services Offered:

- Family Start Programme: An intensive, home-based support service for families with high needs with a child under 12 months of age or the Mother is pregnant.
- Fathers For Families: Strengthening men to become better fathers, grandfathers, and husbands/partners.
- Incredible Years: An internationally acclaimed programme that helps parents identify and manage children's behaviours.
- Abuse and violence: Education programmes, Family violence intervention Information and support.
- Cultural support: Asian services, Kaupapa Maaori, Pacific Island people.
- Education and training - Life skills, employment, support parents to prepare for work and buildconfidence with the working world.
- Parenting, parent education, parent wellbeing and whaanau support.

Referrals: referrals@fsm.org.nz

Family Works Northern Te Hononga

Telephone: (09) 269 1006
Email: admin.TeHononga@fwn.org.nz
Website: www.familyworksnorthern.org.nz/
Physical Address: 10 Mahia Road, Manurewa
Operating Hours: Monday to Friday 8.30am-5:00pm
Site of Services: Organisation and Community Setting
Languages: Number of languages
Services Offered: Counselling, Social work support, Support in schools, Budgeting services, Family harm assistance, Parenting in Prisons.
Referral:
https://www.familyworksnorthern.org.nz/contact-us

Fertility New Zealand

Telephone: 0800 333 306
Email: support@fertility.org.nz
Website: www.fertilitynz.org.nz
Operating Hours: Monday - Friday 9:30am-3:30pm. After hours and weekend phone support is available by arrangement.
Site of Services: Available nationwide. In-person support services coveracross North Shore, Auckland Central, Pukekohe,Waikato, Tauranga, Taranaki, Wellington, Christchurch, Dunedin, Queenstown, and Invercargill.
Languages: English.
Services Offered: Fertility NZ provides assistance for anyone experiencing with fertility issues through thefollowing channels:

- Support - A network of regular support gatherings,workshops and contact groups throughout the country; an 0800 line and email address for enquiries, and infertility forums on our website where members can provide support to one another. All of our support offerings, event details and contacts are available on our website.
- Information - Fertility NZ's website is the focal point of information; informative fact sheet brochures are available for members and through clinics or can be posted out to any health care provider for their practice; a series of information videos; regular publication of *The Dandelion* newsletter and email updates to Members; conferences and information events. Host an annual campaign to raise awareness of infertility and fertility-related issues.
- Advocacy - Representing the voice of people affected by infertility on medical, ethical and policy issues.
- We also offer in-person support for dedicated topic groups such as 'Single Mothers by Choice' (Auckland and Christchurch) and 'Pregnant after fertility treatment' (Auckland only).

Fonua Ola

Contact: Sharon Akaiti - Administrator Assistant
Telephone: (09) 270 2089
Email: info@fonuaola.org.nz
Website: www.fonuaola.org.nz
Physical Address: Head Office: 32 Station Road, Otahuhu, Auckland.
2nd Office: 8 Hendon Office, Mt Albert, Auckland
Operating Hours: Monday - Friday 8:30am-5:00pm
Languages: English, Cook Island, Tongan and SamoanCost: Free
Services Offered:

- Counselling.
- 'Weaving a Lei for your Children' group Parenting Program.
- Social Work.
- Youth Support.
- Hala Ora – Pacific Primary Mental Health, and Addiction.
- Financial Mentoring
- Building Financial Capability plus Community Connection.

Referral:
https://www.fonuaola.org.nz/registration

Foodbanks

Due to variability in food parcels available, please see the Foodbanks website for updated information and how to access food parcels near you.

Website: https://www.foodbank.co.nz/

Friendship House

Telephone: (09) 262 2322
Email: Info@friendshiphouse.org.nz
Website: https://www.friendshiphouse.org.nz
Physical Address: 20 Putney Way, Manukau, Auckland.
Operating Hours:

- Monday 8:30 am - 4:00 pm.
- Tuesday 9:00 am - 4:00 pm.
- Wednesday to Friday 8:30 am - 4:00 pm.
- Closed public holidays.

Site of services: Organisation and community settings.
Languages: English, Hindi, Indian, Indonesian, Italian, Maaori, Malay, Punjabi, Samoan and Tongan.
Cost: Service charges based on affordable sliding scale and patient personal circumstances. Some services funded if criteria met.
Services Offered:

- Counselling Family Support.
- Educational programmes.
- Family Violence Programmes.
- Anger management support groups.
- Legal/civil information and support.
- JP Services (Mondays, Wednesdays and Fridays10am - 2pm).
- Advocacy/Social Justice services.
- Mindfulness Colouring and Befriending (everyTuesday 10am - 2pm).
- Friendship House Social Group (last Thursday of the month).
- Couples Improving Relationship Services for the Rainbow community experiencing family harm.
- Bi-monthly City Centre Network Meetings.

Referral:
Email: socialpractice@friendshiphouse.org.nz

Franklin Family Support Services

Telephone: (09) 238 6233
Email:

- wleslie@familysupport.org.nz
- rdriver@familysupport.org.nz

Website: www.familysupport.org.nz/
Physical Address: 205 King Street, Pukekohe.
Operating Hours: Monday - Friday 9:00am - 4:00pm.
Cost: Many of our services are fully funded or subsidies may be available.
Services Offered:

- Counselling – adult and children.
- Social Work.
- Strengthening Families.
- Financial Mentoring.
- Parenting Programs.
- Transport for medical appointments.
- JP and Legal Clinics.
- Heartland Services.

Languages: English, Te Reo Maaori, Tongan, Tokalauan, Samoan.
Referral: Please contact the team to be referred to the services.
Note: Only serves Franklin. Our Heartland Services include Justice of the Peace clinic, Smoking Cessation and free 15-minute Lawyer Appointments. Our staff can help people access a range of government and Community Services.

Geneva Employment Services

Telephone: 0508 353 828
Email: supportservices@genevahealth.com
Website: www.genevahealth.com
Physical Address: Head Office - 9 Druces Road, Wiri, Auckland
Operating hours: Monday to Friday 8.30am – 4:30pm (One-off exemptions may be considered)
Site of Services:

- We have community spaces across Auckland Geneva offices - 13 Coyle Street Sandringhamor at 59 Druces Road, Wiri
- Clients can be met at Work and Income sites,local libraries or Café's or other Community shared spaces.
- Our teams are mobile and are provided with company cars.
- We do not visit clients in their homes.

Languages: English and NZSL (New Zealand Sign Language)
Cost: Free, our service is funded by Ministry Social Development (MSD)
Services Offered:

- Between 16 and 64 living in the greater Auckland area (Pokeno to Warkworth)
- Living with a disability or health condition likely to affect him/her for a minimum of 6 months. Any disability and health condition considered including, mental health, physical, sensory and intellectual. Should clients present with barriersthat we feel would be better supported by another provider specialist provider we will refer on
- Criminal convictions discussed on case-by-case basis.
- Clients must be able to pass alcohol and drug test.
- Need to have a phone or reliable means of contact.
- Client should want employment as the next step. Clients are committed to seeking employment of 5 or more hours of work per week.
- Client's interaction with our service will includeone on one job search and/or group activity, support to attend interviews and navigating employment.
- Once employed has commenced, support will be based on an individualised plan meeting their needs and that of the employer if appropriate.
- Can support clients for up to 12 months with their job search and once employed will support them for a minimum of 12 months.

Referral: Clients or their families can refer clients directly to us. Referrals are also made by Work and Income orother service providers.

Gianna's Choice Pregnancy Options and Support and St Gianna's Home for Mothers and Babies

Telephone:

- 0800 367 5433
- 0274488070 (text only)

Email: nzgiannaschoice@gmail.com
Website: https://pregnancyoptions.org.nz
Physical Address: 569A Richardson Road, Mt Roskill, Auckland.
Operating Hours: by appointment.
Site of services: Organisation and community.
Languages: English, Cantonese, Samoan, Mandarin, Hindi and Spanish.
Cost: Free
Services Offered:

- Helpline 24/7.
- Advocacy, support and practical support inpregnancy.
- Free, quality pregnancy tests.
- A home for expectant mothers without support and their babies.
- Natural Fertility Regulation Referrals

Referral: Self-referrals acceptable.

Grandparents Raising Grandchildren Trust NZ

Telephone: 0800 GRANDS (0800 472 637)
Email: office@grg.org.nz
Website: https://www.grg.org.nz/
Physical Address: Unit C, 162 Mokoia Road, Birkenhead, Auckland.
Operating Hours: Monday to Friday 9:00am-2:00pm.
Site of services: Multiple support groups meetings across Auckland.
Languages: English.
Cost: Free
Services Offered:

- Grandparents Raising Grandchildren Trust NZ (GRG) supports grandparent and whanau/kin caregiver families to raise resilient and healthy tamariki and rangatahi. GRG provides information, support, advocacy services and trauma-informed caregiver education workshops designed to help empower you and reduce stress in your lives.

- Community Outreach and Advocacy service.
- 0800 GRANDS helpline for member support, enquiries, and referrals.
- GRG Paanui – Bi-Monthly Newsletter.
- Caregiver education: Trauma-informed care Grandparent and Whaanau Caregivers Workshops.
- Support Group Coordinator support.
- Website and information resources for member clients.

Referral: Required. People must join as a member to access GRG's FREE advocacy services. Online registration form to be completed: https://www.grg.org.nz/Contact+Us/JOIN+GRG.html

Grief Centre

Telephone: 09 418 1457
Email: admin@griefcentre.org.nz
Website: https://www.griefcentre.org.nz/
Operating Hours: 9:00am - 5:00pm
Physical Address: 92 Hinemoa Street, Birkenhead, Auckland 0626.
Site of Services: Contact us for a therapist near you.
Cost: $90 - $140 per counselling session. However, funding and subsidised sessions are sometimes available. We can also assist with WINZ-funded counselling.
Languages: English. Korean, Chilean and Mandarin may be available.
Services Offered:

- Counselling services for short-term issues, including any form of loss and grief, in person, online or by telephone.
- Grief support groups.
- Professional development training.
- Community talks.

Referral: No referral needed.

Growth Mental Health Community

Telephone: (09) 846 6869
Email: auckland@grow.org.nz
Website: https://grow.org.nz
Physical Address: 97 St Lukes Road, Sandringham
Operating Hours: Tuesday - Friday 10:00am - 4:30pm.
Languages: English
Cost: Free.

Services Offered:

- Provides community support for anyone needing help with any sort of mental or emotional problem. It offers weekly group meetings in various community venues. The Grow program offers a popular booklet featuring wisdoms and a know how guide for achieving and maintaining goodmental health.
- There is opportunity to develop leadership and volunteering skills within theorganisation.
- Friendship among members is encouraged and regular gatherings are held to encourage socialisation.
- Membership is for 18 years and over. If In-Persongroups are not convenient, we offer Zoom groups nationwide.
- We serve clients nationwide. Our services cover In-person groups across Auckland, Hamilton, Nelson,Christchurch and Dunedin. Online groups cover all of NZ who find In-person groups inconvenient.

