

# Te Toka Tumai Adult Community Services Resource Guide 2025/26

Last updated June 2025

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# ADVOCACY

A health and disability advocate can help you voice any concerns you may have about the quality of service you receive from a health practitioner or disability service provider (e.g., a doctor, residential care facility, home support service). You can seek a health and disability advocate if you feel your rights under the Code of Health and Disability Services Consumers' Rights have been breached and you aren't sure what to do to resolve the issue.

## Citizens Advice Bureau

The CAB aims to help people understand their rights.

Phone: 0800 FOR CAB (0800 367 222)

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

## IHC Advocacy

Works for long-term social change to make sure people with intellectual disabilities have a fair shot at a good life in New Zealand.

Phone: 09 529 8716

Website: <https://www.ihc.org.nz/get-involved/advocacy>

## Nationwide Health & Disability Advocacy Service

The Nationwide Health and Disability Advocacy Service offers free, independent, and confidential advice and support to help you resolve issues with health and disability services. Their advocates are there to let you know about your rights, answer your questions and talk through your options for making a complaint. They will support you through the whole process.

Phone: 09 525 2700 or 0800 2787 7678

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

# ANIMAL REFUGE

Speak to the client's usual Vet clinic to see if they are willing to board the animal for a set amount of time. This will be at a cost to the client.

See whether there is a neighbour or NOK that is able to assist with feeding the pet.

## Auckland Pet Hospital

Known to offer some pet boarding based on availability, there is an associated cost.

Phone: (09) 360 0961

Address: 46-48 Pollen Street, Grey Lynn

Website: <https://aucklandpethospital.co.nz/>

## Boarding Kennels

For a list of boarding kennels, see here:

<https://www.neighbourly.co.nz/business/list/boarding-kennels-catteries/auckland-region>

## Catteries

For a list of catteries, see here: <https://www.moneyhub.co.nz/best-cattery-auckland.html>

## Pet Refuge

Pet Refuge is a national charity that provides temporary accommodation for pets affected by domestic violence, while their owners secure their own safety.

Dogs, cats, smaller animals and birds will be transported from around New Zealand to and from the Auckland based shelter.

They link with a national network of foster farms will assist with larger farm animals.

Pet Refuge will cover all reasonable boarding, transport, vet costs and vaccinate all animals on arrival if required.

They have also been known to occasionally help, based on availability, if a client is needing hospital admission.

Phone: 0800 PET REFUGE (0800 738 733 843) or (09) 975 0850

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

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

# CHRONIC ILLNESS/DISABILITY SPECIFIC SUPPORT SERVICES

## Alzheimer's NZ

Phone: 0800 004 001

Website: <https://alzheimers.org.nz/>

## Blind Low Vision NZ

Blind Low Vision NZ offers practical and emotional support for people who are blind or have low-vision.

Phone: 0800 24 33 33

Email [generalenquiries@blindlowvision.org.nz](mailto:generalenquiries@blindlowvision.org.nz)

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

## Cancer Society NZ

Phone: 0800 467 345

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

## CanTeen

For 13 – 24 year olds with a cancer diagnosis themselves or who have a family member with cancer  
24/7 online support service

Phone: 0800 226 8336

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

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

## Dementia NZ

Phone: 0800 433 636

Website: <https://dementia.nz/auckland/?region=auckland>

## Diabetes NZ

Phone: 0800 642 238

Website: <https://www.diabetes.org.nz/?ref=dnzab>

## Heart Foundation NZ

Phone: 0800 863 375

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

## Huntington's Disease NZ

Phone: 0800 43 28 25

Website: <https://hdauckland.org/>

## Motor Neurone Disease Association NZ

Phone: 0800 444 474

Website: <https://mnd.org.nz/>.

## Stroke Foundation NZ

Phone: 0800 459 954

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

# CULTURALLY SPECIFIC SERVICES

## African

### Community Groups

<https://acofi.org.nz/community-groups/>

### New Zealand African Welfare Service Trust

The New Zealand African Welfare Trust are a team of social workers, counsellors, and volunteers who provide professional social services and counselling for African children, youth, individuals and families in New Zealand. Support includes:

- Driving courses
- Life skills
- Mentoring
- CV workshops
- Youth programs
- Legal advice
- Interpreting services
- WINZ
- Budgeting
- Legal advice

Phone: 0800637222

Address: 35 Railside Avenue Henderson, Auckland, New Zealand 0612

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

Website: <https://www.cab.org.nz/community-directory/KB00002702>

## Asian

### Asian Family Services (Asian Wellbeing Services)

The service aims to enrich individual and family lives by providing professional culturally tailored evidence-based services to support Asian wellbeing.

This includes:

- Gambling harm minimization
- Wellbeing services- psychology, therapy workshops, psychoeducation
- Emotional support
- Crisis intervention
- Navigation of health and social systems

Phone: 0800 862 342

Address: 31 Carbine Road, Mt Wellington

Email: [help@asianfamilyservices.nz](mailto:help@asianfamilyservices.nz)

Website: <https://www.asianfamilyservices.nz/>

### Chinese New Settlers Trust

CNSST Foundation offers comprehensive services and support to the New Zealand community and Asian migrants

including:

- Settlement orientation and support for new migrants
- Educational and work programs
- Recruitment services for both job seekers and employers
- Community initiatives
- Social housing projects

Phone: (09) 570 1188

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

Address: 5-19 Clifton Ct, Panmure, Auckland

## Shanti Niwas (also refuge)

Shanti Niwas Charitable Trust today runs an umbrella of programs for the well-being of South Asian (Bangladesh, Bhutan, India, Nepal, Pakistan, Sri Lanka) seniors in Auckland.

Shanti Niwas provides:

- Social support and advocacy such as liaison with WINZ, Kāinga Ora applications, support with medical
- alarms and total mobility cards, writing letters, interpreting, opening bank accounts.
- Positive ageing day program including food and transport for a small donation
- Elder Abuse and neglect prevention services (KHUSHI) including counselling
- Befriending/visiting services (DOSTI)
- Emergency housing (SNEH) providing short term stay of up to 3 months
- Day program for people with disabilities

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

Phone: 09 622 1010

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

## Vagus Centre (Chinese Mental Health Service)

They provide free and low cost counselling services for children, individual adults, couples and families, particularly those who are affected by family harm and violence or are at risk of family harm and violence.

Phone: 09 624 4639

Address: 134 Pah Road, Royal Oak

Website: <https://www.healthpoint.co.nz/mental-health-addictions/mental-health/vagus-centre-chinese-mental-health-consultation/>

## Māori

### Oranga Coordinators

Oranga coordinators bridge the gaps between patient, whānau and medical staff. Their primary role is to ensure equitable access to care and treatment which involves a diverse range of non-clinical activities. Above all their main purpose is to provide reassurance to whānau Māori guided by the principles of whānaungatanga and manaakitanga, they see and acknowledge their mana, wairua and mauri. They offer advocacy, advice and guidance throughout the patient journey.

Website: <https://adhb.hanz.health.nz/Pages/Oranga-Coordinators.aspx>

## Te Hononga

A Māori-led NGO charity that provides a wide range of health and wellbeing services to Māori and other underserved communities in Auckland. Services include:

- Primary care for children in schools
- Family visiting service- guidance on health-related topics
- Teen parenting unit

Phone: (09) 973 0787

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

Website: <https://tehononga.org.nz>

## Te Roopu Taurima

Kaupapa Māori organisation- Te Roopu Taurima provides inclusive support to individuals with intellectual impairments across New Zealand, based on kaupapa Māori values. Their services are open to people of all ethnicities, and they are committed to providing high-quality care that fosters independence and community integration.

Key contact: Ainsley Darvell

Email: [ainsley.darvell@terooputaurima.org.nz](mailto:ainsley.darvell@terooputaurima.org.nz) or [info@terooputaurima.org.nz](mailto:info@terooputaurima.org.nz)

T: 021 988 190

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

## Te Toka Tumai Auckland: He Kāmaka Waiora

The He Kāmaka Waiora team works with Māori patients and their whānau who need to access the hospital services. This includes coordinating whānau accommodation, providing social and cultural and advocacy services. The team also work with Te Toka Tumai Auckland and Waitematā clinicians and staff to help Māori patients and their whānau during their hospital stay and after discharge.

Under the guidance of the Chief Advisor Tikanga, He Kāmaka Waiora also provides cultural advice and services on all matters Māori to the staff of Te Toka Tumai Auckland and Waitematā.

