

# SURVIVAL GUIDE TO WELLINGTON

Living in Wellington on a low income



**Downtown  
Community  
Ministry**

**Absolutely  
POSITIVELY**  
ME HEKE KI PŌNEKE  
WELLINGTON CITY COUNCIL **Wellington**



# WHATEVER YOU'RE UP TO, STAY SAFE IN THE CITY

- ➡ **Make sure when out in the city stick with your mates.**
- ➡ **Always plan a way to get home.**
- ➡ **Remember that there is a liquor ban in place in the city 24/7 in the Wellington CBD.**
- ➡ **Stick in areas that are well lit.**
- ➡ **Make sure you look after your personal belongings especially money, credit cards and your mobile phone.**
- ➡ **If using a vehicle in the city make sure you park it somewhere that is well lit or parking buildings that are attended and don't leave valuables visible.**

It's likely you will be safe in the city. But if something does go wrong there are people you can call for help. If you are in trouble or see someone else in trouble can call the Police on 111 or if you would like some help from Walkwise officers call the Council on 499 4444.

Wellington City is a member of the WHO Safe Communities Network and to ensure we remain a safe city we all need to take some responsibility. In other words everyone is responsible for safety.



## **Downtown Community Ministry**

### **THE SURVIVAL GUIDE – living in Wellington on a low income**

11<sup>th</sup> Edition 2010

#### **Downtown Community Ministry**

**Phone:** 04 384 7699

**Fax:** 04 384 7688

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

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

The *Survival Guide* is free. It may not be offered for sale but is able to be photocopied, quoted (with acknowledgement), given away, borrowed and circulated. If you require more copies please contact DCM using the details above.

Downtown Community Ministry wishes to thank Wellington City Council for its generous support in producing this 2010 edition of the guide.

# Introduction

You have in your hands a treasure, a *Survival Guide to Wellington* for people on a low income. It is intended as a directory of relevant services, agencies, outlets and information for those with limited means.

The *Survival Guide* helps people access essential services and information geared specifically to their needs. Most of the services contained within the *Survival Guide* are provided by small non-profit organisations – no agency is paid for their inclusion but all offer important services. It is a valuable source of information for those working in this area, enabling them to liaise and network with other agencies doing similar work.

This is the 11<sup>th</sup> edition of the *Wellington Survival Guide*. It was originally conceived by Downtown Community Ministry's long-time community worker, Pam Whittington QSM.

Downtown Community Ministry provides support and advocacy in Wellington city. Those who access our services frequently have backgrounds of homelessness and/or drug, alcohol or gambling addictions. Many carry personal debt, and some have a criminal history.

Project Margin, the Street People Project and the Downtown Community Ministry food bank are three key programmes we have developed to address these issues: Project Margin helps people move out of homelessness and to remain housed; the Street People Project offers a banking service, budgeting and total money management; and the food bank, as well as providing food parcels and referrals to other appropriate services, tries to identify factors contributing to food bank use.

Downtown Community Ministry would like to acknowledge the generous support of Wellington City Council, our partners in producing this new edition. We especially would like to thank Jennifer Rains and the City Communities team.

The *Survival Guide to Wellington* is also available online at [www.dcm.org.nz](http://www.dcm.org.nz).

We want the guide to remain as up-to-date as possible, so if you have any corrections or additions, please email Downtown Community Ministry on [office@dcm.org.nz](mailto:office@dcm.org.nz) or call 384 7699.

# Telephone help for times of crisis

## **AIDS Hot Line**

0800 802 437

## **Alcoholics Anonymous**

0800 AA WORKS (0800 229 675)

## **Alcohol Drug Help Line**

0800 787 797

## **Anger Management/Wellington Ending Abuse and Violence**

04 384 8275

## **Crisis Assessment and Treatment Team (CATT)**

04 494 9169

## **Child Abuse Prevention Services**

04 801 2704/0800 228 737

## **Child, Youth and Family**

0508 326 459

## **Gambling Problem Helpline**

0800 654 655

## **Gay (and Lesbian) Helpline**

04 473 7878

## **Gender Bridge**

0800 844 357

## **Healthline**

(Including Well Child Advice)

0800 611 116

## **Help Foundation**

(24 hrs for rape issues)

04 499 7532

## **Hutt Valley Stopping Violence Centre**

04 570 0772

## **Lifeline**

0800 543 354

## **Narcotics Anonymous**

04 801 9933

## **National Poisons Centre**

0800 764 766

## **Parent Help**

04 499 9994

04 802 5767

## **Plunket**

0800 933 922

## **Rape Crisis**

Support line: 04 473 5357

General Enquiries: 04 473 5358

## **Samaritans**

04 473 9739

0800 726 666

## **Quitline**

0800 778 778

## **Toughlove**

09 624 4363

## **Victim Support**

0800 VICTIM (0800 842 846)

## **Women's Refuge**

Wellington Central: 04 473 6280, 380 0917

Porirua: 04 237 7027

Lower Hutt: 04 917 9850

## **Warmline**

(Tuesday–Sunday, 7pm–1am)

0800 200 207

## **Youthline**

0800 37 66 33, 04 382 8828

# Contents

## **Accommodation – Alcohol and Drug**

Abbat Trust Alcohol and Drug Services	20
Q-nique	83
Sir Charles Burns Trust	67

## **Accommodation – Emergency**

Night Shelter	73
Salvation Army Community Ministry – Porirua	90
Salvation Army Community Ministry – Wellington	90
The Inn	99
Women’s Boarding House	118
Women’s Refuges	119

## **Accommodation – Lodges, Backpackers, Boarding Houses**

Base (X) Backpackers	25
Caledonian Hotel	27
Cambridge Hotel	28
Capital City Lodge	28
Downtown Wellington Backpackers	38
Fantail Hostel and Homestay	43
Hawkestone House	53
Levy House	60
Loafers	63
Lodge in the City	64
Maple Lodge	65
Nomads Capital	74
Pendennis House – Mihingare o Pōneke	78
Pickled Parrot	79
Pilmuir Accommodation	79
Richmond Guest House	85
Riddiford Street Hostel	86
Rintoul Lodge	86

Rosemere Backpackers	86
Rowena's Lodge	87
Taranaki 217	94
Villa Court Porirua	106
Wildlife House Backpackers	118
Women's Boarding House	118

### **Accommodation – Low Income Housing Providers**

City Housing – Wellington City Council	34
Housing New Zealand Corporation	54
Wellington Housing Trust	115

### **Accommodation – Mental Health**

Abbat Trust Alcohol and Drug Services	20
Easy Access Housing	40
Mahora House	64
Pathways	78
Te Roopu Whakapakari Ora Trust	95
Wellink Trust	117

### **Accommodation – Tenancy Information**

Bond Centre	96
Tenancy Information	96
Tenancy Services	96
W.H.A.T. – Wellington Housing Association of Tenants	114

### **Alcohol and Drug Services**

Abbat Trust Alcohol and Drug Services	20
Alcohol Drug Help Line	22
Alcoholics Anonymous	23
Bridge Programme	26
Care NZ	29
Community Alcohol and Drug Service (CADS)	34
Hutt Hospital	55
Methadone Clinic	66
Narcotics Anonymous	71

Q-nique	83
Rangataua Mauriora	84
Salvation Army (see Bridge Programme)	87
WellTrust	109

### **Advocacy**

B.E.S.T. – Benefit Education Service Trust	25
Downtown Community Ministry	38
Inner City Project	56
Nāku Ēnei Tamariki	70
Newtown Budgeting and Advocacy Services Inc	72
Salvation Army Community Ministry – Lower Hutt	89
Salvation Army Community Ministry – Porirua	90
Salvation Army Community Ministry – Upper Hutt	90
Salvation Army Community Ministry – Wellington	90
Salvation Army Youth Services	91
The People’s Centre – Wellington	100
The Society of Saint Vincent de Paul	100
Unite Union	104
Wainuiomata Citizens Advice Service	108
Wellington City Mission	111
W.H.A.T. – Wellington Housing Association of Tenants	114
Whānau Family Support Services Trust	118

### **Budgeting and Financial Services (see also Citizens Advice Bureau)**

Agape Budgeting Service	21
Downtown Community Ministry (see Street People Project)	38
Gambling Debt Helpline	51
Newtown Budgeting and Advocacy Services Inc	72
NZ Federation of Family Budgeting Services	74
Pacific Island Budget Service	77
Salvation Army Community Ministry – Lower Hutt	89
Salvation Army Community Ministry – Porirua	90
Salvation Army Community Ministry – Upper Hutt	90
Salvation Army Community Ministry – Wellington	90



Strathmore Park Community Base/Eastern Suburbs Budget Service	92
Street People Project	93
The Society of Saint Vincent de Paul	100
Wainuiomata Budgeting Service Trust	108
Wellington City Mission – Budget Advice	111
Whānau Family Support Services Trust	118

### **Citizens Advice Bureau**

Aro Valley CAB	31
Central City CAB	31
Eastern Suburbs CAB	31
Johnsonville CAB	32
Kapiti CAB	32
Karori CAB (see Wellington West CAB)	33
Kilbirnie CAB (see Eastern Suburbs CAB)	31
Lower Hutt CAB	32
Newtown CAB	32
Petone CAB	32
Porirua CAB	32
Upper Hutt CAB	33
Wainuiomata CAB	33
Wellington West CAB	33

### **Counselling**

Awhina Wahine Wellington Inc	24
Catholic Social Services	31
Living Without Violence – Porirua	63
Pregnancy Counselling Services	81
Presbyterian Support Central	82
Rape Crisis – See Wellington Rape Crisis	84
STOP – Wellington	92
The Society of Vincent De Paul	100
The Women’s Centre – Lower Hutt	101
Victim Support	106
WEAV – Wellington Ending Abuse and Violence	108

WellElder	109
Wellington Rape Crisis	116
Wellington Sexual Abuse Help Foundation	116
Wellington Sexual Health	116
Wesley Inner City Counselling Service	117
Women's Health Collective – Wellington	119

## **Court Support (see Prison, Probation and Court Services and Support)**

### **Dental Services**

Dental and Oral Health Department	37
The People's Centre – Wellington	100

### **Drop-in Centres**

Catacombs Drop-in Centre	29
Courtenay's on Willis	36
Evolve	42
Hope Centre – Salvation Army Community Ministry	53
Pablos Art Studio and ROAR! Gallery	76
Strathmore Park Community Base	92
Take 5 and Te Whare Mārama	94
The Clubhouse	98
The Crypt	98
The Senior Centre	100
Vincent's Art Workshop	106
Wellington City Mission Drop-in Centre	111

### **Education (includes Community Education)**

English Language Partners (ESOL Home Tutors Wellington)	41
Heretaunga College	53
Literacy Aotearoa Wellington	63
Mana College Community Education	64
Multicultural Services Centre	68
Naenae College Community Education	70
Newlands College Community Learning Centre	72
Onslow College Community Education	75

Parents Legal Information Line on School Issues	78
Rongotai College Community Education	86
Seniornet Wellington Inc	91
Taita College Community Education	93
Te Ata Hou	94
Upper Hutt College Community Education	104
Victoria University of Wellington – Community Education	106
Wellington High School Community Education	114
Whānau Family Support Services Trust	118

