



**HOUSING  
CALL TO  
ACTION  
WEST  
AUCKLAND**

# **HOMELESSNESS, HOUSING & COMMUNITY RESOURCES IN WEST**

**Includes  
Covid-19  
Emergency  
Contact  
Information**

Prepared by WEST on behalf of the HC2A. For any additions and edits please email [bdm@west.org.nz](mailto:bdm@west.org.nz) | or phone Lee Hickey on 09 837 1471

## COVID-19 Contact Information

Latest Government COVID-19 info: Phone: 0800 779 997 Website: [www.covid19.govt.co.nz](http://www.covid19.govt.co.nz)

If you're showing signs of COVID-19: Please call **your local GP or Healthline** on 0800 358 5453

### For COVID-19 financial assistance:

COVID-19 Financial Support - <https://covid19.govt.nz/individuals-and-households/financial-support/>

Work and Income - 0800 559 009 <https://workandincome.govt.nz/covid-19/index.html>

COVID-19: Wage subsidy and leave support - 0800 40 80 40 <https://www.business.govt.nz/covid-19/modified-wage-subsidy/> or [www.ird.govt.nz/covid19](http://www.ird.govt.nz/covid19)

Salvation Army Community Finance - 0800 845 009

For Business and tax information - <https://www.business.govt.nz/covid-19/>

### Travel and Immigration:

For up to date travel advice: [www.safetravel.govt.nz](http://www.safetravel.govt.nz)

For immigration and visa advice: [www.immigration.govt.nz](http://www.immigration.govt.nz)

### COVID-19 Emergency food, welfare, addiction & housing support services:

VisionWest – Emergency food, community housing, home healthcare, counselling services  
[www.visionwest.org.nz](http://www.visionwest.org.nz) or phone 09 818 0700

Auckland Emergency Management - 0800 22 22 96

List of Foodbanks - [www.foodbank.org.nz](http://www.foodbank.org.nz)

Salvation Army Housing - [www.salvationarmy.org.nz/housing](http://www.salvationarmy.org.nz/housing), Oasis gambling harm, including family - [www.salvationarmy.org.nz/oasis](http://www.salvationarmy.org.nz/oasis)

FONO – Health & Social services - [www.thefono.org](http://www.thefono.org) or phone 09 837 1780

Civil Defence Group – this service is for people who do not have any other options available to them.  
Auckland – 0800 790 791

### COVID-19 Family Violence and Sexual Violence support:

Family Action - 0800 326 327 [www.familyaction.org.nz](http://www.familyaction.org.nz)

Women's Refuge - 0800 743 849 (0800 REFUGE)

Family Services Helpline - 0800 211 211

Sexual Violence - 0800 044334 text 4334 or email [support@safetotalk.nz](mailto:support@safetotalk.nz)

Victim Support - 0800 650 654 or email [victimscentre@justice.govt.nz](mailto:victimscentre@justice.govt.nz)

Shine Domestic Abuse Services – Free call 0508 744 633

## Contents

|                                                                                                |    |
|------------------------------------------------------------------------------------------------|----|
| Acknowledgements.....                                                                          | 4  |
| Emergency Housing, Transitional Housing, Housing First, Public Housing and how to access ..... | 5  |
| Emergency Housing .....                                                                        | 5  |
| Transitional Housing .....                                                                     | 5  |
| Housing First .....                                                                            | 6  |
| Public Housing (previously State Housing or Social Housing).....                               | 6  |
| Accessing Emergency Housing Support .....                                                      | 7  |
| Emergency and Social Housing Providers .....                                                   | 7  |
| Family Violence and Crisis Housing Support.....                                                | 13 |
| Youth Emergency Housing and Support .....                                                      | 15 |
| Caravan Parks and Boarding Houses.....                                                         | 17 |
| Housing and Tenancy Advocacy, Advice and Support .....                                         | 17 |
| Social Service and Support Organisations.....                                                  | 21 |
| Community Houses and Hubs – information hubs .....                                             | 26 |
| LGBTIQ+ Support.....                                                                           | 27 |
| Legal Advice and Support.....                                                                  | 28 |
| Justice of the Peace (J.P.) .....                                                              | 29 |
| Budgeting Support Services .....                                                               | 31 |
| Drug and Alcohol Addiction Support Services .....                                              | 34 |
| Mental Health Services .....                                                                   | 35 |
| Disability Services.....                                                                       | 37 |
| FREE Healthcare Services .....                                                                 | 37 |
| Healthcare Services.....                                                                       | 39 |
| FREE Prescription Pharmacies/Chemists (as at 30 January 2020) .....                            | 43 |
| Dental Health Services .....                                                                   | 44 |
| Government and Local Government (Auckland Council) .....                                       | 44 |
| Storage Options .....                                                                          | 46 |
| Food Banks and Low Cost Food Shops.....                                                        | 47 |
| Community Gardens .....                                                                        | 51 |
| FREE Community Dinners .....                                                                   | 52 |
| FREE Community Pantries & Pataka Kai .....                                                     | 53 |
| Self-Care – Lockers, Showers and Laundry Facilities .....                                      | 54 |
| FREE Second Hand Household Goods.....                                                          | 55 |

|                                                                              |    |
|------------------------------------------------------------------------------|----|
| Second Hand Clothing and Household Furniture, Kitchenware, Bedding etc. .... | 56 |
| Access to FREE WIFI / phone charging / computers .....                       | 60 |
| Employment Support .....                                                     | 63 |
| Driver Licence Test Preparation Support .....                                | 64 |
| Miscellaneous Support .....                                                  | 64 |

## Acknowledgements

The Housing Call to Action Network – West Auckland would like to thank the Auckland Council, Waitakere Ranges Local Board and Henderson Massey Local Board for their support in developing the Homelessness, Housing and Community Resources in West Auckland Directory. Further to this the HC2A would like to thank the Waitakere Ranges Local Board for their continued support of the Housing Call to Action West Auckland.



The Housing Call to Action would also like to thank Perpetual Guardian and the Clyde Graham Charitable Trust for their donation toward printing the resource.



The Housing Call to Action would also like to thank the many organisations and community groups who attended the Guide to Homelessness and Housing Hui in March 2018 and May 2019. The information you have provided at these Hui form the basis for the directory.



Further to this, the HC2A would also like to thank the sub-committee (Michelle Clayton – Family Action, Kevin Hawkins – Ember Korowai Takitini, Gaylene Thompson and Lee Hickey – WEST Community Hub – (WEST: West Auckland Enterprise, Skills and Training) for their continued work in developing and updating the directory into a printable resource that can be used by the community to support people experiencing homelessness or housing related need.



**The May 2020 version of this directory has been updated and includes COVID-19 Level 4 support available in the community. The printing and development of this updated version is supported by The Collaborative Marketplace – a group of West Auckland Community Organisations who meet regularly to trade and share skills and resources for the benefit of the wider West Auckland community. The group includes Community Waitākere, EcoMatters, Family Action, Massey Matters, MPHS, WEST, Sport Waitākere, Healthy Families Waitākere, VisionWest and Auckland Council.**



**We would like to thank The Trusts for their generous donation toward the printing of this resource.**

## **Emergency Housing, Transitional Housing, Housing First, Public Housing and how to access**

At the Housing and Homelessness Hui we were asked (among other things) what the relationship is between the services, the Ministry of Social Development (MSD), Housing New Zealand (HNZ) and Community Housing Providers and what a client could expect; by way of response to this interest we spoke with MSD to develop the narrative below. To begin we have broken down what sort of housing is available and provided an explanation of what the different types provide as well as how they can be accessed.

### **Emergency Housing**

When a client has **no roof** over their head **now**, whether they are working or not, they can apply for an Emergency Housing Special Needs Grant (EH SNG) at any Work and Income office on a walk-in on the day basis. The EH SNG is to help individuals and families with the cost of staying in short-term emergency accommodation (motels, hostels, campsites etc.) if they are temporarily unable to access any of HUD's contracted transitional housing places.

The EH SNG pays for short-term accommodation for up to seven days at a time, with the accommodation being provided by commercial and community providers who are not contracted by HUD to deliver accommodation services. Applicants for an EH SNG are required to make a "reasonable effort" toward finding alternative accommodation including applying for transitional housing and public housing; the EH SNG can be non-recoverable although where the household has contributed to their own housing need, the EH SNG may be made recoverable at 25% of the applicants' weekly income. Being granted Emergency Housing does not necessarily mean an individual is on the Public Housing Register.

### **Transitional Housing**

Transitional Housing is delivered through providers who are funded by HUD contracts (Auckland has 19 providers); it can be accessed at time of presenting to Work and Income although usually it is accessed subsequent to Emergency Housing. HUD contracts for Transitional Housing and each provider of the service has an MSD liaison person to ensure clients accessing the housing remain "visible" to (wider) housing services. The contracted providers specialise in supporting tenants with a range of tailored social support, tenancy-related services, and are also responsible for maintaining the properties. Contracts for Transitional housing deliver 12 weeks of a "roof" with wrap around housing support with a possible option to renew. The wrap around housing support looks at financial capability and sustaining tenancies among other things; the contracted support continues for 12 weeks after housing has been secured as post placement support.

Individuals accessing Transitional Housing are not taken from the Public Housing Register although they may be on it or required to register. Occupants are required to make a Rent Contribution of 25% of their income plus (sometimes) utilities (power etc.), there are also usually rules related to the accommodation provided which will be specific to the particular provider.

## Housing First

Housing First is a HUD funded 'unique' service targeted at chronic homeless for people in high-need cities and regions across the country who have been homeless for 12 months (or 12 months over the last three years) and also have a co-existing issue(s) such as addictions & or mental health diagnosis. Housing First recognises that housing is the vital first step because it is much easier for people to address issues such as mental health or substance abuse once they are housed, and provides immediate housing with no readiness conditions, such as sobriety or mental health treatment; it goes on to offer people long-term, flexible support services to help them stay in their home and address their issues so they can lead a better life.

Housing First Auckland adopts the Statistics New Zealand 2009 definition of homelessness. "Living situations where people with no other options to acquire safe and secure housing are: without shelter, in temporary accommodation, sharing accommodation with a household or living in uninhabitable housing." For some people, homelessness means sleeping rough on the street or living in cars. For others, it could involve couch-surfing or house-jumping with friends or acquaintances.

Access is directly through providers and they support individuals to access MSD if they are not engaged with them already.

## Public Housing (previously State Housing or Social Housing)

Individuals **need to be on the Public Housing Register** to access Public Housing. Public Housing formerly also known as State Housing or Social Housing is provided by HNZ and Community Housing Providers (CHP); HNZ is the largest provider followed by the Tamaki Regeneration Project, there are +/- 12 CHPs in Auckland. State Public Housing tenants are charged **Income Related Rent (IRR)** which is calculated by MSD who tells the provider the amount to charge for rent. Tenants are taken from the Public Housing Register.

### Access

- From the Public Housing Register
- Individuals can approach CHP; the CHP can approach MSD to get the individual on the Public Housing Register
- HNZ **cannot** identify individuals for vacancies and must take people from the vacancy match supplied by MSD

### MSD administer the Public Housing Register

- MSD assesses individuals and rates their housing need
- Administer the Register and review it every 28 days
- Provide a list to match vacancies (top 20 matches)
- MSD can set up Bond Advance and rent re-direction

### Tenancy management with IRR

- HNZ/CHP (providers) manage tenancies
- MSD calculates IRR and informs the provider how much rent to charge
- Tenancy managers have an 0800 number for IRR issues. This can be used for 3-way conversation between Tenant, HNZ and MSD; typical issues are resolving arrears or changes to Tenant's income

## **Accessing Emergency Housing Support**

### **Work and Income New Zealand (WINZ) Ministry of Social Development (MSD)**

#### **WINZ Glen Eden**

20 Oates Rd, Glen Eden, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

#### **WINZ Henderson**

36-44 Sel Peacock Dr, Henderson, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

#### **WINZ Westgate**

24 Cabernet Crescent, Massey, Auckland 0614

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

Whether you are a WINZ client or not, currently employed or not, you may be eligible to WINZ entitlements to assist with housing costs. Contact WINZ on 0800 559 009 or visit

[www.workandincome.govt.nz](http://www.workandincome.govt.nz) for more information on who qualifies and how to apply.

If you need help they may be able to refer you to an MSD emergency housing place for up to 12 weeks while you find longer term accommodation. During that time they can work with you and the emergency housing provider to help you plan your move to longer-term housing. When in an MSD emergency housing place you'll pay no more than 25% of your income for rent. If you're on a benefit, this amount will be redirected from your WINZ payments.

## **Emergency and Social Housing Providers**

### **Housing First**

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

Phone: 09 261 3443

Housing First is for chronically homeless people with multiple and complex needs. To find out more about a service in your area, please get in touch with:

Central and West Auckland: Kāhui Tū Kaha (previously Affinity Services)

Auckland City Centre: Lifewise together with Auckland City Mission

South Auckland: LinkPeople

West: VisionWest

### **VisionWest Community Trust – West Auckland**

97 Glendale Rd, Glen Eden, Auckland

Phone: 09 818 0700 or 09 8180709

Email: [housing@visionwest.org.nz](mailto:housing@visionwest.org.nz)

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

VisionWest Community Trust operates across West Auckland, offering both emergency and long term supportive housing as well as an integrated range of wrap-around support services to support the wellbeing of people in our community. VisionWest is also a Housing First Provider.

### **WALSH Trust – Housing and Recovery Based Services – West Auckland and Central Auckland**

8 Hickory Ave, Henderson, Auckland

Opening Hours: Monday to Friday 8:30am - 4:30pm

Phone: 09 837 5240

Provide housing and recovery based services in Waitakere and Auckland City. The aim is to provide a safe and supportive home-like environment that lets you plan for your move into a more independent living situation. To this end, the services replicate, as closely as possible, the realities, responsibilities and obligations of a flat-sharing lifestyle. WALSH Trust staff work collaboratively with clients to identify skills they would like to develop or learn, and also encourage greater interdependence, social connection and awareness of health and wellbeing.

### **Emerge Aotearoa – West Auckland**

92 Henderson Valley Road, Henderson, Auckland

Phone: (09) 839 7301

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

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

Emerge Aotearoa provides a wide range of community-based mental health, addiction, disability support and social housing services and emergency housing for people for up to 12 weeks in both houses in the community and a number of motel units throughout the country. Referrals come to us through the Ministry of Social Development and we continue to work in partnership with MSD while a person is in the service. Each whānau or individual will have a housing navigator working alongside them to find more permanent, sustainable housing while taking a holistic view of any other supports that could be of benefit. Also provides good quality social housing that enable people and their whānau to fully participate within their community. Housing is provided to low income people who are eligible for social housing as determined by the Ministry of Social Development.

### **Habitat for Humanity (Auckland)**

Phone: 09 271 3357

Email: [information@habitatga.org.nz](mailto:information@habitatga.org.nz)

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

Habitat for Humanity is a global charity offering housing solutions to low income families in 70 countries. It brings people together to build homes, community and hope. Habitat's vision is "A world where everyone has a decent place to live." In Auckland, Habitat builds new houses, carries out essential repairs on older houses and provides Financial Literacy and other life-skills training. It does this by working with a wide range of community groups, schools, community organisations, corporate entities and private individuals.

### **Haumaru Housing – Auckland Council Older People Housing in West Auckland and Auckland**

Phone: 0800 430 101

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

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

Haumaru Housing is a registered Community Housing Provider which provides holistic tenancy and asset management services for Auckland Council's portfolio of 1,452 rental units for older people. Established in late 2016, they are a limited partnership between New Zealand charitable trust, The Selwyn Foundation, and Auckland Council. Their focus is on providing safe, secure and affordable long-term tenancies for senior citizens and creating positive and inclusive communities that support people to live well in the comfort and security of their home.

### **Homes of Choice**

Phone: 09 634 9766

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

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

Homes of Choice was established in 2014 as a wholly owned subsidiary of disability support provider Spectrum Care. Both Homes of Choice and Spectrum Care recognise the importance appropriate, secure and sustainable housing has to the personal well-being of the people they support, and they aim to provide a range of quality housing options for people with disabilities.

### **Ember Korowai Takitini**

49b Apollo Drive, Mairangi Bay, Auckland

Phone: 09 4433700

Email: [reception@ember.org.nz](mailto:reception@ember.org.nz)

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

Ember, offers a wide range of services to people experiencing mental health and addictions issues including attaining goals in employment and facilitating accommodation. Services are spread across the 3 Auckland DHB areas and in the Hamilton DHB area.

### **Accessible Properties**

Phone: 09 529 8708

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

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

Accessible Properties is an experienced provider drawing its knowledge from sixty years of experience in owning and operating properties that are suitable for people with intellectual disabilities. It is now expanding its portfolio and services to include people with disabilities and others needing social housing. It offers a full range of property management services including tenancy management.

### **Housing Foundation – West Auckland**

Phone: 0800 4 HOUSING (446 874)

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

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

The Housing Foundation's mission is to relieve poverty by providing affordable housing for low income households in New Zealand. The Housing Foundation provides programmes that will enable people, over time, to move in to sustainable and affordable independent housing. Since 2007 the Housing Foundation has completed 330 homes with another 400 homes programmed to be completed over the next few years in a number of developments across Auckland and Northland. The Housing Foundation specialises in assisting low income working families to lift themselves out of the rental poverty trap on pathways towards independence. This transition is supported through two key products namely: Rent to Buy and Shared Home Ownership.