Haapai Te Hauora Tapui

Telephone: (09) 520 4796
Email: haoura@hapai.co.nz
Website: www.hapai.co.nz
Physical Address: Level 1, 6-8 Pioneer Street, Henderson, Auckland.
Operating Hours: Monday to Friday 8:30am - 4:30pm.
Cost: Free.
Services Offered:

- Auckland Regional Maaori Public Health and Health Promotion Leadership.
- Alcohol and Other Drug HarmTobacco Control.
- Nutrition and Physical Activity.
- Prevention and Minimisation of Gambling Harm.
- National Tobacco Control Advocacy Service National SUDI Prevention Coordination Service.
- National Prevention and Minimisation of Gambling Harm Coordination Service.
- National Prevention and Minimisation of Gambling Harm Public Health Workforce Development.
- National Maaori Mental Health and AddictionsCoordination Service.
- Maaori Research and Evaluation.
- Innovation and Information Communication Technology.
- Website Development and Management.
- Digital Application Development.
- Services are delivered nationwide.

Heart Foundation - Pacific Heartbeat

Telephone: (03) 571 9189
Email: info@pacificheart.org.nz
Website: www.pacificheart.org.nz
Physical Address: 9 Kalmia Street, Ellersilie, Auckland.
Operating Hours: Monday to Friday 8:30am-5:00pm.
Site of Services: Courses can be held at local churches and community houses with priorapproval as some facilities are required.
Languages: English, Samoan and Tongan.
Cost: Free
Services Offered:

- Pacific nutrition courses
- Certificate of Proficiency in Pacific Nutrition
- Workforce Nutrition Course
- Community Nutrition Course
- Minimum of 15 participants and a maximum of 25 participants required to run the courses.

Heart Kids Inc. NZ

Telephone: 021 887 560
Email: ruth@heartkids.org.nz
Website: https://heartkids.org.nz
Physical Address: Floor 3, 191 Thordon Quay, Wellington.
Operating hours: Monday - Friday 8:00am - 5:30pm. Other hours as required.
Sites of Services: Across Aotearoa NZ. In home and Starship/Auckland hospitals.
Languages: English, Te Reo Maaori and Tongan.
Cost: Free.
Services Offered:

- Lifelong support for all those affected by a childhood CHD or Rheumatic HD Connections with other families with similar conditions.
- Access to information and resources. Practical, emotional and social support from a team of Community and Hospital Family support staff.
- Prenatal support for parents facing the birth of a CHD child.
- Help to build support networks and resilience. Access to CPR training.
- Access to CoaguChek machines and medic alert bracelets.
- Access to camps for heart kids free, lifelong membership.
- Facilitate counselling where needed.
- Access to Education Forum to provide knowledge and skills necessary to cope withliving with a child with CHD.

Referral: Dr/Cardiologist.

Hope and Help Charitable Trust

Telephone:

- Kulwant: 021 121 7492
- Indu Bajwa: 021 100 0192

Email: hopenhelpct@gmail.com
Website: www.hopenhelp.org.nz
Physical Address: 16 Station Road, Papatoetoe,Auckland
Operating Hours: Monday and Tuesday 8:00am-4:00pm, Wednesday 9:30am - 4:00pm, Thursday and Friday 8:00am - 4:00pm.
Cost: Services charges based on affordable sliding scale and patient circumstances. Some services funded if criteria is met.
Services Offered:

- Teaching waste management and backyard gardening. Also Indoor gardening.
- Whaanau health and fitness.
- Linking communities and Creative minds.
- Talent shows and Fashion with passion.

Referral: socialpractice@friendshiphouse.org.nz

Howick Baptist Senior Living

Telephone: (09) 538 0800
Email: jenny.moore@hbh.org.nz
Website: www.hbh.org.nz
Physical Address: 139 Union road, Howick, Auckland
Operating Hours: 8:00am - 4:40pm.
Cost: Contact our social coordinator
Services Offered:

- Independent Apartments
- Rest Home and Hospital level care
- Respite care
- Our community-based services include: Day programme and Virtual Village East.
- Our HBH Senior Living site services the Howick and surrounding areas.

Haumaru Housing Limited Partnership

Telephone: 0800 430 101
Email: Gillian.schweizer@haumaruhousing.co.nz
Website: www.haumaruhousing.co.nz
Physical Address: Level 2, 1 Nugent Street, Grafton, Auckland.
Operating Hours: 24 hours, 7 days a week.
Site of Services: Auckland area - 65+ year old senior citizens.
Cost: Free.
Services Offered: Haumaru Housing is a limited partnership between the Auckland Council and The Selwyn Foundation, providing safe and affordable housing for older people. Our vision is to be the leading provider of affordable rental housing for older people in New Zealand. Across the Auckland region, we refurbish existing villages and build new ones from scratch to meet the health, social and community needs of older people. More than simply providing housing, we help secure the futures of older people and enhance their wellbeing.
Referral: Prospective tenants to be on the social housing register.

Kahui Tu Kaha

Email: reception@kahuitukaha.co.nz
Website: http://kahuitukaha.co.nz/
Physical Address: 650 Great South Rd, Ellerslie, Auckland.
Operating hours: Monday to Friday 8.30am –5.00pm.
Languages: English, Cantonese, Mandarin, Korean, Hindi, Arabic, Farsi and other South East Asian languages, Maaori and Pacific Island languages.
Cost: Free.
Services Offered:

- For Homeless housing.
- Help tenants maintain tenancy.
- Support youth 16 to 19 years to find a home.
- Community Mental Health Services.
- Community mental health and addiction programmes for cultural groups such as Muslim, Asian, Pacific and Maaori.
- Rainbow Services Provide support for Rainbow or LGBTTI communities (Lesbian, Gay, Bisexual, Transgender, Takatapui and Intersex).

Site of Services: Organisation and Community sites.

Kenzie's Gift Charitable Trust

Telephone: 0508 828 865
Email: hello@kenziesgift.com
Website: www.kenziesgift.com
Physical Address: Head Office: 31 Clarence St, Devonport, Auckland.
Operating Hours: Monday - Friday 9:00am - 5:00pm (Therapy hours may be arranged outside of these).
Languages: English.
Cost: Free.
Services Offered:

- Kenzie's Gift is an Aotearoa New Zealand charity dedicated to helping support the mental health of young Kiwis and their whaanau affected by cancer, serious illness or grief.
- Up to 12 free 1-on-1 therapy sessions with registered mental health professionals.
- Free grief and cancer kits for tamariki, maataatahi and whaanau.
- Free extensive online resources for families experiencing cancer, serious illness or grief.

Referral: No referral needed, you can self-refer through https://kenziesgift.com/webform/contact-kenzies-gift/

Kidz Need Dadz Auckland

Telephone:

- (09) 035 1054
- 021 892 980

Email: ceo@kidzneeddadz.org.nz
Website: www.kidzneeddadz.org.nz
Physical Address: 354 Great North Road, Henderson.
Operating Hours: Monday to Friday 10:00am - 3:00pm, Wednesday 7:00pm - 9:00pm.
Site of Services: At organisational site.
Languages: English and Spanish
Services Offered:

- Support, Education, Resources, and Courses for new dads.

Kids First Centre for Youth Health

Telephone: (09) 261 2272
Email: cfyh.cmdhb@middlemore.co.nz
Website: https://www.healthpoint.co.nz/public/paediatrics/kidz-first-centre-for-youth-health/
Physical Address: 95 Wiri Station Road, Manukau, Auckland.
Operating Hours: Monday to Friday 7:00am -3:00pm
Languages: English and other languages (interpreters available).
Services Offered:

- Kidz First Centre for Youth Health is a team of health professionals who provide advice and support for young people, along with their whaanau/families.
- Provides support for young people and whaanau/families around gender exploration andtransition related healthcare across the whole Auckland Region.

KiwiOra Community Trust

Telephone: 021679596
Email: info@kiwiora.org.nz
Website: www.kiwiora.org.nz
Physical Address: 1 Elliot Street, Papakura Auckland.
Operating Hours: Monday to Friday: 12:00pm - 6:00pm. Open on some Saturdays.
Site of Services: Varied as initiatives delivered across Auckland with the primary focus around South Auckland and Papakura.
Languages: English, Hindi, Thai and Punjabi. We also work with translators and interpreters where needed.
Cost: Free.
Services Offered:

- Community Classes.
- Education.
- Families.
- Food Parcels.
- Victim Support.
- Cultural initiatives.

Referral: No referral needed.

Kootuitui Ki Papakura

Telephone: 027 201 1477
Email: abi.bond@kootuitui.org.nz
Website: www.kootuitui.org.nz
www.facebook.com/Kootuitui/
Physical Address: Papakura High School, WillisRoad, Papakura, Auckland.
Operating Hours: Monday to Friday 8:00am - 5:00pm. Occasional evening workshops.
Languages: English, Maaori, Samoan, Cook Island Maaori and Tongan.
Services Offered:
Three strand programme of Education, Health and Homes in six Papakura schools (Papakura High, Papakura Central, Kereru Park, Park Estate, Edmund Hillary and Red Hill School).

Lalotoa i Aotearoa (L.I.A) Community and Social Service

Telephone: (09) 270 0380
Email: joy.ramsay@lia.org.nz
Website: www.lia.org.nz
Physical Address: 12-16 High Street Level 1,Otahuhu, Auckland.
Operating Hours: Monday to Friday 9:00am-5:00pm.
Sites of Services: Otahuhu and Manukau.
Languages: English, Samoan and Tongan. Services Offered:

- Emergency Hotline: 0800 542 435
- Educational programs.
- Emergency short term accommodation for young children and family.
- Positive parenting program.
- Family violence.
- Family mediation (DSF).
- Food parcels family in need.
- Social support.
- Victim Program (for women).

Le Va

Telephone: (09) 261 3490
Email: admin@leva.co.nz
Website: www.leva.co.nz/
Physical Address: Harakeke House, 15 Ronwood Avenue, Manukau City, Auckland.
Operating Hours: Monday to Friday 8:30am - 5:00pm.
Languages: English, Tongan and Samoan.
Services Offered:

- Suicide Prevention programme (FLO): Pasifika suicide prevention education programme for Pasifika communities.
- Violence Prevention programme: Atu-Mai is a violence prevention programmethat strengthens Pasifika communities by developing confident and resilient Pasifika young people.
- Life Keepers: National suicide prevention.
- Engaging Pasifika: An evidence-informed programme that equips the workplace to connect culture and care. Participants learn the foundational attitudes, knowledge and skills to safely engage with, andeffectively deliver quality services for Pasifika people and their families.

Lifeline

Telephone:

- 0800LIFELINE (543 354)
- (09) 090 8750 (Reception).

Email:

- General enquires - info@lifeline.org.nz
- Counselling - counselling@lifeline.org.nz
- Training - training@lifeline.org.nz

Website: www.lifeline.org.nz
Operating Hours: 24/7 with office hours Monday to Friday 8:00am - 5:00pm. Counselling available after hours.
Sites of Services: Helplines accessible by phone. Counselling at 95 Great South Road, Epsom, Auckland or by Skype
Languages: Can use language line to support community help lines.
Cost:

- Help lines free.
- Counselling means tested and low cost.
- Training at competitive rates.

