

Wellington City / Hutt Valley / Porirua - Agencies & Services

Issue	Agency	Service	Contact Details
Housing	DCM	Support people who are homeless or at risk of homelessness	2 Lukes Lane, Te Aro, Wellington. Phone: 04 384 7699 Fax: 04 384 7688 Email: office@dcm.org.nz
	Work and Income	Emergency Housing	Contact Work and Income on 0800 559 009 or Senior Services on 0800 552 002 if you get NZ Super or Veteran's Pension
	Wellington City Council	Emergency Housing	113 The Terrace, Wellington, New Zealand Emergency Services line (04 801 3683)
	Upper Hutt Housing Trust	Emergency / Temporary housing	– Teresa Homan, Trust Chairperson, email: tshoman@kinect.co.nz – Judy Dixon, Trust Secretary, Ph: 04 970 7169, Mobile 022 043 4703 or email: jjdixons45@gmail.com help@uhht.org.nz
	Kahungunu Whānau Services	Housing Support	Address: LG Building Level 5, 35 Victoria Street, Wellington Central, Wellington 6011 Email: web-inquiry@nkkp.org.nz Call: 04 384 6252

	Team for Assertive Community Treatment (TACT) and Te Roopu Āramuka Whāroaroa	Mental Health / Addiction / Housing	<p>Te Roopu Āramuka Whāroaroa is a small team that works alongside TACT. They specifically work with people who are homeless but do not necessarily have a mental health illness.</p> <p>All referrals should go through Te Haika, our 24/7 mental health and addictions contact centre. Te Haika: phone 0800 745 477</p>
Food Bank Services	Foodbanks by region		https://www.foodbank.co.nz/foodbanks

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			Click link to find a foodbank in your region. Bring proof of address, photo ID and if on a benefit, a letter from Work & Income stating you have no food entitlements left.
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St Vincent de Paul	Essential Packs (food / baby / winter material)	<p>Newtown Call: 04 389 7122 Email: info@vinnieswgtn.org.nz Text: 021 215 7098 Social: Facebook https://www.facebook.com/vinnieswgtn/</p> <p>STOKES VALLEY 3 Scott Court, Stokes Valley Phone: 04 563 9278 ssdpsv@xtra.co.nz</p> <p>PORIRUA 18 Mungavin Avenue, Porirua Phone: 04 237 5968</p>
Wellington City Mission	Essential / emergency food assistance	0800 245 0900
Karori Food Bank	Food assistance	<p>7 Beauchamp Street Level 2 Karori Community Centre Karori Wellington Ph: 04 476 3455</p>

	Salvation Army	Food assistance	<p>Newtown Te Aro: 4 Normanby St, Newtown, Wellington. 04 389 0594 wellington.cm@salvationarmy.org.nz</p> <p>Miramar Corps 63 Miramar Avenue,</p>
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		<p>Miramar, Wellington Phone: (04) 388 8284 Email: Miramar Corps</p> <p>Lower Hutt Cnr Kings Crescent & Cornwall Street, Lower Hutt 04 570 0273 huttcity_corps@nzf.salvationarmy.org.nz</p> <p>Upper Hutt 695 Fergusson Drive, Upper Hutt, Wellington Phone: (04) 528 6745 Email: Upper Hutt Corps</p> <p>Johnsonville Corps 125-137 Johnsonville Road, Johnsonville, Wellington Phone: (04) 477 4853 Email: Johnsonville Corps</p> <p>Porirua Cnr Warspite Avenue & Fantame Street, Porirua East, Wellington Phone: (04) 235 6266 Email: Porirua Community Ministries</p>
UH Food Bank	Food assistance	uhfoodbank@gmail.com , hurlys@xtra.co.nz Lance Hurley 021 169 9052

	Stokes Valley Food Bank	Food assistance	162 Stokes Valley Road Stokes Valley Ph: 027 557 0248 Email: stokesvalleyfoodbank@gmail.com
	Lower Hutt Food Bank	Food assistance	27B Dudley Street Lower Hutt Central