### **Emergency Services**

Police	79
Wellington Free Ambulance	114

<b>Emergency Checklist</b>	131
----------------------------	-----

<b>Emergency Plan</b>	132
-----------------------	-----

### **Employment**

Career Services Rapuara	29
Job Mentoring Service	57
Wellington City Mission – Mission for Independence	112
Wellink Clean Team – Green Team	117

### **Family/Whānau Services and Support**

Atareira Wellington	23
Barnados Domestic Violence Programme	24
Barnados Family Support Services Lower Hutt	25
Barnados House Wellington	25
Birthright	26
Catholic Social Services	30
Child Adolescent and Family Services	30
Great Start	52
Living without Violence	63
Mana Parents Centre	65
Mothers Alone	68
Nāku Ēnei Tamariki	70

Parent to Parent Wellington Region	77
Pomare Community Health and Social Services	80
Presbyterian Support Central – Home Support and Social Services	82
Salvation Army Community Ministry – Lower Hutt	89
Salvation Army Community Ministry – Porirua	90
Salvation Army Community Ministry – Upper Hutt	90
Salvation Army Community Ministry – Wellington	90
The Family Space	99
WEAV – Wellington Ending Abuse and Violence	108
Wellington City Mission – Mission for Families	112

### **Foodbanks**

Downtown Community Ministry Foodbank	44
Johnsonville Foodbank	44
Kapiti Foodbank	44
Karori Foodbank	44
Lower Hutt Foodbank	45
Massey at Wellington Students Association Foodbank	45
Miramar and Strathmore Foodbank	45
Newlands Community House Foodbank	45
Salvation Army Community Ministry Foodbank – Lower Hutt	46
Salvation Army Community Ministry Foodbank – Newtown	46
Salvation Army Community Ministry Foodbank – Porirua	46
Salvation Army Foodbank – Tawa	47
Salvation Army Community Ministry Foodbank – Upper Hutt	47
Stokes Valley Community House Foodbank	47
The Society of Saint Vincent de Paul Foodbank – Newtown	47
The Society of Saint Vincent de Paul Foodbank – Porirua	48
Upper Hutt Foodbank	48
Victoria University of Wellington Students Association Foodbank	48
Wadestown Foodbank	48
Wainuiomata Foodbank	48
Wellington City Mission Foodbank – Newtown	49
Wesley Wellington Mission Foodbank – Porirua	49

## **Gambling Helplines and Services**

Asian Problem Gambling Helpline	50
Gambling Debt Helpline	50
In Ya Face – Youth Gambling Line	51
Māori Gambling Helpline	51
Oasis Centre – Newtown	75
Oasis Centre – Upper Hutt	75
Problem Gambling Foundation – Wellington	51
Vai Lelei Pasifika Gambling Helpline	52

## **Gay and Lesbian Support**

AIDS Foundation	22
Gay (and Lesbian) Helpline	52
Gender Bridge	52

## **Health Services and Support**

Accident and Urgent Medical Centre	20
After Hours Medical Centre – Lower Hutt	20
After Hours Medical Centre – Upper Hutt	21
Birthworks	26
Dental and Oral Health Department	37
Evolve	42
Eye Department – Wellington Hospital	42
Family Planning Association	43
Hutt Hospital	55
Hutt Union and Community Health Service – Lower Hutt	55
Hutt Union and Community Health Service – Petone	55
Kenepuru After Hours Medical Centre	58
Kenepuru Hospital	58
Lifeline	62
Methadone Clinic	66
Newtown Union Health Service	72
New Zealand Prostitutes Collective	71
Ngāwari Medical Centre	73
Ngā Whakataukī Trust	73

Overeaters Anonymous	76
Pacific Community Health – Vakaola	77
Pacific Health Service Wellington	77
People’s Centre – Wellington	78
Pomare Community Health and Social Services	80
Porirua Union and Community Health Service	81
Post and Ante-Natal Distress Support Group	81
Pregnancy Assistance	81
Strathmore Community Health Centre	92
Te Aro Health Centre	94
Te Ngāwari Hauora Charitable Trust	95
Te Whānau Kotahi Ora	96
The Health Centre – Upper Hutt	99
The House of Grace	99
Vibe	105
Wellington Hospital	114
Wellington Sexual Abuse Help Foundation	116
Wellington Sexual Health	116

### **Information and Documents**

Births, Deaths and Marriages	26
By-laws (See Wellington City Council By-laws)	110
CAB	31
Citizenship (NZ) Department	33
City Council – Hutt	55
City Council – Porirua	80
City Council – Upper Hutt	104
City Council – Wellington	110
Department of Internal Affairs	37
Justice of the Peace	57
Libraries	60
Liquor Bans (See Wellington City Council By-laws)	110
Multicultural Services Centre	68
Parents Legal information on School Issues	78
Passports (NZ) Department	78

Police	79
Police Complaints Authority	80
Trespass Notices	103
Wainuiomata Citizens Advice Service	108
Wellington City Council	110
Wellington City Council By-laws	110
Wellington Free Ambulance	114
Wellington Information and Tourist Centre	115
Wellington i-Site Visitor Centre	115
W.H.A.T. – Wellington Housing Association of Tenants	114

### **Legal Services and Support**

Births, Deaths and Marriages	26
Citizenship	33
Community Law Centre – Hutt Valley	35
Community Law Centre – Wellington	113
Community Law Centre – Whitirea	118
Crooked Lawyer	37
Justice of the Peace	57
Parents Legal Information Line on School Issues	78
Passports	78
Te Rātonga Ture Community Law Centre	95
The Senior Centre	100
Trespass Notices	103
Wellington Legal Aid Office	116

### **Leisure and Activities**

Botanic Garden	26
Cable Car Museum	26
City Gallery Wellington	33
Community Gardens	34
Free Films – The Film Archive	49
Free Walks and Tours	49
Homelessness World Cup – see Street Football	53
Leisure Card	60
Museum of Wellington City and Sea	70

National Archives	71
National Library Gallery	71
Pablos Art studio and ROAR! Gallery	76
Street Football	92
Te Papa Tongarewa	95
Toi Poneke – Wellington Arts Centre	101
Town Belt, Reserves and Walkways	102
Tree House Visitor Centre, Wellington Botanic Garden	103
Vincents Art Workshop	106

### **Māori Services and Support**

Mātua Whāngai	66
Nāku Ēnei Tamariki	70
Ngāwari Medical Centre	73
Ngā Whakataukī Trust	73
Rangataua Mauriora – Alcohol and Drug Services	84
Te Ngāwari Hauora Charitable Trust	95
Te Rātonga Ture Community Law Service	95
Te Roopu Whakapakari Ora Trust	95
Te Whanau Kotahi Ora	96
Te Whare Marie – Specialist Māori Mental Health Services	96
Whānau Family Support Services Trust	118
Te Whare Roki Roki (Wellington Māori Women’s Refuge)	119

### **Meals**

Christmas dinner – The Lion’s Club ‘Room at the Inn’	30
Christmas dinner – Salvation Army Hope Centre	30
Ezee Meals	42
Meals on Wheels	66
Soup Kitchen (see Suzanne Aubert Compassion Centre)	92
Suzanne Aubert Compassion Centre	93
The Crypt	98

### **Mental Health Services and Support**

Aspire Inc	23
Atareira Wellington	23



Child Adolescent and Family Services	30
Community Mental Health Team South – Tacy Street Clinic	35
Community Mental Health Team Wellington – Tory Street Clinic	35
Court Liaison Mental Health Services	36
Crisis Assessment and Treatment Team – CATT	36
Early Intervention for Psychosis Service	39
Eating Disorder Services	40
Inner City Project	56
Kites	59
Maternal Mental Health Service	66
Mental Health Consumers Union Inc – (see Aspire Inc)	23
Overeaters Anonymous Wellington	76
Pablos Art Studio and ROAR! Gallery	76
Pathways	78
Take 5 and Te Whare Mārama	94
Te Ngāwari Hauora Charitable Trust	95
Te Whare Marie – Specialist Māori Mental Health Services	96
The Clubhouse	98
Vincent's Art Workshop	106
Warmline	108
Wellington After Care Association Inc	109
Wellink Clean Team – Green Team	117

### **Older Persons' Services and Support**

Age Concern Wellington	21
Age Concern Wellington Elder Abuse and Neglect Service	22
Age Concern Wellington, Porirua, Lower Hutt and Upper Hutt Accredited Visiting Service	22
Capital Seniors Charitable Trust Inc	28
Johnsonville Senior Citizens Inc	57
Meals on Wheels	66
Mobility Scooters	68
Presbyterian Support Central – Home Support	82
Seniornet Wellington Inc	91
The Senior Centre – Wellington	100

WellElder	109
Wellington City Mission – Mission4Seniors	112

### **Pacific Peoples' Services and Support**

Pacific Community Health – Vakaola	77
Pacific Health Service Wellington	77
Pacific Island Budget Service	77

### **Pharmacies (After Hours)**

After Hours Pharmacy – Wellington	21
Amcal Pharmacy – Upper Hutt	23
Kenepuru After Hours Pharmacy	58
Queen Street Pharmacy – Upper Hutt	83
Urgent Pharmacy – Lower Hutt	104

### **Pregnancy Support (see Health and/or Women's Services and Support)**

#### **Prison, Probation and Court Services and Support**

Community Probation Service – Wellington Area Office	35
Community Probation Service Centre – Wellington	35
Community Work Centre – Wellington	36
Court Liaison Mental Health Service	36
Mātua Whāngai	66
Operation Jericho	75
Prisoners Aid and Rehabilitation Society (PARS)	82
Salvation Army Court and Prison Service	87
Victim Support	106

#### **Recycling/Sustainable Living**

Community Gardens	34
Conservation Information Centre	36

#### **Refugee and Migrant Services and Support**

Multicultural Services Centre	68
Refugees as Survivors Centre – Wellington	84
Refugee Services Aotearoa NZ – Hutt Valley	85
RMS Refugee Resettlement – Porirua	85
RMS Refugee Resettlement – Wellington	85

## **Second-hand Stores**

Brooklyn Galleria	27
How Bazaar	55
Mary Potter Hospice Shops	65
Newtown People's Market	72
Salvation Army Family Stores	88
Second Treasure Shop	91
The Blue Shop	98
The Society of Saint Vincent de Paul Shops	101
Trade and Exchange Magazine	102
Trash Palace	103

## **Smoking**

Quitline	83
----------	----

## **Toilets, Showers and Laundrettes**

125

## **Translation and Interpreting Services**

NZ Translation Centre Ltd	74
The Translation Service – Department of Internal Affairs	102
Wellington City Council Interpreting Service	110
Wellington Community Interpreting Services	113

## **Transport**

AA Centre	21
Buses (see Metlink)	27
Metlink	67
Mobility Scooters	68
Trains (see Metlink)	102
Vehicle Testing New Zealand	105

## **Violence Programmes**

Barnados Domestic Violence Programme	24
Living Without Violence – Porirua	63
STOP – Wellington	92
WEAV – Wellington Ending Abuse and Violence	108