### **Lifewise and Airedale Property Trust**

Phone: 09 302 5390

Email: [lifewise@lifewise.org.nz](mailto:lifewise@lifewise.org.nz) / [property@mmn.org.nz](mailto:property@mmn.org.nz)

Website: [www.lifewise.org.nz](http://www.lifewise.org.nz) / [www.apr.org.nz](http://www.apr.org.nz)

Lifewise Trust and Airedale Property Trust are charitable organisations operating under the auspices of the Methodist Church. Lifewise Trust is about supporting people and families to improve their future, not just meeting immediate needs. Airedale Property Trust provides property development, property management and tenancy expertise for all Methodist Church properties in Auckland.

**Link People**

Phone: 0800 932 432

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

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

Link People (previously Keys Social Housing and Linkage) believes that everyone has the potential to live well and the right to a healthy home. Link People links individuals and families to healthy and affordable housing and the right supports to help them sustain their housing. They are a registered community housing provider offering a range of housing and service navigation services to meet people's needs – including supporting people experiencing mental health or addiction issues.

**Auckland Community Housing Trust - West Auckland and Auckland**

Phone: 09 366 0203

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

Auckland Community Housing Trust primarily assists low income families and people with mental health needs into housing that is affordable and meets their requirements. Auckland Community Housing Trust provides sustainable rental choices, as well as flexible and responsive maintenance solutions for their tenants.

**Care Ranui Emergency Housing – West Auckland**

464 Swanson Rd, Ranui, Auckland

Phone: 09 839 7301

Provides emergency housing support and wrap around support as part of a 12 week programme. People on the MSD Housing Register are referred to the service by Work and Income.

Other services include:

- Foodbank
- Budgeting Service
- Family Mentoring
- Community Op Shop

**The Salvation Army Social Housing – West Auckland and Auckland**

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

The Salvation Army provides support to over 120,000 individuals and their families throughout New Zealand. Housing is offered in a number of programmes including community ministry outreaches, prison reintegration, and drug and alcohol programmes, as well as via the newly formed Social Housing programme which provides emergency housing and social housing units throughout New Zealand.

**The Salvation Army Epsom Lodge – Central Auckland**

Epsom Lodge, 18 Margot Street, Epsom, Auckland

Phone: 09 524 0252

Epsom Lodge provides 12 weeks emergency and transitional housing for men and women. Support and aftercare provided.

### **Monte Cecilia Housing Trust - West Auckland and South Auckland**

17 Barney Way, Glen Eden, Auckland – West Auckland branch  
12 Waddon Place, Mangere, Auckland – Head office in South Auckland  
Opening hours: Monday to Friday 8:30am – 5:00pm  
Phone: 09 275 6661  
Email: [housing@montececilia.org.nz](mailto:housing@montececilia.org.nz)  
Website: <http://montececilia.org.nz/>

The Trust offers a range of housing and services that supports low income families to find affordable and appropriate housing as well as preparing them to sustain their own home. This includes individual advocacy, emergency housing for 30 families in Mangere, and affordable rental housing across south and west Auckland.

### **Ngāti Whatua Ōrakei Whai Maia – Central Auckland**

Phone: 09 336 1670  
Email: [avon@ngatiwhatuaorakei.com](mailto:avon@ngatiwhatuaorakei.com)  
Website: [www.ngatiwhatuaorakei.com](http://www.ngatiwhatuaorakei.com)

Ngāti Whātua Ōrākei Whai Maia Ltd manages 72 rental homes all in the vicinity of Ōrakei. They have a mix of 1 to 5 bedroom homes, with some standalone, some two storey joined and some smaller kaumatua units. Being a registered Community Housing Provider all vacant homes that become available (pending future developments) they prioritise as social housing. Their rental stock is only available to Ngāti Whātua Ōrākei Whai Maia registered beneficiary and their whānau members. Although they make available homes for social housing, they also house registered whānau members that don't qualify for an IRRS. They currently make up around 40% of the rental portfolio.

### **Bays Community Housing Trust – North Shore**

Phone: 09 473 4205  
Email: [relationshipmanager@bcht.org.nz](mailto:relationshipmanager@bcht.org.nz)  
Website: [www.bcht.org.nz](http://www.bcht.org.nz)

Bays Community Housing Trust's primary focus is to help people experiencing mental health illness into affordable housing on Auckland's North Shore. Bays Community Housing Trust's vision is to become a well-respected and valued provider of affordable housing, support tenants into home ownership, and expand to help more people experiencing economic and social hardship.

### **Penina Health Trust – South Auckland**

Phone: 09 269 7989  
Email: [roinel@xtra.co.nz](mailto:roinel@xtra.co.nz)  
Website: [www.peninahealth.org.nz](http://www.peninahealth.org.nz)

Since June 2001, Penina Health Trust has been committed to providing a wide range of community support services such as Family Support Services, Adult Community Living Services (ACLS), Youth Community Living Services (YCLS), Residential Rehabilitation-Step Down Home and Alcohol and other Drug Programmes and services.

Penina became the first Pacific registered CHP in 2016 with one property for Social Housing, and is planning to build more in 2018. Penina also provides short-term housing for people with high complex housing needs through a transitional housing scheme with the Ministry of Social Development.

### **CNSST Foundation – (Formerly Chinese New Settlers Trust)**

Phone: 09 570 1188

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

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

CNSST Foundation (CNSST), formerly known as Chinese New Settlers Services Trust offers culturally and linguistically appropriate services to both Asian new settlers and the wider community including social services, social housing and education.

### **Compass Housing Services NZ Ltd – South Auckland, Central Auckland (and West Auckland 2020)**

Website: [www.compasshousing.org](http://www.compasshousing.org)

Compass offers a full range of tenancy and property management services. Compass NZ leases 72 properties in South Auckland in Mangere and Papatoetoe and through a partnership with the Ted Manson Foundation is building new social housing in Glen Eden and Auckland CBD which will be completed in 2020.

### **Community of Refuge Trust**

Phone: 09 376 3049

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

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

CORT Community Housing is a not-for-profit organisation that provides accommodation for people on low incomes. CORT specialises in the provision of affordable 1 and 2 bedroom homes for people with high needs. It aims to demonstrate that well-designed, low-rise, affordable, medium density housing is an essential part of every community.

### **Tāmaki Housing Association – East Auckland**

Phone: 09 521 5221

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

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

Tāmaki Housing Association provides tenancy management services for social housing tenants in Glen Innes, Panmure and Pt England. They take a personalised approach to tenancy management and focus on providing sustainable tenancies to the community, and assisting the community move along the housing continuum into affordable rental and affordable houses. Tāmaki Housing is 100% owned by Tāmaki Regeneration Company (TRC), which is jointly owned by the Government and Auckland Council. As part of the TRC group they work towards the social and economic regeneration of Tāmaki.

### **A Girl Called Hope**

Address: Confidential address

Phone: 09 443 7136

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

Phone: [info@agirlcalledhope.org.nz](mailto:info@agirlcalledhope.org.nz)

A Christian Based Residential Centre for young women between ages 16-28 who face life-controlling issues and behaviour, such as abuse, addictions, depression, eating disorders, self-harm and unplanned pregnancy. Participants must be self-referred. A Girl Called Hope exists to see young women reach their full potential through participation in a structured, residential programme.

### **Whangarei Accessible Housing Trust – Far North**

Phone: 09 955 1829

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

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

Residential housing is the primary objective of the Whangarei Accessible Housing Trust and the principal service offered. They provide fully accessible homes at affordable rents. When they are not able to offer one of the Trust's homes, they work with prospective tenants to link them with other alternative accessible housing, via other housing providers.

### **Day Spring Trust Maternal Mental Health Supported Landlord Service**

2 Seabrook Avenue, New Lynn

Phone: 09 827 6321

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

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

Dayspring operates supported accommodation where women can live and be supported through mental health challenges. Under certain circumstances they can also support women with babies or pre-schoolers. Professional support for women from 18+ who live within the Waitemata District Health Board Region (Waitakere & North Shore Cities). Access: Referral via Community mental health teams, Maternal Mental Health Team, CSW Services or self/family/whanau.

## **Family Violence and Crisis Housing Support**

### **Family Action**

13 Edsel St, Henderson, Auckland

Opening Hours: Monday to Friday 8:30am - 5:00pm

Phone: 09 836 1987

Phone: 0800 326 327

Website: <https://www.familyaction.org.nz>

Family Action provides crisis support for Family Violence and Sexual Violence. The Sexual Violence support is available 24/7.

Family Action Outreach and Refuge supports all people in crisis who are experiencing family violence. Family Action provides a caring and confidential place where you can talk about issues in your relationship and the violence or abuse that you are experiencing or have experienced. No appointment needed. They can provide a safe place where you can explore your options, Refuge (also for those outside of West Auckland), Safety plans and options, Crisis counselling and intervention services, Information about protection and custody issues, Support with your Victim Impact, Statement, Court Advocacy, Referral to relevant services, Ongoing support and Telephone support and advice. They also offer: Counselling, Expressive therapies, Family work, Ministry of Justice funded Family Violence programmes, Crisis Support, Psychology, Psychotherapy, Child Therapy, Art Therapy, Groups, ACC sensitive claims counselling.

### **Women's Refuge**

Phone: 0800 REFUGE or 0800 733 843 (24 hour) or

Free Phone Call from a mobile: 0800 211 211 (9am – 6pm for transfer through to Women's Refuge)

A FREE 24 hour crisis line service available seven days a week for confidential advice and help in a crisis. A safe house if you need accommodation urgently due to family violence.

### **Auckland Refuges' Crisis Line**

Phone: 09 378 1893

**Family Violence Info-line**

Phone: 0800 456 450 (9am-11pm)

**WAVES – Waitakere Anti-Violence Essential Services and Directory**

Email: [administrator@waves.org.nz](mailto:administrator@waves.org.nz)

Website: <http://www.waves.org.nz/>

Directory of Services: <http://www.waves.org.nz/agency-directory/service-one/>

**Age Concern Auckland Inc**

57 Rosebank Road Avondale Auckland

Phone: 09 820 0184

Email: [ageconcern@ageconak.org.nz](mailto:ageconcern@ageconak.org.nz)

Website: <http://www.ageconcernauckland.org.nz>

Opening Hours: 9.00am to 4.00pm Monday to Friday

Information, advice, referral and support for older people.

**Victim Support**

Opening Hours: The phone line is open 24 hours a day 7 days a week

Phone: 0800 842 846

Their free service provides emotional and practical support, information, referral to other support services and advocacy for the rights of victims.

**Shakti Women's Safe House**

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

Email: [scc@shakti.org.nz](mailto:scc@shakti.org.nz)

Phone: Call 24/7 Crisis Line 0800 SHAKTI (0800 742 584)

Shakti (strength) provides immediate help and support to women, children and youth of Asian, African and Middle Eastern origin who have experienced sexual abuse, domestic violence and discrimination.

**Tu Wahine Trust Counselling Family Violence**

247 Edmonton Rd, Te Atatu South, Auckland

Phone: 09 838 8700

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

Phone: [admin@tuwahine.org.nz](mailto:admin@tuwahine.org.nz)

Free counselling and support for female victims of family violence.

**Mother of Divine Mercy Women's Refuge (Fale Malu)**

Phone: 09 820 0453 – 24 hours

Pacific Island Women's Refuge provides safety and protection for women and children who need to leave their homes because of violence and abuse.

**About Inner City Women's Group**

Phone: 09 360 4933 / 09 279 8727

Fax: 09 360 4934

Email: [tammy@icwg.org.nz](mailto:tammy@icwg.org.nz)

Supporting women especially those affected by domestic violence. West Auckland based programme available. Inner City Women's Group leads the way specialising in:

- women and anger
- supporting survivors of domestic violence
- offering assertiveness, communication, confidence-building skills and strategies

- parenting support for women affected by domestic violence
- women's offender support services.

## **New Zealand Police**

### **Waitakere Police Station (Henderson Police Station) - 24 hour, 7 days a week**

7 Buscomb Ave, Henderson, Auckland

Phone: 09 839 0600

Opening Hours: The station is open 24 hours seven days a week

### **Massey Police Station – Limited opening hours**

390 Don Buck Rd, Massey, Auckland

Phone: 09 832 4099

Open hours: 8.00am - 4.00pm Mon - Fri (not public holidays) - Call first to confirm that this station is open at the time you want to visit.

### **New Lynn Police Station – Limited opening hours**

3092 Great North Rd, New Lynn, Auckland

Phone: 09 827 4803

Open hours: 9.00am - 4.00pm on Mon, Tues, Wed and Fri, 1.00pm - 8.00pm on Thurs (Closed Public holidays)

### **Avondale Police Station – Limited opening hours**

1832 Great North Rd, Avondale, Auckland

Phone: 09 302 6400

Open hours: 8.00am - 4.00pm Mon - Fri

## **Youth Emergency Housing and Support**

### **Health West - Youth Health hub**

49 Lincoln Rd, Henderson, Auckland

Opening Hours : Monday to Friday 8:30am - 5:00pm

Phone: 09 836 2329

Provide free community support services young people.

### **Youthline**

Phone: 0800 376 633

Mobile: Free Text: 234

Website: [talk@youthline.co.nz](mailto:talk@youthline.co.nz)

A free phone line for under 25 year olds needing advice and support.

### **Lifewise - Youth Housing**

3131 Great North Rd, New Lynn, Auckland

Opening hours: Monday to Friday - 8:30am to 5:00pm

Phone: 09 818 6834

The Youth Transition to Adulthood Service provides safe housing and support for youth who don't have a safe or stable place to live. This service is for 17-24-year-olds who either are homeless, at risk of becoming homeless or have a serious housing need. The Auckland City Centre Housing First Programme works with people experiencing chronic homelessness in the city centre.

### **Kāhui Tū Kaha**

Level 1, 300 Great South Road, Greenlane, Auckland (In the Parenting Place building)

Opening Hours: Monday to Friday 8:00am – 5:00pm

Phone: 0800 370 405 or 09 531 4040

Provide housing services for youth needing supported living arrangements; people who are chronically homeless; people needing help to retain their Housing NZ tenancy, and people receiving community mental health services.

### **Youth Horizons West – Youth Service West**

3 Rata Street, New Lynn, Auckland

Opening Hours: Monday to Friday 9:00am - 5:00pm

Phone: 0800 937 887

Freephone: 0800 WEST UP

Email [youthservice@youthhorizons.org.nz](mailto:youthservice@youthhorizons.org.nz)

Youth Horizons provides a range of interventions, including residential group homes and foster care, reintegration and independence transitioning services, behavioural management and parenting support services.

Youth Service West – supporting rangatahi 16 – 20 years across 3 services.

- Youth Payment and Young Parent Payment
- Supporting rangatahi not in employment, education or training (NEET) or at risk of becoming not in education employment or training
- TCI (Care to independence service) – Ka Awatea

Out of Home – Residential Therapeutic Homes Youth Horizons operates several therapeutic non-secure which provide residential support for young people.

Te Kainga - Residential support and life skills for vulnerable young parents. Provide a safe and nurturing environment with house parents to support pregnant or young mums and babies with parenting and life skills. Young mums have the option of living at Te Kainga for up to 12 months. For Young parents aged 13-19 and their child/children.

Lighthouse - The Lighthouse service provides two intensely supervised non-secure care facilities, one home for boys and one home for girls. This is a short-term five-day alternative to police secure facilities or unplanned, inappropriate placements. During the young person's stay, the emphasis is on engagement, settlement and successful longer-term placement.

Te Whare Tūmanako o Kia Puawai - provides family-style care for 6-12 months as an alternative to secure residential facilities when living at home is not an option. For Boys aged 7-16 with conduct problems who are at risk.

### **OUTline NZ – phone support for LGBTIQ+ youth**

31-35 Hargreaves St, Freemans Bay, Auckland

Opening Hours: 10am to 9pm weekdays, 6pm – 9pm weekends

Phone: 0800 688 5463

Website: <http://www.outline.org.nz/>

A Phone line to talk to a trained member of the LGBTIQ+ community. Free and confidential. Not only for crisis but also general enquiries to do with everyday life.

## **Caravan Parks and Boarding Houses**

### **Western Park Village Caravan Park - Ranui**

524 Swanson Rd, Ranui, Auckland

Phone: 09 832 2995

Website: <https://westernparkvillage.com>

Western Park Village have a range of accommodation options ranging from caravans to self-contained two bedroom units. Power and water are included in the rent. Shared facilities including kitchen and laundry and ablution blocks available on site.

### **Western Park Village Caravan Park Hub**

Please visit the hub for opening hours and clinic times.

The Hub is based in the Caravan Park and is available to residents. It offers residents free telephone, computer and Internet access, coordinated support services, other activities and, importantly, a place to meet. There is a social worker available at The Hub and regular clinics including:

- Health Nurses
- Housing Services
- Youth Services
- Budgeting experts

### **Avondale Motor Park**

46 Bollard Ave, New Windsor, Auckland

Phone: 09 828 7228

Website: <https://www.avondalemotorpark.co.nz>

A range of accommodation with full caravan park facilities.