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			Ph: 04 568 7392 huttfoodbank@gmail.com www.lowerhuttfoodbank.org.nz
	St Annes Porirua	Food assistance	16 Hagley Street Porirua Ph: 04 237 8846
	Compassion Soup Kitchen	Daily meal	132 Tory St, Te Aro, Wellington, New Zealand 04 385 9299 Daily meal served 1.30pm – 2.30pm

Finances / Benefits	Work and Income	Benefits	General enquires under 65 - 0800 559 009 NZ Superannuation - 0800 552 002 Supergold Card - 0800 25 45 65 Veteran's - 0800 650 656
	HV BEST	Benefit advocacy	hvbest@extra.co.nz Teresa Homan 028 424 6295
Legal Advice / Support	Community Law	Free legal advice / service	Wellington Community Law: Facebook https://www.facebook.com/WCLCnz/ website: http://www.wclc.org.nz/ . general inquiries- info@wclc.org.nz , or call and leave a message for a call back – 04 499 2928. Remote advice via an online form and phone back process. Porirua Kapiti Community Law Centre Trust: Contact can be made via email to info@pkclc.com or phoning 04 2376811 and leaving a message. https://communitylaw.org.nz/centre/whitireia/
Mental Health	CAMHS	Child and Adolescent Mental Health Service	Initial contact for referrals to come through Te Haika - 0800 745 477 , 24/7 mental health and addictions contact centre. Web: http://www.ccdhb.org.nz Hutt 04 570 9600 Nikau Centre, Hutt Hospital, 622 High Street, Valley Lower Hutt

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			<p>Wellington 04 806 0002</p> <p>21 Hania Street (Te Whare Tipu), Wellington tewharetipu.admin@ccdhub.org.nz</p> <p>Porirua 04 381 1660 Level 3, BNZ Tower, 14 Hartham Place Porirua</p>
Atareia	Mental health support for family/whanau		<p>Referrals can be made by emailing enquiries@atareia.org.nz or contacting Anne on 0277694405 for CCDHB referrals, Emma on 0210386060 for HVDHB referrals and Toni on 02102709889 for Maori and Pacific whanau who would like to access cultural services in CCDHB.</p>
Te Haika	Mental health and addictions		<p>Te Haika is a mental health and addictions contact centre for people in crisis or experiencing moderate to severe mental health or addiction problems. It is staffed 24 hours a day, 7 days a week by mental health and addiction professionals.</p> <p>Our service is for everyone from Wellington, Porirua, Kāpiti, the Hutt Valley and the Wairarapa. phone 0800 745 477</p>
Anxiety NZ	Helpline		<p>Free 24/7 Helpline 0800 269 4389 (0800 ANXIETY) https://www.anxiety.org.nz/</p>

	1737	Telephone support 24/7	Call or text 1737 for free, 24 hours a day to speak to a trained counsellor.
	Suicide Crisis Helpline	24/7 Helpline	Telephone: 0508 828865
	Lifeline	24-hour Telephone Crisis Support	Telephone: 0800 543354
	Depression Helpline	24/7 Helpline	Telephone: 0800 111757 or free text to 4202

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	Samaritans	Telephone support	Ph 0800 726 666
Health	Wellington Women's Health Collective	Support and advice	5/175 Victoria Street, P O Box 11731, Wellington 6142 Phone: 04 384 7709 Email: info@wwhc.org.nz

Parenting Support	Plunket Nurse	Support and advice	PlunketLine team on 0800 933 922. https://www.plunket.org.nz/
	Parent Help	Online support and helpline	Free Parenting Helpline: 0800 568 856 Online counselling via Zoom: (04) 802 5767 https://www.parenthelp.org.nz/request-for-counselling/
	Birthright	Support for single parent families	Wellington: Free call 0800 547 146 Phone number: (04) 499 0055 Email address: info@birthrightwellington.org.nz Address: 89B Thorndon Quay, Wellington 4500 / PO Box 706 Wellington 6140 Hutt Valley: Free call 0800 547 146 Phone number: (04) 567 7123 Email address: admin@birthrighthutt.nz Address: 101 Copeland St, Epuni / PO Box 44055 Lower Hutt 5011
	Greenstone Doors	Pregnancy / parenting advice and support	Lower Hutt: 15 Dudley Street. Lower Hutt Office Phone: 04 566 5037 Mobile: 027 2549222 022 0395788 (Tues-Fri 10am-5pm) Email: info@greenstonedoors.co.nz