Services Offered:
Help Lines

- 0800LIFELINE (543 354)
- 0800 KIDSLINE (543 754)
- 0508TAUTOKO (828 865) Suicide Crisis Line
- Free Text – HELP (4357)

Skype Counselling nationally at a low fee.
Training for workplace resilience, suicide prevention and de-escalation
Referral: https://www.lifeline.philips.com/content/dam/PLL/PLL-B2B/PDFs/Lifeline-Fax-Referral-Form.pdf

Link People

Telephone: 0800 932 432
Email: auckland.info@linkpeople.co.nz
Website: www.linkpeople.co.nz
Physical Address: Harakeke House, 15 RonwoodAvenue, Manukau City, Auckland.
Operating Hours: Monday to Friday 9:00am - 5:00pm.
Languages: English, Maaori and Samoan
Services Offered:

- Supportive landlord service: Connecting adults using Counties Manukau's community mental health services to the appropriate housing, from social housing through to private rentals. This is a service for people who are experiencing mental health and/or addiction issues.
- Rapid permanent housing service: Working alongside individuals and families whoare transitionally (short-term) homeless to find permanent housing.
- Sustaining tenancies at risk: A homelessness prevention programme delivered alongside the Ministry of Housing and Urban Development, the Ministry of Social Development, and Kaainga Ora. We work with individuals and families at risk of losing their tenancies to keep them housed, while also addressing any underlying issues that impact ontheir tenancy and wellbeing.
- Housing First: Link People is also a member of the Auckland Housing First Collective, working to house people sleeping rough in South Auckland.

Literacy Aotearoa Charitable Trust

Telephone: 022 359 6007
Email: advent.cm@literacy.org.nz
Website: https://literacy.org.nz
Physical Address: Glenfield, Glen Innes, Pukekoheand Waiheke Island.
Operating Hours: 9:00am - 5:00pm.
Cost: No cost to NZ Citizens and Permanent Residents 16 years and over.
Services Offered: Delivering learning services to adultsnationwide, in the community and in workplaces. Assisting adults to improve their literacy,numeracy and communication skills.
Note: To ensure our work is relevant and effective wedeliver training for nationally recognised tutor qualifications and professional development, conduct and publish research, develop new programmes, create resources and produce original materials, working collaboratively with the wider adult literacy sector. Serves clients nationwide.
Referrals: Self referrals

Living Smokefree Services CMH

Contact: Michelle Lee
Telephone:

- (09) 276 0044 [Ext 59723]
- 021 807 093

Email: Michelle.Lee@middlemore.co.nz
Website:
https://www.healthpoint.co.nz/public/other/counties-manukau-health-living-smokefree/
Physical Address: Building 34 Western Campus, Middlemore Hospital, Otahuhu, Auckland.
Operating Hours: Monday to Saturday [Hours Vary]
Hours Site of Services: Drop-in clinics and home servicesLanguages: English, Tongan, and Samoan. (Courses delivered in English)
Cost: Free
Services Offered:

- Smoke-free support either face-to-face or via phone or digital
- Home visits
- Local drop-in clinics or workplace programmes
- Carbon monoxide readings
- Free nicotine replacement products
- Information on stop smoking prescription medicines.
- Information on vaping Incentives for stopping smoking.

Referral:
https://www.healthpoint.co.nz/download,638119.do

Mangare Budgeting Services Trust

Telephone: (09) 275 2266
Email: appointments@mbst.org.nz
Website: http://mangerebudgeting.org.nz/
Physical Address: 92 Beachcroft Avenue, Onehunga, Auckland, 1061
Operating Hours: Monday to Friday 9:00am-4:00pm
Site of Services: Organisational site
Languages: English and NZSL
Cost: Free
Services Offered:

- One on One Budget Advice Support.
- Advocacy with Government and Non-Government agencies.
- Financial Literacy / Educational Budgeting Seminars.
- Housing Advocacy.
- Family and Individual Counselling Strengthening Families Programme – (Lead Agency - Mangere).
- Food Parcels for families and individuals in need (strict criteria applies).
- Access to quality second-hand clothing.
- Access to Furniture Bank.
- Cooking Classes “How to cook on a tight budget”.
- Freephone Budgeting helpline: 0508 22 22 83 or 0508ABC Budget (we on-refer the caller to their nearestBudgeting and Social Service provider anywhere within New Zealand).

Referral: Self-referral via website (scheduling appointments).

Mahitahi Trust

Telephone: (09) 262 4533
Email: info@mahitahi.co.nz
Website: www.mahi-mahi.co.nz
Physical Address: 5 Ronwood Avenue, Manukau, Auckland
Operating Hours: Monday to Friday 8:30am-5:00pm
Residential services offered 24 hours
Sites of Services: Organisation and communitysetting
Languages: English and Maaori
Cost: Free
Services Offered:

- Support wellness and recovery programmes
- Community based child and adolescent support packages.
- Community living services
- Housing and recovery services
- Iwi support services
- Kaumatua services
- Mobile community support services

Referral: Some services require Secondary Referral

Manaaki Taangata Victim Support

Telephone: 0800 842 846
Email: contactservice@victimsupport.org.nz
Website: www.victimsupport.org.nz
Operating Hours: 24/7
Available Services: Victim Support is here to walk alongside and empower victims on their journeys to safety, healing, and participation. We believe in putting victims and their needs at the heart of the justice system and supporting victims with heart for as long as they need us.
Referral: Self-referral and agency referrals accepted.

Manurewa Marae Te Manu Aute Whare Oranga

Telephone: (09) 640 0824
Email: admin@manurewamarae.co.nz
Website: www.manurewamarae.co.nz
Physical Address: 81 Finlayson Avenue, Clendon, Auckland.
Operating Hours: Monday to Friday 9:00am-5:00pm
Languages: English and Maaori.
Cost: Free for registered patients. Koha for traditional healers.
Services Offered:

- Free General Practise and Nurse Clinic for registered patients
- We also work alongside Traditional Holistic Healers on a Koha basis, such as Romiromi, Mirimiri, Matekite, Acupuncture etc.

Mapu Maia

Telephone: 0800 21 21 22
Email: help@mapumaia.nz
Website: www.mapumaia.nz
Physical Address: 128 Khyber Pass, Grafton
Operating hours: 8:30am - 5:00pm
Languages: English, Niuean, Samoan and Tongan
Cost: Free

Services Offered:

- Counselling services for problem gambling and other addictions, mental health and co-existing issues.
- Psychosocial programs and education programs on addictions and wellbeing in community and agency settings.
- We can offer services in the person's home, or we can schedule appointments in any one of our satellite offices around Auckland, Wellington, Levin and Christchurch.

Referral: Via email or phone (help@mapumaia.nz) or (0800 21 21 22).

Middlemore Foundation

Telephone: (09) 270 8808
Email: info@middlemorefoundation.org.nz
Website: https://www.middlemorefoundation.org.nz/
Physical Address: Colvin Building Middlemore Hospital.
Operating Hours: Monday to Friday: 8:00am – 4:00pm
Site of Services: Throughout Counties Manukau.
Languages: English and Te Reo.
Cost: Free.
Services Offered: We support whaanau visiting Middlemore Hospital and in our community with knitted baby clothes throughout the year, and Jammies in winter.
Referral: No referral needed.

MoneyTalks

Telephone: 0800 345 123
Email: help@moneytalks.co.nz
Website: https://www.moneytalks.co.nz
Operating hours: Monday to Friday 8:00am-8:00pm, Saturday 9:00am-4:00pm, Sunday 10:00am-2:00pm.
Languages: All languages as interpreters available.
Cost: Free
Services Offered: Free Financial helpline

Monte Cecilia Housing Trust

Telephone: (09) 275 6661
Email: info@montececilia.org.nz
Website: https://montececilia.org.nz
Physical Address: 30 Windrush close, Mangere, Auckland.
Operating hours: Monday - Friday: 8:30am - 5:00pm.
Languages: English, Samoan and Tongan.
Cost: Free

Services Offered:

- Advocacy - Assessment and referring to other services.
- Transitional housing - supporting families with a social worker while in transitional housing to increase their rating on the Kainga Ora housing register.
- Community Housing - for families who have been through our transitional housing to be placed in a community house for long term housing solutions.
- While families stay in our transitional houses they have access to programmes such as: financial literacy, computer classes, cooking classes.
- We serve the East, West, Central and South Auckland locality.

Referral: Ask WINZ to refer you or you can walk in, call or email our service and do a self-referral.

Multiple Counties Manukau

Telephone:

- Kristina: 02102703850
- Tracey: 02108201122

Email: president.multiplescm@gmail.com
Website: www.multiplescm.org.nz
Site of Services: Community settings throughout Counties Manukau.
Languages: Predominantly English.
Cost: Membership $35 per year for families with multiples aged 0-2 years. $15 for families with multiples over 2 years old.
Services Offered:
We are a volunteer-run group and offer the following support to our members:

- Providing support and connection to families of multiples – Twins, Triplets, Quads.
- Equipment hire including breast pumps.
- Events.

Referral: No referral needed.

Muskaan Care Trust

Telephone: (09) 278 8478
Email: muskaancaretrustnz@gmail.com
Website: www.muskaancaretrust.org.nz
Physical Address: Delmont Close, East Tamaki, Auckland.
Operating Hours: Monday - Saturday by appointment. Able to work with patients to identify a suitable time.

Site of Services Offered: Travel to where the patientneeds us - home, work, marae, community etc.
Languages: English, Hindi, Korean, Mandarin, Punjabi. Sinhalese and Urdu. Have the ability to bring in translators for any patient that requires/requests it.
Cost: Free.
Services Offered:

- Supporting communities and organisations with COVID -19 response and Vaccination drive and other immunisation initiatives.
- Provide awareness, education, training and support to anyone with Thalassemia and/orSickle cell anaemia and other genetic haemoglobinopathy.
- Advisory, Co-designing of services, research, articles, thematic analysis for services focused on ethnic communities.
- Sector support, Consumer engagement, Health,Social and education promotions, consultations, Influencer, content writing, Interviews, Focus groups, translations and transcribing, radio presentations for local, regional and national campaigns.
- Ethnic Exercise and wellness; BollyEX – Exercising to Bollywood tunes.
- Muskaan Social and wellbeing – Yoga andbreathing session.
- Free Nutrition and wellness consultation tailored for ethnic people with LTCs and eatingdisorders, who need it most but cannot afford private consults/ falls out of DHB/PHO referral criteria.
- Prevention and treatment programmes for eating disorders, body imaging, reducing harmrelated to alcohol, drugs and gambling.
- Ethnic Family Violence Champion Service in South Auckland.
- Free Justice of peace and Marriage celebrant services.

Referral: No referral needed.

Newborn Hearing Screening Programme

Telephone: (09) 276 0044 ext. 59768
Email: brenda.barchard@middlemore.co.nz
Physical Address: Middlemore Hospital, 1 Hospital Road, Otahuhu, Auckland
Operating Hours: 7 days a week 8:00am - 4:30pm
Languages: All languages with interpreters available if required
Cost: Free
Services Offered:

- Newborn Hearing Screening if offered to every babyborn in New Zealand up to 3 months of age.
- We also offer Newborn Hearing Screening to babieswho arrive in New Zealand who haven't previously been screened prior to entry, up to 3 months of age.