<b>Volunteering</b>	
Volunteer Hutt Valley	107
Volunteer Porirua	107
Volunteer Wellington	107
<b>Wellington Community Centres</b>	130
<b>Work and Income Service Centres and Information</b>	120
<b>Women's Services and Support</b>	
Awhina Wahine Wellington Inc	24
Birthworks	26
Dress for Success	39
Family Planning Association	43
Living without Violence	63
Mana Parents Centre	65
Maternal Mental Health Service	66
Mothers Alone	68
New Zealand Prostitutes Collective	71
Post and Ante-Natal Distress Support Group	81
Pregnancy Assistance	81
Pregnancy Counselling Services	81
The House of Grace	99
The Women's Centre – Lower Hutt	101
Women's Health Collective – Wellington	119
<b>Youth Services and Support</b>	
Child, Adolescent and Family Services	30
Early Intervention for Psychosis Service	39
Evolve	42
In Ya Face	51
Salvation Army – Youth Services	91
Strathmore Park Community Base	92
The House of Grace	99
The Inn	99
Vibe	105

WEAV – Wellington Ending Abuse and Violence	108
WellTrust	109
Wellington City Mission – Mission for Independence	112
Wellington Sexual Abuse Help Foundation	116

# A

## **AA (Automobile Association) Centre – Wellington**

Phone: 04 931 9999  
Fax: 04 931 9960  
Address: 342–352 Lambton Quay, Wellington  
Website: [www.aa.co.nz](http://www.aa.co.nz)

## **Abbat Trust Alcohol and Drug Services**

Phone: 04 528 3341  
Fax: 04 527 6808  
Address: Office – 1/18 Logan Street, Lower Hutt  
Email: [priston@paradise.net.nz](mailto:priston@paradise.net.nz)  
Emergency housing offering counselling and assessment for people with drug, alcohol and anger problems. Residents live independently and share facilities. Admission by interview. Also teaching work skills.

## **Accident and Urgent Medical Centre – Wellington**

Phone: 04 384 4944  
Fax: 04 384 4840  
Address: 17 Adelaide Road, Wellington  
Email: [lyng@wamc.co.nz](mailto:lyng@wamc.co.nz)  
This facility offers after hours care to anyone who needs it and is open from 8am–11pm every day of the year.

## **After Hours Medical Centre – Lower Hutt**

Phone: 04 567 5345  
Fax: 04 567 9909  
Address: 729 High Street, Lower Hutt  
Email: [manager@afterhoursmed.co.nz](mailto:manager@afterhoursmed.co.nz)  
This facility is open overnight 5.30pm–8am weekdays and 24 hours on weekends and public holidays.

### After Hours Medical Centre – Upper Hutt

Phone: 04 528 0111

Fax: 04 527 3139

Address: 12–14 Royal Street, Upper Hutt

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

Open 5–10pm weekdays and 8.30am–10pm weekends and public holidays.

### After Hours Pharmacy – Wellington

Phone: 04 385 8810

Fax: 04 385 8425

Address: 17 Adelaide Road, Wellington

Monday to Friday 5–11pm; weekends and public holidays 8am–11pm.

### Agape Budgeting Service

Phone: 04 477 3000

Fax: 04 477 3008

Address: PO Box 13107 Johnsonville

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

Email: [agape.budgeting@paradise.net.nz](mailto:agape.budgeting@paradise.net.nz)

Agape has 60 budgeters working throughout the Wellington region. The service is free and aims to teach clients how to control their own budgets.

### Age Concern Wellington

Phone: 04 499 6646

Fax: 04 499 6645

Address: Level 1, Suite 4, Anvil House, 138–140 Wakefield Street, Wellington

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

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

Age Concern Wellington provides an elder abuse and neglect service, elder abuse and neglect education, and an accredited visiting service in Porirua, Wellington, Lower Hutt and Upper Hutt. Community support that provides information and advocacy is offered. There are also safe with age driving courses, enduring power of attorney workshops, wellness seminars and health promotion for seniors.

### **Age Concern Wellington Elder Abuse and Neglect Service**

Phone: Wellington region 04 567 4998

Fax: 04 567 4998

Address: 249 Rata Street, Naenae, Lower Hutt; PO Box 35187 Naenae

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

Email: [eanwgt@acwellington.org.nz](mailto:eanwgt@acwellington.org.nz)

'You're Never Too Old to Be Hurt.' Elder Abuse and Neglect Service promotes the rights and wellbeing of seniors and those who care for them. It also promotes an awareness and understanding of the nature of elder abuse and neglect.

### **Age Concern Wellington, Porirua, Lower Hutt and Upper Hutt Accredited Visiting Service**

Phone: Wellington and Porirua, 04 387 7525;

Lower Hutt and Upper Hutt, 04 528 3366

Address: PO Box 14187 Mana, Porirua; PO Box 47170 Trentham

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

Email: [avswgt@acwellington.org.nz](mailto:avswgt@acwellington.org.nz), [avshutt@acwellington.org.nz](mailto:avshutt@acwellington.org.nz)

Volunteers are matched with isolated older people in the community, whom they visit on a regular one-to-one basis.

### **AIDS Foundation – Wellington Awhina Centre**

Phone: 04 381 6640

Fax: 04 381 6641

Address: Level 1, 187 Willis Street, Wellington 6011

Email: [contact.awhina@nzaf.org.nz](mailto:contact.awhina@nzaf.org.nz)

Hotline: 0800 802 437

Open 9am–5pm Monday and Friday. National AIDS Hotline operates 24 hours per day.

### **Alcohol Drug Help Line**

Phone: 0800 787 797

Fax: 03 377 5600

Address: First Floor, 215 Gloucester Street, PO Box 13496, Christchurch

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

Email: [ada@adanz.org.nz](mailto:ada@adanz.org.nz)

Provides confidential, accurate and impartial information on alcohol and drug issues.



### Alcoholics Anonymous

Phone: 04 472 4250, helpline 0800 229 675

Fax: 04 472 4251

Address: Unit 4, Betty Campbell Centre, Second Floor, Harbour City Centre,  
Panama Street, Wellington

Website: [www.alcoholics-anonymous.org.nz](http://www.alcoholics-anonymous.org.nz)

Email: [nzgs0@xtra.co.nz](mailto:nzgs0@xtra.co.nz)

Alcoholics Anonymous is an organisation that helps alcoholics who have a desire to stop drinking.

### Amcal Pharmacy Upper Hutt

Phone: 04 528 4808

Fax: 04 528 1440

Address: 53 Main Street, Upper Hutt

Monday to Friday 8.30am–9pm, weekends and public holidays 8.30am–8pm.

### Aspire Inc

Phone: 04 473 4433

Fax: 04 473 4434

Address: Community House, Level 2, 84 Willis Street, PO Box 11262, Wellington

Email: [mail@wmhcu.org.nz](mailto:mail@wmhcu.org.nz)

Offering advocacy and support for people who have or who have had a mental illness. This union manages two drop-in centres: The Clubhouse and Courtenay's.

### Atareira Wellington

Phone: 04 499 1049

Fax: 04 499 1063

Address: First Floor, 274 Taranaki Street, PO Box 355, Wellington 6140

Email: [enquires@atareira.org.nz](mailto:enquires@atareira.org.nz)

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

Mental health support for families and whanau of people who experience mental health issues.

## **Awhina Wahine Wellington Inc**

Phone: 04 385 3185

Fax: 04 385 3185

Address: Level 2, 17 Haining Street, Te Aro, Wellington; PO Box 9011 Marion Square

Email: [awhina-wahine@xtra.co.nz](mailto:awhina-wahine@xtra.co.nz)

A women's and whānau counselling service for victims of rape and sexual abuse.

We can conduct counselling sessions in our office or through our mobile service.

Opening hours are Monday to Friday 8.30am–4.30pm, but we can be contacted

24 hours a day, seven days a week.

# B

## **Banking Ombudsman**

Phone: 0800 805 950

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

A free service to help people sort out their problems with banks.

## **Barnardos Domestic Violence Programme**

Phone: 04 569 1204

Fax: 04 569 1165

Address: Level 1, 330 High Street, Lower Hutt, PO Box 30 354 Lower Hutt

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

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

A programme to help children who have suffered or witnessed domestic violence.

Help is also available for their families.

### Barnardos Family Support Services Lower Hutt

Phone: 04 569 1204

Fax: 04 569 1165

Address: 330 High Street, Lower Hutt

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

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

Kid Start family daycare, supervised visits with children for non-custodial parent, counselling and family support.

### Barnardos House Wellington

Phone: 04 382 6702

Fax: 04 382 6700

Address: 85–87 Ghuznee Street, Wellington

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

Barnardos works within the community to help New Zealand children receive the care, education and support they need in order to grow and reach their potential.

### Base (X) Backpackers

Phone: 04 801 5666 or freephone 0800 BASE NZ (227 369)

Fax: 04 801 5668

Address: 21–23 Cambridge Terrace, Wellington

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

Email: [wellington@basepackers.com](mailto:wellington@basepackers.com)

Friendly atmosphere with staff who are happy to help. There are four-, six- and eight-bedroom dormitories, as well as a women-only floor. Services include bar, communal kitchen, dining and living area, laundrette. Open 24 hours.

### B.E.S.T. – Benefit Education Service Trust

Phone: 04 529 8108

Fax: 04 529 8106

Address: The Suzanne Aubert Centre, 3 Perry Street, Heretaunga, Upper Hutt;  
PO Box 48039 Silverstream

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

Advocacy service assisting, supporting and empowering beneficiaries of the Hutt Valley. Opening hours Monday 10am–3pm, Wednesday 12noon–3pm, Friday 10am–3pm.

## Births, Deaths and Marriages Department

Phone: 0800 225 252

For more information see Department of Internal Affairs.

## Birthright

Phone: Birthright Lower Hutt: 04 566 7123

Birthright Wellington 04 384 7966

Fax: Lower Hutt 04 569 3527, Wellington 04 384 7968

Address: 157 High Street, PO Box 44005, Lower Hutt, Fifth Floor, 75 Ghuznee tree, PO Box 706, Wellington

Email: [birthrighthutt@xtra.co.nz](mailto:birthrighthutt@xtra.co.nz), [birthright.wellington@xtra.co.nz](mailto:birthright.wellington@xtra.co.nz)

Services to one-parent families, including home-based support, budget advice, parenting education, children's programmes and family activities.

## Birthworks

Phone: 04 802 0771

Address: 51 Ava Street, Petone

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

A free midwifery services for the Hutt Valley, with home and hospital births.

Birthworks places an emphasis on conventional births but can also do water births.

## Botanic Garden

Phone: 04 499 1400

Address: 101 Glenmore Street, Thorndon, Wellington

Over 26 hectares of specialist gardens, native bush and lawn areas.

## Bridge Programme

Phone: 04 389 6566

Fax: 04 389 7110

Address: 24–26 Riddiford Street, Newtown, PO Box 6033, Wellington 6141

Email: [wbridge@nzf.salvationarmy.org](mailto:wbridge@nzf.salvationarmy.org)

## Upper Hutt Centre

Address: 41 Queens Street, Upper Hutt

Provides alcohol, drug and gambling counselling.