For contacts see here: <https://adhb.hanz.health.nz/Pages/He-Kamaka-Waiora.aspx>

## Muslim

### Afghan Association of New Zealand

The Afghan Association of New Zealand is the oldest and largest established Afghan organisation that represents the Afghan Diaspora of New Zealand. They help Afghan communities adapt, integrate and become active members of the wider New Zealand society and economy.

They can offer support with:

- Afghan refugees
- Employment
- Support letters
- Immigration advice
- Driving training for women

Phone: 09 281 5720

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

## Islamic Women's Council of New Zealand

The Islamic Women's Council of New Zealand is providing support to Muslim women. They are a national organisation based in Hamilton, with reach to Auckland.

Phone: 09 220 8800

Email: [community@iwcnz.org.nz](mailto:community@iwcnz.org.nz)

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

## The Federation of Islamic Associations of New Zealand

The Federation of Islamic Associations of New Zealand is a federation of several regional New Zealand Muslim associations. They provide Islamic communities and centres of worship with support, so they are able to integrate well with the mainstream New Zealand community.

Phone: 04 387 8023

Email: [info@fianz.com](mailto:info@fianz.com)

Website: [www.fianz.com](http://www.fianz.com)

## Kāhui Tū Kaha

Kāhui Tū Kaha is a not-for-profit provider of housing and mental health services. Social workers, counsellors and specialist Mental Health staff are available. They are a Ngāti Whātua organisation and have experience working with Afghan and Muslim communities.

They can offer support with:

- Transitional Housing
- Youth Housing
- Permanent housing and intensive support for people who are chronically homeless
- Rapid rehousing
- Sustaining tenancies

Phone: 0800 678323

Email: [reception@kahuitukaha.co.nz](mailto:reception@kahuitukaha.co.nz)

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

## Umma Trust

A Charitable Trust to provide social and community services for refugee and migrant communities with a specific focus on the wellbeing on Muslim women, children and families who are socially and economically disadvantaged. UMMA Trust is a women's organisation, an accredited social services agency employing 5 women social workers from refugee background communities, who speak 8+ community languages and work with high needs families. You can work in your language of choice: Amharic, Arabic, Dari, English, Farsi Pashtoo, Somali, Tigryan.

UMMA offers:

- Budgeting support
- Recreation programs for women, youth and children
- Health education
- Financial literacy
- Fitness groups
- Ladies lunches
- Mother and children programs
- Pathways to employment
- Driver's license

Phone: 09 815 0153

Address: Ferndale House, 830 New North Road, Mt Albert 1025

Email: [socialworker@ummatrust.co.nz](mailto:socialworker@ummatrust.co.nz) or Anne Lee [anne.lee@ummatrust.co.nz](mailto:anne.lee@ummatrust.co.nz)

Website: <http://www.ummatrust.co.nz/>

## Pacific

### The Fono

The Fono is a chain of medical practices which provides affordable services including:

- General Medical Services
- General & Family Dentistry
- Health promotion and education- breast screening, smoking cessation, healthy babies, bowel screening, community exercise classes
- Whānau Ora- financial support, food hub, family violence, family start
- Cultural navigators
- Health Coaches
- Psychiatrists and psychologist
- Community Service workers (on referral from a MH service)

Phone: 0800 366 648

Website: <https://thefono.org/>

### Le Va

Le Va provides Pacific wellbeing, suicide prevention, family violence, mental health and youth focused support.

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

Phone: 09 261 3490

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

### Te Toka Tumai Auckland Pacific Health Team

Inpatient based. Working together with Pacific patients and their families, achieving better health outcomes and equity for Pacific people by:

- Promoting the importance of addressing health conditions sooner to facilitate success of longer term life goals, spiritual health, and prosperity of family and community.
- Empowering and supporting Pacific families to make informed decisions over their health.

Languages spoken: English, Fijian, Samoan, Niuean, Tongan, Tuvaluan

Website: <https://www.healthpoint.co.nz/public/hospital-based-support-service/pacific-health-service-auckland-te-toka-tumai/>

# DEATH & DYING

## Amithabha Hospice

Based on the Buddhist principles of compassion, love, respect and responsible service they provide palliative care and education.

Address: 44 Powell Street, Avondale  
Phone: 09 828 3321  
Email: [amitabha.hospice@gmail.com](mailto:amitabha.hospice@gmail.com)  
Referrals: <https://www.amitabhahospice.org/client-referrals>  
Website: <https://www.amitabhahospice.org>

## Dove Hospice

Dove Hospice & Wellness specialise in care that enhances holistic well-being from diagnosis of a life-threatening illness. They support people for whom a cure or remission is expected with their 'return to wellness' programs, and also patients whose illness is no longer curable. They have inpatient and outpatient facilities.

Phone: [\(09\) 575 4555](tel:(09)5754555)  
Email: [support@dovehospice.org.nz](mailto:support@dovehospice.org.nz)  
Website: <https://dovehospice.org.nz/>

## Grief Centre

Their mission is to support every person through their individual loss and grief journey by providing quality counselling, resources, and support groups; sourcing necessary funding; delivering appropriate training, education and research opportunities; partnering with aligned organisations; and effectively engaging with communities.

Self-funded at the standard rate of \$140 per session. They also offer a sliding scale to meet a person's budget.

Telephone: 0800 331 333  
Address: 92 Hinemoa Street; Birkenhead, Auckland  
Email: [admin@griefcentre.org.nz](mailto:admin@griefcentre.org.nz)  
Website: [www.griefcentre.org.nz](http://www.griefcentre.org.nz)

## Hospice New Zealand

Hospice New Zealand is the national organisation and provides a full list of services in each geographical area. Wrap around support is provided for both home and inpatient

They provide:

- Medical and nursing care
- Cultural support and liaison
- Pain and symptom control
- Spiritual support and care
- Practical and financial advice
- Bereavement care
- Training and support services for family carers
- Therapies, including physiotherapy and complementary therapies
- Support groups e.g., children's bereavement support, art therapy groups, bereaved men's group

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

## Mercy Hospice

Offers palliative care at home or in their inpatient unit as well as:

- Counselling for patients
  - Counselling and bereavement support for whānau
  - Bereavement support group
  - Social support (helping you connect with and navigate social services)
  - Facilitation of residential care
  - Spiritual Care for patients; exploring meaning, connection and purpose
  - Māori, Pacific and Chinese cultural liaison and support
  - The Manaaki Day Service Program – an enjoyable group for social connection, information, physical and creative therapies, and education
- 
- Education for healthcare professionals wanting to bring a holistic approach to end-of-life care.

Website: <https://mercyhospice.org.nz/>

Referral email: [referrals@mh.org.nz](mailto:referrals@mh.org.nz)

## Skylight

Skylight Counsellors specialise in supporting people who are experiencing any kind of grief, loss and trauma. Phone the Counselling Coordinator to discuss counselling options nearby.

The specialist [library](#) contains a range of resources on grief and loss for both adults and young people. This is a free service and they post books nationally. They do ask borrowers to pay for return postage. You can search the library catalogue on the Skylight website.

Phone: 0800 299 100

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

Website: <https://www.skylight.org.nz/get-support/counselling>

# DISABILITY SERVICES

## Accident Compensation Corporation (ACC)

If a patient's disability is caused by an injury, ACC is best placed to support them.

### General claims questions

Phone 0800 101 996

Email: [claims@acc.co.nz](mailto:claims@acc.co.nz)

### General questions

Phone 04 816 7400

Email: [information@acc.co.nz](mailto:information@acc.co.nz)

## ACC Way Finders

Way Finders is a FREE national navigation service that's available to anyone who may have questions about ACC or even a specific ACC claim. Their service is available for people who may want an alternative way to engage with ACC rather than deal with ACC directly.

If your client needs more support to make an ACC claim, they can contact Way Finders for FREE advice.

Phone: 0800 273 030

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

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

## Disability Information Advisory Services (DIAS)

Disability Information Advisory Services (DIAS) provide independent information and advice to disabled people, their families, whānau, aiga, caregivers and providers and the general public. They can tell you about Ministry-funded and non-Ministry funded disability support services, and how you can find them.