Referral: Can be made by Midwives, LMC, GP, Plunket Nurses or Parents/Guardians/Whanau if they believe baby hasn't been screened.

NZ Relay

Telephone: 0800 664 262
Email: helpdesk@nzrelay.co.nz
Website: https://www.nzrelay.co.nz/
Operating Hours: Operates 24/7.
Languages: English
Services Offered:
Free telecommunication services for deaf and Hard of hearing and people with speech impairments.

Ohomairangi Trust

Email: admin@ohomairangi.co.nz
Website: www.ohomairangi.co.nz/
Physical Address: Mangere East Community Centre.372 Massey Road, Mangere East, Auckland.
Operating hours: Monday to Friday: 9:00am - 5:00pmSite of Services: Mangere East Community Centre Languages: English, one parenting course offers Samoan as well.
Services Offered:

- Early Intervention Service for children 0-6 years with high or very high needs.
- Parenting programs: Mellow Bumps, Antenatal for any expectant parent. 6 week group programme that focuses on ways you canimprove your child's development both during pregnancy and after birth.
- Hoki Ki te Rito/Mellow parenting.
- Years Autism Parenting Programme -14 week programme for parents and families ofchildren aged 2-5 years old on the Autism Spectrum.
- Years Parenting Programme - 14 week programme that focuses on learning how your parenting can change into account youand your child's needs. For parents with children aged 3-8.
- Soalaupule/Samoan Parenting - 12 week program for parents and family members wishing to address difficult issuesrelating to the care of children.
- More Than Words (Hanen Programme)12 week programme for parents of young children with Autism Spectrum Disorder or social communication difficulties.
- Whakatookia te Rongomau: 8 week programme to address issues of violence and build relationship within families and communities.
- Early Bird Parenting Education: 8 session course for parents and whanau ofchildren 0-5 years who have a child on the autism spectrum.

Pacific Leprosy Foundation

Contact: Jill Tomlinson - General Manager
Telephone: (09) 343 3685
Email: jill.tomlinson@leprosy.org.nz
Website: www.leprosy.org.nz
Physical Address: 4 Anderson Street, Christchurch
Operating Hours: Monday, Tuesday and Thursday 9:00am - 3:00pm
Languages: English and Samoan
Cost: Free
Services Offered:

- Throughout New Zealand and Pacific Island nations
- Assistance for those socially or financially disadvantaged
- Through suffering from leprosy – e.g., help withtravel to and from hospital appointments, assistance with power bills etc.

Pacific Work Connect

Telephone: 0800 601 301
Email: Pacificworkconnect@tec.govt.nz
Website: https://www.careers.govt.nz/work-connect/pacific-work-connect/ https://www.facebook.com/pacificworkconnect
Physical Address: Tertiary Education Commission,Eden 1 Building, Level 2, 18 Normandy Rd, Mount Eden, Auckland.
Operating Hours:

- Monday to Tuesday: 8:30am - 5:00pm
- Wednesday: 9:30am - 5:00pm
- Thursday to Friday: 8:30am - 5:00pm
- Closed all public holidays

Sites of Services: https://www.careers.govt.nz/work-connect/pacific-work-connect/ https://www.facebook.com/pacificworkconnect
Languages: English (also available in Pacific Languages i.e. Samoan and Tongan).
Cost: Free.
Services Offered:

- Pacific Work Connect is a free service to eligible Pacific migrants in Auckland. The programme will assist Pacific migrants to become job-ready in the New Zealand job market. The programme includes 10 hours of workshop andone-to-one career coaching, delivered by Pasifika Career Consultants.
- This is one of the governments Work Connect programmes which are designed to enable graduateinternational students, and skilled resident migrants and their partners, to find work in New Zealand that uses their qualifications and skills.

Papakura Family Services Centre (PFSC), Great Potentials and Takanini Family Services Centre (TFSC), Great Potentials

Telephone:

- Great Potentials - (09) 377 538
- PFSC - 09 299 6610
- TFSC - 09 974 4719

Email:

- PFSC – admin.pfsc@greatpotentials.org.nz
- TFSC – info.fsc@greatpotentials.org.nz
- GP - info@greatpotentials.org.nz

Website: https://www.greatpotentials.org.nz
Physical Address: Family Service Centres

- Papakura Centre - 14 Maurice Street, Papakura, Auckland.
- Takanini Centre - 8 Oakleigh Avenue, Takanini, Auckland.

Operating Hours: Monday to Friday 8:30am-5:00pm (All activities and services take place within this time).
Sites of Services: Organisation and community setting.
Languages: Can support with translators.
Cost: No cost.
Services Offered:

- Family Service Centres - Support, health and education within low income communities Includes: Community Social Workers, Counselling Services, SWiS (Social Work in Schools), Parenting Support, HIPPY (Home-based- Home Interaction Programme for Parentsand Youngsters), Playgroup, ECE (free), Plunket clinic.

Papakura Budgeting Service

Telephone: (09) 299 6881
Email: papakurabudget@xtra.co.nz
Website: www.papakurabudgetingservice.com
Physical Address: 57 Wood street, Papakura, Auckland.
Operating Hours: Monday to Friday 9.00am-4.00pm Wednesday and Thursday until 7.00pm Saturdays 8.30am -12.30pm.
Cost: Free.

Services Offered:

- Offer financial literacy in all aspects of budgeting, managing money, banking, setting goals and cash-flow monitoring. Work alongside our clients and support them to develop sound money management skills.
- Financial Mentors support and inspire people, their families and whaanau to build Financial Action Plans.
- Offer Money Mates peer-led group sessions inour community where people can talk openly about money and finances. Provides an opportunity to talk openly about money, learn from others and learn how to make changes and achieve goals.

Papakura Marae

Telephone: (09) 297 2036
Email: hinet@papakuramarae.co.nz
Website: www.papakuramarae.co.nz
Physical Address: 29 Hunua Road, Papakura, Auckland.
Operating Hours: 8:00am - 5:00pm.
Languages: English, French, Samoan, Te Reo and Tongan
Cost: Dependent on what service is required.
Services Offered:

- Papakura Marae medical services (full suite of health services).
- Family Start - Parenting programme working with Mums, Dads and their babies from Hapu through to three years of age.
- Children's Team Lead Professionals - Supporting Whaanau with high and complex needs.
- Teen Parenting - Working with our young Mum's and Dads and their tamariki.
- Tamariki Ora - Well-child service.
- Oranga Ki Tua - Supporting Whaanau with Long Term Diseases - SME Programmes.
- Mana Tu - Focus on Whaanau with Chronic Conditions – SME Programmes.
- Family Services - Working with Whaanau with High and Complex Needs.
- Transitional Housing - Partnership with Salvation Army.
- Mana Kidz - School Based Nursing programme (8 Papakura Schools) AWHI - Auckland wide Housing Initiative – Warm safe housing.
- Te Pae Oranga - Preventing whaanau from going on to more serious crime.
- Kaumatua support - Karakia, Spiritual Healing, Blessings, Powhiri and Tikanga advice.
- Te Pae Aronui - Focus on young Maaori between the ages of 15 – 24 years that are not in education, employment of Training (NEET) and getting them back on track.
- Te Reo, Raranga, Korowai classes, The Southern Initiative (TSI) Papakura Marae Maaori Wardens.
- Counselling and Legal services.
- Pharmacy on-site; Political advocacy, Focus groups, Policy development.
- Men's Group and Women's Group, Kaikawekorero (Co-design initiative).

Papatoetoe Budgeting and Family Services

Telephone: (09) 279 0415
Email: comm.budgetingservice@gmail.com
Website: https://www.cab.org.nz/community-directory/KB00034228
Physical Address: 35 George Street,Papatoetoe, Auckland 2025.
Operating Hours: 9.00am - 4.30pm.
Locality: Manukau and Otara/Mangere.
Sites of Services: As per discussion but mostly inour office.
Languages: Samoan, Tongan, English, Hindi, and Fijian.
Cost: Free.
Services Offered:

- Financial advocacy.
- Budget advice NAP.
- DRO.
- Insolvency Negotiation.

Referral: As and when required by a phone call or email.

Parent2Parent

Telephone: 020 4011 8710
Website: https://parent2parent.org.nz/
Operating Hours: Monday to Thursday 9:00am-11:30am.
Languages: English, can access Samoan, Mandarin, Filipino and other languages through translation services.
Cost: Free
Services Offered:

- Disability Services across the lifespan for parents, families and individuals.
- Education, support, information and connection.

Referral: Self or professional referral, by phone or email no form required.

Pariwaar New Zealand

Telephone:
- (09) 250 8000
- 0800 270 200

Physical Address: 12 Massey Avenue, Pukekohe, Auckland.
Email: info@pariwaarnewzealand.org.nz
Website: https://pariwaarnewzealand.org.nz
Operating hours: Monday to Friday 9:00am - 3:00pm.
Sites of Services: Community settings
Languages: English
Cost: Free
Services Offered:
- Stay connected with the wider community througha wide range of programs. We aim to offer language classes, cultural dance classes, cooking workshops, talanoa sessions, elderly get-togethers, wellness programs for all, youth support programs, volunteer-led homework support groups, new mums, and bubs connect groups. Our programs are open for everyone to attend and are held in local, easy-to-access venues.

Pathways Health

Telephone: (09) 261 3401
Email: contactus@pathways.co.nz
Website: www.pathways.co.nz/
Mailing Address: PO Box 76 436, Manukau City, Auckland.
Operating Hours: Monday to Friday 8:30am -5:00pm. Support services provided outside of these hours.
Site of Services: Different sites according to services provided on site, at home and in community settings.
Languages: English.
Services Offered:
- Mobile and community living support services
- Residential services
- Respite services
- Peer-led support services
- Housing coordination services
- Day programmes
- Youth services
- Addictions and recovery

Referral: https://www.pathwayshealth.org/make-a-referral/
Some services require Secondary Referral.

Penina Trust

Telephone: (09) 266 7989
Email: admin@peninahealth.org.nz
Website: http://www.peninahealth.org.nz/
Physical Address: 186 Russell Road, Manurewa, Auckland
Operating Hours:
Services generally offered on weekdays only, with occasional youth activities held over the weekend
Site of Services: There are other opportunities for services to be provided in community settings
Languages: English, Samoan, Tongan, Niuean and Cook Islands
Cost: Free
Services Offered:
- Mental Health and Addiction Family Support: Supports families of people who experience on-going mental disorders, through one-on-onesupport or monthly support group workshops.
- Youth Community Living Service: Support for young people to recover in thecommunity with support, mentioning, groupand holiday activities.
- Adult Community Living Service: Support individuals to resident in their community of choice (Independent SupportedLiving).
- Cultural Support Service: Cultural and advocacy services to supportcommunity and family integration and achievement of recovery goals.
- Alcohol and Other Drug Learning and Development: Support through education and training tonon-specialist groups.
- Housing: Social Housing, Transitional Housing
- “Train the Trainer” packages are also offered.