## Brooklyn Galleria

Phone: 04 939 7808

Address: 2 Todman Street, Brooklyn, Wellington

Monday to Wednesday 2–6.30pm; Thursday to Sunday 10.30am–6.30pm. Second-hand antiques, collectables, tools, furniture, homeware and curios. We accept Work and Income vouchers.

## Buses (See Metlink)

## By-laws (See Wellington City Council By-laws)

# C

## Cable Car Museum

Phone: 04 475 3578

Fax: 04 475 3594

Address: 1 Upland Road, Kelburn, Wellington (located at the top of the Cable Car)

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

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

Open 9.30am–5pm every day, closed Christmas Day.

## Caledonian Hotel

Phone: 04 383 6381, 021 532 217 (Robyn Green) 04 934 4025 (Steph)

Address: Basin Reserve, Wellington

Medium/long-term accommodation. Prefers single people over 25.

### Cambridge Hotel

Phone: 04 385 8829

Fax: 04 385 2503

Address: 28 Cambridge Terrace, Wellington

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

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

Single rooms. Facilities in all rooms with bedding provided. People can choose to have phones.

### Capital City Lodge

Phone: 04 939 7992

Fax: 04 939 7995

Address: 82–88 Hanson Street, Newtown, Wellington

Email: [nick@capitalcity.co.nz](mailto:nick@capitalcity.co.nz)

A boarding house/lodge charging weekly rent. Cheaper rent is possible for people staying longer than four weeks. Power, breakfast and dinner are included in the cost, with lunch added on the weekends.

### Capital Seniors Charitable Trust Inc

Phone: 04 586 5810

Fax: 04 586 5818

Address: 19/41 Barber Grove, Moera, Lower Hutt

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

A multi-ethnic senior migrant citizens' society. The society is based in Lower Hutt, with members from all over Greater Wellington. We provide members with opportunities to socialise and participate in recreational activities.

## Care NZ

Phone: 04 385 1517  
Fax: 04 385 1516  
Address: First Floor, 66 Dixon Street, Wellington  
Website: [www.carenz.co.nz](http://www.carenz.co.nz)  
Email: [wellingtong@carenz.co.nz](mailto:wellingtong@carenz.co.nz)  
Alcohol and drug counselling services.

## Career Services Rapuara

Phone: 04 0800 222 733  
Text: CAREER 434  
Fax: 04 801 5430  
Address: Level 3, CMC Building, 89 Courtenay Place, PO Box 27263, Wellington  
Website: [www.careers.govt.nz](http://www.careers.govt.nz)

Career Services Rapuara offers career information, advice and guidance, including job search, CV development and interview skills to individuals and groups on low incomes. Services include:

- Personalised one-to-one careers counselling and guidance is provided by qualified career consultants.
- Information on over 700 careers and on all NZQA approved training programmes is available on website [www.careers.govt.nz](http://www.careers.govt.nz).
- Information and advice on courses and training can also be obtained from Adviceline – 0800 222 733 or by free text, CAREER 434.

## Catacombs Drop-in Centre

Phone: 04 385 6144, 04 384 3329  
Address: Level 1, 131 Manners Street, Wellington; PO Box 9463 Marion Square  
Email: [catacombsdropincentre@yahoo.com.au](mailto:catacombsdropincentre@yahoo.com.au)

A drop-in centre for inner-city Wellington residents, including homeless and people in transit, and particularly those in need of a welcoming place to socialise and relax. TV lounge, light reading, hot drinks and a shower. Volunteers always needed; please call/drop in and ask for staff member or volunteer on duty. The centre is for over 18s and is open Monday to Friday 7.30–10.30pm, and 11am–10.30pm Saturday and Sunday.

### **Catholic Social Services**

Phone: 04 385 8642

Fax: 04 385 8640

Address: 152 Brougham, Mount Victoria, Wellington; PO Box 9408 Marion Square

Website: [www.wn.catholic.org.nz/?sid=153](http://www.wn.catholic.org.nz/?sid=153)

A community-based social service agency which provides a donation-based counselling service (in Wellington city, Porirua and Lower Hutt), family support workers, parenting programmes and violence prevention/self-development programmes in schools. Our services are available to anyone, irrespective of their background.

### **Child Adolescent and Family Services**

Phone: 04 801 2960

Fax: 04 801 2969

Address: 21 Hania Street, Mount Victoria, Wellington

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

Helps children and young people with moderate to severe emotional, behavioural or psychological problems. Also offers maternal mental health services.

### **Christmas Dinner – The Lions Club’s ‘Room at the Inn’**

Phone: 04 384 8499 (Aro Valley Community Centre)

Address: Aro Valley Community Centre, 48 Aro Street, Wellington

Christmas dinner is served at Aro Valley Community Centre, 46 Aro Street, at 12.30pm on Christmas Day. The service provides a Christmas meal for those who are ‘housebound’, disadvantaged or lonely, as well as for family groups.

### **Christmas Dinner – Salvation Army Hope Centre**

Phone: 04 389 0594

Fax: 04 389 1130

Address: 26 Riddiford Street, Newtown, Wellington

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

Email: [wellingtoncfs@xtra.co.nz](mailto:wellingtoncfs@xtra.co.nz) 4 389 0594

To book your place for the Christmas dinner, contact the Hope Centre from November 1.



## **Citizens Advice Bureau (CAB)**

The Citizens Advice Bureau is a voluntary organisation providing free, confidential information and advice to anyone about any query or problem. CABs are staffed by trained volunteers who can access information by computer or from the extensive range of resources that they have.

If they can't help with a particular query they'll find someone who can. No problem is too big or too small. Whether you're about to be thrown out of your flat, need to find local childcare, or want advice on how to deal with a neighbour, a trained CAB volunteer can help you. They'll discuss your options with you and give you contact numbers for any services or organisations that will be able to help you further. Citizens Advice runs a free phone service for general enquiries, 0800 FOR CAB (0800 367 222). Their website is [www.cab.org.nz](http://www.cab.org.nz)

### ***Aro Valley CAB***

Phone: 04 384 2133  
Fax: 04 384 2092  
Address: Community Centre, 48 Aro Street  
Email: [cab.arovalley@xtra.co.nz](mailto:cab.arovalley@xtra.co.nz)

### ***Central City CAB***

Phone: 04 472 2466  
Freephone: 0800 367 222  
Address: Mezzanine Floor, Central Library, 65 Victoria Street, next to the café in the Central library building; PO Box 24093, Wellington 6142  
Website: [www.cab.org.nz](http://www.cab.org.nz)  
Email: [cab.wncen@xtra.co.nz](mailto:cab.wncen@xtra.co.nz)

### ***Eastern Suburbs CAB***

Phone: 04 387 3573  
Fax: 04 387 9329  
Address: 56–58 Bay Road, Kilbirnie  
Email: [cab.easts@xtra.co.nz](mailto:cab.easts@xtra.co.nz)

### ***Johnsonville CAB***

Phone: 04 478 5698  
Fax: 04 478 5690  
Address: 1 Frankmoore Avenue  
Email: cab.johnsonville@xtra.co.nz

### ***Kapiti CAB***

Phone: 04 298 4944  
Fax: 04 297 0000  
Address: First Floor, Coastlands, Paraparaumu  
Email: cab.kapiti@xtra.co.nz

### ***Lower Hutt CAB***

Phone: 04 566 6039  
Fax: 04 566 6065  
Address: 47 Laings Road  
Email: cab.lowht@xtra.co.nz

### ***Newtown CAB***

Phone: 04 389 3813  
Fax: 04 389 8329  
Address: Corner Rintoull/Colombo Streets  
Email: cab.newtown@xtra.co.nz

### ***Petone CAB***

Phone: 04 568 8877  
Fax: 04 568 4136  
Address: 6 Britannia Street  
Email: cab.ptone@xtra.co.nz

### ***Porirua CAB***

Phone: 04 237 8846  
Fax: 04 237 8849  
Address: Second Floor, Pember House, 16 Hagley Street  
Email: cab.porirua@xtra.co.nz

### ***Upper Hutt CAB***

Phone: 04 568 8877  
Fax: 04 528 0177  
Address: 18 Logan Street  
Email: cabupph@tlobe.net.nz

### ***Wainuiomata CAB***

Phone: 04 564 8364  
Fax: 04 564 5282  
Address: Wainuiomata Community Centre, 1A Queen Street, Wainuiomata

### ***Wellington West CAB***

Phone: 04 476 4595  
Fax: 04 476 4360  
Address: 251 Karori Road  
Email: cab.karori@xtra.co.nz

### **Citizenship (NZ) Department**

Phone: 0800 225 151  
For more information see Department of Internal Affairs.

### **City Gallery Wellington**

Phone: 04 801 3021  
Fax: 04 801 3950  
Address: Civic Square, Wellington  
Website: [www.city-gallery.org.nz](http://www.city-gallery.org.nz)  
Email: [citygallery@wmt.org.nz](mailto:citygallery@wmt.org.nz)

Open daily 10am–5pm. City Gallery Wellington creates a focus for contemporary visual arts, architecture and design in Wellington through local, national and international exhibitions, as well as international exchanges and joint ventures with other art museums.

## City Housing – Wellington City Council

Phone: 04 801 4034

Fax: 04 801 3031

Address: 101 Wakefield Street, Wellington City

Website: [www.wellington.govt.nz/services/housing](http://www.wellington.govt.nz/services/housing)

Provides stable low-rent housing for low-income earners. Application form and interview required. There is a waiting list. (This is not emergency housing.)

## Community Alcohol and Drug Service (CADS)

Phone: 04 494 9170

Fax: 04 494 9179

Alcohol Helpline: 0800 787 797

Address: Level 3, Pipitea House, 61–63 Thorndon Quay, PO Box 1729, Wellington

Hours are Monday to Friday 8.30am–5pm.

We provide services for people aged 20 years and over who have moderate to severe alcohol and/or drug dependence and also a coexisting disorder. Our Alcohol and Drug Service and Detoxification Service covers the Wellington, Porirua and Kapiti areas and provides assessment, treatment and consultation. This is likely to involve direct contact with us. The Dual Diagnosis Service covers the Greater Wellington region and provides assessment, treatment planning and consultation only. You are welcome to have your family/whānau, other support people or an advocate with you when you use our services. Referrals are accepted from GPs, mental health and hospital services, non-government organisations or yourself. If you would like further information about our service, talk to your doctor or a local community mental health team, or call us.

## Community Gardens

Phone: 04 385 2921 – Robert Te Whare (Brooklyn)

04 934 2629 – Sue Boyle (Kilbirnie)

There are two public gardens available – Brooklyn and Kilbirnie. It is free. Brooklyn has tools available to use and spare land for those wanting to grow their own low-cost food. We also have a seed bank to assist new gardeners, plus fact sheets and guides. Other gardens are linked to council flats – contact coordinator Sue Boyle.

### **Community Law Centre – Hutt Valley**

Phone: 04 566 0315

Fax: 04 556 0316

Address: Second Floor, Apex House, Corner Laings Road and Queens Drive,  
PO Box 31501, Lower Hutt

Email: [centre@huttlaw.org.nz](mailto:centre@huttlaw.org.nz)

For more information about the free legal advice offered, call on Tuesday between 4–7pm and Thursday between 2–4pm.