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			Upper Hutt: Chanel Family Centre Corner of Bernadette St and Fergusson Drive, Brown Owl, Upper Hutt
Social Services	Catholic Social Services	Social services operating remotely	https://wn-catholicsocialservices.org.nz/ Address: Compassion Centre Soup Kitchen, 132 Tory St, Wellington Email: reception@wn-catholicsocialservices.org.nz Telephone: 04 385 8642 or Phone/text 027 40 55 469
	Family Works	Provide a range of social services for children, young people, families and whānau, facing challenges in their lives	Family Works services are provided by the seven Presbyterian Support organisations throughout New Zealand. Presbyterian Support Central – 04 439 4900 Taranaki, Wanganui, Manawatu, Horowhenua, Greater Wellington and Wairarapa FAMILY DISPUTES RESOLUTION SERVICES Lower North Island & South – 0800 337 100 https://familyworks.org.nz/what-we-do

Mediation	FairWay	Family Dispute Resolution	Mediation via Zoom or phone. Call: 0800 774 420 Email: fdr@fairwayresolution.com
Education	Ministry of Education		Director of Education for Wellington: Roy Sye Email: enquiries.lowerhutt@education.govt.nz
Youth Support	Kids Line	Youth Service up to 18 years old	Ph 0800 54 37 54
	Youthline	Youth Service	Txt 234
	VIBE	Health / Counselling / Youth Work / Social Work	04 566 0525. If no-one answers, please leave a message. Primary Health clinics: Vibe sites will be open for pre-booked appointments with Nurses and GP's only.

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			<p>A Nurse or GP will conduct a virtual consult if possible.</p> <p>Youth Payments / Youth Coach: Everything can be processed online or over the phone.</p> <p>Other support services: For all other services including counselling, social work, youth work supports. Staff are still working and will be contacting young people.</p>
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	Evolve	Youth service	Address: level 2, James Smith Building, Corner Cuba & Manners Streets, Wellington 6011 Phone: 04-473 6204
	Partners Porirua	Youth service	Phone: 04 237 1097 Text or call: 027 539 0244 Email: admin@partnersporirua.org.nz Web: https://partnersporirua.org.nz/ Address: North City Shopping Centre L05 Lydney Place South, Porirua, Wellington 5022
Counselling	Skylight	Counselling and support (online support only at this time)	Resilience Hub: https://www.skylight.org.nz Counselling: Email counselling@skylight.org.nz Resource Centre: resources@skylight.org.nz For further enquiries or queries please email MoHCoordinator@skylight.org.nz Parenting through Separation: Enquires on MoJCoordinator@skylight.org.nz
Refugee Support	Change Makers	Support for refugee families	Address: Level 4/39 Webb Street, Mount Cook, Wellington 6011 Phone: 04-801 5812
	Red Cross	Support for refugee families	<u>New Zealand Red Cross, Wellington Service Centre</u> Level 2/39 Webb St 04-805 0304

Child Welfare / Child Protection concerns	Oranga Tamariki	Child protection	<p>If you believe a child is in immediate danger, call the Police on 111.</p> <p>REPORTING A CONCERN</p> <p>If you're worried about a child and want to make a referral or report of concern, call OT on freephone: 0508 326 459 or email contact@ot.govt.nz</p>
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Family Violence / Women's Refuge	Shakti	Women's Refuge	<p>0800 shakti, 0800 742 584</p> <p>You can reach Wellington staff on wlg@shakti.org.nz , wlg.cw@Shakti.org.nz</p>
	Women's Refuge Crisisline	Crisisline	<p>If you're a woman in a family violence situation, call the Women's Refuge free Crisisline on 0800 733 843 (0800 REFUGE).</p>
	Women's Refuge	Find a Women's Refuge Near you	<p>Wellington National Office</p> <p>275 Cuba Street Ground Floor WELLINGTON Phone: (04) 802 5078 Fax: (04) 802 5079 Email: info@refuge.org.nz Website: www.womensrefuge.org.nz</p>