### **Roberton Lodge Boarding House**

53 Roberton Rd, Avondale, Auckland

Opening Hours: Monday to Friday 9:00am - 4:30 pm

Phone: 09 820 0702

Website: <https://robertonlodgeboardinghouse.com/>

Boarding houses in West Auckland, suitable for single adults. Renting price range is between \$200 to \$240 per week (as per website). The boarding houses are semi furnished single occupancy rooms to single tenants. Common facilities such as shower, toilet and kitchen facilities are shared with other boarders.

## **Housing and Tenancy Advocacy, Advice and Support**

### **WINZ (Work and Income) - Help with housing costs, rent arrears assistance and bond, rent in advance payments**

**WINZ Glen Eden**

20 Oates Rd, Glen Eden, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

**WINZ Henderson**

36-44 Sel Peacock Dr, Henderson, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

**WINZ Westgate**

24 Cabernet Crescent, Massey, Auckland 0614

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

You may be eligible to WINZ entitlements to assist with housing costs. **A new Rent Arrears Assistance payment** is now available from the Ministry of Social Development. MSD already helps many people with rent arrears, but some people in need haven't been eligible to get this support. The new Rent Arrears Assistance payment may be able to help some people who don't qualify for other MSD rent arrears support, and risk losing their home because of overdue rent. People don't have to be getting a benefit or living in public housing to get Rent Arrears Assistance. It's a one-off, income-tested payment which needs to be paid back.

In summary, it's for people who:

- need to pay overdue rent
- may lose their tenancy because of the unpaid rent
- are unable to get other MSD support to pay rent arrears
- will be able to carry on their tenancy and keep paying the rent themselves once their arrears are paid
- have signed the tenancy agreement or have a tenancy order under the Family Violence Act
- meet income and asset limits
- meet residency criteria.
- When a person or family suffers a temporary financial setback and gets into difficulty with unpaid rent, we don't want it to escalate into eviction, emergency housing or homelessness.

Contact WINZ on 0800 559 009 or visit [www.workandincome.govt.nz/rentarrears](http://www.workandincome.govt.nz/rentarrears) for more information on who qualifies and how to apply.

**Tenancy Services – Tenancy information**

Opening Hours: 8:00am - 5:30pm, Monday to Thursday and 9:00am - 5:30pm on Friday

Phone: 0800 836 262 (0800 TENANCY) Calls are free within New Zealand or if you are overseas phone +64 4 238 4695

Language line: If English isn't your first language, you can use a free telephone interpreting service called Language Line. Interpreters are available for 43 different languages. Call after 9.00am, ask for Language Line and tell them which language you speak. Hold the line and they will get an interpreter within a couple of minutes.

Advice on tenancy issues and general information about your rights as a tenant.

### **Tenancy Services – Bond information**

Opening Hours: 8:00am - 5:30pm, Monday to Thursday and 9:00am - 5:30pm on Friday, excluding public holidays.

Phone: 0800 737 666. Calls are free within New Zealand or if you are overseas phone +64 4 238 4693  
Language line: If English isn't your first language, you can use a free telephone interpreting service called Language Line. Interpreters are available for 43 different languages. Call after 9.00am, ask for Language Line and tell them which language you speak. Hold the line and they will get an interpreter within a couple of minutes.

Information on bonds lodged and held for your tenancy. Please have your bond number ready when you call.

### **Tenants Protection Association**

147 Great North Rd, Grey Lynn, Auckland

Opening Hours: Weekday mornings

Telephone: 09 360 1473

Email: [tpaauckland@xtra.co.nz](mailto:tpaauckland@xtra.co.nz)

Website: <https://www.adcross.org.nz/item/tenants-protection-association-auckland/>

Tenants' Protection Association (Auckland) (TPA) is an organisation providing support, advice and advocacy for tenants throughout the Auckland region and beyond. They work solely with tenants of all ages, genders, ethnicities, cultures and classes. They support tenants in disputes with landlords in both the public and private sector. They offer training and education in the Residential Tenancies Act 1986 and the Residential Tenancies Amendment Act 2010 to community organisations and individuals. They also prepare tenants for Tenancy Tribunal hearings and accompany them when possible.

### **Waitemata Community Law**

1 Trading Pl, Henderson, Auckland

Opening Hours: Monday to Thursday 10:00am to 3:30, Friday 10:00 am - 1:00pm

Phone: 09 835 2130

WCL provide free legal advice, information and assistance on tenancy and housing and problems with government agencies including Housing New Zealand and Work and Income New Zealand  
They also provide free legal advice, information and assistance in the areas of:

- Family
- Employment
- Discrimination
- Consumer and Debt
- Benefit entitlements
- Criminal and traffic
- Public/Administrative (e.g. problems with government agencies)
- (Limited) Immigration

### **Glenfield Community Centre - Beneficiaries Advocacy and Information Service Inc.**

411 Glenfield Road, Glenfield, Auckland (entry from Bentley Avenue)

Office Hours: Monday to Friday, 8.00 am – 3.00 pm

Phone: 09 444 5023

Beneficiaries Advocates provide advice, information and advocacy for Beneficiaries and people on

low incomes regarding eligibility to Income Support. They work to ensure that people are well informed of their rights to benefit entitlements and are enabled to access appropriate expert advice and support resources from within their community.

### **AAAP - Auckland Action Against Poverty Beneficiary Advocacy Service**

120 Church Street, Onehunga, Auckland

Opening Hours: Monday to Friday - 10am to 3pm

Phone: 09 634 0591

West Auckland Clinic held at:

Ranui Action Project, 476 Swanson Rd, Ranui, Auckland

Session times: Fridays, 9.30am – 12.00pm

Phone: 09 832 6048

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

AAAP can work with you to:

- Offer advice and information
- Ensure you're receiving your full entitlements
- Gain access to food grants and other essential items
- Resolve Work and Income disputes

### **CAB – Citizens Advice Bureau**

#### **Glen Eden**

Glen Eden Library building, 12-32 Glendale Rd, Glen Eden, Auckland

Email: [gleneden@cab.org.nz](mailto:gleneden@cab.org.nz)

Website: <http://www.cab.org.nz>

Opening Hours: Mon-Fri 9am - 4.30pm

Phone: 09 818 8634

#### **Henderson**

11 Trading Pl, Henderson, Auckland

Email: [henderson@cab.org.nz](mailto:henderson@cab.org.nz)

Website: <http://www.cab.org.nz>

Opening Hours: Monday to Friday 9:00am - 4:30pm

Phone: 09 836 4118 or 09 836 4119

#### **New Lynn**

New Lynn Library Building, 3 Memorial Dr, New Lynn, Auckland

Email: [newlynn@cab.org.nz](mailto:newlynn@cab.org.nz)

Website: <http://www.cab.org.nz>

Opening Hours: Monday to Friday 9:00am - 4:30pm. Saturday 10:00am - 12:30pm

Phone: 09 827 4731

#### **Avondale**

Avondale Library, 93 Rosebank Rd, Avondale, Auckland

Website: <http://www.cab.org.nz>

Email: [avondale@cab.org.nz](mailto:avondale@cab.org.nz)

Phone: 09 828 7121

#### **Massey/Westgate**

Te Manawa Building, 11 Kohuhu Lane, Westgate, Auckland

Website: <https://www.cab.org.nz/location/cab-massey>

Email: [massey@cab.org.nz](mailto:massey@cab.org.nz)

Opening Hours: Monday to Friday 9am - 4.30pm  
Phone: 09 833 5775

Citizens Advice Bureau provides free and confidential advice to everyone. They take the time to listen to you and equip you with the information, options and support that fit your needs including access to emergency housing options.

### **Health and Disability Advocacy Services – Waitemata District Health Board (WDHB)**

Nationwide Health & Disability Advocacy Service  
FREE phone: 0800 555 050  
FREE fax: 0800 2787 7678  
Email: [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz)

Independent advocates assist consumers to make sure that their rights are respected. This service is free to everyone. Advocacy services operate independently of government agencies, the Commissioner and providers and funders of health and disability services. A primary goal of advocates is to assist consumers to resolve complaints about the quality of a health or disability service directly with the service provider.

### **Social Service and Support Organisations**

#### **Age Concern Auckland Inc**

57 Rosebank Road Avondale, Auckland  
Email: [ageconcern@ageconak.org.nz](mailto:ageconcern@ageconak.org.nz)  
Phone: 09 820 0184  
Website: <http://www.ageconcernauckland.org.nz>  
Opening Hours: 9.00am to 4.00pm Monday to Friday

Information, advice, referral and support for older people.

#### **Care Waitakere**

64 Waipani Rd, Te Atatu Peninsula, Auckland  
Opening Hours 9:00am - 5:00pm  
Phone: 09 834 6480

Counselling, Budgeting support & family support

#### **Day Spring Maternal Mental Health**

2 Seabrook Avenue, New Lynn, Auckland  
Phone: 09 827 6321  
Website: [www.dayspring.co.nz](http://www.dayspring.co.nz)  
Email: [info@dayspring.co.nz](mailto:info@dayspring.co.nz)

Pre/ post-natal advocacy with rental properties and WINZ entitlements. Free service with referral from mental health professional, age 18 plus living in West Auckland / North shore.

### **Women's Centre Waitakere**

Cnr McLeod & Te Atatu Road 111 McLeod Road Te Atatu South, Auckland 0610

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

Phone: 09 838 6381

Mobile: 021 196 6367

Website: <http://womenscentre.org.nz>

Opening Hours: Monday to Friday 9am to 3.30pm

A community based agency supporting women and their families. They provide a safe, accessible environment for women and their families to make their own choices in a supportive, non-judgemental and confidential way. Services provided include Counselling, Frontline and telephone support, Programmes, Workshops and Support Groups for women and their families. Access to community information and resources. No referral required.

### **Thrive - Teen Parent Support Trust - Housing Support**

3B Clemway Place, Henderson, Auckland

Email: [admin@thrive.org.nz](mailto:admin@thrive.org.nz)

Phone: 09 551 4367

Opening Hours: Mon-Fri 8.30 am-5.00 pm

Thrive offers intensive case management for teen parents-to-be, or new parents who are facing challenges that may include housing, finances, education, whanau family support, relationship breakdown, parenting and more. Their skilled social workers are there to build a strong relationship with you so that teen parents and their babies can access and receive information, support and assistance.

### **Family Works Waitakere**

3 Montel Avenue, Henderson, Auckland

Email: [admin.waitakere@fwn.org.nz](mailto:admin.waitakere@fwn.org.nz)

Phone: 09 835 1288

Website: <https://www.familyworksnorthern.org.nz/service-centre/auckland-west>

Opening Hours: Monday – Friday, 8.30 am - 5.00 pm

Family Works Northern supports families to grow and thrive.

### **Te Whanau O Waipareira Trust**

Phone: 0800 924 942

Fax: 09 838 4314

Email: [referrals@waiwhanau.com](mailto:referrals@waiwhanau.com)

East Tamaki Health Care (Wai Health): 09 839 0280

Waiora Community Pharmacy: 09 951 5333

Hapai Te Hauora: 09 520 4796

WDHB Services: 09 838 1877

Whanau Ora Commissioning Agency: 0800 929 282

Smile Dental: 0800 4 SMILE

Absolute Physio: 0800 2 PHYSIO

Drake International: 09 839 2727

Origin Health: 09 838 3568

- Te Whanau O Waipareira Trust provide a range of Health and Social services including:
- Acupuncture Service (Origin Health Clinic)
- Building Financial Capability / Budgeting Services
- Cardiac Community Health Navigator

- Cancer Community Health Navigator
- Physical Activity and Nutrition (Wai-Fit)
- Drake New Zealand
- East Tamaki Health Care (Wai-Health)
- Engaging Priority Families
- Family / Whanau Support (Mama & Pepi)
- Family Violence Screening
- Family / Whanau Care (Child & Youth)
- Hapai Te Hauora
- Hearing Association (Auckland) Inc
- Incredible Years Nga Tau Miharo (Parent)
- Karearea Service
- Kaiarahi / Navigator
- Korowai Rangitahi
- Mental Health (Adult Advocacy)
- Mental Health (Child Advocacy)
- Mental Health (Home Based Recovery Support Services)
- Mental Health (Iwi Support)
- Mental Health (AOD & Addictions Counselling Services)
- Mental Health (Kaupapa Maori Day Programme)
- Mental Health (Mainstream Services)
- Mental Health (Pacific Contract)
- Mobile Maori Nursing
- Niwareka
- Poipoia Te Mokopuna (Te Tipu Paa Harakeke) (Parent)
- Positive Parenting Active Lifestyle Programme (PPAL)
- Physio Absolute
- Puna Kainga Playgroup (Child)
- Rongoa Maori
- Smile Dental Oral Health Service
- Strengthening Families
- Te Kete Aonui
- Triple P (Positive Parenting Programme)
- Wai Angitu
- WDHB Outpatients Services
- Well Child / Tamariki Ora (Child)
- Whai Ao (HAPAI Public Health)
- Whanau Ora Commissioning Agency
- Whanau Ora Diploma (Level 5)
- Whanau Ora Rangatahi
- Whanau & Support Services for Schools / Truancy
- WINZ – Community Link

For information on a specific service please contact them directly.

**Vaka Tautua**

102 Henderson Valley Road, Henderson, Auckland

Phone: 09 250 1812

Phone: 0800 825 282

Website: <https://www.vakatautua.co.nz/>

Community programs and services that provide support especially to Pacific older peoples, those living with disability and those seeking support for mental health.

**EthNix Links and Advocacy Network (ELAN)**

16 Rosewarne Crescent, Glendene, Auckland

Email: [annepala.ethlinks@xtra.co.nz](mailto:annepala.ethlinks@xtra.co.nz)

Phone: 021 813 607 or 09 818 4450

Website: <http://www.nixcrew.com>

Eligibility: They work mostly in Waitakere/Whau boundary.

Limited community advocacy for women and children of diverse ethnicity available. All services free of charge. Referral may apply.

**Strive Community Trust - Auckland**

197 Montgomerie Rd, Mangere, Auckland

Phone: 09 255 0144

STRIVE programmes strengthen the existing supports in families and the community by engaging in inter-agency partnerships to maximise outcomes and offer clients key social services that encourage total wellbeing of all family members in the areas of:

- Financial management
- Physical, mental and spiritual health
- Whanau support
- Health Promotion
- Youth Development
- Employment
- Transition emergency housing

**Shakti Family Social Services Inc.**

153 Rathgar Road, Henderson Auckland

Email: [scc@shakti.org.nz](mailto:scc@shakti.org.nz)

Phone: 0800 SHAKTI or 0800 742584 or 09 838 4217

Website: <http://www.shakti.org.nz>

Social service advocacy and advice servicing New Zealand's Asian, African and Middle Eastern communities.

**VisionWest**

97 Glendale Rd, Glen Eden, Auckland

Phone: 09 818 0700

Opening Hours: Monday to Friday 9:00am - 5:00pm

VisionWest may be able to provide information regarding how to access emergency housing and Housing First housing.

### **City Mission**

23 Union St, Auckland CBD, Auckland

Phone: 09 303 9200

Website: <https://www.aucklandcitymission.org.nz/>

Opening Hours: Monday to Friday 8:00am - 6:00pm

The City Mission provides unique and specialised health and social services to marginalised Aucklanders including:

- Calder Health Centre
- Crisis Care & Community Services
- Distribution Services
- Elder Persons Service
- Homeless Services
- Social Detoxification Service

### **The Salvation Army**

#### **Salvation Army Glen Eden**

275 Glengarry Rd, Glen Eden

Phone: 09 818 2363

#### **Salvation Army Westgate**

532-534 Don Buck Rd, Massey

Phone: 09 833 8633

#### **Salvation Army New Lynn**

34 Delta Ave, New Lynn

Phone: 09 827 3128

#### **Salvation Army Henderson**

7-9 View Road, Henderson

Phone: 09 837 4471

### **Emerge Aotearoa**

92 Henderson Valley Road, Henderson

Phone: 09 839 7301

Emerge Aotearoa provide a wide range of community-based mental health, addiction, disability support and social housing services.

### **Lifewise Family Services**

3131 Great North Road, New Lynn, Auckland

Email: [familyservices@lifewise.org.nz](mailto:familyservices@lifewise.org.nz)

Phone: 09 818 6834

Website: <http://www.lifewise.org.nz>

A service for families with children aged between 0-17 years, who are having difficulties. Principal aim is to support families to recognise their strengths and make lasting changes in their lives. Level one child and family support service approved under sections 396 and 403 of the Children, Young Persons and Their Families Act (1989).

**Ember Korowai Takitini**

49b Apollo Drive, Mairangi Bay, Auckland

Phone: 09 4433700

Email: [reception@ember.org.nz](mailto:reception@ember.org.nz)

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

Ember, offers a wide range of services to people experiencing mental health and addictions issues including facilitating accommodation.