### **Community Mental Health Team South – Tacy Street Clinic**

Phone: 04 387 1270

Fax: 04 387 1299

Address: 36 Tacy Street, Kilbirnie, Wellington

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

Providing a range of community-based services for people 20 years and older who are experiencing mental health problems. Open 8.30am–5pm weekdays.

### **Community Mental Health Team Wellington – Tory Street Clinic**

Phone: 04 801 4830

Fax: 04 801 4859

Address: 100 Tory Street, Wellington

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

Open 8.30am–5pm weekdays. Providing a range of community-based services for people 20 years and older who are experiencing mental health problems.

### **Community Probation Service – Wellington Area Office**

Phone: 04 570 8220

Fax: 04 570 8222

Address: Axa House, 1 Market Grove, Lower Hutt

### **Community Probation Service Centre – Wellington**

Phone: 04 802 1570

Fax: 04 802 1571

Address: 31–33 Adelaide Road, Newtown, Wellington

### **Community Work Centre – Wellington**

Phone: 04 802 1580

Fax: 04 802 158

Address: 31–33 Adelaide Road, Newtown, Wellington

### **Conservation Information Centre**

Phone: 04 472 7356

Fax: 04 471 2075

Address: 18–32 Manners Street, PO Box 10420 Wellington

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

Email: [wellingtonvc@doc.govt.nz](mailto:wellingtonvc@doc.govt.nz)

Open Monday to Friday 9am–4.30pm, Saturday 10am–3pm.

### **Courtenay's on Willis**

Phone: 04 473 0984

Address: Mezzanine Floor, 84 Willis Street, Wellington

A drop-in centre for mental health consumers. Facilities include pool, table tennis, computer games. Open Monday to Friday 11am–3pm.

### **Court Liaison Mental Health Service**

Phone: 04 918 2471

Fax: 04 918 2477

Address: Kenepuru Hospital, Raiha Street, Porirua

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

Informal psychiatric assessment for defendants.

### **Crisis Assessment and Treatment Team – CATT**

Phone: 04 494 9169

Fax: 04 918 2281

Address: Te Whare O Rangatuhi, Kenepuru Hospital, Raiha Street, Porirua

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

The CAT team provides 24 hour, seven days a week assessment and short-term treatment services for people experiencing a serious mental health crisis and for whom there are urgent safety issues.

## Crooked Lawyer

For advice if you are having trouble with your lawyer or you think your lawyer is stealing money. Call **0800 261 801**.

# D

# D

## Dental and Oral Health Department – Wellington Hospital

Phone: 04 385 5967

Fax: 04 385 6265

Address: Wellington Hospital, Riddiford Street, Newtown, Wellington

The department can provide emergency pain relief treatment, but criteria for treatment are very strict. You must have a Community Services Card or a referral letter from your doctor. Hospital patients have first priority, often resulting in a long waiting list. Open Monday to Friday 8.15am–4.30pm.

## Department of Internal Affairs

The Department of Internal Affairs deal with the following enquiries:

### *Births, Deaths and Marriages*

Phone: 0800 225 252

### *Citizenship (NZ) Department*

Phone: 0800 225 151

### *Passports (NZ) Department*

Phone: 0800 225 050

### *The Translation Service*

Phone: 0800 872 675 for translations of documents

### **Downtown Community Ministry**

Phone: 04 384 7699

Fax: 04 384 7688

Address: Compassion House, Lukes Lane, Te Aro, Wellington;  
PO Box 6133 Marion Square

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

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

Provides assistance and advocacy for those with backgrounds of homelessness.

Places clients into suitable, stable housing and operates a banking and foodbank service.

### **Downtown Community Ministry – Street People Project**

Phone: 04 384 7699

Fax: 04 384 7688

Address: Compassion House, Lukes Lane, Te Aro, Wellington;  
PO Box 6133 Marion Square

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

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

Banking service for people without a bank account. Tracks rent and bill payments and has a focus on debt reduction.

### **Downtown Wellington Backpackers**

Phone: 04 473 8482

Fax: 04 471 1073

Address: 1 Bunny Street, Wellington

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

Email: [db@downtownbackpackers.co.nz](mailto:db@downtownbackpackers.co.nz)

Male and female four- to eight-bedroom dormitories, single and twin rooms.

Facilities include bar, café, television, internet, kitchen and bathrooms.



## Dress for Success

Phone: 04 473 2940

Fax: 04 473 2941

Address: Ground Floor, Community House, 84 Willis Street, PO Box 2591,  
Wellington

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

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

A not-for-profit organisation that helps low-income women dress in appropriate business attire for job interviews or work experience. Clients are referred by Work and Income, career services, job training/placement agencies and shelters.

# E

# E

## Early Intervention for Psychosis Service

Phone: 04 494 9161

Fax: 04 494 9163

Address: Level 2, Pipitea House, 61–63 Thorndon Quay, Wellington

Website: [www.earlypsychosis.org.nz/index.htm](http://www.earlypsychosis.org.nz/index.htm)

A service for people, aged 13–25 years, experiencing psychosis without previous treatment. Common symptoms include: hallucinations (unreal experiences); delusions (false beliefs about the world and people); changes in mood and thinking. Anyone requiring information or support may contact us.

## Easy Access Housing

Phone: 04 499 1064

Fax: 04 499 1063

Address: First Floor, 274 Taranaki Street, PO Box 355 Wellington 6140

Email: [susan@atareira.org.nz](mailto:susan@atareira.org.nz)

For people who have mental health issues and are experiencing difficulty in accessing suitable accommodation in inner-city Wellington. Easy Access is not a respite service. Tenancy will be no longer than six months, and each tenant will be supported to identify long-term sustainable housing within that time.

## Eating Disorder Services

Phone: 04 478 6674

Fax: 04 477 4160

Address: PO Box 13807 Johnsonville

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

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

A range of information prevention treatment and therapy services. We offer support and preventative education.

## Emergency Contacts

### FOR EMERGENCIES CALL 111

Ambulance, Police, Fire Department: call 111

Deaf Emergencies Textphone: call 0800 16 16 16

Wellington Free Ambulance: call 04 479 2999

Healthline (for advice on health matters): call 0800 611 116

Poisonous and Hazardous Materials:

- Emergencies call 0800 764 766
- National Poison Centre call 03 4797248 (non-urgent, 9am–5pm weekdays)

## English Language Partners (ESOL Home Tutors Wellington)

Phone: 04 384 1992

Fax: 04 384 6292

Address: Level 4, 39 Webb Street, Mt Cook; PO Box 27 342, Marion Square, Wellington

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

Email: [wgtn@esolht.org.nz](mailto:wgtn@esolht.org.nz)

ESOL Home Tutors Wellington celebrate 35 years of service to the migrant and refugee communities in Wellington. ESOL Home Tutors Wellington (soon to be English Language Partners Wellington) provides a variety of programmes:

- One-to-one English language home tutoring and resettlement service to refugee and migrants provided by trained, resourced and supported volunteer home tutors.
- Certificate in ESOL Home Tutoring: volunteer courses (NZQA approved).
- Eleven Social English Groups in the community (Kilbirnie, Miramar, Newtown, Strathmore, Karori, Wellington city, Johnsonville in community centres or church halls) which have focus on conversation and social activities.
- 'English for Employees', for migrants and refugees who work but want to improve their language, literacy and numeracy for the workplace. This programme is run by Teachers with ESOL qualification and teaching experience and registration.
- Job Mentoring Service which supports highly qualified migrants and refugees to find meaningful employment by matching them with trained volunteer job mentors who are full-time or part-time workers and who have knowledge of the work environment in Wellington and New Zealand and good links and networks with potential employers.

Each year our 350 trained, resourced and supported volunteer home tutors provide English language support services to over 650 non-English-speaking background learners from 46 ethnic backgrounds. More than 50 trained job mentors also provide employment-support services to over 70 migrant job seekers. All our services are free. Our aim is effective resettlement of adult learners of non-English-speaking backgrounds through English language.

## Evolve

Phone: 04 801 9150

Fax: 04 801 9157

Address: 5 Eva Street, Wellington

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

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

A youth drop-in centre for people aged 10–25. It provides free general health and sexual health care. There is a peer support worker to talk to about any issues people may have. All services are free and absolutely confidential. There are nurses, GPs and free internet access.

## Eye Department – Wellington Hospital

Phone: 04 385 5999 (ask for the Eye Department)

Fax: 04 385 5457

Address: Wellington Hospital, Riddiford Street, Newtown, Wellington

A referral letter from a doctor is required. Urgent cases are seen on a priority basis within three months, but can take longer for non-urgent cases. For acute cases, ask to speak with one of the Eye Department nurses who will be able to advise you or make an appointment. The eye tests are free, but not the glasses. Enquire with Work and Income to see if they can assist with payment.

## Ezee Meals

Phone: 04 389 2033

Fax: 04 389 2109

Address: 200 Riddiford Street, Newtown, Wellington

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

Email: [cathy@wgtncitymission.org.nz](mailto:cathy@wgtncitymission.org.nz)

Organised through Wellington City Mission. Call us and ask to be connected to Ezee meals (purchases also available direct from the Mission). Pre-cooked frozen meals and desserts are available – delivered to your door. A large main costs \$6, a small main meal costs \$4, and dessert costs \$2.50. Delivery costs \$2.

# F

## Family Planning Association (FPA)

Phone: Wellington 04 499 1992  
Lower Hutt 04 569 5025  
Porirua 04 237 8895  
Fax: Wellington 04 499 5587  
Lower Hutt 04 566 1388  
Porirua 04 237 7622  
Address: Level 6, 35 Victoria Street, Wellington  
29 Waterloo Road, Lower Hutt  
1 Hartham Place, South Porirua  
Website: [www.fpanz.org.nz](http://www.fpanz.org.nz)  
General sexual and contraception health services.

## Fantail Hostel and Home Stay

Phone: 04 528 3222  
Fax: 04 528 3223  
Address: 592 Fergusson Drive, Upper Hutt  
Website: [www.fantailhostel.co.nz](http://www.fantailhostel.co.nz)  
Email: [info@fantailhostel.co.nz](mailto:info@fantailhostel.co.nz)  
Fantail Hostel and Home Stay offers all the comforts of home with home-cooked meals for anyone looking for long- or short-term accommodation in Upper Hutt.

## Fire Station

Name: Central City  
Phone: 04 801 2144  
Fax: 04 801 2161  
Address: 2-38 Oriental Parade, Wellington; PO Box 19161 Te Aro  
Website: [www.fire.org.nz](http://www.fire.org.nz)

# F

## FOODBANKS

Have you checked to see if you are entitled to assistance from Work and Income?

Phone: 0800 559 009

### *Downtown Community Ministry Foodbank*

Phone: 04 384 7699

Fax: 04 384 7688

Address: Compassion House, Luke's Lane, Te Aro, Wellington; PO Box 6133

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

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

1.30–4pm, Monday and Friday. Central city residents only. After your first visit a Work and Income decline letter or other community referral letter is required.

### *Johnsonville Foodbank*

Phone: 04 478 5698; Jan 04 478 8628

Fax: 04 478 5690

Address: Corner Frankmoore Avenue and Moorefield Road, Johnsonville

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

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

You must be a local resident and bring a decline letter from Work and Income. Located in the Johnsonville Community Centre, open five days a week. Morning interviews until 11.30am, afternoon pick-ups.