Referral: Some services require Secondary Referral

Perinatal Anxiety and Depression Aotearoa (PADA)

Telephone: (04) 461 6318
Email: office@pada.nz
Website: www.pada.nz
Operating hours: Monday, Wednesday and Friday 9:00am - 2:00pm.
Sites of Services: Nationwide
Languages: English with some resources translated into Maaori, Mandarin and Samoan.
Cost: Free
Services Offered:

- An intermediary charitable service providing workforce training, advocacy and research in Perinatal Mental Health.
- PADA also provides education and training for healthcare providers for those supporting families affected by mental illness related to pregnancy, childbirth and early parenthood. When participantsleave each seminar, they will better understand how these topics impact families and have strengthened their knowledge and skills to help improve perinatal outcomes.

Note: Our mission is to eliminate the stigma around perinatal mental health in Aotearoa New Zealand by championing awareness and facilitating best practices in perinatal mental health and wellbeing to ensure all families and whaanau have equitable access to appropriate information and support.

PHAB Association Incorporated

Telephone: (09) 488 7490
Email: admin@phab.org.nz
Website: www.phab.org.nz
Physical Address: 8 Auburn St, Takapuna, Auckland.
Site of Services: Social Groups.
Cost: Primarily free, some services may have a charge up to $90.
Services Offered:

- Social and recreational services for people with disabilities aged 16 and over, Auckland wide.
- Holiday program.
- Day program – life skills and education.
- Exercise program.

Referral: Contact through website.

Plunket Before School Checks (B4SC)

Telephone:

- 0800 104 105 (Press option 3)
- 027 244 9394

Email: b4s.cm@plunket.org.nz
Website: www.plunket.org.nz
Physical Address: 11 Vogler Drive, Wiri, Auckland (Noclinics are based here). Satellite clinics are available throughout thecommunity.
Operating Hours:

- Manukau Super Clinic: Every day Saturday (Limited over Christmas/New Year period).
- Pukekohe Clinic: Saturday (once a month).

Sites of services: Unable to provide transport however can visit families in their home or at the day-care centre.
Languages: Afrikaans, English, Cantonese, French, Mandarin and Tongan.
Cost: Free.
Services Offered:
Comprehensive fun assessment of your child's language, growth, behaviour, social and emotional development, oral health and any other general enquiries.
Discussion of any concerns or issues.
Support for children well before they start school.

Pregnancy Counselling Services

Telephone:
- 0800 PREGNANT (7773462)
- Text: 021 289 8727

Email: help@pregnancycounselling.org.nz
Website: www.pregnancycounselling.org.nz
Operating Hours: 24/7
Site of Services: Pakuranga and Papakura offices, community settings.
Languages: English, French, Hindi, Maaori and Spanish.
Cost: Free
Services Offered:
- Emotional and practical support.
- Individual, couple or family counselling - re the pregnancy.
- Help in finding accommodation, medical care, midwives, legal advice.
- Information on continuing schooling education.
- Help in exploring and evaluating options such asparenting, adoption and abortion.
- If an abortion has taken place we offer support andencouragement to work through feelings and the grieving process

Problem Gambling Foundation

Telephone: 0800 664 262
Email: help@pgf.nz
Website: https://www.pgf.nz
Physical address: Level 1, 128 Khyber Pass Rd, Newmarket, Auckland.
Operating Hours: Monday to Friday 8.30am-5.00pm
Languages: English and NZSL.
Services Offered:
- Free Counselling and Health promotion.
- PGF Services has experienced counsellors to provide guidance and support. Duty counsellors are available by phone, email, text, or live chat during operating hours. No judgement. Just support.
- Online education and training to identify and screen for gambling harm.
- Guidance to develop organizational policies on gambling harm.
- Fact sheets, briefings, and other digital resources.

  Cost: Free.

  Referral: Self-referral via our website, phone or text.

Rainbow Youth

Telephone: (09) 376 4155
Email: info@ry.org.nz
Website: https://ry.org.nz
Physical Address: 10 Abbey Street, Auckland CBD.
Operating Hours: Monday to Friday 9:00am - 5:00pm. Some flexibility for evenings and weekendsaround groups.
Site of Services: Rainbow Youth drop in centre in central Auckland.
Languages: English.
Cost: Free.
Services Offered:

- Peer support services for rainbow youth and their whanau including small group, 1:1 support with youth workers, homelessness, transgender peer support with youth workers and social peer support groups, which are youth led and youth run with trained facilitators. The social peer support groups are run at a scheduled time and location every one to two weeks.

Referrals:
Can self-refer into the service through the website and referrals from other agencies accepted.
https://ry.org.nz/gender-sexuality-support

Rawiri Community House

Contact: Elizabeth Kiriona
Telephone:

- (09) 263 8202
- 027 417 3468

Email: Liz@rawiri.org
Website: https://www.rawiri.org
Physical Address: 1 Rata Vine Drive, Rata Vine, Manukau City
Operating Hours: Monday to Friday 10:00 am-2:30pm
Cost: Rawiri Residents Association aims to run as much free services from the community house as possible.
Some cost for laundromat services
Sites of Services: Rawiri Community House
Services Offered:

- Advocacy (Kaainga ora, MSD, CYF) – if you need help in regard to Housing, Family, Money issues etc.
- Probation Agent - community service/work hours can be undertaken at Rawiri.
- Community House, Foodbank, Laundromat.
- CV's/Job Search and Computer Facilities.
- Supporting the homeless (Care packs, Winter packs, Food and more).
- Community Garden, Cooking class, Sewing class.
- Drivers Licence Courses.
- Seniors Morning Tea.
- Sanitary products/treasures.

R

Real World Living

Telephone: (09) 299 5304
Email:

- janette@realworldliving.co.nz
- joanne@realworldlving.co.nz

Website:

- www.realworldliving.co.nz
- https://www.facebook.com/RWLPAPAKURA

Physical Address:

- 79-83 Great South Road Papakura.
- 7a McNab Street Penrose.

Operating Hours: 8.30am – 3:30pm.
Site of Services: Mostly South Auckland but have people come from across Auckland to our sites.
Languages: English
Cost: Dependent on situation.
Services Offered: We are a Disability Support Service provider of information, navigation, planning, training, and support for people who have physical and/or cognitive challenges and diverse levels of living and working abilities, using an holistic and whole of life approach. We work with MSD and ACC and private clients.
Referral: No referral needed, just need to contact us first.

Redhill Community Centre

Telephone: (09) 297 2040
Email: info@redhill.org.nz
Website: www.redhill.org.nz
Physical Address: 163 Dominion Road, Red Hill, Papakura, Auckland.
Operating Hours: Monday to Friday: Hours vary depending on the programmes running. Check with office. Closed on Saturdays and Sundays.
Sites of Services: At organisational site.
Languages: English
Cost:

- Counselling: first 3 sessions fully-funded andthen by negotiation.
- Mainly music: $4 per family.
- Play group: Gold coin donation; parents to bring their children's morning tea.
- Other programmes/activities: free.

Services Offered:

- Ladies Table Tennis – Tuesdays 1:30pm onwards.
- Fun Fit – Wednesdays 9:30am – 10:30am, Gold coin.

Mainly Music - $4 per family, Thursday, 10:00am – 11:30am, includes morning tea.

- Coffee Group – 10:00am, Drop in for a chat over a cuppa and a yummy slice or two.
- Bread Table – Held every Friday evening at the Community Centre. Open to all. Games plus tea/coffee are provided for those wanting some social interaction.

Refugees as Survivors New Zealand (RASNZ)

Telephone:

- (09) 270 0870
- 021 838 375

Email: admin@rasnz.co.nz
Website: www.rasnz.co.nz
Physical Address: 251 Massey Road, Mangere East, Auckland.
Operating Hours: Monday to Friday 9:00am - 5:00pm.
Sites of Services:

- RASNZ Office – 173 Captain Springs Rd, Onehunga, Auckland.
- Youth Service – 1222 Dominion Rd, Mt Roskill.
- Community bases and home visits (according to need).

Cost: Free.
Languages: Interpreters are provided for all clinical support.
Services offered:

- Counselling
- Social work
- Body therapy
- Cross cultural support
- Parenting programmes
- Youth programmes
- Psychiatry

Roopa Aur Aap Charitable Trust

Telephone:

- (09) 620 4606 (Office)
- 021 665 609 (24/7)
- 0272966785 (Victim Support)

Email:

- info@roopaauraap.org.nz
- ceo@roopaauraap.org.nz

Website: roopaauraap.org.nz
Physical Address:1193B Dominion Road, Mt Roskill,Auckland
Operating Hours: Monday – Friday 10:00am - 4:00pm.
Site of Services: Accepted from FSS and all Languages: English, Hindi and most Indian languages.
Cost: Counselling services are free. Lawyer and immigration officers have their charges. Donations are welcome.
Services Offered:

- Counselling and meditation.
- Community services.
- Crisis interventions.
- Legal support.
- Immigration support.
- Ongoing personal and individual services in NZ and overseas.
- Awareness campaigns.
- Informative workshops.
- Networking.
- Children's programs.
- Catering to senior citizens.

Safe Network

Email: info@safenetwork.org.nz
Website: www.safenetwork.org.nz
Operating Hours: Monday to Friday 8:30am - 5:00pm.
Site of Services: At organisational site.
Languages: English, Maaori and Samoan.
Cost: Free.
Services Offered:

- Safe Network works with children, youth and adults, male and female, who have concerning sexual behaviour or have participated in harmful sexual behaviour.
- Education, consultation and professional development training: Specialist training for public and private organisations on sexually problematic behaviours, clinical supervision and caseconsultations to other professionals.
- Te Kakano: Kaupapa Maaori service for all ages delivered byMaaori practitioners for Maaori.
- Amanaki Pasifika: Pasifika service specially developed to meet the needs of Pasifika people of all ages.
- Internet: Treatment for those who have accessed, traded, or produced child sexual abuse materialor who have engaged or communicated with children and young people online in a sexual context.