**Community Houses and Hubs – information hubs**

Providing spaces for the community to access support, adult education, community groups, community dinners, access to computers, phone and Wi-Fi

**Avondale Community Centre**

99 Rosebank Road, Avondale, Auckland

Phone: 09 379 2030

**Glen Eden Community House**

13 Pisces Road, Glen Eden, Auckland

Phone: 09 818 2194

**Glendene Community Hub**

82 Hepburn Road, Glendene, Auckland

Phone: 09 813 9348

**Green Bay Community House**

1 Barron Drive, Green Bay, Auckland

Phone: 09 827 3300

**Hub West - McLaren Park Henderson South**

27 Corban Avenue, Henderson, Auckland

Phone: 09 838 4820

**New Lynn Community Centre**

45 Totara Avenue, New Lynn, Auckland

Phone: 09 379 2030

**Massey Community Hub**

Triangle Park - 385 Don Buck Road, Massey, Auckland

Phone: 09 833 6650

**Manutewhau Community Hub**

74B Oreil Avenue, West Harbour, Auckland

Phone: 09 416 9397 or 027 722 1144

Email: [hubsadmin@masseymatters.org.nz](mailto:hubsadmin@masseymatters.org.nz)

**Ranui Community Centre**

474 Swanson Road, Ranui, Auckland

Phone: 09 833 6280

**Sturges West Community House**

58 Summerland Drive, Henderson, Auckland  
Phone: 09 837 1938

**Te Atatū Peninsula Community Centre**

595 Te Atatū Road, Te Atatū Peninsula, Auckland  
Phone: 09 379 2030

**Te Atatū South Community Centre**

247 Edmonton Road, Te Atatū South, Auckland  
Phone: 09 379 2030

**Te Manawa/Westgate**

11 Kohuhu Lane, Westgate, Auckland  
Phone: 09 379 2030  
Email [TeManawa@aucklandcouncil.govt.nz](mailto:TeManawa@aucklandcouncil.govt.nz)

**Titirangi Community House**

500 South Titirangi Road, Titirangi, Auckland  
Phone: 09 817 7448

**LGBTIQ+ Support****Rainbow Youth**

Level 1, 11 Edinburgh St, Auckland CBD  
Opening Hours: Mon – Fri 11am – 5pm  
Phone: 09 376 4155  
Email: [info@ry.org.nz](mailto:info@ry.org.nz)  
Website: <https://www.ry.org.nz/>

Hang out lounge – WiFi – LGBT+ support.

**OUTline NZ**

31-35 Hargreaves St, Freemans Bay, Auckland  
Opening Hours: 10am to 9pm weekdays, 6pm – 9pm weekends  
Phone: 0800 688 5463  
Website: <http://www.outline.org.nz/>

A Phone line to talk to a trained member of the LGBTIQ+ community. Free and confidential. Not only for crisis but also general enquiries to do with everyday life.

**QWest – Rainbow Youth West Auckland Group**

Address: Meets at Community Waitakere, 8 Ratanui Street, Henderson  
Meeting times: Fortnightly on Fridays, 6pm – 8pm  
Facebook Group: <https://www.facebook.com/groups/qwestry/>

QWest is Rainbow YOUTH's peer-support group based in West Auckland for anyone ages 13-27 years old, who identifies as queer or gender diverse (LGBTIQ+).

## **Legal Advice and Support**

### **Waitemata Community Law**

1 Trading Pl, Henderson, Auckland

Opening Hours: Monday to Thursday 10:00am to 3:30, Friday 10:00 am - 1:00pm

Phone: 09 835 2130

WCL provide free legal advice, information and assistance on tenancy and housing and problems with government agencies including Housing New Zealand and Work and Income New Zealand

They also provide free legal advice, information and assistance in the areas of:

- Family
- Employment
- Discrimination
- Consumer and Debt
- Benefit entitlements
- Criminal and traffic
- Public/Administrative (e.g. problems with government agencies)
- (Limited) Immigration

### **Youth Law Aotearoa**

Phone: 0800 884 529

Alt Phone: 0800 YOUTHLAW

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

Email: [nzyouthlaw@gmail.com](mailto:nzyouthlaw@gmail.com)

Legal advice for those under the age of 25.

### **Avondale CAB Legal Clinic (Citizens Advice Bureau)**

Avondale Library, 93 Rosebank Rd, Avondale

Website: <http://www.cab.org.nz>

Email: [avondale@cab.org.nz](mailto:avondale@cab.org.nz)

Phone: 09 828 7121

Legal Clinic on Saturdays – appointment is essential.

### **Ranui Action Project**

476 Swanson Road, Ranui, Auckland

Legal Advice Clinic session times: Wednesday 10.00am - 12.00pm

Phone: 09 832 6048

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

Legal Advice (Free) – Wednesday 10.00am to 12.00pm – Drop in  
Community Constable – by appointment only.

### **Shakti Legal Advocacy & Family Social Services Inc**

153 Rathgar Road Henderson Auckland

Email: [scc@shakti.org.nz](mailto:scc@shakti.org.nz)

Phone: 0800 SHAKTI or 0800 742584 or 09 838 4217

Website: <http://www.shakti.org.nz>

Legal advocacy and advice servicing New Zealand's Asian, African and Middle Eastern communities.

## Therapeutic Courts

**The Alcohol and Other Drug Treatment Courts** are at Waitakere District Court and Auckland District Court. They're designed to supervise offenders whose offending is driven by their alcohol and other drug dependency.

### New Beginnings Court

The New Beginnings Court Te Kooti o Timatanga Hou is aimed at homeless people in Auckland.

A lawyer needs to apply for the case to be heard in the Alcohol and Other Drug Treatment Court or the New Beginnings Court. If you get accepted into one of these courts, you can get help to address issues in your life that contribute to your offending.

This is a voluntary court. People going through it can choose to withdraw and be returned to the normal court system at any time.

If you want to find out more about these courts, talk to your lawyer.

## Justice of the Peace (J.P.)

You can search for a Justice of the Peace (J.P) in your area at <http://justiceofthepeace.org.nz/> J.P.'s are also available at regular times at service desks. You can find a local service desk here: <https://jpauckland.org.nz/jp-service-desks-auckland/>

### Albany

**Albany Library**, Kell Drive, Albany, Auckland

Phone: 09 486 8460

Session times: Saturday 10am – Noon. Monday Noon - 2pm

### Auckland CBD

**Auckland City Library**, 44-46 Lorne Street, Auckland CBD, Auckland

Phone: 09 302 3676

Session times: Mon to Thursday 12pm - 2pm, Friday: 11am - 2pm, Saturday 10am - 12 Noon

**Auckland District Court** 65-69 Albert St, Auckland CBD, Auckland

Session times: Mon to Fri 10am - 2pm

### Avondale

**Avondale CAB**, 99 Rosebank Rd, Avondale, Auckland

Phone: 09 828 7121

Session times: Monday, Wednesday, Thursday, Friday 10.00am - 12 noon

### Glen Eden

**Glen Eden CAB**, Library Complex, 12-32 Glendale Rd, Glen Eden, Auckland

Phone: 09 818 8634

Session times: Monday - Friday 9am - 12 Noon

### Helensville

**Helensville CAB**, 27 Commercial Rd, Helensville, Auckland

Phone: 09 420 7162

Session times: Tuesday 10am - 12.30pm, Wednesday 12.30pm - 3pm

**Helensville Plunket**, Commercial Road, Helensville, Auckland

Session times: Saturdays 10am - 12 noon

## **Henderson**

**Henderson CAB**, 11 Trading Pl, Henderson, Auckland

Phone: 09 836 4118

Session times: Monday – Friday, 10am - Noon

**Henderson WestCity Centre**, 7 Catherine Street, Henderson, Auckland

Session times: Thursday 6pm - 8pm, Saturday 10am – Noon

**Henderson Waitakere District Court**, 9 Ratanui Street, Henderson, Auckland

Phone: 09 583 1900

Session times: Monday, Tuesday, Wednesday, Thursday, Friday: 10.30am - 12.30pm

## **Kumeu**

**Kumeu Library**, 296 Main Road, Huapai, Kumeu, Auckland

Phone: 09 412 7995

Session times: Saturday 10am – Noon

## **Massey/Westgate**

**Massey CAB**, Level 2, Te Manawa, 11 Kohuhu Lane, Northwest (Westgate), Auckland

Phone: 09 833 5775

Session times: Monday 1pm - 3pm, Tuesday 1pm - 3pm, Wednesday 1pm - 3pm, Thursday 1pm - 3pm, Friday 1pm - 3pm

**North West Shopping Centre**, 1/7 Fred Taylor Drive, Westgate, Auckland

Phone: 0508 667 849

Session times: Thursday 6pm - 8pm, Saturday 10 - noon

## **Mt Roskill**

**Lockingtons Pharmacy**, 198 Stoddard Road, Mt Roskill, Auckland

Phone: 09 620 4904

Session times: Saturday 10am - 12.30pm

**Mt Roskill CAB**, 546 Mt Albert Rd, Mt Albert, Auckland

Phone: 09 625 4854

Session times: Monday – Friday, 10.00am - 3.45pm, Saturday 10am - 12 Noon

## **New Lynn**

**New Lynn CAB Library Building**, 3 Memorial Dr, New Lynn, Auckland

Phone: 09 827 4731

Session times: Monday - Friday 1pm - 3pm, Saturday: 10.30am - 12.30pm

## **Pt Chev**

**Pt Chevalier Library**, 1225 Gt North Rd, Pt Chevalier, Auckland

Phone: 09 374 1322

Session times: Saturday 10am - 12pm

## **Ranui**

**Ranui Community House**, 474 Swanson Rd, Ranui, Auckland

Phone: 09 833 6280

Session times: Wednesday 1 - 3pm

## **Te Atatu**

**Te Atatu Peninsula Library**, 595 Te Atatu Road, Te Atatu Peninsula, Auckland

Phone: 09 839 2260

Session times: Saturday 10am - 12 noon

### **Westgate**

**Massey CAB**, Level 2, Te Manawa, 11 Kohuhu Lane, Northwest (Westgate), Auckland

Phone: 09 833 5775

Session times: Monday 1pm - 3pm, Tuesday 1pm - 3pm, Wednesday 1pm - 3pm, Thursday 1pm - 3pm, Friday 1pm - 3pm

**North West Shopping Centre**, 1/7 Fred Taylor Drive, Westgate, Auckland

Phone: 0508 667 849

Session times: Thursday 6pm - 8pm, Saturday 10 - noon

## **Budgeting Support Services**

### **WINZ (Work and Income) - Help with housing costs, rent arrears assistance and bond, rent in advance payments**

#### **WINZ Glen Eden**

20 Oates Rd, Glen Eden, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

#### **WINZ Henderson**

36-44 Sel Peacock Dr, Henderson, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

#### **WINZ Westgate**

24 Cabernet Crescent, Massey, Auckland 0614

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

Whether you are a WINZ client or not, currently employed or not, you may be eligible to WINZ entitlements to assist with housing costs. Contact WINZ on 0800 559 009 or visit

[www.workandincome.govt.nz/rentarrears](http://www.workandincome.govt.nz/rentarrears) for more information on who qualifies and how to apply.

### **Care Ranui Budgeting Service**

Ranui Baptist Church, 464 Swanson Road, Ranui, Auckland

Phone: 09 832 5961

Ranui Primary School: Wednesdays 9am – 12pm

Ranui Baptist Church: Monday, Friday 9am – 4pm

A free and confidential budgeting advice and advocacy service.

### **CAB - Citizens Advice Bureau Budgeting Service – by appointment only**

#### **Glen Eden**

Glen Eden Library building, 12-32 Glendale Rd, Glen Eden, Auckland

Email: [gleneden@cab.org.nz](mailto:gleneden@cab.org.nz)

Website: <http://www.cab.org.nz>

Phone: 09 818 8634

**Henderson**

11 Trading Pl, Henderson, Auckland

Email: [henderson@cab.org.nz](mailto:henderson@cab.org.nz)

Website: <http://www.cab.org.nz>

Phone: 09 836 4118 or 09 836 4119

**New Lynn**

New Lynn Library Building, 3 Memorial Dr, New Lynn, Auckland

Email: [newlynn@cab.org.nz](mailto:newlynn@cab.org.nz)

Website: <http://www.cab.org.nz>

Phone: 09 827 4731

**Avondale**

Avondale Library, 93 Rosebank Rd, Avondale, Auckland

Website: <http://www.cab.org.nz>

Email: [avondale@cab.org.nz](mailto:avondale@cab.org.nz)

Phone: 09 828 7121

**Massey/Westgate**

Te Manawa Building, 11 Kohuhu Lane, Westgate, Auckland

Website: <https://www.cab.org.nz/location/cab-massey>

Email: [massey@cab.org.nz](mailto:massey@cab.org.nz)

Phone: 09 833 5775

Free, confidential budgeting advice. A budgeting service is offered for WINZ referrals. Budget Advisors work with families and individuals to develop good money management skills, to reduce and eliminate debt and increase savings. They will also negotiate with creditors on client behalf.

**WEST Community Hub (WEST: West Auckland Enterprise Skills and Training) Becoming Financially Fit Programme**

9 Henderson Valley Rd, Henderson, Auckland

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

Email: [admin@west.org.nz](mailto:admin@west.org.nz)

Phone: 09 837 1471

An 8 week programme to become financially fit, understand money and work to change their financial situation. Workshops and events centred around supporting the community to improve their economic wellbeing – saving money and growing income.

**C.A.P Budgeting Titirangi (Christians Against Poverty)**

Titirangi Baptist, Kaurilands Primary School Hall, 109 Atkinson Rd, Kaurilands, Auckland

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

Phone: 09 817 7930

**C.A.P. Budgeting Massey (Christians Against Poverty)**

Church of the Good Shepard, Moire Rd, Massey, Auckland

Phone: 09 832 5998

**C.A.P Budgeting Henderson (Christians Against Poverty)**

Elim Christian Centre, 6 Paramount Dr, Henderson, Auckland

Phone: 09 836 8559

Website: [www.westliem.org/](http://www.westliem.org/)

Email: [church@westelim.org.nz](mailto:church@westelim.org.nz)

**NZ Ethnic Budgeting Services Trust**

Covil Park Community Centre, 56A Covil Avenue, Te Atatu South, Auckland

Phone: 09 834 6668 or 09 834 3668

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

Website: <https://www.nzess.co.nz/>

Opening Hours: Monday – Friday, 9am - 5pm

NZ Ethnic Budgeting Service Trust offers free, supportive, confidential and culturally aware budget advisory services with trained and certified Budget Advisors.

**VisionWest Budgeting Service**

97 Glendale Rd, Glen Eden, Auckland

Opening Hours: Monday to Friday 9:00am - 5:00pm

Phone: 09 818 0700

The needs of the whanau, clients and family are at the centre of their Budgeting Service at VisionWest Community Trust, ensuring that you receive all the right support as you drive your financial journey, learning and change. You can join our Financial mentoring where we work alongside you one-on-one to develop a financial action plan focussed on financial success.

**Family Works Budgeting Program**

3 Montel Ave, Henderson, Auckland

Phone: 09 8351288

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

**Christian Assist Trust Budgeting Programme**

396B Don Buck Road, Massey, Auckland

Email: [admin@christianassist.org.nz](mailto:admin@christianassist.org.nz)

Phone: 09 833 5232

Website: <http://christianassist.org.nz/>

Opening Hours: 9.30am - 3.00pm, Monday-Thursday

Christian Assist Trust aims to support and empower all people by offering financial education, budgeting and advocacy. All services free of charge. No referral required.

**Henderson Budgeting Service - Tui Glen**

Community Waitakere Resource Centre - 8 Ratanui Street, Henderson, Auckland

Phone: 09 836 4141

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

Budget Advisors work with families and individuals to develop good money management skills, to reduce and eliminate debt and increase savings. Will also negotiate with creditors on client behalf.

**C.A.R.E. Waitakere Trust Budgeting Service**

64 Waipani Rd, Te Atatu Peninsula, Auckland

Opening Hours 9:00am - 5:00pm

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

Phone: 09 834 6480

Counselling, Budgeting support & family support

**Henderson Baptist Budgeting Service**

325 Great North Road, Henderson, Auckland

Phone: 09 836 9900

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

### **Te Whanau O Waipariera Budgeting Program**

Level 2 6-8 Pioneer St, Henderson, Auckland

Phone: 09 836 6683

Alt Phone: 0800 942 942

Website: <https://www.waipareira.com/support-for-you-and-your-whanau/>

### **The Fono West Budgeting service**

411 Great North Road, Henderson, Auckland

Phone: 09 8371780

Website: [www.thefono.org/contact-us/](http://www.thefono.org/contact-us/)

Budgeting service available through the community service.

## **Drug and Alcohol Addiction Support Services**

### **CADS West - Community Alcohol & Drug Service**

1 Trading Pl, Henderson, Auckland

Opening Hours: Monday to Friday 9:00am - 4:30pm

Phone: 09 845 1818

CADS run a number of free educational and therapeutic groups for people affected by alcohol and other drugs. In a CADS group you can meet other people who have had similar experiences, learn from each other and benefit from the knowledge of the group facilitators. There is group and individual counselling. CADS Medical Detoxification services are for people who have a physical dependence on alcohol and other drugs. CADS can support people with medications. For example treatment can include Naltrexone and Antabuse (disulfiram) for help with alcohol cravings, medically assisted detox and/or stabilisation on prescribed medications, and short or long term opioid treatment.