- DIAS are also called disability information centres. Here are some DIAS websites you can check out:
- Firstport - Based in Palmerston North but their website is comprehensive and have accessibility features.
- Disability Connect - Based in Penrose. They organise a lot of support group gatherings and information workshops.
- Independent Living Charitable Trust - Based in Royal Oak, Botany South and Browns Bay. They also provide Asian Information Advisory Services. They are formerly known as Independent Living Services or ILS.
- Vaka Tautua - Vaka Tautua delivers Disability Advice and Support in a culturally appropriate way for Pacific families throughout New Zealand.
- Yes Disability - Yes disability Resource Centre is the hub of information and resources for people with a disability living in North and West Auckland.

## Enabling Good Lives

[Enabling Good Lives](#) (EGL) is a new approach in supporting disabled people. The disability sector (which is made up of disabled people, whānau, carers, disability organisations) and government agencies are working together to ensure disabled people and their families are given greater choice, control and flexibility over the supports they receive and the way they lead their lives.

## Kaikaranga (previously Taikura Trust)

Provide free needs assessment and service coordination.

**Eligibility criteria:**

- Below the age of 65 years
- Live in the greater Auckland region, from Wellsford to Mercer
- Disability does not improve even after treatment, surgery, rehabilitation or with the help of any equipment
- Need lifelong support
- Have a physical, intellectual, sensory disability, or Autism Spectrum Disorder

Phone: 0800 824 5872

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

Website: <https://kaikaranga.org.nz/>

## Ministry of Health

This is the one true source of all the information you need about Ministry of Health funded disability supports that you can access. Please take time to visit the Ministry's website first for disability information and services.

Website: <https://www.health.govt.nz/>

# FAMILY VIOLENCE

## Auckland Women's Centre

A society where all women are well resources and empowered within communities to achieve equity, safety and wellbeing.

- Women's support and advice
- Massages- \$40-100 sliding scale, \$35 for beneficiaries and students
- Counselling, \$10-100 sliding scale

Address: 4 Warnock Street, Grey Lynn Hours: Mon/Weds/Thurs/Fri 9am - 4pm

Phone: 376-3227

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

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

## Barnardos

NZ's largest children's charity offering a broad range of services for children and families. They offer:

- 0800 WHAT'S UP (0800 942 8787) is a free counseling helpline and online chat service for children and teenagers. It's staffed by trained counselors — available from 11am-11pm
- 'LEAP' program- available for young people facing family violence, neglect, emotional abuse, parental mental health concerns, drug and alcohol use, health or disability needs. Can self-refer or access through Oranga Tamariki.
- Women's safety programs

Website: <https://barnardos.org.nz/>

## Child Protection- Te Puaruruhau

Te Puaruruhau is a Starship Child Health, Te Toka Tumai health service for children and young people 0-18 years. The team offers a 24 hour urgent medical service for children and young people who may have experienced acute sexual harm or life threatening injuries as a result of possible maltreatment. Te Puaruruhau also offers pediatric and social work assessments for maltreatment via booked appointments.

Phone: 09 307 2860 (8am - 5pm) or via Operator after-hours

Website: [https://starship.org.nz/directory-of-services/te-puaruruhau-\(child-protection\)/](https://starship.org.nz/directory-of-services/te-puaruruhau-(child-protection)/)

## Fale Pasifika Women's Refuge

24/7 crisis line operating for Pacific women experiencing violence.

Phone: 09 622 0572

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

Website: [womensrefuge.org.nz/](http://womensrefuge.org.nz/)

## Le Va

Le Va provides Pacific wellbeing, suicide prevention, family violence, mental health and youth focused support.

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

Phone: 09 261 3490

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

## Man Alive

Man Alive have a variety of support services aimed at helping men and boy's across Tāmaki Makaurau. They promote positive models of manhood, healthy behaviour and respectful loving relationships. They can deliver programs and services in English, Te Reo, Samoan, Hindi, Farsi, and Spanish.

- Individual counselling
- Couples counselling
- Men's change and support groups

Phone: 0800 826 367

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

## North Shore Women's Centre

Providing support services for women experiencing difficult and challenging ties to help them become stronger in their choices and lives.

Services provided include:

- Legal clinic for family law issues
- Social work service
- Counselling- Maximum of 4 free counselling sessions.
- Assessment service to determine appropriate community resources
- Information and referrals

Phone: (09) 444 4618

Address: 5 Mayfield Road, Glenfield

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

## Pasefika Proud

Established by the Ministry of Social Development, to support the work of the Taskforce for Action on Violence within Families to strengthen government responses to family violence.

They run family violence programs for families from:

- Samoa
- Cook Islands
- Fiji
- Tuvalu
- Tokelau
- Kiribati
- Tonga
- Niue

Contact: Lead advisor Marie Schmidt

Email: [marie.schmidt001@msd.govt.nz](mailto:marie.schmidt001@msd.govt.nz)

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

## Shakti (also refuge)

Shakti Woman's Refuge Trust is a non-profit organisation serving migrant and refugee women of Asian, African and Middle Eastern origin. Shakti; meaning **strength**; works to have a world where women and children are empowered to live a life of dignity free from fear and violence and are able to exercise their rights, choices and responsibilities.

They endeavour to facilitate and ensure safety and overall well-being of all women, young women and children through strategic intervention measures aimed at eliminating all forms of oppression and

gender-based violence.

Phone: 0800 SHAKTI (742584)

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

Website: <https://shaktiinternational.org/shakati-new-zealand/>

## Shanti Niwas (also refuge)

Shanti Niwas Charitable Trust today runs an umbrella of programs for the well-being of South Asian (Bangladesh, Bhutan, India, Nepal, Pakistan, Sri Lanka) seniors in Auckland.

Shanti Niwas provides:

- Social support and advocacy such as liaison with WINZ, Kāinga Ora applications, support with medical alarms and total mobility cards, writing letters, interpreting, opening bank accounts.
- Positive ageing day program including food and transport for a small donation
- Elder Abuse and neglect prevention services (KHUSHI) including counselling
- Befriending/visiting services (DOSTI)
- Emergency housing (SNEH) providing short term stay of up to 3 months
- Day program for people with disabilities

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

Phone: 09 622 1010

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

## Shine

A service offering confidential family violence support from highly trained staff. This includes:

- Non-violence programs
- 24/7 helpline and webchat
- Safety programs
- Safe housing
- Resilience post violence programs
- Advocacy
- Child psychological intervention

Phone: 0508744633

Address: 95 Great South Road, Epsom, Auckland 1051

Website: <https://2shine.org.nz/>

## Te Whānau Rangimarie

Te Piringa- Women's safe house. For woman and children who need a safe place to stay and be supported due to family violence.

Phone: (09) 275 1230

Website: <https://www.twr.org.nz/our-services>

## Visable

VisAble is a disabled person-led organisation based in Aotearoa, New Zealand. They work to strengthen national capabilities across agencies and sectors to prevent and respond to violence, abuse, and neglect affecting disabled people and their whānau. Their focus includes tāngata whaikaha Māori and their whānau, tagata sa'ilimalo and āiga-tele, d/Deaf, neurodivergent, and Adults at Risk.

Phone: 0800 998 858

Email: [refer@visible.co.nz](mailto:refer@visible.co.nz)

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

# FINANCES

## Benefits

### Citizens Advice Bureau

The CAB aims to help people understand their rights.

Phone: 0800 FOR CAB (0800 367 222)

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

### Senior Services

They provide services for older people, including:

- NZ Super and Veteran's Pension
- financial help if you're on a lower income
- taking a pension overseas or getting an overseas pension
- residential care services
- Community Services Card
- SuperGold Card
- Housing

Phone: 0800 552 002

Email: [seniors@msd.govt.nz](mailto:seniors@msd.govt.nz)

Website: <https://www.workandincome.govt.nz/eligibility/seniors/index.html>

### Work & Income

Staff in the service centers can help client's complete forms. The client can ask for an interpreter for their appointment.

Phone: <https://www.workandincome.govt.nz/about-work-and-income/contact-us/phone-numbers.html>

Accessibility and interpreting: <https://www.workandincome.govt.nz/about-this-site/accessibility.html>

Website: <https://www.workandincome.govt.nz/>

Check what a person could be entitled to: <https://check.msd.govt.nz/>

## Budgeting

### Auckland Budgeting Services

They offer free services from offices, which are easily located behind the Balmoral Shops in the large carpark opposite Potters Park, behind an old warehouse building. They also have clinics at CAB's in the City Centre, Grey Lynn and Onehunga.