### *Kapiti Foodbank*

Phone: Hamish 04 298 1907

Address: 10 McGrath Avenue, Paraparaumu

10am–12pm, weekdays. A referral letter from a community agency or a Work and Income decline letter is required.

### *Karori Foodbank*

Phone: Parcel Line: 04 476 3455

The Karori Foodbank delivers food parcels Monday to Friday. The service is for Karori Residents only. If you require a parcel, ring the parcel line by 5pm for delivery next business day.

### ***Lower Hutt Foodbank***

Phone: Glenda 04 570 6858, 021 128 9377  
Address: 14 Laings Road, Hutt City Council Buildings  
9–11.30am, Monday, Tuesday, Wednesday, Friday. Behind Hutt City Council building. After your first visit a Work and Income decline letter or referral letter from a budget service or other support agency is required.

### ***Massey at Wellington Students Association (MAWSA) Foodbank***

Phone: 04 801 2540  
Fax: 04 801 2541  
Address: Level 2 Student Centre, Massey University Entrance E, Tasman Street, Wellington  
Website: [www.mawsa.org.nz](http://www.mawsa.org.nz)  
Open 9am–4pm weekdays for Massey internal students only. Students are entitled to one parcel a year.

### ***Miramar and Strathmore Foodbank***

Phone: Foodbank: 04 388 1982, Mary: 04 972 6508  
Arranges food parcels to be picked up Tuesday and Friday in both suburbs.  
Emergency food parcels available.

### ***Newlands Community House Foodbank***

Phone: 04 477 3724  
Fax: 04 477 3725  
After Hours Phone: 04 477 0452  
Address: 9 Bachelor Street, Newlands  
Email: [Michele@paradise.net.nz](mailto:Michele@paradise.net.nz)  
Local residents can contact Michele on weekdays 9am–4.45pm. Two parcels are given before referral to budgeting advice.

### ***Salvation Army Lower Hutt Community Ministry Foodbank – Lower Hutt***

Phone: 04 570 0273

Fax: 04 570 0274

Address: Corner Kings Crescent and Cornwall Street, Lower Hutt

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

Email: [mission@sacrossroads.org.nz](mailto:mission@sacrossroads.org.nz)

12noon–2.45pm, weekdays. You will need to bring with you: i) if you are working, a bank statement, ii) if you are on a benefit, a letter from Work and Income stating that you have no entitlements left, iii) or a letter from a community support worker.

### ***Salvation Army Wellington Community Ministry Foodbank – Newtown***

Phone: 04 389 0594

Fax: 04 389 1130

Address: 26 Riddiford Street, Newtown

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

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

10am–3pm, Monday to Friday. Wellington South residents only. After your first visit a Work and Income decline letter or other community referral letter is required.

### ***Salvation Army Community Ministry Foodbank – Porirua***

Phone: 04 235 6266

Fax: 04 235 6482

Address: Corner Warspite Avenue and Fantame Street, Cannons Creek, Porirua

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

Email: [porirua\\_cfs@nzf.salvationarmy.org](mailto:porirua_cfs@nzf.salvationarmy.org)

10am–12noon, Monday to Friday. Assessment and ID required. After your first visit a Work and Income decline letter or referral letter from another support agency, eg budgeting or social service, is required. Organisations such as Birthright, CAB and budget services need to make contact on a client's behalf.



### ***Salvation Army Foodbank – Tawa***

Phone: 04 232 8023  
Fax: 04 232 8023  
Address: 177 Main Road, Tawa  
Website: [www.salvationarmy.org.nz](http://www.salvationarmy.org.nz)  
Email: [salvation@paradise.net.nz](mailto:salvation@paradise.net.nz)  
9am–12noon weekdays. Local residents only.

### ***Salvation Army Community Ministry Foodbank – Upper Hutt***

Phone: 04 528 6745  
Fax: 04 528 6748  
Address: 695 Fergusson Drive, Upper Hutt  
Website: [www.salvationarmy.org.nz](http://www.salvationarmy.org.nz)  
Email: [salvation.upperhuttcorps@xtra.co.nz](mailto:salvation.upperhuttcorps@xtra.co.nz)  
9am–12noon Monday and Wednesday; 10am–2pm Tuesday and Thursday; 10am–3pm Friday. Must live within Upper Hutt boundaries and bring Community Services Card plus proof of address and letters from Work and Income.

### ***Stokes Valley Community House Foodbank***

Phone: 04 972 5758  
Address: 212 Stokes Valley Road, PO Box 37042, Stokes Valley  
Email: [svchadmin@clear.net.nz](mailto:svchadmin@clear.net.nz)  
Providing bread and veggies on Fridays between 12noon–1pm.

### ***The Society of Saint Vincent de Paul Foodbank – Newtown***

Phone: 04 389 7122  
Fax: 04 389 7129  
Address: Level 1, 207 Riddiford Street, Newtown  
Email: [svdp.wgton@xtra.co.nz](mailto:svdp.wgton@xtra.co.nz)  
The Saint Vincent de Paul (Newtown) Foodbank is open Monday–Thursday from 12noon–3.30pm – closed on Fridays. A Work and Income decline letter or other community referral letter is required for first and subsequent visits. Second visits will include budget advice.

### ***The Society of Saint Vincent de Paul Foodbank – Porirua***

Phone: 04 237 5968

Address: 18 Mungavin Avenue, Porirua

Call the shop Monday–Friday 10am–3pm. Delivery is during the day and people need to be at home. A form needs to be filled out, and an interview will help staff determine how to further support people. Food is delivered by volunteers.

### ***Upper Hutt Foodbank Inc***

Phone: 04 528 9057

Address: 19 Logan Street, PO Box 40862, Upper Hutt

9am–12noon, Monday and Wednesday, 10am–3pm, Friday. Closed on public holidays. People must bring proof of address. After receiving four parcels people will be sent to receive budget advice.

### ***Victoria University of Wellington Students Association (VUWSA) Foodbank***

Phone: Welfare vice-president 04 463 6985

Fax: 04 463 6990

Address: Ground Floor, Student Union Building, Victoria University, Kelburn, Wellington

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

Email: [wvp@vuw.ac.org](mailto:wvp@vuw.ac.org)

12noon–2pm week days. For enrolled Victoria University students only. Food parcels are provided on the basis of need.

### ***Wadestown Foodbank***

Phone: Phyl 04 475 3281 or Dawn 04 479 1559

Address: Wadestown Presbyterian Church

Email: [phylandbrue@paradise.net.nz](mailto:phylandbrue@paradise.net.nz)

By appointment only. Parcels will be delivered in the afternoons if ordered between 8.30 and 10.30am.

### ***Wainuiomata Foodbank***

Phone: 04 939 0842

Address: 33 Parkway, Wainuiomata

Email: [carolynfreedman@hotmail.com](mailto:carolynfreedman@hotmail.com)

This foodbank is open 9am–12noon, Monday and Thursday, for local residents only.

### ***Wellington City Mission Foodbank – Newtown***

Phone: 04 389 2033

Fax: 04 389 2109

Address: 200 Riddiford Street, Newtown

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

Email: [enquiries@wgtncitymission.org.nz](mailto:enquiries@wgtncitymission.org.nz)

10am–3pm, Monday to Friday. Interview required. ID is required for first timers and preferably receipts or a decline letter from Work and Income. For subsequent visits a decline letter or other community referral letter is required.

### ***Wesley Wellington Mission Foodbank – Porirua***

Phone: 04 237 7923

Fax: 04 237 7952

Address: 206 Mungavin Avenue, Cannon's Creek; PO Box 53050 Porirua

Email: [wporirua@wesleyca.org.nz](mailto:wporirua@wesleyca.org.nz)

9.30am–12pm, Monday, Wednesday, Friday. We give out food parcels, not food vouchers. Proof of address needed. Other services are also provided.

### **Free Films – The Film Archive**

Phone: 04 384 7647

Fax: 04 382 9595

Address: Corner of Ghuznee and Taranaki streets (downstairs).

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

There are free screenings in the theatrettes downstairs Monday to Friday from 12noon–5pm, and upstairs from Wednesday to Saturday from 7pm. Free viewings of New Zealand films, documentaries and other archival material. Select from among 20,000 videos and DVDs and view on one of their terminals.

### **Free Walks and Tours**

Website: [www.feelinggreat.co.nz/recreation/course/walks](http://www.feelinggreat.co.nz/recreation/course/walks)

Free Explore Wellington brochures feature maps and commentaries on walks through the city's Town Belt, parks and reserves as well as art and heritage walks. Pick up a brochure from just inside the entranceway of the Visitor Information Centre in Civic Square, or from the Railway Station or airport. For more information visit the website.

# G

## GAMBLING HELP LINES AND GAMBLING SERVICES

### *Asian Problem Gambling Helpline (Mandarin, Cantonese, Korean)*

Phone: 0800 TO BE HAPPY (862 342)

Fax: 04 473 4890

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

Email: [pgfwn@pgfnz.org.nz](mailto:pgfwn@pgfnz.org.nz)

Monday–Friday 9am–8pm. This helpline provides counselling and advice in Mandarin, Cantonese and Korean.

### *Gambling Debt Helpline*

Phone: 0800 654 658

Fax: 09 524 3659

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

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

Saturday 12noon–4pm, Thursday, 6–10pm. This helpline is especially for people with gambling debts.

### *Gambling Problem Helpline*

Phone: 0800 654 655

Fax: 09 524 3659

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

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

Lines are open Monday to Friday 8am–10pm and weekends 9am–10pm. The gambling helpline (New Zealand) is the national free phone, ongoing motivational support, and referral and information service for gambling problems.

### ***In Ya Face – Youth Gambling Line***

Phone: 0800 654 659  
Fax: 09 524 3659  
Website: [www.gamblingproblem.co.nz](http://www.gamblingproblem.co.nz)  
Email: [info@gamblingproblem.co.nz](mailto:info@gamblingproblem.co.nz)  
Monday 5–8pm. This helpline is especially for youth.

### ***Māori Gambling Helpline***

Phone: 0800 654 656  
Fax: 09 524 3659  
Website: [www.gamblingproblem.co.nz](http://www.gamblingproblem.co.nz)  
Email: [info@gamblingproblem.co.nz](mailto:info@gamblingproblem.co.nz)  
Wednesday 5–9pm and Saturday 8am–12noon. This helpline is especially for Māori.

### ***Oasis Centre – Salvation Army***

Phone: 04 389 6566  
Fax: 04 389 7110  
Address: 22 Riddiford Street, Newtown, Wellington  
Website: [www.salvationarmy.org.nz](http://www.salvationarmy.org.nz)  
Email: [wbridge@nzf.salvationarmy.org](mailto:wbridge@nzf.salvationarmy.org)  
Offering gambling counselling.

### ***Problem Gambling Foundation – Wellington***

Phone: 04 473 4360  
Fax: 04 473 4890  
Address: Level 3, Community House, 84 Willis Street, Wellington  
Email: [help@pgf.org.nz](mailto:help@pgf.org.nz)  
Website: [www.pgf.org.nz](http://www.pgf.org.nz)  
Free and confidential face-to-face counselling for individuals, couples, families or in groups with the choice of working with a Maori or Pacific counsellor if preferred. Self-assessment available on the website.  
  