### **Odyssey House**

4/3029 Great North Rd, New Lynn, Auckland

Phone: (09) 638 4957

Email: [admissioncentre@odyssey.org.nz](mailto:admissioncentre@odyssey.org.nz)

Opening Hours: 9.00am - 5.00pm, Monday to Friday

A charitable trust which runs residential and non-residential (youth only) drug, alcohol / gambling and other associated problems treatment with separate programmes for young adults and adolescents. All services free of charge. No referral required.

### **65 Plus CADS (Community Alcohol and Drugs Service)**

1st Floor, 1 Trading Place, Henderson, Auckland

Phone: 09 837 9400

For people aged 65 or older

### **Moko Services**

Waitemata DHB Whitiki Maurea - Māori Mental Health and Addictions Services - West

Waimarino Building, 33-37 Paramount Drive, Henderson, Auckland

Phone: 09 822 8555

Whitiki Maurea is committed to the kaupapa of healing for Māori by weaving together Māori cultural values and Western clinical practice, thereby providing Māori tangata i te whaiora and their whānau with the best possible health outcomes. Whānau centred therapy is the driving force for Whitiki Maurea and a marae-focused, wairua-driven service is the ultimate objective.

### **Higher Ground**

118-120 Beach Rd, Te Atatu Peninsula, Auckland  
Phone: 09 834 0042

Their mission is to provide tools for transformational change to people affected by severe addiction. In doing so they aim to support recovery for individuals and whānau and to reduce the harm that alcohol and other drug addiction causes in communities and society as a whole.

### **CADS - Community Alcohol & Drug Services**

1 Trading Pl, Henderson, Auckland  
Opening Hours: Monday to Friday 9:00am - 4:30pm  
Phone: 09 845 1818

CADS run a number of free educational and therapeutic groups for people affected by alcohol and other drugs. In a CADS group you can meet other people who have had similar experiences, learn from each other and benefit from the knowledge of the group facilitators. There is group and individual counselling. CADS Medical Detoxification services are for people who have a physical dependence on alcohol and other drugs. CADS can support people with medications. For example treatment can include Naltrexone and Antabuse (disulfiram) for help with alcohol cravings, medically assisted detox and/or stabilisation on prescribed medications, and short or long term opioid treatment.

### **Mental Health Services**

#### **Waitemata District Health Board (WDHB) Crisis assessment teams (CAT Team) – for emergency/crisis mental health support only**

Wellsford to West Auckland to North Shore  
Mental Health Crisis 09 486 8900 (operating 24/7)  
Phone: Henderson 09 822 8601 or North Shore 09 487 1414

#### **Waitemata District Health Board (WDHB) Community Mental Health Services**

33/37 Paramount Dr, Henderson, Auckland  
Opening Hours: Monday to Friday, 8.00am - 5.00pm (Reception 8.30am - 5.00pm)  
Phone: 09 486 8900

The Waitemata District Health Board (WDHB) Community Mental Health services provide a range of services for adults with moderate to severe mental illness or psychological distress. Services are provided via multi-disciplinary teams which include psychiatrists, nurses, psychologists, occupational therapists, social workers.

#### **Ember Korowai Takitini**

49b Apollo Drive, Mairangi Bay, Auckland  
Phone: 09 4433700  
Email: [reception@ember.org.nz](mailto:reception@ember.org.nz)  
Website: [www.ember.org.nz](http://www.ember.org.nz)

Ember, offers a wide range of services to people experiencing mental health and addictions issues including facilitating accommodation.

### **Moko Services**

Waitemata DHB Whitiki Maurea - Māori Mental Health and Addictions Services – West

Waimarino Building

33-37 Paramount Drive, Henderson, Auckland

Phone: 09 822 8555

Whitiki Maurea is committed to the kaupapa of healing for Māori by weaving together Māori cultural values and Western clinical practice, thereby providing Māori tangata i te whaiora and their whānau with the best possible health outcomes. Whānau centred therapy is the driving force for Whitiki Maurea and a marae-focused, wairua-driven service is the ultimate objective.

### **Marinoto Child and Youth Mental Health Services**

Waitakere Hospital

55-75 Lincoln Rd, Henderson, Auckland

Child Health Unit

Phone: 09 822 8666

Duty Team and Youth Team: 09 822 8666

Child Team: 09 837 6624

Monday to Friday: 8.00am - 4.30pm

If URGENT help is required after hours: (09) 486 8900 (ask for mental health crisis team)

### **Waimarino (Youth team)**

33-37 Paramount Dr, Henderson, Auckland

Phone: 0800 228 666

Monday to Friday: 8.00am - 4.30pm

Marinoto North and West provide mental health assessment and therapy for children and young people from 0-18 years who live in the Waitemata District Health Board area who have significant mental health concerns.

### **Hearts & Minds (formerly known as Raeburn House)**

65 Pearn Crescent, Northcote, Auckland

Opening Hours: Monday to Friday 9:00 am - 4:00pm

Phone: 09 441 8989

A community-based primary mental health organisation that provides psycho-social support, groups, and health navigation in the Waitemata region.

### **Te Ata**

Units H 2&3, 52 Keeling Road, Henderson, Auckland

Phone: 09 837 0671

Website: <https://www.teata.org.nz/>

Email: [te-ata@xtra.co.nz](mailto:te-ata@xtra.co.nz)

Te Ata is a support centre based in West Auckland for the West Auckland community. They are a peer support service who offer educational, recreational and social support services to people who experience mental health issues.

### **Day Spring Maternal Mental Health**

2 Seabrook Avenue, New Lynn, Auckland

Phone: 09 827 6321

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

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

Pre/ post-natal advocacy with rental properties/ and WINZ entitlements, Free with Referral from mental health professional, age18 plus living in west Auckland / North shore.

### **Walsh Trust**

8 Hickory Avenue, Henderson, Auckland

Email: [reception@walsh.org.nz](mailto:reception@walsh.org.nz)

Phone: 09 837 5240

Crisis Team Phone: 09 822 8500

Support people in Waitakere communities who have an experience of mental ill health or disability. WALSH Trust stands for West Auckland Living Skills Homes Trust Board. They offer support services that promote recovery for people whose lives have been affected by an experience of mental health that has been personally challenging or a barrier to participating in work or the community.

### **Auckland City Mission – The Calder Health Centre**

23 Union Street, Auckland CBD, Auckland

Opening Hours : Monday to Friday 8:30am - 4:30pm

Phone: 09 303 9266 for information or to make an appointment

Website: <https://www.aucklandcitymission.org.nz/>

A Full time mental health nurse is available through the healthcare services.

### **Disability Services**

#### **Find a Disability Support Services in your area**

FREE Phone: 0800 DSD MOH (0800 373 664)

Email: [disability@health.govt.nz](mailto:disability@health.govt.nz)

Find out who to contact if you've got a question about Ministry-funded disability services.

### **CCS Disability Action**

14 Erson Ave, Royal Oak, Auckland

Opening Hours: Mon – Fri 9:00am – 4:30pm

Phone: 09 625 9378

Offer a broad range of support services for disabled people, family and whanau including:

- Helping you to navigate and access your support options.
- Providing good information.
- Creating meaningful community connections.
- Working as an advocate to ensure your voice is heard.

### **FREE Healthcare Services**

#### **Waitakere Hospital Accident and Emergency**

55-75 Lincoln Rd, Henderson, Auckland

Opening Hours: Open 24 hours

Phone: 09 839 0000

Or Freephone 0800 80 93 42 – Waitemata District Health Board residential areas only

Free accident and emergency services available 24 hours a day , seven days a week

## **WINZ (Work and Income New Zealand) - Help with Health and/or Disability Costs**

### **WINZ Glen Eden**

20 Oates Rd, Glen Eden, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

### **WINZ Henderson**

36-44 Sel Peacock Dr, Henderson, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

### **WINZ Westgate**

24 Cabernet Crescent, Massey, Auckland 0614

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

WINZ may be able to help with disability or health condition costs. If you are on a low income they may be able to help with things like medical alarms and bracelets, house modifications, car modifications, doctor and prescription costs. A Disability Allowance is a weekly payment for people who have regular, ongoing costs because of a disability.

## **Health and Disability Advocacy Services – Waitemata District Health Board (WDHB)**

Nationwide Health & Disability Advocacy Service

FREE phone: 0800 555 050

FREE fax: 0800 2787 7678

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

Independent advocates assist consumers to make sure that their rights are respected. This service is free to everyone. Advocacy services operate independently of government agencies, the Commissioner and providers and funders of health and disability services. A primary goal of advocates is to assist consumers to resolve complaints about the quality of a health or disability service directly with the service provider.

## **Antara Free Natural Health Clinic – Free Natural Healthcare**

66 Taikata Rd, Te Atatu Peninsula, Auckland

Phone: 09 834 7987

The Antara Free Natural Health Clinic in Auckland is for people in the community who cannot afford to pay for counselling or other natural health care modalities. They can help with depression, stress, anxiety, back and shoulder problems, pain, allergies, asthma, arthritis and many more.

## **Family Planning – Free up to 22 years of age**

Level 2, 6 Alderman Drive, Henderson, Auckland

Opening Hours:

Monday to Wednesday 8:30am -5:00pm

Thursday 9:00am - 7:00pm

Friday 9:00am - 5:00pm

Saturday 9:00am - 1:00pm

Phone: 09 836 0026

Free up to your 22<sup>nd</sup> birthday, after 22 years old - if you have a community services card the cost is \$5 and if you don't the cost is \$32.00

Clinics provide confidential and non-judgemental sexual and reproductive health care. Clinical services include contraception, STI testing and treatment, cervical screening, pregnancy testing, abortion referrals, PMS and menopause advice, HPV vaccinations, and advice and support for other sexual and reproductive health issues. They work with people of any gender, age, nationality or sexual orientation.

### **Health West - Youth Health Hub – Free for children and young people**

49 Lincoln Rd, Henderson, Auckland

Opening Hours : Monday to Friday 8:30am - 5:00pm

Phone: 09-836 2329

Provide free health, social, whanau ora and community support services especially to vulnerable communities of including Maori, Pacific, children, young people, families and other high needs groups.

### **Youth Line Free Health Service – Free for under 25 year olds**

13 Maidstone Street, Grey Lynn, Auckland

Phone: 09 367 6645

Website: <https://www.youthline.co.nz/youth-health-service.html>

Free, confidential and friendly Youth Health Service for anyone under 25 who lives in Auckland. You can access testing, prescriptions and general check-ups on Wednesdays between 3pm and 6pm.

### **Health Line – Free health advice**

Opening Hours: Healthline nurses can help you anytime - 24 hours a day, 7 days a week

Phone: 0800 611 116

Free advice from trained registered nurses.

Phone calls are free from within New Zealand – this includes calls from a mobile phone. If you need to talk to someone in your own language, Healthline can arrange an interpreter.

Call Healthline if:

- you or your child is feeling unwell – but not sure whether you need to see a doctor
- you need some urgent advice about a family member or friend who is sick
- you are on holiday and want to know where the nearest doctor or pharmacy is

### **Plunket Line – Free health advice**

Opening Hours: 24 hours a day, seven days a week.

Phone: 0800 933 922 for parenting help.

PlunketLine is a toll-free parent helpline and advice service available to all families, whānau and caregivers. Calls are free from cell phones. When you call PlunketLine your call will be answered by a Plunket nurse, who can give you advice and information on parenting issues and your child's health and wellbeing.

## **Healthcare Services**

### **Waitakere Hospital Accident and Emergency**

55-75 Lincoln Rd, Henderson, Auckland

Opening Hours: Open 24 hours

Phone: 09 839 0000

Or Freephone 0800 80 93 42 – Waitemata DHB residential areas only

Free accident and emergency services available 24 hours a day , seven days a week

### **White Cross Accident & Urgent Medical - Henderson 24/7**

131 Lincoln Road, Henderson, Auckland

Opening Hours: 24 hours

Phone: 09 836 3336

White Cross Henderson offers 24 hour Accident & Urgent Medical Services, providing comprehensive medical and nursing services for accidents (including plastering) and emergency medical cases.

### **Te Whanau O Waipareira**

331 Great North Rd, Henderson, Auckland

Opening Hours: Monday to Friday 8:30am - 5:00pm

Phone: 09 836 6683

Whānau O Waipareira has provided services for over 25 years to the wider West Auckland community. They have brought together health, social, justice and education services to provide a one stop location for you and your whānau/family for Whānau Ora. This means you only have to tell your story once to your own Kaiarahi/Navigator as they will align the services that meet your and your whānau needs.

### **Family Planning**

Level 2, 6 Alderman Drive, Henderson, Auckland

Opening Hours:

Monday to Wednesday 8:30am -5:00pm

Thursday 9:00am - 7:00pm

Friday 9:00am - 5:00pm

Saturday 9:00am - 1:00pm

Phone: 09 836 0026

Free up to 22<sup>nd</sup> birthday, after 22 years old if you have a community services card the cost is \$5 and if you don't the cost is \$32.00

Clinics provide confidential and non-judgemental sexual and reproductive health care. Clinical services include contraception, STI testing and treatment, cervical screening, pregnancy testing, abortion referrals, PMS and menopause advice, HPV vaccinations, and advice and support for other sexual and reproductive health issues. They work with people of any gender, age, nationality or sexual orientation.

### **Health Line**

Opening Hours: Healthline nurses can help you anytime - 24 hours a day, 7 days a week

Phone: 0800 611 116

Free advice from trained registered nurses.

Phone calls are free from within New Zealand – this includes calls from a mobile phone. If you need to talk to someone in your own language, Healthline can arrange an interpreter.

Call Healthline if:

- you or your child is feeling unwell – but not sure whether you need to see a doctor
- you need some urgent advice about a family member or friend who is sick
- you are on holiday and want to know where the nearest doctor or pharmacy is

**Plunket Line**

Opening Hours: 24 hours a day, seven days a week.  
Phone: 0800 933 922 for parenting help.

Plunket Line is a toll-free parent helpline and advice service available to all families, whānau and caregivers. Calls are free from cell phones. When you call Plunket Line your call will be answered by a Plunket nurse, who can give you advice and information on parenting issues and your child's health and wellbeing.

**Totara Health - New Lynn**

32 Totara Ave, New Lynn, Auckland  
Opening Hours: Monday to Friday 8:00am - 8:00pm (General Practice), Saturday to Sunday 9:00am - 2:00pm (Urgent Care)  
Phone: 09 827 8888

Health New Lynn is a modern general practice and seven day a week urgent care facility. It provides accessible, quality, evidence based health care to the population of greater New Lynn.

**Ranui Medical Centre**

421 Swanson Rd, Ranui, Auckland  
Opening Hours: Monday to Friday 8:00am - 5:00pm  
Phone: 09 833 6033

A general practice aiming to provide quality healthcare for all patients, with an emphasis on health education and preventative medicine. They offer free care for accident treatment.

**Health West - Youth Health Hub**

49 Lincoln Rd, Henderson, Auckland  
Opening Hours : Monday to Friday 8:30am - 5:00pm  
Phone: 09 836 2329

Provide free health, social, whanau ora and community support services especially to vulnerable communities of including Maori, Pacific, children, young people, families and other high needs groups.

**Auckland City Mission – The Calder Health Centre**

23 Union Street, Auckland CBD, Auckland  
Opening Hours : Monday to Friday 8:30am - 4:30pm  
Phone: 09 303 9266 for information or to make an appointment  
Website: <https://www.aucklandcitymission.org.nz/>

The service is set up as a very low cost General Practice and is closely integrated with the Mission's social services. The Calder Centre is open to the general public and specialises in providing accessible, affordable care to the homeless, families and individuals in crisis, clients with mental health concerns and those with alcohol and other drug addictions. Due to barriers such as a lack of finances, trust issues, cultural issues and very chaotic lifestyles, many of these patients would not otherwise have regular access to a GP.

**Westview Medical Centre**

5 Glendale Rd, Glen Eden, Auckland  
Opening Hours : Monday to Friday 8:30am - 5:30pm  
Phone: 09 818 7111

Westview Medical Centre provides healthcare services that are patient focused and culturally appropriate. We provide General Practice Services including Men and Women Health Checks, Childhood Immunisations, Travel Immunisations, Chronic Disease Management and Education.

**Kelston Medical Centre**

8 Archibald Rd, Kelston, Auckland

Opening Hours: Monday to Friday 8:00am - 5:30pm

Phone: 09 818 5208

Strive to achieve the best patient health by using a collaborative approach between the patient and health professional. This includes appropriate chronic disease education on health conditions and medications, along with relevant lifestyle coaching and support. We want to empower patients to manage their own health alongside the support of the Doctor and Nurse.

**Wai Health Clinic**

8 Pioneer St, Waitakere, Auckland

Opening Hours: Monday to Friday 8:30am - 5:30pm, Saturday 8:30am - 12:30pm

Phone: 09 839 0280

A general practice aiming to provide quality healthcare for all patients, with an emphasis on health education and preventative medicine. They offer free care for accident treatment.

**Lincoln Road Medical Centre**

131 Lincoln Road, Henderson, Auckland

Opening Hours : Monday to Friday 8:00am - 5:00pm

Phone: 09 837 2056

We are a general practice aiming to provide quality healthcare for all patients, with an emphasis on health education and preventative medicine. We offer free care for accident treatment.