Phone: 09 631 5572

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

Website: <https://aucklandbudgeting.org.nz/>

## Glen Innes Family Centre

A GP surgery that offers:

- Counselling
- Budgeting
- Social Work services- advice and advocacy
- Wellbeing programs
- Senior programs
- Carer education

Phone: 0800 443 221

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

## Umma Trust

A Charitable Trust to provide social and community services for refugee and migrant communities with a specific focus on the wellbeing on Muslim women, children and families who are socially and economically disadvantaged. UMMA Trust is a women's organisation, an accredited social services agency employing 5 women social workers from refugee background communities, who speak 8+ community languages and work with high needs families.

UMMA can provide budgeting programs for women that aim to ensure that families are able to lead productive and quality lives and be actively involved in New Zealand society.

Phone: 09 815 0153

Address: Ferndale House, 830 New North Road, Mt Albert 1025

Email: [socialworker@ummatrust.co.nz](mailto:socialworker@ummatrust.co.nz) or Anne Lee [anne.lee@ummatrust.co.nz](mailto:anne.lee@ummatrust.co.nz)

Website: <http://www.ummatrust.co.nz/>

# FOOD PARCELS

There are two main providers of food parcels that the Adult Community SW team use frequently – Auckland City Mission and Salvation Army, although there are a number of other providers available too. Food parcels can only be ordered one week at a time.

Therapy assistants (TA) should be utilised for collection and delivery of parcels. Please complete an e-referral to TA with at least 24 hours' notice. If it is urgent, please speak to the TA coordinator.

## Food Bank Directories

<https://www.foodbank.co.nz/central-auckland>

<https://paerangi.nz/services/kai-food-banks?region=18&offering=All>

<https://www.nzfoodnetwork.org.nz/our-food-hubs/#:~:text=Auckland,New%20Plymouth%20Community%20Foodbank>

## The ARK Project

Collection for Mt Roskill, Wesley, Owairaka area

Collection only Tuesday and Thursdays at 4pm

Email: [office@ghm.org.nz](mailto:office@ghm.org.nz)

Website: <https://ghm.org.nz/news/ark-collective-project/>

## Asian Family Services

Have MSD discretionary fund available to provide food parcels, essential items and help pay living expenses for people from Asian backgrounds experiencing financial hardship. They can customise food parcels to dietary requirements. Contact through the Asian Helpline, which is available in 7 languages, or application form.

Phone: Asian Helpline - 0800 862 342

Email: [help@asianfamilyservices.nz](mailto:help@asianfamilyservices.nz)

Website: <https://www.asianfamilyservices.nz/services/good-news-msd-discretionary-fund-to-help-you-and-your-family-get-through-the-tough-time/>

## Auckland City Mission

Clients can also contact ACM on 0800 223 663. <https://www.aucklandcitymission.org.nz/get-help/food/>  
Monday, Tuesday, Thursday and Friday only.

**Order food parcel-** Email Food Service [foodservice@aucklandcitymission.org.nz](mailto:foodservice@aucklandcitymission.org.nz) with the following details:

Full name:

Date of birth:

Gender:

Ethnicity:

Suburb where they live:

How many people need food assistance:

Food parcel pick up location will be confirmed in email from ACM – currently 69 Boston Road in Grafton.

## Church Unlimited

For collection Fridays from 12-2pm

Address: Ground Floor, 2A Augustus Terrace, Parnell, Auckland  
Phone: 09 836 1294  
Website: <https://www.foodbank.co.nz/church-unlimited-auckland-city>

## City Impact Church

CIC provide frozen meals and 'here to help' food parcels.  
Phone: 0800 CHURCH  
Email: [info@cityimpactchurch.com](mailto:info@cityimpactchurch.com)  
Referral form: <https://cityimpactchurch.com/community-impact-referral/>

## The Fono

The Fono is a chain of medical practices which can also provide food parcels on request from a service to patients who are registered with the Fono.

Phone: 0800 366 648  
Email: [info@thefono.org](mailto:info@thefono.org)  
Website: <https://thefono.org/>

## Halal Foodbank

Address: Ferndale House, 830 New North Road, Mt Albert  
Phone: 09 815 0153  
Email: [socialworker@ummatrust.co.nz](mailto:socialworker@ummatrust.co.nz)  
Website: <http://www.ummatrust.co.nz/halal-foodbank/>

## Kai – Aotearoa NZ Foodbank Directory

All ethnicities. An umbrella term for a collective that includes Auckland City Mission and New Hope foodbank. Main day for collection of food parcels is Wednesday or by prior arrangement.

Address: 8 Waller St Onehunga  
Phone: 021 770050  
Email: [foodbank@newhope.org.nz](mailto:foodbank@newhope.org.nz)  
Website: <https://paerangi.nz/services/kai-food-banks?region=18&offering=All>

## Salvation Army

Royal Oak-

Mon-Tues: 9.15am-12pm, 1pm-3pm Wednesday: 10am-12pm, 1pm-3pm Thurs-Fri: 9.15am-12pm, 1pm-3pm  
Address: 691A Mount Albert Road, Royal Oak, Auckland 1023  
Phone: (09) 639 1181  
Email: [royaloak.cm@salvationarmy.org.nz](mailto:royaloak.cm@salvationarmy.org.nz)

Mount Wellington-

Address: 18 Allright Place, Mount Wellington, Auckland 1060  
Phone: (09) 379 7615  
Email: [aucklandcity.corps@salvationarmy.org.nz](mailto:aucklandcity.corps@salvationarmy.org.nz)

Full name:  
Date of birth:  
Gender:

Ethnicity:  
Suburb where they live:  
How many people need food assistance:  
Phone: 0800 53 00 00 to arrange assessment

## FUNERAL ARRANGEMENTS

Everyone has the right to a respectful and considerate cremation or burial. If someone dies without a will and no family comes forward to claim the body, the authorities will try to find next of kin. In the meantime, they will usually arrange for the body to be kept at the mortuary until they receive funeral instructions from the next of kin.

In rare circumstances where they are unable to find next of kin, and the deceased has no estate, the authorities will arrange for a burial. According to the Burial and Cremation Act of 1964 local authorities can permit a cremation or burial in a cemetery, free of charge, for any person unable to afford it, provided their financial situation is verified by a Justice of the Peace.

When the authorities have determined that there is no next of kin, (or the next of kin refuses to take responsibility for the deceased) they will release the body from the mortuary and into the care of a funeral director. The funeral director then must apply to the local council for an “indigent funeral” grant and make a statutory declaration that there is no one available to pay the funeral fees. The grant covers the cost to the funeral director of providing a basic casket and delivering the deceased to the crematorium or cemetery. The grant does not cover the cost of a gravestone.

If the authorities find a next of kin, but they cannot afford to pay the funeral costs, they may be entitled to financial assistance from Work and Income, ACC or Veterans Affairs. Depending on the local authority the next of kin may be allowed to apply for the indigent “funeral grant”, but a Justice of the Peace would have to verify that the next of kin does not have the means to cover even a basic funeral.

There have been occasions in the past when someone with no next of kin dies and members of their local community have arranged a funeral service.

Website: <https://www.cab.org.nz/article/KB00039901>

# HOARDING & CLEANING SERVICES

Please note that for significant issues there may be funding options with Age Concern's discretionary fund if the client is over 65 years. If it is to support a hospital discharge, discuss Initiative Funding with NASC.

## City Impact Church

City Impact Church offers the following in the greater Auckland region in exchange for doing a prayer together:

- Gardening, weeding, lawn mowing
- Indoor and outdoor cleaning
- Cleaning windows
- Christmas gifts
- Clothing

Referral form: <https://cityimpactchurch.com/community-impact-referral/>

Phone: 0800 CHURCH

Email: [info@cityimpactchurch.com](mailto:info@cityimpactchurch.com)

## Clean Planet

Commonly contracted for Kāinga Ora properties.

Phone: 0800 274 355

Website: [https://www.cleanplanet.co.nz/contact-us/?srsltid=AfmBOopDVuonbuAF8escJ2o\\_8tupEzQG-hIzuAx7455rEIMpvohOWqd](https://www.cleanplanet.co.nz/contact-us/?srsltid=AfmBOopDVuonbuAF8escJ2o_8tupEzQG-hIzuAx7455rEIMpvohOWqd)

## The Decluttering & Organising Co

Phone: [\(64\) 21-682-193](tel:(64)21-682-193)

Email: [beks@decluttering.co.nz](mailto:beks@decluttering.co.nz)

Website: <https://decluttering.co.nz/>

## Lifewise- Sustaining tenancies

For people finding it hard to manage their tenancy or are at risk of losing it, Lifewise provide practical and emotional support. They help with things like setting up your home, connecting utilities, managing debt, advocating. For 3-12 months input.