	SHINE	Abuse helpline	Confidential family abuse helpline - 0508 744 633
	It's not OK	Family Violence helpline	Ph 0800 456 450
	Hutt City Women's Refuge	Women's Refuge	Address: 32 Pretoria Street, Lower Hutt 5010 Phone: 04-569 1040
	Whare Manaaki Inc, Porirua Women's Refuge	Women's Refuge	16 Hagley Street, Porirua City Centre, Porirua 5022 Phone: 04-234 6118
	Victim Support	Support for victims	New Zealand Council of Victim Support Groups National Office 180 Molesworth Street Wellington, New Zealand

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			National Office: (04) 474 8862 Get Help: 0800 victim – (0800 842 846)
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	Living Without Violence Porirua	Offers services for men, children and women.	<p>ADDRESS: Pember House - Level 2, 16 Hagley Street, Porirua.</p> <p>EMAIL: porirualwvs@plwvs.co.nz porirualwvs@plwvs.co.nz</p> <p>PHONE: (04) 237 6009</p> <p>FACEBOOK: https://www.facebook.com/plwvs</p> <p>WEB: https://plwvs.co.nz/</p>
Sexual abuse	Sexual Abuse HELP Wellington	Helpline	24/7 Support Line 04 801 6655 & push 0 at the menu to speak with a crisis worker
	Mosaic Tiaki Tangata	Male sexual abuse agency & Counselling for Everyone	<p>Counselling for Everyone on phone or video: 0800 94 22 94 (available from 4/5/20) Confidential Listening Service</p> <p>Line:022 419 3416 (call or text us)</p> <p>Email: enquiries@mosaic-wgtn.org.nz</p> <p>Facebook: https://www.facebook.com/mosaicwgtn/</p>
	HV SASH - Hutt Valley Sexual Abuse Support and Healing	Helpline	<p>Specialist support and counselling to women, children and men affected by sexual abuse, rape or sexual harm, historic or current.</p> <p>PHONE 0800 22 66 94 Crisis Support 24/7</p>

	Safe to talk Sexual Harm Helpline	Helpline	Safe to talk is a 24/7 free, confidential, non-judgemental helpline for anyone affected by sexual harm. PHONE 0800 044 334
Drug and addiction	Drug Helpline	24/7 Helpline	Telephone: 0800 787797

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Support for elder community	Age Concern	Support	Address: Suite 4, Level 1, Anvil House, 138-140 Wakefield Street, Wellington 6011 Telephone: 04 499 6646 Email: ceo@acwellington.org.nz
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	Wesley Community Action	Elder Abuse Response Service (EARS)	<p>Call our Wellington office on 04 805 0880 and leave a message for our EARS staff if you're concerned about the safety and wellbeing of an older person. They will return your call within 3 working days.</p> <p>Email our EARS team: help@wesleyeldercare.org.nz</p> <p>You can also call a 24-hour national phoneline on 0800 326 6865 for non-urgent but serious concerns about the safety of an older person wherever they live. Your call will be directed to the nearest EARS provider in your region.</p> <p>In an emergency call 111.</p> <p>https://www.wesleyca.org.nz/what-we-do/care-for-our-elders/elder-abuse-response-service/</p>
Volunteers	Welly Student Volunteer Army	Support / Assistance	<p>Request form – VUWSA.ORG.NZ/SVA</p> <p>Email – SVA@VUWSA.ORG.NZ</p> <p>Facebook – FACEBOOK.COM/WELLYSVA</p>
COVID-19 Information / Support	Government	Online support/advise	<p>www.covid19.govt.nz</p> <p>If you suspect you have Coronavirus, please contact the dedicated Healthline number 0800 358 5453 (available 24 hours, 7 days a week)</p>
Interpreting Services	Interpreting New Zealand	Three way and video calls	<p>https://interpret.org.nz/</p> <p>04 384 2849</p> <p>Email: info@interpret.org.nz</p>

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