**Waitakere Union Health**

55-75 Lincoln Road, Henderson, Auckland

Opening Hours: Monday to Friday 8:00am - 4:00pm

Phone: 09 837 3933

A walk-in clinic so no appointments necessary. Please phone us to enrol you and your family at our clinic. If you are concerned about waiting times, please see reception, or feel free to ring before coming in. Our doctors and nurses respond quickly to emergencies, and this may cause delays in our system. Some clients have urgent health needs – these patients have been placed in a priority system and will be seen ahead of others.

**Valley Medical Centre**

149 Henderson Valley Road, Henderson, Auckland

Opening Hours : Monday to Friday 8:30am - 5:30pm

Phone: 09 837 1230

A family centred surgery offering a full range of general practice services. Consultations are by appointment only. If you have an urgent medical problem please call the surgery and discuss your situation with the nurse so appropriate appointments/arrangements can be made.

**The Fono - West**

411 Great North Road, Henderson, Auckland

Opening Hours: Monday to Thursday 8:30am - 8:00pm, Friday 8:30am - 5:00pm, Saturday 8:30am - 12:30pm

Phone: 09 837 1780

Offer a range of medical, dental, pharmacy, social and community based services for the entire family at their Great North Road, Henderson clinic and through their mobile community team. Their friendly, qualified staff come from a wide variety of backgrounds and our services are for everyone

**Ratanui Medical Centre**

77 Lincoln Road, Henderson, Auckland

Opening Hours: Monday to Friday 8:00am - 6:00pm, Saturday 8:00am -12:00pm

Phone: 09 837 0740

Ratanui Medical is a group General Practice with 9 doctors providing comprehensive medical care to individuals and families with continuity. Patients can see their regular doctor by appointment or in the quick clinic. They are a teaching practice affiliated with the Department of General Practice of the University of Auckland.

**Henderson Medical Centre**

Cnr Great North Road & 2 Montel Avenue, Henderson Auckland

Opening Hours: Monday to Friday 8:00am - 8:00pm, Saturday 8:00am - 1:00pm, Sunday 9:00am - 1:00pm

Phone: 09 837 1110

A family-centred medical centre offering a full range of general practice services. They also have two on-site theatres which are used for a wide range of minor surgical procedures such as: removal of skin cancers and other skin growths, vasectomies, circumcisions, snore-op, IUCD insertion/removal, ingrown toenail repair, ultrasound-guided platelet-rich plasma (PRP) injections into joints, steroid injections, cosmetic procedures, FUE hair transplants and more. Consultations are by appointment only, although we do provide a drop-in service for emergencies and children under the age of six.

**Swanson Medical Centre**

714 Swanson Rd, Swanson, Auckland

Opening Hours: 8:00 am to 5:00 pm

Phone: 09 833 9433

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

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

A family centred surgery offering a full range of general practice services for individuals and families.

**FREE Prescription Pharmacies/Chemists (as at 30 January 2020)****Chemist Warehouse Henderson**

The Boundary (Next to Kmart), 5 Vitasovich Avenue, Henderson, Auckland

Opening Hours: 8:00am – 9:00pm

Phone: 09 941 4907/ Fax: 09 973 5336

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

Offer FREE Prescriptions to make access to healthcare affordable for all New Zealanders by taking \$5 off the standard prescription charge. If your medicine is not fully subsidised there may be an additional cost.

### **Henderson Discount Pharmacy**

383 Great North Rd, Henderson, Auckland

Phone: 09 838 8500

Fax: 09 838 9810

Email: [jing@discountpharmacy.net.nz](mailto:jing@discountpharmacy.net.nz)

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

ZERO prescription charges for all fully subsidised medications. We are conveniently located at 383 Great North Road in Henderson. Worried about where to park your car? Don't be! We have three dedicated FREE 60 minute parking spaces in the lane that runs behind the pharmacy. Simply look for our parking signs. In addition, there are four FREE 90 minute parking spaces directly in front of our pharmacy on Great North Road. There are also plenty of 90 minute FREE car parking spaces within 100m of our front door.

### **Dental Health Services**

#### **Orthodontist Services - Smile Dental**

8/6 Pioneer St, Henderson, Auckland

Opening Hours: Monday to Sunday 8:30am - 5:30pm

Phone: 0800 476 453

Smile Dental carry out a free extensive dental exam (Excluding X-rays) and WINZ quotes. They also have a number of ACC registered dentists across Auckland.

#### **The Fono Dental Health**

411 Great North Road, Henderson, Auckland

Phone: 09 837 1780

Opening Hours:

Monday 8:30am - 8:00pm

Tuesday 7:30am - 8:00pm

Wednesday 8:30am - 8:00pm

Thursday 8:30am - 8:00pm

Friday 8:30am - 5:30pm

Saturday 8:30am - 12:30pm

Affordable dental services are available at the Manurewa, Henderson and Central City clinics. Dental services include:

- Dental exam / dental consultation and x-rays
- Cleaning and whitening
- Dentures
- Crowns and bridge work
- Extractions Fillings

### **Government and Local Government (Auckland Council)**

#### **Waitakere Ranges Local Board - Auckland Council**

39 Glenmall Place, Glen Eden, Auckland

Phone: 09 813 9150

Email: [waitakererangeslocalboard@aucklandcouncil.govt.nz](mailto:waitakererangeslocalboard@aucklandcouncil.govt.nz)

Opening hours: Monday to Friday: 8.30am-5pm

**Henderson Massey Local Board – Auckland Council**

6 Henderson Valley Road, Henderson, Auckland

Phone: 09 301 0101

Email: [hendersonmasseylocalboard@aucklandcouncil.govt.nz](mailto:hendersonmasseylocalboard@aucklandcouncil.govt.nz)

Opening hours: Monday to Friday: 8am-5pm

**Whau Local Board – Auckland Council**

31 Totara Avenue, New Lynn, Auckland

Phone: 09 826 5190

Email: [whaulocalboard@aucklandcouncil.govt.nz](mailto:whaulocalboard@aucklandcouncil.govt.nz)

Opening hours: Monday to Friday 8.30am - 5pm

**Auckland Council - Henderson Service Centre – Rates, Auckland Transport etc.**

6 Henderson Valley Road, Henderson, Auckland

Opening hours: Monday to Friday, 8am to 5pm

Phone: 09 301 0101

Payments and queries for Auckland Transport services and Auckland Council Rates. Customer parking: Free (120 min) customer parking outside the building.

**Work and Income New Zealand (WINZ) Ministry of Social Development (MSD)****WINZ Glen Eden**

20 Oates Rd, Glen Eden, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

**WINZ Henderson**

36-44 Sel Peacock Dr, Henderson, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

**WINZ Westgate**

24 Cabernet Crescent, Massey, Auckland 0614

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

If you need help (regardless of whether you are employed or entitled to WINZ assistance) they may be able to refer you to an MSD emergency housing place for up to 12 weeks while you find longer term accommodation. During that time they can work with you and the emergency housing provider to help you plan your move to longer-term housing. When in an MSD emergency housing place you'll pay no more than 25% of your income for rent. If you're on a benefit, this amount will be redirected from your payments.

**Housing New Zealand – General Enquiries and Urgent Maintenance**

Opening Hours: 8am to 6pm, Monday to Friday and 24/7 for urgent calls.

Freephone: 0800 801 601 (New Zealand only) or overseas callers: +64 4 439 3253 between 8am - 6pmNZT. You will incur an international call charge.

Assistance available for English as second language speakers - Language Line is a free, phone-based interpreter service that lets you talk to us in a language you feel comfortable using. You can ask for Language Line whenever you call them. There are 42 languages available so you can talk to a fully qualified interpreter over the phone, letting us communicate efficiently and confidentially with you in your preferred language.

Email: [enquiries1@hnzc.co.nz](mailto:enquiries1@hnzc.co.nz)

The Customer Services Centre provides on-the-spot responses for all enquiries 8am to 6pm, Monday to Friday and 24/7 for urgent calls.

## Storage Options

### Ask Neighbours, Friends and Family

Ask people you know if they can store your furniture and household goods while you are accessing housing. This is often a cheaper option than hiring a space at a storage facility.

### Storage Boxes

Before purchasing boxes from storage facilities ask at supermarkets and retail stores and on community Facebook pages for boxes.

### Storage King

30 Sel Peacock Dr, Henderson, Auckland

Opening Hours: Monday to Friday 8:00am - 6:00pm, Saturday 9:00am - 5:00pm, Sunday 10:00am - 4:00pm

Phone: 09 836 0353

Cnr Portage Rd & Clark St, New Lynn, Auckland

Opening Hours: Monday to Friday: 8:00am - 5:30pm, Saturday 9:00am - 4:00pm

Phone: 09 825 0693

379 Rosebank Rd, Avondale, Auckland

Opening Hours: Monday to Friday 8:00am - 5:30pm, Saturday 8:00am - 4:00pm

Phone: 09 828 3131

182 Swanson Rd, Henderson, Auckland

Opening Hours: Monday to Friday 8:00am - 5:30pm, Saturday 9:00am - 4:00pm

Phone: 09 835 3587

All sizes catered for - from one square metre upwards They specialise in self-storage for both commercial and domestic storage, easy access to your goods, high security premises, large range of boxes and packing materials

### Kiwi Storage

4c Carr Road, Mt Roskill, Auckland

Opening Hours: Monday to Friday 8:30am - 6:00pm, Saturday to Sunday 9:00am - 4:00pm

Phone: 09 625 6161

Safe, modern self-storage centres in Auckland and Wellington. The self-storage units are clean, dry, private and secure with individual alarms. They have a wide range of storage unit sizes available for both short-term and long-term storage requirements.

### National Mini Storage

7 Tony Street, Henderson, Auckland

Facility hours: Monday to Sunday 7:00am - 8:00pm,

Office hours: Monday to Saturday 8:00am - 6:00pm,

Office hours: Sunday 10:00am - 4:00pm

Phone: 09 836 4293

If you're running out of room and need to make space, wanting to store seasonal items that just clutter up the home, moving house or heading overseas and looking to store your furniture and possessions, a business wanting to store documents or extra stock items, or just don't have space at

home for a car or boat, then National Mini Storage's friendly staff will give you all the help you need to find the right storage solution.

### **Total Storage**

5 Rabone Street, Henderson, Auckland  
Phone: 021 676 799

Henderson Total Storage is a New Zealand owned and operated self-storage facility. They offer clean dry and secure self-storage, located near the centre of Henderson in the industrial and commercial district, just off Henderson Valley Road. They have both inside and outside units available for rent. All outside units are brand new secure shipping containers, with easy open door handles.

## **Food Banks and Low Cost Food Shops**

### **VisionWest Food Bank - Glen Eden**

Foodbank Building 12, 97 Glendale Road, Glen Eden, Auckland  
Opening Hours: Monday 9.30am - 12.30pm, Wednesday 12:00pm - 3pm, Friday 9:30am - 12:30pm  
VisionWest Food Bank provides emergency food parcels for low income families and individuals.

### **VisionWest Pātaka Kai Free Food Store – Glen Eden**

97 Glendale Rd, Glen Eden  
Phone: 09 818 0700  
Opening Hours: Monday, Wednesday and Friday 12pm – 2pm  
<https://www.facebook.com/visionwestfoodstore/>

VisionWest's Pātaka Kai Free Food Store aims to help fill that gap in our community to respond to the emerging needs and offers food to whanau.

### **Church Unlimited**

3 Te Atatu Road, Glendene, Auckland  
Opening Hours: Tuesday and Friday 10.00am - 12.00noon

Our Foodbank and Advocacy Service available for anyone who is in need of food or professional aid. If you need emergency assistance please contact the Church office on (09) 836 1294

### **City Mission**

23 Union Street, Auckland CBD, Auckland  
Opening Hours : Monday to Friday 9:00am - 4:30pm  
Phone: 09 303 9266 for information or to make an appointment  
Website: <https://www.aucklandcitymission.org.nz/>

When an individual or family is unable to access food, they can come to Crisis Care for emergency food support. The Mission's food parcels are designed to feed a family or individual for 4 days to get them through an immediate crisis.

Clients are asked to provide the following information when requesting food assistance:

- Photo identification
- A decline letter from WINZ showing that no special need grant is available and a breakdown of the WINZ benefit received.
- A bank statement with at least the last transactions listed

**Ranui Baptist Community Care - Care Ranui**

464 Swanson Road, Ranui, Auckland

Opening Hours: Mondays and Fridays 9.30am – 11.30am

Phone: 833 7815

Must live in Ranui. Documentation of where you live is required.

**Kiwi Harvester**

27 Sultan Street, Ellerslie, Auckland

Phone: 0800 601 609

They do not distribute to individuals. They collect quality surplus fresh food from markets, supermarkets, wholesalers, farmers, and prepared meals from cafes, corporate events and caterers then deliver it free of charge, to charities and social service agencies, who share it with people in need.

**St Vincent de Paul****New Lynn**

3087 Great North Road, New Lynn, Auckland

Opening Hours: Monday to Friday 9:00am - 5:00pm

Phone 09 215 7690

**Kingsland**

478 New North Road, Kingsland, Auckland

Opening Hours: Monday – Friday 10.30am – 3pm

Phone: 09 815 6122

Referral from Community Support Worker and identification required

A letter from WINZ stating client has used up their food entitlements.

The emergency food parcels are designed to feed a family or individual for 4 days to get them through an immediate crisis.

Those seeking assistance will need to provide the following

- Photo identification
- A decline letter from WINZ showing that no special need grant is available and a breakdown of the WINZ benefit received.
- A bank statement with at least the last transactions listed
- If applicable a copy of budgeting sheet prepared by a qualified budgeter

**WINZ (food grant)****WINZ Glen Eden**

20 Oates Rd, Glen Eden, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

**WINZ Henderson**

36-44 Sel Peacock Dr, Henderson, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

**WINZ Westgate**

24 Cabernet Crescent, Massey, Auckland 0614

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

You will need:

- Government issued ID or two documents supporting your identification e.g. marriage certificate, bank statement, phone or power account bill and driver licence.
- Information relating to urgent need - If you're not receiving ongoing financial assistance

### **Generation Ignite**

New Lynn Community Centre, 45 Totara Ave, New Lynn, Auckland

Email: [foodbank@generation-i.co.nz](mailto:foodbank@generation-i.co.nz)

Opening Hours: Fridays 12:30pm – 3pm all happening and distributed from the New Lynn Community Centre.

12.30pm: Community lunch is served

Applications forms for food parcels are handed out (please bring ID and one proof of address)

1.00pm: Food parcels are handed out to those who filled in a form.

### **Norwest Foodbank**

Text Only: 021 0863 3785

Email: [foodbank@norwestcaretrust.org.nz](mailto:foodbank@norwestcaretrust.org.nz)

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

If you know of people with food needs in the Norwest area, please text their name and phone number to the number below or you can also contact us via our website. One of our volunteers will make contact with the family in need.

Please Note: Delivery days are Monday, Wednesday & Friday

Delivery area from Don Buck Road (Helena Drive up), Triangle Road (Lincoln Road up), Fred Taylor Drive through to Hobsonville Point.

### **The Salvation Army**

#### **Salvation Army Glen Eden**

275 Glengarry Rd, Glen Eden, Auckland

Phone: 09 818 2363

Letter from WINZ required

#### **Salvation Army Westgate**

532-534 Don Buck Road, Westgate, Auckland

Opening Hours: Tuesdays, Wednesdays and Fridays, 9.00am – 1pm

Phone: 09 833 6856

Letter from WINZ is required

#### **Salvation Army New Lynn**

32 Delta Avenue New Lynn, Auckland

Opening Hours: Monday – Friday 9.00am – 1pm

Phone: 09 827 3128

Documentation required from WINZ

#### **Salvation Army Henderson**

7-9 View Road, Henderson, Auckland

Opening Hours: Mondays, Wednesdays and Friday, 10.00am – 12pm. Then 1pm – 2.30pm.

Phone: 09 837 4471

WINZ documentation is required

**Waipareira Trust Food Co-Op**

Cnr Edmonton road and Great North Road, Henderson, Auckland

Opening Hours: Tuesdays – Friday 10.00am – 2pm

Phone: 836 6683

WINZ documentation required and a referral from service

**Waitakere Community Outreach Food Parcel Home Delivery**

Opening Hours: Monday – Friday 11.00am – 2pm

Phone: Victor on 09 818 8111 or 09 818 6542

Email: [waitakeremethodist@gmail.com](mailto:waitakeremethodist@gmail.com)

Community Support Worker to call on behalf of client, leave a message detailing who they are and which organisation they are from, client's name, address and contact phone number. Client can only access 4 per year every 3 months.

**West City Christian Centre**

Glendene Shopping Village, cnr Te Atatu and Great North Road, Glendene, Auckland

Phone: 09 836 1294

Opening hours: Mondays and Thursday 10.00am – 12.00pm

Photo Identification or prove of address required.

**Massey Matters Community Fridge**

Massey Community Hub, 385 Don Buck Rd, Massey, Auckland

Phone: 09 833 6650

Email: [admin@masseymatters.org.nz](mailto:admin@masseymatters.org.nz)

A community fridge is located inside the Hub Kitchen. The fridge is regularly stocked with donations from Fair Food and other organisations.