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

Phone: 021 917 460

Website: [Sustaining Tenancies - Practical Services and Support | Lifewise](#)

## Royal District Nursing (RDNS)

Royal District Nursing RDNS offer a deep cleaning service.

Phone: 0800 736 769

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

## Senior Movers Auckland- Embrace Change

Embrace Change specialises in moving and downsizing for people in their senior years. For house removals, downsizing and clearance services. This includes seamless assistance for those who are looking at moving into a retirement village or a smaller property, handling a deceased estate, or responsible for an estate clearance.

Email: [office@embracechange.nz](mailto:office@embracechange.nz)

Key contact: Helen Greenland [helen@embracechange.nz](mailto:helen@embracechange.nz) or Simon Kirk [simon@embracechange.nz](mailto:simon@embracechange.nz)

Mob: 027 845 652 or 021 774 719

# HOUSING

## Haumaru Housing (older adults)

For over 65's struggling to pay market rent.

Phone: 0800 430 101  
Email: [info@haumaruhousing.co.nz](mailto:info@haumaruhousing.co.nz)  
Website: <https://www.haumaruhousing.co.nz/>

## Kāhui Tū Kaha

Kāhui Tū Kaha is a not-for-profit provider of housing and mental health services. Social workers, counsellors and specialist Mental Health staff are available. They are a Ngāti Whātua organisation and have experience working with Afghan and Muslim communities.

They can offer support with:

- Transitional Housing
- Youth Housing
- Permanent housing and intensive support for people who are chronically homeless
- Rapid rehousing
- Sustaining tenancies

Phone: 0800 678323  
Email: [reception@kahuitukaha.co.nz](mailto:reception@kahuitukaha.co.nz)  
Website: [www.kahuitukaha.co.nz](http://www.kahuitukaha.co.nz)

## Kāinga Ora

For relocation requests and any issues relating to Kāinga Ora housing, clients should be directed to their Housing Support Manager, Tenancy Manager or Wellbeing Advisor. Interpreting offered through 'Connecting Now', over 40 languages.

Phone: 0800 801 601  
Website: <https://kaingaora.govt.nz/>

## Lifewise/Housing First

Housing First is the collaborative work of Lifewise, Auckland City Mission, LinkPeople, Vision West, and Kāhui Tū Kaha (formerly Affinity Services). These agencies work with partners to provide housing and tenancy management support. They recognize the complex nature of homelessness and work hard to provide people experiencing homelessness with fast access to permanent housing and flexible, wraparound, community-based supports.

Phone: (09) 379 6932  
Website: <https://www.lifewise.org.nz/our-services/housing-services/housing-first/>

## Ministry of Social Development

To apply to be on the public housing register-

Phone: 0800 559 009

Website: <https://check.msd.govt.nz/services/public-housing-social-housing>

## Senior Services

They provide services for older people, including:

- NZ Super and Veteran's Pension
- financial help if you're on a lower income
- taking a pension overseas or getting an overseas pension
- residential care services
- Community Services Card
- SuperGold Card
- Housing

Phone: 0800 552 002

Email: [seniors@msd.govt.nz](mailto:seniors@msd.govt.nz)

Website: <https://www.workandincome.govt.nz/eligibility/seniors/index.html>

## Vision West

Does not provide emergency housing. Vision West Community housing address the issue of homeless in NZ by providing safe, warm and quality rental accommodation for low income families who cannot access government supplied accommodation and cannot afford a private rental.

Phone: 0800 664 464

Website: <https://visionwest.org.nz/housing/>

# TRANSITIONAL HOUSING

## De Paul House

Provides housing and support services for families with dependent children and adults over 65. The trained social work team work closely with people to transition from transitional housing to a stable home.

Phone: (09) 480 5959

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

## Emerge

Social housing provider for those on the housing register and disability support service.

Also offers support for:

- Sustaining tenancies
- Transitional and emergency housing
- Mental health
- Addiction

Address: 6a Pacific Rise, Mount Wellington, Auckland, New Zealand

Phone: 1737

Website: <https://emergeaotearoa.org.nz/>

## Kāhui Tū Kaha

Kāhui Tū Kaha is a not-for-profit provider of housing and mental health services. Social workers, counsellors and specialist Mental Health staff are available. They are a Ngāti Whātua organisation and have experience working with Afghan and Muslim communities.

They can offer support with:

- Transitional Housing
- Youth Housing
- Permanent housing and intensive support for people who are chronically homeless
- Rapid rehousing
- Sustaining tenancies

Phone: 0800 678323

Email: [reception@kahuitukaha.co.nz](mailto:reception@kahuitukaha.co.nz)

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

## Monte Cecilia

Monte Cecilia Housing Trust works with hundreds of families across Auckland each year to help them out of unhealthy, overcrowded and unstable living conditions.

Phone: 0800 624 848

Website: <https://montececilia.org.nz/>

## Penina Trust

For Pacific people.

Phone: 0800 325 348

## Salvation Army

Short term accommodation for up to 12 weeks.

Accommodation in Royal Oak and Epsom.

Website: <https://www.salvationarmy.org.nz/housing/transitional-housing/>

## Strive Community Trust

STRIVE Community Trust Transitional Housing service provides temporary accommodation for people in urgent need of housing. Transitional housing offers a warm, safe place to stay for up to 12 weeks or more, along with support services to help to secure a longer-term home.

Phone: (09) 255 0144

Website: <https://www.strive.org.nz/transitional-housing/>

## Te Whānau Rangimarie

For families with children who are homeless or who have serious housing needs for up to 12 weeks. During this time they will be supported with finding long-term housing.

Phone: (09) 275 1230

Website: <https://www.twr.org.nz/our-services>

# INTERPRETING

## MSD and Kāinga Ora Interpreting Service - Connecting Now

*(Previously Easy Speak)*

Telephone or video service: contact number is 0800 408 899

Email [support@connectingnow.com.au](mailto:support@connectingnow.com.au).

Website: <https://connectingnow.co.nz/>

## Te Toka Tumai Interpreting Service

Interpreting services are arranged for clients via scheduling team.

This should only be utilised for appointments with the social worker or Te Toka Tumai staff directly. They do not offer interpreting services for the purposes of the client engaging with other services such as Kāinga Ora, MSD, WINZ etc. It is up to these services to fund this.

# LEGAL SUPPORT

## Community Law

They offer all sorts of free legal help, from easy-to-read information, to community workshops, to one-on-one legal help.

Community Law can help with all kinds of legal problems, including:

- Money trouble (Work and Income, credit and debt, fines and court fines, problems with goods and services)
- Tenancy and housing issues
- Employment problems
- Māori land
- Issues for young people (family matters, problems at school, youth justice)
- Health-related matters (ACC, health and disability, mental health)
- Legal issues for community organisations (legal entities, leases, employment matters)
- Human, civil and privacy rights
- Family matters (caring for children, Child, Youth and Family)
- Domestic violence and other forms of violence
- Criminal matters

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

Address: The Tasman Building, Level 2, 16-22 Anzac Avenue, Auckland CBD

Phone: (09) 377 9449

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

National Website: <https://communitylaw.org.nz/>

## Legal Aid

Legal aid is government funding to pay for legal help for people who cannot afford a lawyer.

Criminal [AKLCriminallegalaid@justice.govt.nz](mailto:AKLCriminallegalaid@justice.govt.nz)

Family [AKLFamilylegalaid@justice.govt.nz](mailto:AKLFamilylegalaid@justice.govt.nz)

Civil [AKLCivillegalaid@justice.govt.nz](mailto:AKLCivillegalaid@justice.govt.nz)

Phone: 0800 2 LEGAL AID (0800 253 425)

Website: <https://www.justice.govt.nz/courts/going-to-court/legal-aid/>

## Public Trust

Public Trust offers the following services:

- Making a will
- Guidance for when someone has died
- Enduring Power of Attorney
- Managing a trust

Phone: 0800 371 471

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

# MIGRANT AND REFUGEE SUPPORT

## Asylum Seeker Support Trust

The Asylum Seeker Support Trust works to create a New Zealand where Asylum Seekers and Convention Refugees are welcomed, supported and thriving. They provide humanitarian services to those in need.