Referrals: https://www.safenetwork.org.nz/what-we-do#make-a-referral

Safer Aotearoa Family Violence Prevention Network

Telephone: 0800 367 942 (ext. 6)
Email: manager@safvpn.org.nz
Physical Address: 25 Druces Road, Wiri, SouthAuckland
Operating Hours: Monday to Friday 9:00am- 5:00pm
Site of Services: Services delivered at office and other locations (subject to type of service)
Cost: Free family violence services.
Cost for on-site Whaanau Ora clinic
Services Offered:

- Trained family violence coordinators
- Domestic violence counselling service
- Social support
- Women's and men's support groups
- Whaanau ora
- Community Clinics
- Domestic Violence Helpline (0800 367 942)

Salvation Army Manukau

Telephone:

- (09) 262 2332 - Community services
- (09) 261 0887 - Bridge service call

Website:
www.salvationarmy.org.nz/centres/nz/auckland/manukau
Physical Address: 16B Bakerfield Place, Manukau, South Auckland.
Operating Hours: Monday to Friday: 9:00am–5:00pm.
Services Offered:

- Wahine Toa program: working with single mothers, and any women who seek support.
- Financial Mentoring: Budgeting working closely with whaanau empowered framework.
- Ahukura Program: Working with tangatawhenua whanau, Maori focused programme.
- Transitional Housing Program: 12 x week program with RSW attached working extensively with whanau.
- Sustaining Tenancies: RSW attached to workwith whanau to sustain their homes before eviction, work with whanau and singles.
- Bridge Program: Drug and AlcoholFamily Harm Team.
- Registered Social Workers: working across the board with all social issues.
- Strengthening Families
- Oasis: Gambling support servicesNILS and Step up loans
- Counselling
- Awesome Matua program: fathers and children program
- Better Blokes Programme
- Manukau Support team: frontline team

Shakti Community Council Incorporated

Telephone: 0800 742 584
Email: crisisline@shakti.org.nz
Website: https://shaktiinternational.org/shakati-new-zealand/
Physical Address: Four drop in centres:

- 19c Ronwood Street, Manukau, Auckland.
- 3 Cardwell Street, Onehunga, Auckland.
- 5 Mayfield, Glenfield, North Shore, Auckland.
- 153 Rather Road, Henderson.

Operating Hours: 24/7
Languages: Hindi, Tamil, Malayalam, Arabic, Vietnamese,Farsi, Cantonese, Mandarin, Bangla, Panjabi,Burmese, Urdu, Indonesian, and Gujarati.
Staff and volunteers are from Asian, African and Middle Eastern origin and therefore they will be able to assist the client with interpretation.
Services Offered:

- Elder Abuse response service.
- SNEH - Shanti Niwas Emergency. Home.
- DOSTI volunteer visiting services provided for the lonely and housebound older people.
- Providing information on age related issues.
- Assisting clients in accessing home based supportservices (e.g. home help, personal care, carer support, shopping etc).

Shanti Niwas Charitable Trust

Telephone: (09) 622 1010
Email: shantiniwas@xtra.co.nz
Website: http://shantiniwas.org.nz
Physical Address:

- Main office - Shanti Niwas Senior Centre, 14 Spring Street, Onehunga.
- Manurewa - 202 Great South Road, Manurewa, Auckland.

Operating Hours:
Positive Ageing Programme - Manurewa -10.30am-2.00pm. Drop-in Centre - Manurewa - 10.30am-2.30pm.
Site of Services: At organisational and community sites
Languages: English and Hindi
Cost: Positive Aging - $6 per visit and includes lunch and morning tea.
Drop-in Centre - $2 per visit.
Other Services - No charge.
Services Offered:

- Positive Aging Programme - Thursday 10.30am - 1.30pm at Manurewa.
- Drop-in centre at Manurewa- 10.30am - 2.00pm at Manurewa.
- KHUSHI - Elder Abuse and Neglect Prevention Services.
- Drop-in Centre - Manurewa - 10.30am -2.30pm.

Shiloh Chronic Illness Support

Telephone: 0800 113 676
Email: help@shiloh.org.nz
Website: www.shiloh.org.nz
Operating hours: Monday - Friday 9:00am - 5:00pmwith flexible options available outside of these hours, including weekends with prior discussion.
Site of Services: Onsite, available online or by phone.
Languages: English.
Cost: Koha or funding pathways available.
Services Offered:

- Professional Counselling.
- Wellbeing support groups.
- Social meetups.

Referral: People are welcome to self-refer to Shiloh and contact us directly.

S

Solomon Group

Telephone: 0800 747 687 (0800 SGROUP)
Website: https://www.solomongroup.co.nz
Physical Address:

- Manurewa Campus - 236 Great South Road, Manurewa, Auckland.
- Manurewa Wiri Campus – 30b Ash Road, Wiri, Auckland.

Operating hours: 8:30am - 5:30pm.
Languages: English, Samoan, Tongan and Te Reo Maaori.
Cost: Free.
Services Offered: Tertiary Education -

- Contact Centre Operations Level 3.
- Community Hauora (Health and Wellbeing) Level 2 and 3.
- Roading and Earthworks Level 2.
- Literacy classes.
- Trucking theory classes to gain class 2 learners.
- Youth Services :NEET. The NEET service aims to assist young people aged 16-17 years to find employment, education, or work-based training through tailored individual support.
- Youth Beneficiaries: The Youth Payment and Young Parent Payment is for young people aged 16-17 and young parents aged 16-19 who are receiving government financial assistance. This service aims to support young people to meet their obligations and to achieve education, work- based training, or employment through intensiveone on one support.
- Employment Services: Tupu Aotearoa. The Tupu Aotearoa Service supports Pacific people aged 15 years and over to gain tools and skills that enable them to thrive. We aim to assist participants to prepare for, make the transition to, and stay in permanent employment. We do this by providing intensive one on one mentoring and employment readiness workshops.
- Employment Preparation Placement Programme (EPPP) - This service aims to support beneficiaries or those applying for a benefit to prepare for, makethe transition to and stay in permanent employment. We do this by providing intensive one on one mentoring and employment readiness workshops.
- Our educational programmes are delivered in Auckland, Waikato, and the Bay of Plenty.
- Youth Services is exclusively delivered to residents of Manurewa, Papakura, Franklin,and parts of Northland.
- Our employment services are delivered in Auckland, Waikato, and the Bay of Plenty.

Note: Solomon Group is a Maaori Private Training Establishment that has been delivering tertiary education, youth services and employment services in the community for over 20 years. They provide a range of educational and vocational programmes designed to support the journey towards independence through employment – ka mahi, ka ora (to work is to live).
Referral: Self-referral and Government Agency referral accepted.

SPELD NZ Inc.

Telephone: 0800 733 536
Email: northern@speld.org.nz
Website: www.speld.org.nz
Physical Address: 14 Erson Avenue, Royal Oak, Auckland, 1023.
Operating Hours: 8:00am - 4:00pm.
Languages: English.
Cost:

- Annual Membership Fee $100 or $50 with Adult Community Services Card.
- Assessment from $550-$650+GST and Tuition from $40-$90 (plus GST if any and sometimes travel) per one hour lesson.
- Financial Assistance available with evidence of financial or other hardship.

Services Offered: Detailed diagnostic assessments and 1:1 tuition for children and adults with dyslexia and other specific learning disabilities.

Sport Auckland Green Prescription

Contact: Michael McCormack
Telephone: (09) 623 7956
Email: michaelm@sportauckland.co.nz
Website: sportauckland.co.nz/health-wellness/green-prescription-grx
Physical Address: Alexandra Park Function Centre,Level 4, Greenlane, Auckland.
Operating Hours: 6 Days a Week: Monday to Saturday (inclusive) 8.30am – 5pm + selected after hours options.
Languages: Translation and Interpretation servicesavailable free of cost.
Services Offered:

- Ages 18 +, Referral required (from a health professional, or self-referral)
- Community Based - Face to face consultations, health and wellbeing group workshops, exercise sessions, nutrition support.
- Online – Health and wellbeing webinars, live streaming, exercise classes, online exercise video library.
- Pre and post natal maternity activity and nutrition support.

St Mark's St Vincient de Paul Society Foodbank

Email: pecklangrace@hotmail.com
Website: https://stmarkspakuranga.org.nz/
Physical Address: 334 Pakuranga Road, PakurangaHeights, 2010
Locality: Pakuranga and nearby eastern suburbsOperating hours: 10:00am-3:00pm
Services Offered:

- Foodbank

Referral: All food parcel requests are processed bythe Citizen Advice Bureau and St Vincent de Paul. Call 09 5768331 first.

Stand Children's Services Tu Maia Whanau

Telephone: (09) 534 4017
Email: auckland@standforchildren.org.nz
Website: www.standforchildren.org.nz
Physical Address: 1-9 Pigeon Mountain Road, Half Moon Bay, Auckland.
Operating Hours: Monday to Friday - 8:30am-5:00pm.
Residence: Sunday - Friday 24 hours.
Sites of Services: Christchurch, Rotorua, Gisborne, Auckland and Whangarei.
Languages: English
Cost: Free
Services Offered:

- Treating the symptoms of a child's traumatic experiences. In addition, we work to support the recovery of family members and to improvetheir ability to support their child (children).
- Interventions include individual, group and family models. Out team brings transdisciplinary expertise in treating childhood traumatic events including neglect, abuse, assault, home, school and community violence and natural events.

Referrals: Access to the nationwide Stand, Children Service or the Family Therapy Services in three regions is by referral agencies and based on entry criteria and assessed need. Access for Social Services in Schools is by assessed need and can be self-referrals from children/families or referred from within the school/community or other agencies.

Star Jam

Telephone: (09) 300 6257
Email: info@starjam.org
Website: www.starjam.org
Operating Hours: Workshops held during the evening 6:30pm - 8:00pm in the school term.
Sites of Services: Serves nationwide with 60+ workshops across Whangarei, Auckland, Waikato, Tauranga, Rotorua, Hawkes Bay, Wairarapa, Wellington, Christchurch and Ashburton.
Costs: Free to attend (donations gratefully accepted)
Services Offered:

- Music based workshops for young people with disabilities aged between 6 – 25 years (Jammers). The workshops are in either, singing, dancing or rhythm. Each workshop has up to 12 Jammers and a paid tutor and 2-3 volunteers.
- Once a term discos for Jammers and the disability community.

Te Oranga Kaumatua Kuia Disability Support Services Trust

Contact: Te Ati Heremaia (General Manager)Telephone: (09) 255 5470
0800 655 377 - After hours support
Email:

- teati.heremaia@teorangakk.org.nz
- reno.marshall@teorangakk.org.nz

Website: https://teorangakk.org.nz/
Physical Address: 64 Mascot Avenue, Mangere,Auckland
Operating Hours: Monday to Friday: 8:30 am-5:00 pm.
Languages: Maaori and English
Cost: Free
Services Offered:

- Community support services (Mauri Ora – 65years +)
- Kaupapa Maaori
- Injury, illness or disability aids and equipment
  - Disability support
  - Foot care
  - Needs assessment.
  - Nursing
  - Rehabilitation
- Self-management
- Transport - disability transport
- Elder abuse and neglect prevention service
- Counselling
- End of life care
- Home support
- Wellness/healthy lifestyle
- Exercise and activity
- Healthy eating
- Mindfulness and mental wellbeing
- Smoking cessation

Referrals:
https://teorangakk.org.nz/referral.html

Te Whakaora Tangata

Telephone: (09) 269 4083
Email: info@tewhakaora.org.nz
Website: https://tewhakaora.org.nz/
Physical Address: Auckland office: 10 Roys Road, Weymouth, Manurewa, Auckland.
Operating Hours: Appointment required. General working hours: Monday to Friday: 9:00am - 5:00pm.
Site of Services: Primarily serving South Auckland and Far North. We do occasionally accept referrals from outside this area (e.g. wider Auckland).
Languages: Courses and programmes delivered in English. Services staff member speak English and Te Reo Maaori.
Cost: All services are free.
Services Offered:

- Te Whakaora Tangata supports clients through a unique three-stage process. The programme is implemented in the following stages: Restore + Resource + Reconnect = Resilient.
- Family Restoration Programme: To help clients restore family relationships by addressing past trauma. Our flagship course is made up of 5 x 3-hour group sessions, run during the week. This course explores how past trauma affects us, our relationships, and our whaanau.
- 24-7 crisis intervention and support is provided for clients.
- Whaanau Coaching Programme: We resource whaanau with tools to live well and create stable, flourishing homes.
- ‘Kia Kaha’ support groups run weekly, offering support and advice around personal, relational and parenting issues.
- ‘SoulMates’ couples counselling provides clients relationship tools for communication, conflict resolution, forming intimacy, and building trust and commitment.
- Reconnect Community Mentoring and Leadership Training: We train emerging leaders from the community, for the community to become mentors for other high-risk whaanau. We provide tools, training and support to help emerging leaders realise their dreams, building their skills and confidence so they can step forward as leaders and role models to serve their community.