**The Koha Shed**

Email: [kohawest@gmail.com](mailto:kohawest@gmail.com)

Facebook: <https://www.facebook.com/TheKohaShedWestAkld/>

The Koha Shed receives food items which they pass on to the community. Contact them to see if they can assist.

**Pay it Forward - West Auckland Facebook Page**

Facebook: <https://www.facebook.com/groups/322161087918243/>

Pay it Forward - West Auckland exists to generate a sense of "paying it forward" within the West Auckland area. Donate time, goods etc., pay it forward. Ask for donations, if you have a need ask for it within the group.

**Reduced to Clear Henderson**

5 Vitasovich Ave, Henderson, Auckland (next to Kmart)

Opening Hours: Monday to Friday 8am to 7pm, Saturday 8am – 6pm, Sunday 8am – 5pm.

Phone: 09 973 5848

Grocery clearance outlet selling grocery items that are getting close to their best before date.

**Fair Food**

Does not distribute to individuals, distributes to social services, schools and community groups only

Phone: 022 167 8963

## Community Gardens

### **Ranui Community Garden**

22 Marinich Drive, Ranui, Auckland

Website: <https://www.facebook.com/Ranuicommunitygarden/>

Phone: [ranuigarden@hotmail.co.nz](mailto:ranuigarden@hotmail.co.nz)

### **HubWest Cultural Fono Garden**

27 Corban Ave, Henderson, Auckland

### **Cedar Heights**

Address: Makora Park end of Cedar Heights Ave, Massey

### **Epping Community Garden**

115 Epping Rd, Henderson, Auckland

Phone: 022 019 8463

Website: [www.facebook.com.#!/eppingcommunitygarden](http://www.facebook.com.#!/eppingcommunitygarden)

Email: [angel\\_devil\\_45@hotmail.com](mailto:angel_devil_45@hotmail.com)

### **Glen Eden Community Orchard**

Address: Lucinda Place, Glen Eden, Auckland

Email: [krystngarakau@gmail.com](mailto:krystngarakau@gmail.com)

### **Jadewynn Community Garden**

Drive Gardens is located on an empty section just up from the Jadewynn Park Reserve

Phone: 09 833 8180

### **Juliet Hope**

Phone: 09 832 37 90

Mobile: 027 22 11 535

Website: <https://www.facebook.com/groups/403062646377058/>

Email: [hopegems@ihug.co.nz](mailto:hopegems@ihug.co.nz)

### **Massey Community Garden**

Triangle Park, 385 Don Buck Road, Massey, Auckland

Phone: 09 8339220

Mobile: 021 635 607

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

Email: [trianglepark@westgardens.org.nz](mailto:trianglepark@westgardens.org.nz)

### **Millbrook Edible Garden**

100 Millbrook Rd, Henderson, Auckland

Phone: 09 8363458

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

Email: [oratia@mphs.org.nz](mailto:oratia@mphs.org.nz)

### **Te Atatu Community Garden**

Sustained by Te Atatu Community House

Te Atatu Constable House, Te Atatu Peninsula, Auckland

Phone: 09 834 5827

Website: [www.facebookteatatucommunitygarden](http://www.facebookteatatucommunitygarden)

Email: [izbelle@gmail.com](mailto:izbelle@gmail.com)

**Titirangi Bishop Stream Neighbourhood Garden**

56-58 Wirihana Rd, Titirangi, Auckland

Phone: [bishopstream@gmail.com](mailto:bishopstream@gmail.com)

**Woodside Community Garden**

Woodside Reserve, 28 Woodside Rd, Massey, Auckland

Phone: 09 838 8011

Mobile: 021 066 5091

Website: [www.woodsidecommunitygarden.wordpress.com](http://www.woodsidecommunitygarden.wordpress.com)

Email: [rag.riverpark@gmail.com](mailto:rag.riverpark@gmail.com)

**Catalina Community Garden**

Hobsonville Point

Situated west of the Waterford Retirement Village (behind the fence adjacent to the pond).

Facebook: <https://www.facebook.com/groups/367910100327305/>

**FREE Community Dinners****Share the Love Waitakere - Ranui**

Takes place at the Ranui Community Centre – 474 Swanson Road, Ranui, Auckland

Session times: Every Monday evening (term times only)

Phone: 09 833 6280

Website: <http://www.facebook.com/ShareTheLoveWaitakere>

Share the Love Community offers free meals to those in need. Operates from the Ranui Community House on Swanson Rd on a Monday evening – term time only (not during school holidays). Food donations are appreciated and volunteers are welcome to support the event.

**Te Aroha Church Free Meal – Henderson**

Te Aroha Church, 30 Swanson Rd, Henderson, Auckland

Sessions times: Every third Friday at 2pm

Phone: 09 838 7137

Free meal available at the Church every third Friday of the month from 2pm.

**Massey Matters Community Hub - Massey**

Massey Matters, 385 Don Buck Rd, Massey, Auckland

Session times: Phone for details – usually takes place one evening a month

Phone: 09 833 6650

Email: [admin@masseymatters.org.nz](mailto:admin@masseymatters.org.nz)

Website: <https://www.masseymatters.org.nz>

Free community dinners for residents in Massey who want to connect with others. Phone the Hub for more information on upcoming events.

**Feed the Streets – Avondale**

Takes place at the Avondale Community Centre - 99 Rosebank Road, Avondale, Auckland

Session times: Every second Saturday from 5.30pm

Phone: Anne 021 0232 0696

FREE fortnightly meal held at the Avondale Community Centre every second Saturday evening. Doors open from 5.30pm, dinner and dessert is served from 6pm.

### **Glen Eden Community House – Glen Eden**

Glen Eden Community House, 13 Pisces Road, Glen Eden

Session times: Phone for details

Phone: 09 818 2194

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

Delicious and healthy food prepared by the local Hare Krishna Community. Meal served at 6pm – 2 courses – finish at 7pm. Limited seating so rsvp with name and number of people attending

### **Glendene Community Hub - Glendene**

Glendene Community Hub, 82 Hepburn Rd, Glendene

Session times: Phone for details

Phone: 09 813 9348

Email [hub@glendenecommunity.org.nz](mailto:hub@glendenecommunity.org.nz)

Delicious and healthy food prepared by the local Hare Krishna Community.

### **Three Sixteen Ministries Free Community Dinner - Takapuna**

Taitamariki Hall, 8 Auburn St, Takapuna, Auckland

Session times: Every Tuesday evening, 6pm – 8.30pm

Contact: <https://www.316.org.nz/contact/>

The community dinner is a weekly meal every Tuesday at 6pm. NOTE: The hall is off the road behind the old bowling club, keep going down to the end of the cul-de-sac and you will find it there.

### **Everybody Eats - Auckland CBD**

Gemmayze St restaurant, St Kevins Arcade, 183 Karangahape Road, Auckland

Session times: Takes place every Monday evening between 6-8pm

Facebook: <https://www.facebook.com/everybodyeatsnz/>

Website: <https://everybodyeats.nz/our-restaurants>

Everybody is welcome. The customers of Everybody Eats can pay whatever they like, from large donations to nothing at all.

### **Everybody Eats – Onehunga**

306 Onehunga Mall, Onehunga, Auckland

Session times: Runs out of ONE — Onehunga Neighbourhood Eatery from 6pm Sunday to Thursday evenings.

Facebook: <https://www.facebook.com/everybodyeatsnz/>

Website: <https://everybodyeats.nz/our-restaurants>

3 course, pay-as-you-feel set menu, always has a vegetarian option. Bookings for groups of 8 or more. Free parking at rear and on street. Everybody is welcome. The customers of Everybody Eats can pay whatever they like, from large donations to nothing at all.

### **FREE Community Pantries & Pataka Kai**

Community Pantries and Pataka Kai are located on the grass verge of residential streets throughout West Auckland. The idea of the community pantry is to take what you need and leave what you can... you do not need to ask permission or bring along any I.D. to visit a community pantry. If you are in a position where you can donate food to a community pantry you can do so at any time. Community pantries are accessible 24 hours a day, 7 days a week.

**Ranui**

37 Metcalf Road, Ranui  
58 Urlich Drive, Ranui  
Te Ukaipo, 482 Swanson Rd, Ranui

**Massey**

Massey High School, 274 Don Buck Road, Massey

**Massey Matters Community Fridge**

Massey Community Hub, 385 Don Buck Rd, Massey, Auckland - A community fridge is located inside the Hub Kitchen. The fridge is regularly stocked with donations from Fair Food and other organisations.

Phone: 09 833 6650

Email: [admin@masseymatters.org.nz](mailto:admin@masseymatters.org.nz)

**Glen Eden**

27 Clayburn Road, Glen Eden  
53 Captain Scott Rd, Glen Eden  
Prospect Primary School, 76 Rosier Road, Glen Eden  
28 Aquarius Avenue, Glen Eden  
45 Routley Dr, Glen Eden

**Henderson**

175 Henderson Valley Rd, Henderson Valley

**Te Atatu**

11 Finlow Dr, Te Atatu  
Te Atatu Baptist, 448 Old Te Atatu Rd, Te Atatu

**New Lynn**

Dayspring Trust, 2A Seabrook Ave, New Lynn

**Green Bay**

Green Bay Life Church, 14 Vardon Road, Green Bay

**Self-Care – Lockers, Showers and Laundry Facilities****Salvation Army Henderson**

7-9 View Road, Henderson, Auckland  
Phone: 09 837 4471

Access to lockers, showers and laundry facilities.

**West Wave Aquatic and Recreation Centre**

20 Alderman Dr, Henderson, Auckland  
Phone: 09 835 0767  
Opening Hours: Monday to Friday 5:30am - 9:30pm, Saturday to Sunday 6:00am -9:30pm

Paid showering facilities and lockers available.

**Local Gyms**

Jetts provide shower and toilet facilities at their locations to gym members – membership at Jetts costs about \$11 - \$14 per week and members can access any Jetts gym in New Zealand. See also Green Prescriptions below.

### **Green Prescriptions**

Phone: 0800 Active or 0800 228483

Support for diet and exercise and subsidised gym membership. May be prescribed by your primary care physician for conditions such as heart disease, diabetes, depression.

### **Orange Sky – Mobile Laundry and Shower Service**

Phone: 09 887 0566

Website: <https://orangesky.org.nz/community-partnerships/>

Orange Sky provides free laundry, warm showers and genuine conversation to people experiencing homelessness. The service is available at selected organisations such as the City Mission, Everybody Eats and the Auckland City Public Library. For more information on where to access Orange Sky services please contact them directly.

### **FREE Second Hand Household Goods**

#### **WINZ (Work and Income) Non Recoverable Loans to purchase household goods and white ware**

##### **WINZ Glen Eden**

20 Oates Rd, Glen Eden, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

##### **WINZ Henderson**

36-44 Sel Peacock Dr, Henderson, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

##### **WINZ Westgate**

24 Cabernet Crescent, Massey, Auckland 0614

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

WINZ may be able to help with purchasing household furniture and white ware.

#### **Pay it Forward - West Auckland Facebook Page**

Facebook: <https://www.facebook.com/groups/322161087918243/>

Pay it Forward - West Auckland exists to generate a sense of "paying it forward" within the West Auckland area. Donate time, goods etc., pay it forward. Ask for donations, if you have a need ask for it within the group.

#### **The Koha Shed**

Email: [kohawest@gmail.com](mailto:kohawest@gmail.com)

Facebook: <https://www.facebook.com/TheKohaShedWestAkld/>

The Koha Shed receives clean household items which they pass on to the community. Contact them to see if they can assist.

**Habitat for Humanity Curtain Bank**

26 Grayson Ave, Papatoetoe, Auckland

Website: <https://www.habitatcurtainbank.org.nz/>

Online application form: <https://www.habitatcurtainbank.org.nz/contact-connection>

The Habitat Curtain Bank provides low income Auckland individuals and whanau with free curtains for their home. If you have a community services card or a child that has been hospitalised with respiratory illnesses, Habitat may be able to help. Please contact them via their website online contact form.

**VisionWest School Uniform Bank and Curtain Bank**

Foodbank Building 12, 97 Glendale Road, Glen Eden, Auckland

Opening Hours: Monday 9.30am – 12.30pm, Wednesday and Friday 12.00pm – 3.00pm

VisionWest offer a School Uniform Bank with a range of school uniforms available and a Curtain Bank

**St Vincent de Paul - Household Goods****Otahuhu**

47 Station Road, Otahuhu, Auckland

Email: [stvinnie@xtra.co.nz](mailto:stvinnie@xtra.co.nz)

Office hours: 9am to 3pm Monday to Saturday

Phone: 09 270 4088 or 09 270 8544, In case of emergency phone 027 912 5008 and if necessary leave a message

**Kingsland**

St Vincent De Paul, 478 New North Road, Kingsland, Auckland

Opening Hours: Monday to Friday 10:30am – 3:00pm

Phone: 09 815 6122

**New Lynn**

St Vincent De Paul, 3087 Great North Road, New Lynn, Auckland

Opening Hours: Monday to Friday 9:00am - 5:00pm

Phone: 09 215 7690

If you need help, or if you know someone who needs help, contact with the branch of the Society nearest to you. The method of supplying help to people and families in need varies for each branch, but generally members will visit you at your own place and discuss your needs. Some branches may instead ask you to come in to a Vincentian centre. No matter what your need is, as long as it is genuine the Society will attempt to assist you.

**Second Hand Clothing and Household Furniture, Kitchenware, Bedding etc.****WINZ (Work and Income) Recoverable Loans to purchase household goods and white ware****WINZ Glen Eden**

20 Oates Rd, Glen Eden, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

**WINZ Henderson**

36-44 Sel Peacock Dr, Henderson, Auckland

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

**WINZ Westgate**

24 Cabernet Crescent, Massey, Auckland 0614

Opening Hours: Monday, Tuesday, Thursday & Friday 8:30am -5:00pm, Wednesday 9:30am -5:00pm

Phone: 0800 559 009

WINZ may be able to help with purchasing household furniture and white ware.

**The Glory Box Op Shop - Avondale**

96 Lansford Crescent Avondale, Auckland

Opening Hours: Tuesday, Wednesday, Friday & Saturday 9.00am-2.00pm

Phone: 09 820 0168

Parking: Street and carpark

Website: <https://www.facebook.com/thegloryboxopshop/>

**Rainbow Op Shop - Avondale**

1288A New North Rd, Avondale, Auckland

Opening Hours: Monday to Friday 8.30am – 3.30pm, Saturday 10.00am – 2.00pm, Sunday Closed

Phone: 09 820 6507

Website: <https://www.facebook.com/TheRainbowOpShop/>

**The Salvation Army Family Store - Avondale**

1975 Great North Rd, Avondale, Auckland

Opening Hours: Monday to Saturday 9.00am – 5.00pm, Sunday Closed

Phone: 09 820 2201

**The Hospice Shop - Glen Eden**

186 West Coast Road (cnr West Coast and Captain Scott Roads), Glen Eden, Auckland

Hours: Monday, Tuesday, Wednesday, Friday, Saturday and Sunday 9.00am - 5.00pm. Thursday 9.00am - 7.00pm

Phone: 09 869 3809

Website: <https://www.facebook.com/hospicewestauck/>

**The Salvation Army Family Store – Glen Eden**

273 West Coast Road, Glen Eden, Auckland

Opening Hours: Monday to Friday 9.00am – 5.00pm, Saturday 10.00am – 4.00pm, Sunday Closed

Phone: 09 818 2121

Parking: Parking available in the carpark in front of the building

**The Hospice Shop - Helensville**

36a Mill Road, Helensville, Auckland

Opening Hours: Monday to Sunday 9.00am - 5.00pm

Phone: 09 420 8950

Website: <https://www.facebook.com/hospicewestauck/>

Parking: Plenty of parking available beside the building

Review: A very reasonably priced store with regular specials/half price items

**WEST Dressed Pre-Loved Plus Size Clothing Op Shop - Henderson**

WEST Community Hub, 9 Henderson Valley Rd, Henderson, Auckland

Opening Hours: Monday - Friday 9am – 2pm

Phone: 09 8371471

WEST Dressed is the social enterprise of WEST Auckland Enterprise Skills and Training located in

Henderson CBD, Auckland. WEST Dressed sells pre-loved plus size clothing, sizes 14 – 32, and some children's and men's clothing from their shop located at WEST - 9 Henderson Valley Rd, Henderson. Proceeds from WEST Dressed fund Plus Sized Clothing Swap Events and driver education, F Endorsement and OSH Operator Certificate, ESOL and work ready courses in the local community. Donations gratefully received.