Phone: 02040984607

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

Website: <https://asst.org.nz/>

## Diversity Counselling New Zealand

Diversity Counselling New Zealand is a charitable trust offering a team of qualified, registered and experienced counselling professionals speaking over 20 languages, passionate in making a difference to the community. This is available for migrants and former refugees.

Phone: 0800 143 269

Email: [contact@dcnz.net](mailto:contact@dcnz.net)

Website: [www.dcnz.net](http://www.dcnz.net)

## Refugee as Survivors New Zealand

Refugee as Survivors New Zealand is New Zealand's leading mental health and wellbeing service for people from refugee backgrounds living in Aotearoa.

Phone: 09 270 0870

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

# OLDER ADULTS SERVICES

## Age Concern

Age Concern is a charitable organisation dedicated solely to people over 65 years of age that promotes dignity, wellbeing, equity and respect and provide expert information and support services in response to older people's needs. Loneliness service available.

Visiting Service

Elder Abuse and Neglect Response Services

- Health Promotion Programs including
- Staying Safe: Refresher Courses for Older Drivers
- Positive Steps – Falls Prevention Program
- Asian Services
- Counselling Services
- Field Social Work

Hours: 0900-1600 Monday to Friday

Phone: (09) 820 0184 or 0800 652105

Address: 57 Rosebank Road, Auckland 1026

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

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

## Toa Pacific Inc – Elder Abuse

The prevention of Elder Abuse and Neglect for Pacific People in Auckland. TOA Pacific works in a way that encourages older people and family to be more pampering of each other

Phone: (09) 276 4596

Website: <https://toapacific.org.nz/>

## Senior Services

They provide services for older people, including:

- NZ Super and Veteran's Pension
- financial help if you're on a lower income
- taking a pension overseas or getting an overseas pension
- residential care services
- Community Services Card
- SuperGold Card
- Housing

Phone: 0800 552 002

Email: [seniors@msd.govt.nz](mailto:seniors@msd.govt.nz)

Website: <https://www.workandincome.govt.nz/eligibility/seniors/index.html>

## Shanti Niwas (also refuge)

Shanti Niwas Charitable Trust today runs an umbrella of programs for the well-being of South Asian (Bangladesh, Bhutan, India, Nepal, Pakistan, Sri Lanka) seniors in Auckland.

Shanti Niwas provides:

- Social support and advocacy such as liaison with WINZ, Kāinga Ora applications, support with medical alarms and total mobility cards, writing letters, interpreting, opening bank accounts.
- Positive ageing day program including food and transport for a small donation
- Elder Abuse and neglect prevention services (KHUSHI) including counselling
- Befriending/visiting services (DOSTI)
- Emergency housing (SNEH) providing short term stay of up to 3 months

- Day program for people with disabilities

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

Phone: 09 622 1010

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

## Visable

VisAble is a disabled person-led organisation based in Aotearoa, New Zealand. They work to strengthen national capabilities across agencies and sectors to prevent and respond to violence, abuse, and neglect affecting disabled people and their whānau. Their focus includes tāngata whaikaha Māori and their whānau, tagata sa'ilimalo and āiga-tele, d/Deaf, neurodivergent, and Adults at Risk.

Phone: 0800 998 858

Email: [refer@visible.co.nz](mailto:refer@visible.co.nz)

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

## PERSONAL CARES

### Mobile hairdressers

Name	Contact details	Area/Other Information
Courier Cuts	0275386500 or couriercuts@gmail.com	Located in West Auckland Travels by motorcycle
OM Hair	<a href="https://omhair.nz/">https://omhair.nz/</a>  021 335 043  Maria@omhair.nz	

### Mobile podiatry & foot care

Name	Contact details	Type of Footcare	Area/Other Information
Greenlane Podiatry  Remuera East	09 524 2599  09 524 6024  <a href="https://greenlanepodiatry.nz/">https://greenlanepodiatry.nz/</a>	Podiatry	Central / Greenlane / Remuera / Eastern Bays
Footcare	02109120799 0800366836  <a href="https://aucklandpodiatryclinic.co.nz/contact/">https://aucklandpodiatryclinic.co.nz/contact/</a>	Footcare	From \$110
Happy Feet Linda Garcia	09 480 9111  021 307 171	Podiatry	
Mobile Feet Podiatry	0508 103 103  <a href="https://www.mobilefeetpodiatry.co.nz/">https://www.mobilefeetpodiatry.co.nz/</a>	Podiatry & Footcare	From \$95 including travel

# MENTAL HEALTH- ADULTS AND OLDER ADULTS

## Anxiety New Zealand Trust

Phone: 24 hour Support line 0800 ANXIETY (0800 269 4389)

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

## Community Alcohol and Drug Services (CADS)

Phone: 0800 845 1818

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

## Community Mental Health Teams

The Te Toka Tumai Auckland 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.

Phone:

Cornwall House- 0800 623 578

Manaaki House- 0800 570 651

Kāinga Tiaki- 0800 845 094

Ihi Ora- 0800 376 105

Website: <https://www.healthpoint.co.nz/public/psychiatry/community-mental-health-services-adult-auckland/at/cornwall-house/>

## Depression & Anxiety Helpline

Free 24/7 helpline.

Phone: 0800 111 757 (Free 24/7 helpline)

Free Text: 4202

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

## Emerge

Social housing provider for those on the housing register and disability support service.

Also offers support for:

- Sustaining tenancies
- Transitional and emergency housing
- Mental health
- Addiction

Address: 6a Pacific Rise, Mount Wellington, Auckland, New Zealand

Phone: 1737

Website: <https://emergeaotearoa.org.nz/>

## Family Connections

Family Connections® is a 12-week course that meets weekly for two hours to provide education, skills training,

and support for people who are in a relationship with someone who experiences difficulties regulating emotions.

Key contact person for Te Toka Tumai Leigh Murray, Whānau Advisor- [lmurray@adhb.govt.nz](mailto:lmurray@adhb.govt.nz)

Phone: 021 938226

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

## Hearts & Minds

Hearts & Minds offers a range of group courses, including Building Self-Esteem and Confidence, Managing Anger and Stress, Moving Past Depression and Anxiety, Mindfulness, and others. See the Hearts & Minds website for details of the current term's courses.

Address: 65 Pearn Crescent, Northcote

Phone: 09 441 8989

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

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

## Home and Family Counselling

Affordable counselling.

Phone: 09 630 8961

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

## Lifeline Aotearoa

Phone: 0800 543 354 (free, available 24/7)

Suicide Crisis helpline: 0508 828 865

Text: 4357

Website: <https://www.lifeline.org.nz/contact/>

## Lotofale - Pacific Mental Health Service

Hours: 0800-1700pm Monday to Friday

Phone: 0800 623 468

Website: <https://www.healthpoint.co.nz/public/psychiatry/lotofale-pacific-mental-health-service-auckland/>

## Managing Mood Group

Comprehensive Care offers world class Mental Health support services to help the people in the community who are experiencing depression or anxiety as a result of life issues, including the diagnosis of a long-term medical condition.

Free through a GP referral

This group therapy option for people experiencing mild-moderate anxiety or depression will help you develop skills in mindfulness, emotional regulation, distress tolerance, and interpersonal effectiveness.

This service is also available as a fee-paying service if you are connected with a private therapist.

Support is offered in the following areas:

- Depression and anxiety
- Making healthy change
- Stress
- Adjusting to illness
- Communication issues
- Work relates stress
- Grief
- Sleep issues

- Physical abuse and violence (will refer to appropriate service)

Phone: [\(09\) 415 1091](tel:(09)4151091)

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

Website: <https://comprehensivecare.co.nz/services/mental-health/>

## Māori Mental Health Services- Manawanui Oranga Hinengaro

Hours: 0830-1630 Monday to Friday

Phone: 0800 845 308

Website: <https://www.healthpoint.co.nz/public/psychiatry/manawanui-oranga-hinengaro-auckland-te-toka/>

## Maternal Mental Health- Aronui Ora

Hours: 0800-1630 Monday to Friday

Phone: 0800 800 717

Email: [maternalmh@adhb.govt.nz](mailto:maternalmh@adhb.govt.nz)

Website: <https://www.healthpoint.co.nz/public/psychiatry/aronui-ora-auckland-te-toka-tumai/>

## Mental Health Services for Older People (MHSOP)/ Awhi Mātua

Hours: 0800- 1630 Monday to Friday

Phone: (09) 623 6474

Email: [awhi.matua@adhb.govt.nz](mailto:awhi.matua@adhb.govt.nz)

Website: <https://www.healthpoint.co.nz/public/psychiatry/awhi-matua-auckland-te-toka-tumai/>

## PHO Funded Psychology Sessions

Depending on what PHO the patient belongs to, they can qualify 4-6 publicly funded individual psychology sessions or group-based mindfulness classes. The GP will have the best knowledge of what is available under their PHO.