Referral: All clients must complete our referral form - you can self-refer, OR be referred by an organisation, at https://www.cognitoforms.com/TeWhakaoraTangata/referralform

Te Whanau Rangimarie

Telephone:
- (09) 275 12300
- 508 MANAAKI (0508 626 2254)

Email: admin@twr.org.nz
Website: www.twr.org.nzFacebook: www.facebook.com/WhanauRangimarie
Physical Address: Main office; 2 Cameo Court Road,Favona.
Operating Hours: Monday to Friday 9:00am -5:00pm.
Site of Services: Mangere, Manurewa, Oranga/Onehunga.
Languages: Predominantly English. Kaimahi that speak: Fluent Maori, Cook Island, Hindi, Punjabi, Samoan and Tongan. Also offered is intermediate level Niuean.
Cost: Cost varies for housing services. Free for all other services.
Services Offered:
- Safety and needs assessment – Majority of referrals are referred through Safety Assessment Meetings (SAM) where referrals have come to the notice of the Police via POLnotification. Service is also provided to those who self-refer. MSD funded.
- CA Kaiawhina who is seconded to work at Te Taanga Manawa at the family harm hub based in Manukau to support with high-risk safety andneeds assessments. NZ Police funded.
- Advocacy and support - A specialist worker who provides safety and needs assessment; intervention plan; intervention, coordination, support and advocacy.
- Ready to Rent course - supports individuals identified through MSD as ready and willing to engage in a ten hour course that can provide foundation knowledge to help prepare them for renting. MSD funded.
- Advocacy and support: A specialist worker who provides safety.
- Whaanau resilience – long term whaanau resilience. MSD funded.
- E Tu Tane program.
- E Tu Whaanau relationship wananga where couples come together who have completed non-violence and adult safety programs with TWR.
- Whaanau Whare – providing transitional housing accommodation to families with dependent children. Maximum stay of 12 weeks and 12 weeks post community support. Includes needs assessment, intervention plan, housing education and planning for future aspirations and goals. MSD/MHUD funded.
- Pakeke Awhina Adult Safety Programme – For men or women. Consisting of all or a combination of any three of the intervention stages (1) initial safety and needs assessment, (2) safety planning and (3) up to 10 predominantly group or individual safety programme sessions with options to provide upto 3 support sessions. MoJ and MSD funded.

Referrals: Referral form to be completed.

Te Whare Marama Women's Refuge

Telephone: (09) 276 7922
Email: contact@tewharemarama.org.nz
Operating Hours: 8:30am – 4:00pm.
Languages: English.
Cost: Free. Rent costs associated with safe house accomodation.
Services Offered:
- Family Harm community support. Facilitated in schools.
- Referral, advocacy and support for whaanau needing NGO and Governmental services – e.g., counselling, WINZ, housing providers, Oranga Tamariki).
- Temporary accommodation for women and children experiencing family violence.
- Tipu Hau women's program. Family harm education and support network.
- Little voices children's program.
- Community based services provided throughout the Counties Manukau locality.

Te Whatu Ora Counties Manukau: Te Kaahui Ora

Contact: Te Kaahui Ora Maaori Health Services
Telephone: 09 276 0138
Email:
tekaahuioramaaorihealth@middlemore.co.nz
Physical Address: Middlemore Hospital, Building 38b, Western Campus.
Operating Hours:
Monday to Friday: 8:00 am - 4:30 pm.
Saturday and Sunday: (on call) 8:00 am - 4:30 pm.
Languages: Maaori and English.

- Te Kaahui Ora Team are experienced and dedicated health professionals providing clinical and cultural support for Maaori patients and their whanau who have presented or been admitted into Middlemore Hospital.
- Uphold cultural safety by advising and guiding CM staff on culturally appropriate interventions. Provide clinical, social and cultural support.
- Provide information on Health Services and their benefits especially Primary Care Services (PHO), community agencies.
- Participate in patient management to ensure the plan is acceptable.
- Advocate for and inform patients of hospital services ensuring that their needs are being met and that they fully understand all aspects of their care.

Referrals:
Written referrals can be emailed to tekaahuioramaaorihealth@middlemore.co.nz
Written requests/referrals are preferred, however in some urgent instances you can ring. Internal Ext; 59955.

The Asian Network Inc. (TANI)

Telephone: (09) 815 2338
Email: info@asiannetwork.org.nz
Website: http://www.asiannetwork.org.nz/
Physical Address: 101 Church Street, Onehunga, Auckland
Operating Hours: Monday to Friday: 9:00am-5:00 pm
Evening and weekend services (subject to type of service and availability of speaker)
Site of Services: Community setting or organisationdependent upon services provided
Languages: English and Asian languages, such as Chinese, Hindi, Korean, Japanese, Urdu, Farsi, and Punjabi.
Cost: Free. (Organising public consultation meetings and ethnic focus groups for service providers and agencies could be charged for administration fee).
Services Offered:

- Empower Asian communities to increase the level of health literacy by providing health promotion presentation, seminars and workshops.
- Provide service information relevant to Asian health and social services for both individuals and service providers.
- Provide cultural advice for the services and programmes to be more inclusive for all.
- Support the service providers to hear voices of Asian communities for their public consultation and focus groups.
- Hold quarterly Regional Network Meetings to update Asian health initiatives and support to build connections.
- Run Annual Asian Forum to address Asian health needs and support service providers to work together.

The Grief Centre

Telephone: 09 418 1457
Email: admin@griefcentre.org.nz
Website: www.griefcentre.org,nz
Operating Hours: 9:00am - 5:00pm, evening sessions are available.
Site of services: Birkenhead, Devonport, Henderson, Remuera,Highland Park, Orewa, Whangarei, Warkworth. A variety of other locations are available depending on the service.
Cost: Normal costs are $70-$120 per session. However WINZ-funded sessions and subsidised sessions are available.
Languages: English and Korean. Some clinicians canwork with a translator present.
Services Offered:

- Counselling services for all forms of loss andgrief either in person or via Zoom or phone.
- Our loss and grief services are designed to provide support in the journey of finding a 'new normal'.
- Sometimes couples or families struggle afterfacing a Communication can be a challenge as each person responds to loss in different ways. Our qualified counsellors can help to assist couples and families to express their concerns, anxiety, or sadness in a safe setting, and share their loss with each other in a meaningful way.

The Period Place

Telephone: 022 151 7640
Email: hello@theperiodplace.co.nz
Website: www.theperiodplace.co.nz
Physical Address: 354 Onehunga Mall, Onehunga Auckland, 1061.
Operating Hours: The Period Place Hub: Monday - Friday 9:00am - 5:00pm. 24/7 online support through website or social media channels.
Sites of Services: The Period Place Hub – 354 Onehunga Mall, Onehunga. The Period Place will also come to your workplace,school, community space etc. to provide a period workshop.
Languages: English. The Period Place does have access to many people from different cultures and those who speak different languages and can support those who need help connecting with us.
Cost: Free.
Services Offered:

- Free period products and period education for individuals and Impact Partners (foodbanks, maraes, iwi, health providers, organisations and charity that have access to others who need period products).
- Reusable:
  - Period Underwear = Youth + Adult
  - Period Swimmers = Youth + Adult
  - Reusable Pads = Light, Regular + Super
  - Menstrual Cups = Standard cervix, Mini, Regular, Large.
- Education: Menstrual brochures.
- Disposable:
  - Pads = Liners, Regular, Super, Overnight
  - Tampons = Mini, Regular, Super.
- The Period Place Hub will offer workshops (both ticketed and free, with free tickets covered by grants) – general period cycle information and period product information, with the opportunity to choose your free products to take home (disposable or reusable).
- Workshops and events by other period provideand health practitioners will also be held in the space.
- The Period Place is a national charity that supports menstruators and communities thatneed us all over Aotearoa.
- The Period Place is available 24/7 for support on www.theperiodplace.co.nz and on all social media channels @theperiodplace

The Little Miracles Trust

Telephone: (09) 367 000 ext. 25469
Email: info@littlemiraclestrust.org.nz
Website: https://littlemiraclestrust.org.nz/
Physical Address: Ward 92 NICU, Level 9 Auckland City Hospital, Park Road, Grafton, Auckland.
Operating Hours: Monday and Friday 10:00am - 2:00pm.
Site of services: Organisation and community.
Languages: English, Cantonese, Samoan, Mandarin, Hindi and Spanish.
Cost: Free
Services Offered:

- Family support for NICU/SCBU whanau.
- Care packs.
- Kai and korero.
- WINZ assistance.
- Breastfeeding equipment.
- Premature baby clothing and goods.
- Post-discharge community playgroup.

Referral: Self-referrals acceptable.

The Pride Project Charitable Trust

Email: melissa.moore@theprideproject.co.nz
Physical Address: Clendon pride project - community house, 60 Maplesden Drive, Clendon, Auckland.
Operating hours: Tuesday to Friday 9.30am - 1.30pm.
Languages: English.
Cost: Free (a small cost of a $5 koha applies to theTool Library).
Services Offered:

- Whare Tautoko free community op shop.
- Manurewa Tool library.
- Hope Navigators who connect whanau to essential support services and support withmentoring and goal setting.
- Mauri Mahi Mauri Ora a free pre-employmentprogramme.
- Community events and place making.
- Kura Manaaki in school support programme for whanau of local schools in Manurewa based on prevention and intervention.
- Mangopare a Rangatahi NEET support programme.

Turuki Health Care - Family Start

Telephone: (09) 280 2990
Email: familystart@thc.org.nz
Website: https://turukihealthcare.org.nz
Physical Address: 37 Andrew Baxter Drive, Airport Oaks, Auckland.
Operating Hours: Monday to Friday 8:30am - 5:00pm.
Languages: English, Cook Island, Samoan and TonganCost: Free.
Services Offered:

- Provide support around parenting, health, education and welfare.
- Work with whaanau from pregnancy to five years of age.

Vaiola Pacific Island Budgeting Service

Telephone: (09) 256 9639
Email: VPIBS@vaiola.org
Website: www.vaiola.org
www.facebook.com/vaiolatrust
Physical Address:

- Corner of Bader Drive and Ashgrove Road, Mangere (Mangare Baptist Church).
- 17 Orly Avenue, Mangere.
- 5-178 Great South Road, Manurewa.