### **The Hospice Shop - Henderson**

208 Swanson Road, Henderson, Auckland (located inside the factory complex)

Opening Hours: Monday to Sunday 9.00am - 5.00pm

Phone: 09 836 4966

Website: <https://www.facebook.com/hospicewestauck/>

Parking: Parking available outside the shop

### **SPCA Op Shop - Henderson**

18 Catherine St, Henderson, Auckland

Opening Hours: Monday to Friday 9.00am - 4:30pm

Phone: 09 838 8629

### **St John Opportunity Shop - Henderson**

433 Great North Rd, Henderson, Auckland

Opening Hours: 10.00am – 4.00pm

Phone: 09 836 4282

Website: <https://www.facebook.com/StJohnOpShopHenderson>

Parking: Parking available at the front of the store

### **Red Cross Op Shop – Henderson**

435 Great North Rd, Henderson, Auckland

Opening Hours:

Phone: 09 835 1152

Website: <https://www.redcross.org.nz/shop-with-us/red-cross-shops/>

Parking: Parking available at the front of the store

### **Habitat for Humanity ReStore - Henderson**

7 Dora St, Henderson, Auckland

Opening Hours: Monday to Friday 9.00am to 5.00pm, Saturday 10am – 3.00pm, Sunday Closed

Phone: 09 836 7519

Website: <https://www.facebook.com/restorehenderson/>

Parking: Limited parking available at the front of the store

Free bread available in the shop most days.

### **The Salvation Army Family Store - Henderson**

3A Trading Place, Henderson, Auckland

Opening Hours: Monday to Friday 9.00am – 5.00pm, Saturday 9.30am – 4.00pm, Sunday Closed

Phone: 09 837 2004

Parking: Limited parking available outside the shop, 30 minute Auckland Council Carpark available to the left of the shop

### **MPHS The Tipping Point - Henderson**

50 The Concourse, Henderson, Auckland – located inside the Henderson Transfer Station (The dump), take the left lane and tell the weighing station you are going to the shop – they will let you in

Opening Hours: Monday – Friday 9.00am – 4.30pm, Saturday and Sunday 9.00am – 4.00pm

Phone: 09 836 5048

Parking: Good parking inside the shop complex

Review: Limited clothing but a good range of other items including electrical and household goods, furniture etc. Reasonable prices.

Website: <https://www.facebook.com/mphstippingpoint/>

**The African Welfare Op Shop - Henderson**

5 Railside Avenue, Henderson, Auckland (in the old train station building)

Opening Hours: Monday to Wednesday 9:30am - 4:30pm, Thursday 9:30am - 3.00pm, Friday 9:30am - 4:30pm Saturday 10.00am - 3.00pm, Sunday Closed

Phone: 09 838 1530

**The Hospice Shop - Hobsonville**

6 Clark Road, Hobsonville, Auckland

Opening Hours: Monday to Sunday 9.00am - 5.00pm

Phone: 09 416 0291

Website: <https://www.facebook.com/hospicewestauck/>

**The Salvation Army Family Store - Massey**

532 – 534 Don Buck Road, Massey, Auckland

Opening Hours: Monday to Friday 9.00am – 5.00pm, Saturday 9.00am – 4.00pm, Sunday Closed

Phone: 09 833 8633

Parking: Parking available in a large carpark outside the shop

**The Hospice Shop – Massey**

396 Don Buck Rd, Massey, Auckland

Opening Hours: Monday to Sunday 9.00am - 5.00pm

Phone:

Website: <https://www.facebook.com/hospicewestauck/>

**New 2 U Op Shop - Roskill Baptist Church – Mt Roskill**

(Shop 1&2) 489 Richardson Road, Mt Roskill, Auckland

Opening Hours: Monday to Friday 9.00am – 1.00pm, Saturday 9.30am – 1.30pm

Phone: 09 627 3363

**The Hospice Shop - New Lynn**

17 Delta Ave, New Lynn, Auckland

Hours: Monday to Sunday 9.00am - 5.00pm

Phone: 09 827 1285

Website: <https://www.facebook.com/hospicewestauck/>

**The Salvation Army Family Store – New Lynn**

Unit 8, 2 Margan Ave, New Lynn, Auckland

Opening Hours: Monday, Tuesday, Friday 9.00am – 5.00pm, Wednesday 10.00am – 5.00pm, Thursday 9.00am – 9.00pm, Saturday 9.00am – 5.00pm, Sunday Closed

Phone: 09 827 0984

Parking: Parking available in large carpark facility in the shopping complex

**The Changing Room Op Shop – New Lynn**

Dayspring Trust - 2A Seabrook Ave, New Lynn, Auckland

Opening Hours: Monday to Friday 9:30am - 2.00pm, Saturday mornings and Sunday Closed

Phone: 09 827 6321

Website: <https://www.facebook.com/DayspringTrust/>

**Savemart - New Lynn – not an op shop but sells second hand clothing and kitchenware etc.**

21 Veronica St, New Lynn, Auckland

Opening Hours: Monday to Sunday 10.00am to 4.00pm

Phone: 09 622 1759

Parking: Good parking available in front of the store

**Mercy Hospice Shop - Pt Chevalier**

Pt Chevalier Arcade 1205 Great North Rd, Point Chevalier, Auckland  
Opening Hours: Monday to Saturday 10.00am – 4.00pm, Sunday Closed  
Phone: 09 849 2258  
Parking: Parking available at the rear of the shopping centre

**St Vincent De Paul – Pt Chevalier**

1201 Great North Rd, Point Chevalier, Auckland  
Opening Hours: Monday to Saturday 10.00am – 3.00pm, Sunday Closed  
Parking: Parking available at the rear of the shopping centre

**Second Chance Op Shop - Ranui**

Ranui Baptist Church – 464 Swanson Road, Ranui, Auckland  
Opening Hours: Tuesday and Wednesday 10am—3pm  
Phone: 09 833 7815  
Parking: Parking available in the church carpark

**The Hospice Shop - Te Atatu Peninsula**

568 Te Atatu Road, Te Atatu Peninsula, Auckland  
Opening Hours: Monday to Sunday 9.00am - 5.00pm  
Phone: 09 834 1291  
Website: <https://www.facebook.com/hospicewestauck/>

**Access to FREE WIFI / phone charging / computers****Ranui Action Project – Computer/IT Advice Drop-in Clinic**

476 Swanson Road, Ranui, Auckland  
Session times: Fridays 1.00pm – 2.00pm drop in support – no appointment required  
Phone: 09 832 6048  
Email: [info@ranui.org.nz](mailto:info@ranui.org.nz)

Free technical advice relating to your computer/laptop and basic information on how to operate a computer or software programme.

**Access to Free WIFI / phone charging / computers in West Auckland****Henderson****WEST Community Hub – WEST: West Auckland Enterprise Skills and Training**

9 Henderson Valley Rd, Henderson, Auckland  
Opening Hours: Monday to Friday, 9am – 3pm  
Email: [admin@west.org.nz](mailto:admin@west.org.nz)  
Website: [www.west.org.nz](http://www.west.org.nz)  
Phone: 09 837 1471  
Free access and support to use a computer

**Waitakere Community Resource Centre**

8 Ratanui St, Henderson, Auckland - Access via the service lane behind shops, & opposite the Waitakere District Courts  
Phone: 09 838 7903 or 022 504 3003  
Opening Hours: Monday to Friday 8.30am to 3.30pm  
Email: [info@communitywaitakere.org.nz](mailto:info@communitywaitakere.org.nz)  
Website: [www.communitywaitakere.org.nz](http://www.communitywaitakere.org.nz)  
Phone charging & Wi-Fi available.

### **Free4U Computing Classes**

5 Ratanui St, Henderson, Auckland

Phone: 09 892 9155

Website: <https://www.unitec.ac.nz/career-and-study-options/free4u-computing>

Email: [Free4uhenderson@unitec.ac.nz](mailto:Free4uhenderson@unitec.ac.nz)

Free open computer classes

### **Senior Net Plus 50**

Phone: 09 837 7600

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

Email: [snwa27@xtra.co.nz](mailto:snwa27@xtra.co.nz)

Computer learning for people aged 50 plus

### **Henderson Train Station – Free Wi-Fi**

30 Railside Ave, Henderson, Auckland

### **Columbus Café – Free Wi-Fi**

6 Pioneer St, Henderson, Auckland

Opening Hours: Monday to Friday 7:00am - 4:00pm, Saturday 8:00am - 3:00 pm

### **Sierra Café – Free Wi-Fi**

111-115 Lincoln Road, Henderson, Auckland

Opening Hours: Monday to Saturday 6:30am - 4:00pm, Sunday 7:00am - 3:00pm

### **Gloria Jeans – Free Wi-Fi**

3 Ratanui Street, Henderson, Auckland

Opening Hours: Monday to Friday 7:00am - 4:00 pm, Saturday 10:00am to 3:00pm

### **The Coffee Club – Free Wi-Fi**

288-290 Lincoln Rd, Henderson, Auckland

Opening Hours: Monday to Sunday 7:00am - 5:00pm

### **WestCity Waitakere – Free Wi-Fi**

7 Catherine St, Henderson, Auckland

Opening Hours: Monday to Wednesday 9:00am to 6:00pm, Thursday to Friday 9:00am to 9:00pm, Saturday 9:00am to 6:00pm, Sunday 10:00am to 5:30pm

### **Waitakere Library – Phone charging**

3 Ratanui St, Henderson, Auckland

Opening Hours: Monday to Wednesday 9:00am - 5:30pm, Thursday 9:00am - 7:00pm, Friday 9:00am - 5:30pm, Saturday to Sunday 10:00am - 4:00pm

### **McDonald's West City – Free Wi-Fi**

West City Shopping Centre Catherine St, Henderson, Auckland

Opening Hours: Monday to Sunday 9:00am to 5:30pm

### **McDonald's Lincoln Road – Free Wi-Fi**

Cnr Lincoln Rd & Moselle Ave, Henderson, Auckland

Open 24 hours

**BP Petrol Station – Free Wi-Fi**

223 Swanson Rd, Henderson, Auckland  
Open 24 hours

**Mobil Petrol Station – Lincoln Rd – Free Wi-Fi**

325 Lincoln Rd, Henderson, Auckland  
Open 24 hours

**Mobil Petrol Station – Henderson Valley Rd – Free Wi-Fi**

17/19 Henderson Valley Rd, Henderson, Auckland  
Open 24 hours

**Mobil Swanson Rd – Free Wi-Fi**

118 Swanson Rd, Henderson, Auckland  
Open 24 hours

**New Lynn****LynnMall – Free Wi-Fi**

3058 Great North Rd, New Lynn, Auckland  
Opening Hours: Monday to Wednesday 9:00am - 6:00pm, Thursday to Friday 9:00am - 9:00pm,  
Saturday to Sunday 9:00am - 6:00pm

**New Lynn War Memorial Library -**

3 Memorial Dr, New Lynn, Auckland  
Opening Hours: Monday to Friday 9:00am - 6:00pm, Saturday to Sunday 10:00am - 4:00pm

**New Lynn Train Station – Free Wi-Fi**

Totara Avenue, New Lynn, Auckland

**McDonalds New Lynn – Free Wi-Fi**

1 Memorial Dr, New Lynn, Auckland  
Open 24 hours

**Glen Eden****Glen Eden Library – Phone Charging**

12/32 Glendale Rd, Glen Eden East, Auckland  
Opening Hours: Monday to Friday 9:00am - 6:00pm, Saturday 9:30am - 4:30pm, Sunday closed

**Glendene****Glendene Community Hub – Phone Charging**

82 Hepburn Rd, Glendene, Auckland  
Opening Hours: Monday to Friday 9:00am to 3:00pm

**Kelston****McDonalds Kelston – Free Wi-Fi**

Cnr Great North Rd & West Coast Rd, Kelston, Auckland  
Open 24 hours

**Kelston Community Hub – Phone Charging**

68 St Leonards Rd, Kelston, Auckland

## Swanson

### Swanson Train Station – Free Wi-Fi

760 Swanson Road, Swanson, Auckland

## Employment Support

### WEST Community Hub – WEST: West Auckland Enterprise Skills and Training – Employment Support

9 Henderson Valley Rd, Henderson, Auckland

Opening Hours: Monday to Friday, 9am – 3pm

Email: [admin@west.org.nz](mailto:admin@west.org.nz)

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

Phone: 09 8371471

Free employment support and C.V writing support.

### Ranui Action Project – Tuesday Job Day

476 Swanson Road, Ranui, Auckland

Session times: Tuesday 10am to 1pm drop in support – if you can't make Tuesdays then phone for additional times.

Phone: 09 832 6048

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

Free job seeking and C.V writing support

### Walsh Trust Employment Worx - Employment Support

8 Hickory Avenue, Henderson, Auckland

Email: [reception@walsh.org.nz](mailto:reception@walsh.org.nz) or [info@employmentworks.org.nz](mailto:info@employmentworks.org.nz)

Phone: 09 837 5240

Fax: 09 836 6341

Website: <http://www.walsh.org.nz/52/employment/for-job-seekers>

Support for job seekers in finding, getting and keeping work, remaining healthy to fully participate, and continue to develop in their chosen career. The service also works with employers, to ensure both parties are supported to ensure successful, ongoing employment. The service is free for adults aged 17 and over:

- Whose ability to participate in employment has been affected by the experience of mental ill-health or ACC injury
- Who want to get a job, or require support to retain their current job
- Who are residents of Waitakere City.

### Literacy Waitākere

Level 1, 3055 Great North Road, New Lynn, Auckland

Phone: 09 825 0220/Mobile: 022 091 9499

Fax: 09 825 0223

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

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

Literacy Waitākere supports job seekers to upskill to find work or to find a better job. Part time courses – learn what you need.

- Reading, writing and maths for work, e.g. Health and Safety manuals and forms
- Computer skills to put a CV and letter of application together, search for and apply for jobs

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>online</p> <ul style="list-style-type: none"> <li>Once people get a job, we offer support to deal with workplace literacy issues</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><b>Driver Licence Test Preparation Support</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p><b>WEST Community Hub – WEST: West Auckland Enterprise Skills and Training Driver Education Programmes</b></p> <p>9 Henderson Valley Rd, Henderson, Auckland<br/> Opening Hours: Monday to Friday, 9am – 3pm<br/> Email: <a href="mailto:admin@west.org.nz">admin@west.org.nz</a><br/> Website: <a href="http://www.west.org.nz">www.west.org.nz</a><br/> Phone: 09 8371471</p> <p>Providing driver education courses to prepare for and sit the Learner Licence Theory test, Restricted and Full Licence test and F Endorsement/OSH Operators Certificate. WEST can prepare a letter for WINZ to request funding from WINZ to pay for the preparation course and test fee (if eligible for WINZ financial assistance).</p>                                                                                                                                                                                                                                                                                                                               |
| <p><b>Ranui Action Project - Free Learner Licence Course</b></p> <p>476 Swanson Road, Ranui, Auckland<br/> Phone: 09 832 6048<br/> Email: <a href="mailto:info@ranui.org.nz">info@ranui.org.nz</a></p> <p>Free learner licence course held each term. Phone the office for dates and times and to register.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p><b>Auckland Transport</b></p> <p><b>FREE Learner driver licence workshops</b></p> <p>These FREE 2-day workshops for 16 to 24 year olds will provide you with a better understanding of the road code, and will help you to sit your learner licence with greater confidence. Please be aware that AT does not cover the learner licence testing fee. See website for details:<br/> <a href="https://at.govt.nz/driving-parking/road-safety/young-drivers/learner-driver-licence-workshops/">https://at.govt.nz/driving-parking/road-safety/young-drivers/learner-driver-licence-workshops/</a></p> <p><b>FREE Restricted driver licence workshops</b></p> <p>Attend a free 2 hour workshop plus receive a free practical driving assessment (valued at \$80) to see if you are ready to sit the test. See website for details:<br/> <a href="https://at.govt.nz/driving-parking/road-safety/young-drivers/restricted-driver-licence-workshops/">https://at.govt.nz/driving-parking/road-safety/young-drivers/restricted-driver-licence-workshops/</a></p> |
| <p><b>Miscellaneous Support</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b>WEST Community Hub – WEST: West Auckland Enterprise Skills and Training – Adult Education Provider providing a range of FREE and part-fee courses</b></p> <p>9 Henderson Valley Rd, Henderson, Auckland<br/> Opening Hours: Monday to Friday, 9am – 3pm<br/> Email: <a href="mailto:admin@west.org.nz">admin@west.org.nz</a><br/> Website: <a href="http://www.west.org.nz">www.west.org.nz</a><br/> Phone: 09 8371471</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <p><b>Waitakere Community Resource Centre</b></p> <p>8 Ratanui St, Henderson, Auckland - Access via the service lane behind shops, &amp; opposite the Waitakere District Courts<br/> Phone: 09 838 7903 or 022 504 3003<br/> Opening Hours: Monday to Friday 8.30am to 3.30pm</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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

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

Offering super low cost community office space, meeting room space & a counselling/supervision room for hire. Training courses, networking opportunities, and resources available. Phone charging & Wi-Fi available.

### **EcoMatters Bike Hub Henderson**

Address: Falls Restaurant Carpark – Edmonton Drive, Henderson, Auckland

Website: [www.ecomatters.org.nz/bikehubs/](http://www.ecomatters.org.nz/bikehubs/)

Free Bike repair workshop in Henderson.

### **EcoMatters Bike Hub New Lynn**

Address: 1 Olympic Place, New Lynn

Website: [www.ecomatters.org.nz/bikehubs/](http://www.ecomatters.org.nz/bikehubs/)

Free Bike repair workshops in New Lynn.

### **Parent Aid Waitakere**

13 Edsel Street, Henderson

Phone: 09 836 4122

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

Email: [parentaid@xtra.co.nz](mailto:parentaid@xtra.co.nz)

Supports the family when a child care giver is ill, hurt or in a distressed situation.