Note- GP completes referral, including psychometrics. Therefore, refer back to GP and/or suggest the patient makes an appointment with their GP. Access GP contact details via HCC.

## Samaritans

Confidential, non-judgmental & non-religious support. If someone is experiencing loneliness, depression, despair, distress or suicidal feelings, call Samaritans on their 24/7 crisis help line.

Phone: 0800 72 66 66

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

## Tupu Ora Regional Eating Disorders Service (REDS)

Hours: 0800-1700 Monday - Friday

Phone: (09) 632 4650

Website: <https://www.healthpoint.co.nz/public/psychiatry/tupu-ora-regional-eating-disorders-service/>

## The Urgent Response (Crisis) Team

The Urgent Response Service is a 24/7 mental health crisis response line. Calls are answered by the Te Toka Tumai Auckland Contact Call Centre. You will be phoned back by the Urgent Response Service, this usually happens within 10 minutes.

Hours: Available 24/7

Phone: 0800 800 717

Website: <https://www.healthpoint.co.nz/public/psychiatry/mental-health-community-acute-service-cas/#:~:text=Call%20directly%20via%200800%20800,usually%20happens%20within%2010%20minutes>

# MENTAL HEALTH UNDER 18

## Barnardos

NZ's largest children's charity offering a broad range of services for children and families. They offer:

- 0800 WHAT'S UP (0800 942 8787) is a free counseling helpline and online chat service for children and teenagers. It's staffed by trained counselors — available from 11am-11pm
- 'LEAP' program- available for young people facing: family violence, neglect, emotional abuse, parental mental health concerns, drug and alcohol use, health or disability needs. Can self-refer or access through Oranga Tamariki.
- Women's safety programs
- Home and centre based early learning
- Foster care
- Parent mentoring
- Active dads

Phone: (09) 625 3600

Email: [auckland@barnardos.org.nz](mailto:auckland@barnardos.org.nz)

Website: <https://barnardos.org.nz/>

## Explore Wellbeing

Support for young people with disabilities and challenging behaviour. Support focuses on enabling the child or young person to remain in their home, school and community environments.

They also offer:

- Addiction support
- Autism support services
- Community mental health
- Psychology
- Behavioural support specialist advice

Phone: 0800 000 421

Email: [explore@explore.org.nz](mailto:explore@explore.org.nz)

Website: <https://explorewellbeing.org.nz/>

## Family Works

Family Works is an organisation that provides:

- Financial mentoring
- Parenting support
- Whānau support including counselling and social work

Phone: 09 639 2016

Email: [info@psn.org.nz](mailto:info@psn.org.nz) or [admin.lesliecentre@fwn.org.nz](mailto:admin.lesliecentre@fwn.org.nz)

Website: [www.familyworksnorthern.org.nz/service-centre/auckland-central](http://www.familyworksnorthern.org.nz/service-centre/auckland-central)

## I Am Hope

Free counselling for under 25 year olds. Phone line open 24 hours a day.

Call or text: 1737

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

## The Kari Centre (Child and Adolescent Mental Health Services)

The Kari Centre is a secondary mental health service that provides support for moderate to severe mental health conditions that cause a significant impact on a child/young person's (rangatahi) functioning.

Hours: 0830- 1630 Monday - Friday

Phone: 0800 77 44 88

Email: [KariCentreAdmin@adhb.govt.nz](mailto:KariCentreAdmin@adhb.govt.nz)

Website: <https://www.healthpoint.co.nz/public/psychiatry/kari-centre-community-teams-auckland-te-toka/>

## Kenzie's Gift

Kenzie's Gift is a registered charity in New Zealand (Aotearoa) dedicated to supporting children (tamariki) and young adults (mātātahi) affected by serious illness or grief.

They provide professional therapy, practical resources, and evidence-based mental health support to help them navigate these difficult times.

Email: [therapy@kenziesgift.com](mailto:therapy@kenziesgift.com)

Website: <https://www.kenziesgift.com/>

## The Low Down

A website that provides online self-help material for youth.

Phone: 0800 111 757

Free Text a counsellor: 1737

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

## Starship Community Team

Starship Community is a multidisciplinary team of professionals providing nursing, allied health (physiotherapy, occupational therapy, speech language therapy, dietetics), technical and cultural support to children, young people and their families living within the Te Toka Tumai area.

Phone: (09) 639 0200

Email: [Starship.Community@adhb.govt.nz](mailto:Starship.Community@adhb.govt.nz)

Website: <https://www.healthpoint.co.nz/public/community/starship-community-service/>

## Te Hononga

A Māori-led NGO charity that provides a wide range of health and wellbeing services to Māori and other underserved communities in Auckland. Services include:

- Primary care for children in schools
- Family visiting service- guidance on health related topics
- Teen parenting unit

Phone: (09) 973 0787

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

Website: <https://tehononga.org.nz/>

## What's Up?

0800 WHAT'S UP (0800 942 8787) is a free counseling helpline and online chat service for children and teenagers. It's staffed by trained counselors — available from 11am-11pm

Website: <https://whatsup.co.nz/>

## Youthline

Youthline offers a 24/7 helpline (including phone, text, webchat, email, skype), face-to-face counselling services and e-therapy to adolescents, adults and their families.

They also offer:

- Youth worker services
- Youth programs
- Face to face counselling costs on sliding scale or koha
- Alcohol and drug programs

Webchat: 10am-10pm

Phone: 0800 37 66 33

Free TXT: 234

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

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

# SEXUAL ABUSE

## ACC Sensitive Claims

The Sensitive Claims Service offers fully funded support, treatment and assessment services for survivors of sexual abuse or assault.

Phone: 0800 101 996

Website: <https://www.acc.co.nz/for-providers/provider-contracts-and-services/sensitive-claims-service>

## Better Blokes

Free support for Kiwi males who have experienced trauma or sexual abuse. They offer:

- Peer support
- Individual support
- Group support

Phone: 0800 448 484

Email: [support@betterblokes.org.nz](mailto:support@betterblokes.org.nz)

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

## Child Protection- Te Puaruruhau

Te Puaruruhau is a Starship Child Health, Te Toka Tumai health service for children and young people 0-18 years. The team offers a 24 hour urgent medical service for children and young people who may have experienced acute sexual harm or life threatening injuries as a result of possible maltreatment. Te Puaruruhau also offers pediatric and social work assessments for maltreatment via booked appointments.

Phone: 09 307 2860 (8am - 5pm) or via Operator after-hours

Website: [https://starship.org.nz/directory-of-services/te-puaruruhau-\(child-protection\)/](https://starship.org.nz/directory-of-services/te-puaruruhau-(child-protection)/)

## HELP

The specialist team is trained in crisis support, counselling, psychotherapy and advocacy.

Also offers:

- 24/7 phone line - Mainly women service the telephone
- Face to face therapy, sliding scale cost

Phone: 0800 623 1700

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

## Oranga Tamariki

Oranga Tamariki are dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future.

They also work with young people who may have offended, or are likely to offend. Anyone who is worried about a tamaiti

or rangatahi can make a report of concern to them or the Police. You can also contact them for enquiries about their services, or to contact a site or social worker.

Phone: 0508 326 459

Email: [contact@ot.govt.nz](mailto:contact@ot.govt.nz)

Website: [www.orangatamariki.govt.nz](http://www.orangatamariki.govt.nz)

## Pohutukawa Clinic

The Pohutukawa Clinic is a specialist medical service for adults of all genders who have been sexually assaulted or abused. They are a dedicated team of doctors and nurses specially trained in sexual assault care and forensic medicine by the national organisation, Medical Sexual Assault Clinicians Aotearoa (MEDSAC).