Also, tools and resources available to educate and inform communities on gambling harm.

### ***Vai Lelei Pasifika Gambling Helpline***

Phone: 0800 654 657

Fax: 09 524 3659

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

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

Tuesday and Thursday 6–10pm, Friday 12noon–4pm. The Vai Lelei Pasifika helpline is especially for Pacific Islanders.

### **Gay (and Lesbian) Helpline**

Phone: 04 473 7878 every night, 7.30–9.30pm.

Address: PO Box 11–372, Manners Street, Wellington

Email: [helpline@gaywellington.org](mailto:helpline@gaywellington.org)

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

Information and advice phone service. Also can offer information on gay-friendly accommodation venues and activities.

### **Gender Bridge**

Phone: 0800 844 357

GenderBridge is an incorporated society established in New Zealand to provide support for transgendered people and their friends and family.

### **Great Start**

Phone: 04 567 5437 or 04 567 KIDS

Fax: 04 567 6905

Address: 5 Cooper Street, Taita, Lower Hutt

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

Great Start Taita is a collaborative community initiative that is held by Barnardos New Zealand. It is a gathering of interested residents (children, parents, families), groups (faith groups, schools, cultural groups etc) and service providers who live and work in the Taita area. Activities include: Community toy library, community gardening, midwifery clinic, breastfeeding and pregnancy support, parenting information, support Tongan language playgroup, play sessions for newborns to five-year-olds, SPACE (programme including play sessions for new babies and their parents) and Pacific Mothers Friendship Group. Everything is free and everyone is welcome! Come along for a cuppa, meet our team and check us out!

# H

## Hawkestone House

Phone: 04 473 7278

Address: 21 Hawkestone Street, Thorndon, Wellington

This male-only boarding house has 11 rooms. The boarders share the facilities (bathroom, kitchen, laundry). The rooms come with furniture and linen.

## Heretaunga College

Phone: 04 939 9370

Fax: 04 939 9371

Address: Ward Street, Upper Hutt

Website: [www.heretaunga.school.nz](http://www.heretaunga.school.nz)

Email: [caterg@heretaunga.school.nz](mailto:caterg@heretaunga.school.nz)

Running language, computer, personal development and skill-based courses.

## Homeless World Cup (See Street Football)

## Hope Centre – Salvation Army Community Ministry, Newtown

Phone: 04 389 0594

Fax: 04 389 1130

Address: 26 Riddiford Street, Newtown

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

Email: [wellingtoncfs@nzf.salvationarmy.org](mailto:wellingtoncfs@nzf.salvationarmy.org)

Contact: Sieni Clark – Transitional Housing Coordinator and Family Support Worker

- Open:
- 10am–5pm Monday to Friday
  - a drop-in centre (open 10am to 3pm weekdays) with shower and towel available
  - welfare services, clothing, furniture and household goods
  - counselling services
  - semi-urgent transitional housing for families
  - a community/diversion scheme
  - a food bank for Wellington city suburbs
  - a senior services friendship programme.

## HOUSING NEW ZEALAND CORPORATION

Provides housing for low-income earners and people with disabilities, allocating on a priority basis. Application forms and interviews are required.

### *Lower Hutt*

Phone: 04 439 3011

Fax: 04 569 6769

Address: 73 Queens Drive, PO Box 30246, Lower Hutt

### *Mana*

Phone: 04 439 3007

Fax: 04 237 0773

Address: 7 Lyndley Place, South Porirua

### *Naenae*

Phone: 04 439 3009

Fax: 04 567 5608

Address: 336 Cambridge Terrace, PO Box 35201, Naenae

### *Upper Valley*

Phone: 04 439 3010

Fax: 04 567 5223

Address: 1199–1201 High Street, Taita, PO Box 35030 Lower Hutt

### *Wellington*

Phone: 04 439 3026

Fax: 04 387 1612

Address: Shop 27, Baycourt Bay Road Kilbirnie; PO Box 14655 Kilbirnie



### How Bazaar

Phone: 04 232 6396

Fax: 04 232 6396

Address: 139 Main Road, Tawa, Wellington

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

We sell a bit of everything, including small furniture, baby care, books (including New Zealand books) records, bric-a-brac, children's toys, board games, puzzles, teacher resources and costumes. We accept Work and Income vouchers and are open Wednesday to Saturday 11am–4pm.

### Hutt City Council

Phone: 04 570 6666; 0800 488 824

Fax: 04 569 4290

Address: 30 Laings Road, Lower Hutt; Private Bag 31912 Lower Hutt

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

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

### Hutt Hospital

Phone: 04 566 6999. Alcohol and Drug Service: 04 570 9801

Fax: 04 570 9001

Address: High Street, Lower Hutt, Private Bag 31907. Alcohol and Drug Service:  
Ground Floor, Public Trust House, 40–42 Queens Drive, Lower Hutt

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

Email: [webmaster@huttvalleydhb.org.nz](mailto:webmaster@huttvalleydhb.org.nz)

Open 24 hours.

### Hutt Union and Community Health Service – Lower Hutt

Phone: 04 567 6414

Fax: 04 577 2436

Address: 47 Farmer Crescent, Pomare, Lower Hutt

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

Provides low-cost, affordable and accessible healthcare. Services include GPs, nurses, midwives, and community health workers. Open Monday to Friday 9am–5pm (closed 1–2pm).

### **Hutt Union and Community Health Service – Petone**

Phone: 04 568 6392

Fax: 04 568 2643

Address: 451 Jackson Street, Petone

Provides low-cost, affordable and accessible healthcare. Services include GPs, nurses, midwives, and community health workers Monday to Friday 9am–5pm (closed 1–2pm).



### **Inner City Project**

Phone: 04 380 2432

Fax: 04 389 5201

Address: 94 Riddiford Street, Newtown, PO Box 7200, Wellington South

Email: [Stephen.jardine@innercityproject.org.nz](mailto:Stephen.jardine@innercityproject.org.nz)

Information, support, advocacy for people with mental health-related issues.

# J

## Job Mentoring Service

Phone: 04 384 1992

Fax: 04 384 6292

Address: Level 4, 39 Webb Street, Wellington

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

Email: [jobmentor@esolht.org.nz](mailto:jobmentor@esolht.org.nz)

Offers one-to-one employment support to skilled migrant and refugee job seekers from non-English-speaking backgrounds. A trained volunteer job mentor supports a job seeker in their search for employment in Wellington.

## Johnsonville Senior Citizens Inc

Phone: 04 934 3613

Address: 22 Omar Street, Khandallah, Wellington

Email: [janetandeddie@paradise.net.nz](mailto:janetandeddie@paradise.net.nz)

Each month there is a trip as well as a meeting with lunch and entertainment.

## Justice of the Peace (JPs)

Justices of the Peace can do the following:

- witness documents
- certify copies
- take declarations, affidavits or affirmations
- issue search warrants
- hear summary offences
- preside over preliminary hearings
- conduct traffic courts
- hear bail applications and requests for remands and adjournments.

**The Community Law Centre** in Wellington provides a JP service on Tuesday and Thursday from 12noon–2pm.

**Downtown Community Ministry** has one JP on the staff. If you would like help we suggest you call **04 384 7699** first to make sure that the JP is going to be in the office.

**The Yellow Pages** have lists of these people, listed under Justices of the Peace, or contact your nearest Citizens Advice Bureau to find the JP closest to you.

For more information visit [www.jpfed.org.nz](http://www.jpfed.org.nz).

# K

## **Kenepuru After Hours Medical Centre**

Phone: 04 918 2300

Fax: 04 237 2034

Address: Raiha Street, PO Box 50215, Porirua

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

Open 24 hours a day, seven days a week, this accident and medical clinic has X-ray facilities and is run by general practitioners. It is not an accident and emergency clinic like the one in Wellington Hospital.

## **Kenepuru After Hours Pharmacy**

Phone: 04 238 9939

Fax: 04 238 9940

Address: C/- Kenepuru Hospital, Raiha Street, Porirua

Weekdays 6pm–10pm, weekends and public holidays 10am–10pm.

## **Kenepuru Hospital**

Phone: 04 237 0179

Fax: 04 237 6015

Address: Raiha Street, PO Box 50215, Porirua

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

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

Open 24 hours.

## Kites

Phone: 04 384 3303

Fax: 04 384 3308

Address: Level 6, West Wing Education House, 178 Willis Street, Wellington;  
PO Box 9392 Marion Square

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

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

We are an organisation that specialises in taking ideas and problems faced by mental health services and consumers and transforming them into new solutions and services. We don't run services, but we may develop and test services until we know they are viable.



**Laundrettes (see Toilets, Showers and Laundrettes inside back cover)**

## Legal Advice

### Duty solicitor

There is a duty solicitor available every morning at the District Court. It is recommended that you arrive before court opening time to see the duty solicitor. This person can speak on your behalf at court and assist with filling out any forms that are required, (such as Legal Aid). If you are already in custody, you can still see the duty solicitor.

### Legal Aid

If you need a lawyer to act for you, but cannot afford one, you can apply to the court for Legal Aid. This aid is income tested and people can be refused. If you are turned down you can apply for a review.

To apply for Legal Aid, it is recommended you contact a Community Law Centre. Although Legal Services Agency is the official office, they will refer you to a Community Law Centre

**Legal Aid Office (see Wellington Legal Aid Office)**

K

L

## Leisure Card

The Leisure Card is a personalised membership scheme that gives access to discounts for a variety of recreation opportunities. The scheme was established to help people who could not participate in recreational activities due to cost.

You can qualify for the Leisure Card if you are a Wellington city resident and if you are one or more of the following:

- a Community Services Card holder
- on the invalid's or sickness benefit
- a recent migrant (within last six months)
- on the green prescription (GRx) scheme
- a SuperGold Card holder
- a city housing tenant.

## Levy House

Phone: 04 384 6708

Fax: 09 353 1315

Address: 2 Levy Street, off Majoribanks Street, Mount Victoria, Wellington

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

A 10-room guest house for long-term stay. The shared facilities include a kitchen, bath, and rooms with fridges and televisions.

## LIBRARIES

### Web Access

Wellington City Libraries have computers available which people can use to access the internet. People can surf selected government and educational sites for free (EVOLVE medical centre also has a computer which people can use to surf the net and check their emails. See section on drop-in centres for contact information).