Operating Hours: Monday to Friday 10:00am - 3:00pm.
Languages: Samoan and Tongan.
Cost: Free
Services Offered:

- Financial Mentoring one to one
- Financial Literacy Workshops
- Group support programmes
- Debt solution assistance
- Advocacy
- Community Education
- Road to Home Ownership Programme – support to get mortgage ready.
- Mortgagee sale assistance
- One-off or ongoing support dependent on client needs.

Referral: Please complete referral form on website or email vpibs@vaiola.org for an appointment.

Vaka Tautua

Telephone: 0800 825 282
Email: administration@vakatautua.co.nz
Website: www..vakatautua.co.nz
Physical Address: 7/586 Great South Road, Manukau, Auckland.
Operating Hours: Monday to Friday 8:30am - 5:00pm.
Languages: English, Cook islands, Te Reo, Niuean, Samoan, Tongan and Tuvaluan.
Cost: Free
Site of Services: Community site, organisation site.
Services Offered:

- Ola Lelei Pacific Helpline.
- Toa – Disability Services.
- Matua Ola Manuia – Older Peoples' Services.
- Ola Fiafia – Wellbeing Services.
- Aiga Fiafia – Social Services.
- Tupe Wise – Financial Capability Services.

Vinnes Auckland

Telephone:

- General: 0800 680 090
- Onehunga: (09) 815 6122
- Otahuhu: (09) 270 4088

Email: foodbank@svdpak.org.nz
Website:

- www.svdpak.org.nz
- www.facebook.com/stvinnies

Physical Address:

- 6a Henderson Place, Onehunga, Auckland.
- 47 Station Road, Otahuhu, Auckland.

Operating Hours:

- Foodbank: Monday to Friday 10:00am - 3:30pm.
- Youth Services: Monday, Wednesday - Friday 4:00pm - 6:30pm.

Languages: English, Samoan and Tongan.
Services Offered:

- Emergency food support.
- Financial literacy Volunteer programme.
- Education of social awareness advocacy.
- Community programmes eg. social awareness in schools.
- Serves the Central Auckland, parts of East Auckland and South Auckland for food bank.
- All areas of Auckland for Youth programme.

Referral: Available on the website (Foodbank) and Facebook page (youth programme).

Waka of Caring

Telephone: 022 013 9672
Email: whaedebz@yahoo.com
Website: https://www.facebook.com/groups/978559512159944/
Physical Address: 2/14 Mcannalley Street, Manurewa East.
Operating Hours: 7 days a week: 9:00am - 7:00pm
Languages: English, Maaori and Indian languages.
Services Offered:

- Food parcels.
- Essential items such as clothing, care packs, blankets.
- Emergency housing assistance, advocate homeless.
- Serves mainly Manurewa however accepts people in need from all areas of Auckland.

Walk on Wheels

Telephone: 0800 6666 768
Email: info@walkonwheels.co.nz
Website: www.walkonwheels.co.nz
Operating hours: Monday - Friday 9:00am - 4:00pm. By appointment on Saturday
Languages: English
Cost: Varies according to service required.
Services Offered:

- Sale of all rehabilitation equipment including hospital beds, mobility scooters, power chairs,wheelchairs and bathroom equipment.
- Rental of all equipment including beds, mobility scooters, power chairs and wheelchairs.
- Repair of all equipment, we offer a full serviceworkshop at our Penrose showroom.
- Collection/delivery service is also available.
- We can also perform some in home repairs.

Well Women Franklin

Telephone: 021 158 8134
Email:

- info@wellwomenfranklin.org.nz
- referral@wellwomenfranklin.org.nz

Website: www.wellwomenfranklin.org.nz
Physical Address: 91 Tuakau Road, Pukekohe (Pukekohe Maternity Resource centre).
Operating Hours:

- Pukekohe: Monday 10:00am and 12:30pm, Thursday 7:30pm.
- Papakura: Tuesday 10:00am.

Site of Services: Organisation and community setting:

- Leslie Comrie room - Franklin centre.
- 12 Massey Avenue - Pukekohe centre.
- 163 Dominion Road - Red Hill Community Centre, Papakura.

Languages: English.
Services Offered:

- Peer support groups to women and families experiencing ante/postnatal distress and anxiety 24 hour telephone support.
- Childcare while women attend day groups.
- Home visiting / In home help.
- Life coaching.
- Counselling.

Referral: Self-referral via website.

Werry Workforce Whaaraurau

Telephone: (09) 923 4360
Email: coordinator@werryworkforce.org
Website: www.werryworkforce.org/
Physical Address: Ground Floor, Building 534, 89 Grafton Road, Auckland
Operating Hours: Monday to Friday 8:30am - 5:00pm.
Sites of Services: Community setting.
Languages: English
Cost: Government funded organizations. Must register to enrol in workshops.
Services Offered:

- Werry Workforce Whaaraurau provides national training and workforce development within the child and adolescent mental health sector.
- We don’t provide treatments - Our role is to support the ‘workforce’ that provide the treatments.

Whakatau Mai - The Wellbeing Sessions by Changing Minds

Telephone: (09) 623 1762
Email: events@changingminds.org.nz
Website:

- https://www.changingminds.org.nz/currentprojects/whakataumai-wellbeing-sessions
- www.wellbeingsessions.nz

Physical Address: 762 Mount Eden Road, Mt Eden, Auckland.
Operating Hours: Monday - Friday 8:00am - 7:00pm
Site of services: All our sessions are held online via Zoom.
Languages: English.
Cost: Free
Services Offered:

- Whakatau Mai I The Wellbeing Sessions, by Changing Minds offer a wide range offree and online wellbeing sessions in real-time. We have a range of sessions per week including topics such as yoga, art, journaling and meditation to information and support groups, including LGBTQIA+. Visit our website to check outour calendar.
- We actively prioritise guest privacy and wellbeing,including offering private support from a Peer Support Worker who is available in every session. Whakatau Mai offers anyone aged over 18 years old in Aotearoa (New Zealand) a way to safely connect with a supportive community online, in alive setting.

Referral: You don't need a referral from your doctor, counsellor or anyone else to access the sessions – all you need is a device and an internet connection.

Whanau Resource Centre o Pukekohe Charitable Trust

Telephone: (09) 238 5285
Email: info@whanauresourcecentre.org.nz
Website: www.whanauresourcecentre.org.nz
Physical Address: 17 McNally Road, Pukekohe, Auckland.
Operating Hours: Monday - Friday 9:00am - 4:30pm.
Site of Services: Pukekohe
Cost: Free
Services Offered:

- Transitional Housing Support with Housing.
- Support for working with government agencies.
- Family harm support and prevention.
- We refer to other social services, such as budgeting, counselling, parenting programmes and more.
- We are agents for Skinny Modems – Affordable Internet.
- We operate a 'Koha Shed' where we take donations and then open to the community for people to help themselves. Open every Tuesday10.30am to 12.30pm.

Referral:
https://whanauresourcecentre.org.nz/contact/ Or call or email

Women Care Trust

Telephone:
(09) 929 4869
Email: womencaretrust@gmail.com
Website: www.womancaretrust.org.nz
Physical Address:

- 2 Sutton Crescent, Papatoetoe, Auckland.
- Aqua exercise classes; Papatoetoe centennial pool and leisure centre.

Site of Services: Community setting.
Languages: English, Hindi and Punjabi
Cost: Free except Aqua exercise classes ($2.00).
Services and Operating Hours :

- Indian folk and fusion dance (Sunday 4:00pm -6:00pm).
- Zumba classes (Monday and Wednesday 6:30pm -7:30pm).
- Stitching classes (Friday 10:00am - 1:00pm).
- Gym classes (Monday to Friday 11:00am - 3:00pm).
- Punjabi folk dance giddha classes (Monday 11:00pm-12:00pm).
- Children bhangra (Monday 6:00pm-7:00pm) and girls bhangra class (Monday 7:00pm-8:00pm).
- Playgroup (Monday and Friday 10:00am-2:00pm;Tuesday, Wednesday and Thursday 11:00am- 3:00pm).
- Yoga (Monday and Friday 12:30pm-1:30pm) ladies only.
- Aqua exercise (Wednesday 12:00pm - 1:00pm).
- English classes (Monday to Thursday 10:00am -1:00pm).
- Computer classes (Monday to Friday 1:00pm-2:00pm).
- Monthly members meet.

W

Women's Refuge

Telephone: (09) 276 88668
Email: mariaP@southauckland.co.nz
Website: info@refuge.org.nz
Physical Address: Peppertree house - MailingPO Box 22036, Otahuhu, Auckland.
Operating Hours: Monday to Friday 9:00am - 4:30pm. Crisis line 24/7.
Site of Services: Whaanau protection (safe house) Community settings.
Languages: English.
Services Offered:

- Whaanau Protect (safe house).
- Home security and safety service for people affected by domestic violence.
- Training for community around domestic violence and also awareness workshops.
- Counselling services (refer to organisations that provide counselling services).
- Help refer women to access other organisations according to their need.
- Parenting courses by referring to organisation who provide this service.
- Playgroup for children in safe house from 10.00am – 12.00pm while mothers attend sessions outside with other organisations.
- Crisis line 24/7.

Workbridge – Te Arawhiti Moo Mahi Taamaki Makaurau

Contact:

- Katy Hetherington - Regional Services Manager (021 190 1777).
- Gary Nelson - Employment Consultant Lead (021 190 1776).

Email:

- katyh@workbridge.co.nz
- garyn@workbridge.co.nz

Website: https://www.workbridge.co.nz/get-in-touch/make-an-email-enquiry/
Physical Address: 15 Osterley way – level 2 Manukau – serving the Manukau and East areas of Auckland.
Operating Hours: 8:30am - 5:00pm. After hours services to 6:30pm (free phone) 0508 858 858
Languages: English, Gujarati and Tongan.
Cost: Free
Site of Services: We are mobile in our communities and work from community spaces.
Services Offered:

- Free service
- Employment services – recruitment
- Pre-employment preparation and Job Search / matching services
- Employer services
- Post placement services.

Referral:

- Register online: https://www.workbridge.co.nz/jobseekers
- Call 0508 858 858
- Call Katy or Gary

Yellow Brick Road (Formerly Supporting Families NZ– SFNZ)

Telephone:
- 0800 732 835

Email: admin@yellowbrick.org.nz
Physical Adress: 492 Great South Road, Otahuhu (Yellow Brick Counties Manukau office).
Operating hours: Monday to Friday 8:30am – 5.00pm. Closed public holidays.
Site of Services: Services offered across the greater Auckland area (Auckland central, Northland, Waitemata and Counties Manukau).
Languages: English.
Cost: Free.
Services Offered:
- Support families, whaanau and communities to foster mental wellbeing.
- Key role in the journey to wellness for people whose lives are affected by mental distress.
- Helping those affected by the impact of mental distress. Provides accessible, high quality and effective services.

Referral: https://yellowbrickroad.org.nz/contact-us/