Hours: 0900 – 1700

Phone: 0800 345 695

Email: [pohutukawa@adhb.govt.nz](mailto:pohutukawa@adhb.govt.nz)

Website: <https://www.healthpoint.co.nz/public/sexual-abuse-medicine/pohutukawa-auckland-adult-sexual-assault/>

## Shine

A service offering confidential family violence support from highly trained staff. This includes:

- Non-violence programs
- 24/7 helpline and webchat
- Safety programs
- Safe housing
- Resilience post violence programs
- Advocacy
- Child psychological intervention

Phone: 0508744633

Address: 95 Great South Road, Epsom, Auckland 1051

Website: <https://2shine.org.nz/>

# THERAPIES

## Auckland University Psychology Clinic

They offer safe, proven, and effective therapies to help clients improve and manage their mental health. Fees are negotiated with the clients.

Phone: 021 0288 4935

Address: Building 302, Level 2, 23 Symonds Street, Auckland Central

Website: <https://www.auckland.ac.nz/en/on-campus/facilities-and-services/university-of-auckland-clinics/psychology-clinic/our-services.html>

## AUT Psychotherapy Training Clinic

Psychotherapy for adults, children & teens is provided by advanced students of the Master of Health Science program. Sessions are recorded to ensure the greatest safety for the client and the best training for the student.

They can help with:

- Anxiety
- Depression
- Grief and loss
- Trauma recovery
- Relationship difficulties
- Anger management
- Sex, sexuality & gender identity
- Self esteem
- child-parent problems & attachment problems
- problems of aggression and violence
- developmental delay due to social and emotional factors
- the effects of physical differences
- effects of physical, sexual and emotional abuse
- childhood depression
- emotional/social skill deficits
- gender & sexuality identity
- children with chronic illness and dying children
- enuresis and encopresis
- effects of trauma, loss or grief

Phone: (09) 921 9155

Email: [aih@aut.ac.nz](mailto:aih@aut.ac.nz)

Address: AUT, Gate 2, AR Building, Akoranga Drive

Website: <https://aucklandtherapy.co.nz/Counselling+services/AUTPsychotherapyClinic.htm>

## Couples Therapy

Website: [www.couplestherapynz.com](http://www.couplestherapynz.com)

## Couple Work

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

## Glen Innes Family Centre

A GP surgery that offers:

- Counselling
- Budgeting
- Social Work services- advice and advocacy
- Wellbeing programs
- Senior programs
- Carer education

Phone: 0800 443 221

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

## Institute of Psychosynthesis

Supervised students in counselling, low cost.

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

## Man Alive

Man Alive have a variety of support services aimed at helping men and boy's across Tāmaki Makaurau. They promote positive models of manhood, healthy behaviours and respectful loving relationships. They can deliver programs and services in English, Te Reo, Samoan, Hindi, Farsi, and Spanish.

- Individual counselling
- Couples counselling
- Men's change and support groups

Phone: 0800 826 367

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

## Massey University Centre for Psychology

School of Psychology at Massey University offers psychology services direct to the public at each of its campuses to facilitate postgraduate student training and to conduct research.

Referrals are accepted from any source, including self-referrals. A one hour session will \$200 (registered clinical psychologist) but there are reduced rates for student psychologists.

Phone: (09) 213 6095

Email: [massey.clinic.albany@massey.ac.nz](mailto:massey.clinic.albany@massey.ac.nz)

Website: <https://www.massey.ac.nz/about/clinics-and-services-for-the-public/massey-psychology-clinics/albany-psychology-clinic-massey-university/>

## Pakuranga Counselling Centre

They are a non-profit organisation dedicated to helping individuals, couples, and families cope with emotional and mental health issues. They offer a safe and welcoming environment where people can receive professional counselling and support. Approx \$105 per session for individual and \$125 for couples.

They offer counselling for:

- General Counselling
- Stress Management / Burnout
- Anxiety / Panic Attacks
- Addiction
- Grief & Loss
- Abuse - physical, sexual, emotional, spiritual
- Anger Management

Phone: (09) 576 4248

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

## The Parenting Place

- Parenting courses
- Family counselling
- Relationship support and courses Parent - Child camps
- Resilience courses for children 11-18 years

Phone: (09) 524 0025

Website: [www.theparentingplace.com](http://www.theparentingplace.com)

## Relate Relationship and Marriage Counselling

Website: <http://www.relate.kiwi.nz>

# TRANSGENDER AND RAINBOW

## F'ine Pasifika Aotearoa

F'INE (fee-neh) Pasifika Aotearoa is a Pacific LGBTQI+/MVPFAFF+ focused Charitable Trust that provides Whānau Ora navigational services to: Fa'afafine or Fa'atama (Samoa, American Samoa), Fakaleiti or Leiti (Tonga), Fakafifine (Niue), Akava'ine (Cook Islands), Vakasalewalewa (Fiji), Palopa (Papua New Guinea), Mahu (Hawaii), Haka huahine (Tokelau), and Rae (Tahiti). Website: [www.f-ine.org.nz](http://www.f-ine.org.nz)

Email: [contact@safespacealliance.com](mailto:contact@safespacealliance.com)

Website: <https://safespacealliance.com/listing/fine-pasifika-aotearoa/>

## OutLine NZ

OutLine Aotearoa is an all-ages Rainbow mental health organisation that provides support throughout Aotearoa to Takatāpui, MVPFAFF+ and Rainbow communities, their friends, whānau, and those questioning. They offer a nationwide, free and confidential support line and online chat support service between 6pm-9pm every day. They also provide peer support for trans and non-binary people in Tāmaki Makaurau Auckland, and for conversion practices survivors throughout Aotearoa.

Phone: 0800 688 5463 (0800 OUTLINE)

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

## Rainbow Youth

At RY Auckland, you can access one-on-one sexuality and trans peer support, housing support, hang out at their drop-in centre, join social groups to meet other rainbow young people and use their free community wardrobe in a safe and inclusive space.

Email: [auckland@ry.org.nz](mailto:auckland@ry.org.nz)

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

## Sexual Health Service

The Auckland Regional Sexual Health provides free, expert and confidential sexual health care to people in the Auckland region. Auckland Regional Sexual Health also welcomes all transgender and gender diverse people who want to access gender affirming healthcare. They will work with you to establish your transition related health goals and provide support around an individualised health plan that may include accessing other specialist services such as: fertility, voice therapy, endocrinology, gynaecology, urology, mental health, general and plastic surgical services as needed.

Services provided include:

- Diagnosis and management of sexually transmitted infections and other related conditions
- Sexual health counselling
- Gender affirming health care, including initiation of hormonal therapies, for gender diverse and transgender clients
- Auckland Sexual Assault Service - Pohutukawa. Adult sexual abuse service including the care of related medical, nursing and social issues. Click here for further information:
- Sexual health education for clients and health professionals, including Peer Sexuality Support programs for schools

Phone: 0800 739 432

Email: [akstd@adhb.govt.nz](mailto:akstd@adhb.govt.nz)

Website: <https://www.healthpoint.co.nz/public/sexual-health/sexual-health-service-auckland-te-toka-tumai/>

## OTHER SERVICES

### Family Services Directory

A website that offers a directory of resources to support NZ families.

Website: <https://www.familyservices.govt.nz/directory/>

### Green Prescription

The Green Prescription (GRx) initiative is a health professional's written advice to a patient or their family to encourage and support them becoming more physically active and eat healthier as part of a total health plan. The initiative consists of two components: GRx (for adults) and the GRx Active Families program which aims to increase physical activity for children, young people and their families, and was introduced in 2004.

Website: <https://www.healthpoint.co.nz/community-health-and-social-services/community-health/green-prescription-sport-auckland/?solo=serviceArea&index=0>

### Jump Start (Community Diabetes Program)

Our 10-week diabetes healthy lifestyle program Jumpstart is a very special part of YMCA Auckland's offerings. Jumpstart lets people with diabetes or pre-diabetes to take back some control of their body.

Phone: 0800 534 535

Website: <https://www.ymcanorth.org.nz/programmes/health-and-lifestyle-programmes/>

### Smokefree Services

Information for the ABC approach and referrals for smoking cessation in the community, which may involve either or a combination of Nicotine Replacement Therapy (NRT), one-on-one or group based support.

Website: <https://www.healthpoint.co.nz/public/community/smokefree-services-auckland-te-toka-tumai/>

### Quitline

Support for quitting smoking and vaping. Phone, online, text and face to face support available

Phone: 0800 778 778

Text: 4006

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