### Central

Phone: 04 801 4040

Fax: 04 801 4047

Address: 65 Victoria Street

Email: [Centrallibrary@wcl.govt.nz](mailto:Centrallibrary@wcl.govt.nz)

### ***Brooklyn***

Phone: 04 384 6814  
Fax: 04 384 2857  
Address: Corner Harrison and Cleveland streets  
Email: Brooklynlibrary@wcl.govt.nz

### ***Cummings Park***

Phone: 04 479 2344  
Fax: 04 479 4186  
Address: 1a Ottawa Road, Ngaio  
Email: CummingsParklibrary@wcl.govt.nz

### ***Island Bay***

Phone: 04 383 7216  
Fax: 04 383 7215  
Address: 167 The Parade, Island Bay  
Email: IslandBaylibrary@wcl.govt.nz

### ***Johnsonville***

Phone: 04 477 6151  
Fax: 04 477 6153  
Address: 5 Broderick Road  
Email: Johnsonvillelibrary@wcl.govt.nz

### ***Karori***

Phone: 04 476 7585  
Fax: 04 476 7805  
Address: 253 Karori Road  
Email: Karorilibrary@wcl.govt.nz

### ***Khandallah***

Phone: 04 479 7535  
Fax: 04 479 2573  
Address: 8 Ganges Road  
Email: khandallahlibrary@wcl.govt.nz

### ***Mervyn Kemp***

Phone: 04 232 1690

Fax: 04 232 1699

Address: Corner Cambridge Street and Main Road, Tawa

Email: [MervynKemplibrary@wcl.govt.nz](mailto:MervynKemplibrary@wcl.govt.nz)

### ***Miramar***

Phone: 04 388 8005

Fax: 04 380 6137

Address: 68 Miramar Avenue

Email: [Miramarlibrary@wcl.govt.nz](mailto:Miramarlibrary@wcl.govt.nz)

### ***Newtown***

Phone: 04 389 2830

Fax: 04 389 2827

Address: 13 Constable Street

Email: [Newtownlibrary@wcl.govt.nz](mailto:Newtownlibrary@wcl.govt.nz)

### ***Ruth Gotlieb***

Phone: 04 387 1480

Fax: 04 387 1490

Address: 101 Kilbirnie Crescent

Email: [RuthGotlielibraryb@wcl.govt.nz](mailto:RuthGotlielibraryb@wcl.govt.nz)

### ***Wadestown***

Phone: 04 473 5211

Fax: 04 472 5389

Address: Corner Moorhouse Street & Lennel Road

Email: [Wadestownlibrary@wcl.govt.nz](mailto:Wadestownlibrary@wcl.govt.nz)

### **Lifeline**

Phone: 0800 543 354

Our service is free. All calls are confidential and non-judgemental – we are here 24 hours a day, 365 days a year, and LifeLine New Zealand won't tell you what to do.



### **Literacy Aotearoa Wellington**

Phone: 04 385 2336

Fax: 04 385 2337

Address: 82–88 Dixon Street (corner of Victoria Street), PO Box 3180, Wellington

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

Email: [manager@literacywellington.org.nz](mailto:manager@literacywellington.org.nz)

Free support and help in literacy and numeracy for adults. We run different kinds of programmes to meet different needs. We also teach te reo and run classes and in the evening on behalf of Wellington High School. People can choose between one-on-one learning and group tuition.

### **Liquor Bans (see Wellington City Council By-laws)**

### **Living without Violence – Porirua**

Phone: 04 237 6009

Fax: 04 237 6012

Address: Pember House, 16 Hagley Street, Porirua

Provides support and education programmes for women who are living or have been in abusive relationships. Also provides 'men living without violence' programmes and one-to-one counselling for women and men.

### **Loafers Lodge**

Phone: 04 389 6492

Address: 160 Adelaide Road, Wellington

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

Email: [luke@loaferslodge.co.nz](mailto:luke@loaferslodge.co.nz)

Completed in early 2006 and comprising of four floors, Loafers Lodge has 60 rooms available to lease for young professionals and mature-minded students alike. Individual rooms are fully furnished with brand new chattels and all amenities are state-of-the-art.

## Lodge in the City

Phone: 04 385 8560

Fax: 04 385 8531

Address: 152 Taranaki Street, Wellington

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

Email: [themanager@lodgeinthecity.co.nz](mailto:themanager@lodgeinthecity.co.nz)

There are four-, six-, and eight-bed dormitories, as well as single and twin rooms. The Lodge in the City is close to amenities.



## Mahora House

Phone: 04 387 9676 (office) 04 387 7797

Fax: 04 387 9679

Address: 31 Mahora Street, Kilbirnie, Wellington

A supportive community house with flat-style accommodation for people with psychiatric disabilities. Admittance is through the approval of the manager, Barry McDonald.

## Mana College Community Education

Phone: 04 238 1236

Fax: 04 238 1220

Address: PO Box 50344 Porirua

Website: [www.mana.school.nz/community\\_education.htm](http://www.mana.school.nz/community_education.htm)

Email: [communityed@mana.school.nz](mailto:communityed@mana.school.nz)

Offering all adults the chance of studying a wide range of subjects in both day and evening programmes.

### Mana Parents Centre

Phone: 04 237 6262

Address: Level 3, Pember House, 16 Hagley Street, Porirua

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

Advocacy support for parenting, birth and families, including antenatal/early parenting classes.

### Maple Lodge

Phone: 04 385 3771 (telephone bookings)

Address: 52 Ellice Street, Mount Victoria

This backpacker hostel has a mixture of single, double, twin and dormitory rooms. The two dorm rooms have four beds each. Maple Lodge also has a car park and a laundry.

### Mary Potter Hospice Shops

These second-hand shops stock clothing, books, kitchenware, whiteware, electrical goods and furniture. You'll find most everything except foodstuffs. We accept Work and Income vouchers. All of our shops are open Monday to Friday 10am–4pm and Saturday 10am–2pm (except the shop in Miramar, which has extended weekend hours on Saturday and Sunday from 10am–4pm). We accept donations (money or goods) and we have a free collection service (phone our Tawa warehouse for collections on 04 232 7770).

### *Kilbirnie*

Phone: 04 387 1705

Address: Kilbirnie Plaza, Bay Road, Kilbirnie

### *Miramar*

Phone: 04 380 7057

Address: 136 Park Road, Miramar

### *Paraparaumu*

Phone: 04 298 5700

Address: On the corner of the main highway and Ihakara Street

### **Tawa**

Phone: 04 232 7798  
Address: 197 Main Road, Tawa

### **Maternal Mental Health Service**

Phone: 04 801 2960  
Fax: 04 801 2969  
Address: 21 Hania Street, Mount Victoria, Wellington  
Website: [www.ccdhb.org.nz](http://www.ccdhb.org.nz)  
Offers maternal mental health support.

### **Mātua Whāngai**

Phone: 04 918 8415  
Fax: 04 918 4152  
Address: Located at Wellington District Court, level 2, 45–49 Ballance Street, Wellington  
Email: [raj@paradise.net.nz](mailto:raj@paradise.net.nz); [tukakimillantawhanau@paradise.net.nz](mailto:tukakimillantawhanau@paradise.net.nz)  
A charitable trust based at Wellington District Court assisting and supporting people inside and outside their court experience. The main kaupapa is Māori, and support is for people of all nationalities.

### **Meals on Wheels**

Phone: 04 918 6014  
Fax: 04 385 5404  
Address: Wellington Hospital, Newtown, Wellington  
A referral from your doctor, social worker or from the hospital is needed to receive a hot meal delivered daily – Monday to Friday. The meal is delivered at lunchtime by volunteers and costs \$3.70.

### **Methadone Clinic**

Phone: 04 494 9170  
Fax: 04 494 9179  
Address: Level 3, Pipitea House, 61–63 Thorndon Quay, Wellington  
Website: [www.ccdhb.org.nz](http://www.ccdhb.org.nz)  
Email: [cads@ccdhb.org.nz](mailto:cads@ccdhb.org.nz)  
Provides treatment intervention for people living in the Wellington region with opioid dependence.

## Metlink

### Catching a Bus

You can plan your journey by either consulting a timetable, using Journey Planner on the Metlink website ([www.metlink.org.nz](http://www.metlink.org.nz)), using txtBUS or txtTRAIN, or by phoning Metlink on 0800 801 700. Metlink is a telephone enquiry service which operates 7am–9pm Monday to Saturday and 8am–8pm on Sundays and public holidays.

### Fares

Fares in Wellington are set by Greater Regional Council in conjunction with the operators and are based on 'zones'. One zone costs \$1.50, two zones costs \$3 and three zones costs \$4. There are special bus passes like Snapper, Gold Pass (\$99) or Daytrippers (\$6). There are concessions for school students and senior citizens can use their SuperGold card to travel for free during the off-peak period.

### After Midnight Fares

The following bus services leave on Saturday and Sunday mornings and on 1 January but NOT on public holidays. Only Sunday morning services will operate over the Easter holiday weekend. Some areas are only serviced if you request to be dropped off there, so please let the driver know where you want to go.

**N1–N6:** leave Wellington at 1am, 2am and 3am

**N1 Island Bay/Lyall Bay:** Leaves from James Smiths Corner (tickets cost \$5)

**N2 Hataitai/Miramar/Strathmore/Seatoun:** Leaves from James Smith Corner (tickets cost \$5)

**N3 Karori/Northland:** Leaves from Courtenay Place (tickets cost \$5)

**N4 Wadestown/Khandallah:** Leaves from Courtenay Place (tickets cost \$5)

**N5 Newlands/Churton Park/Johnsonville:** Leaves from Courtenay Place (tickets cost \$5)

**N6 Tawa/Porirua/Whitby:** Leaves from Courtenay Place (tickets cost \$10 to/from Wellington, \$5 within Tawa and Porirua)

**N8 Queensgate/Petone/Wellington:** Leaves from Queensgate at 1.50am and 3.20am (tickets cost \$10 to/from Wellington, \$5 within Hutt Valley)

**N22 Wellington/Naenae/Stokes Valley/Upper Hutt:** Leaves from Courtenay Place at 1am, 2.30am and 4.30am (tickets cost \$10 to/from Wellington, \$5 within Hutt Valley)

**N66 Wellington/Wainuiomata:** Leaves from Courtenay Place at midnight, 1.30am and 3am (tickets cost \$10 to/from Wellington, \$5 within Hutt Valley)

**N88 Wellington/Eastbourne:** Leaves from Courtenay Place at 12.30am, 2am and 3.30am (tickets cost \$10 to/from Wellington, \$5 within Hutt Valley).

### Mobility Scooters

Phone: 04 499 4444

Fax: 04 801 3138

Address: Freyberg Pool, Wellington City Council, Wellington Botanic Garden, Fergs Kayaks

Email: [info@wcc.govt.nz](mailto:info@wcc.govt.nz)

The scooters are available to anyone who has limited mobility, from wheelchair users to the elderly. You're even eligible with a broken leg. Scooters can be collected from four different locations: **Freyberg Pool** 139 Oriental Parade, 04 499 4444; **Wellington City Council** 101 Wakefield Street, 04 499 4444; **Wellington Botanic Garden** Treehouse Visitor Centre and the Begonia House, 04 499 1400; **Fergs Kayaks** Shed 6, Queens Wharf, 04 499 8898. Book by phone with these numbers or email or fax the council requesting use of a mobility scooter.

### Mothers Alone

Phone: 04 385 0505

Fax: 04 801 6966

Address: Level 3, 75 Ghuznee Street, Wellington; PO Box 9563 Marion Square

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

Email: [Jennifer@wgtnywca.org.nz](mailto:Jennifer@wgtnywca.org.nz)

Practical support and advocacy for women feeling alone during pregnancy, labour and parenting. A self-defence course is also offered.

### Multicultural Services Centre

Phone: 04 384 3698

Fax: 04 384 6292

Address: 39 Webb Street, Te Aro, PO Box 27-342, Wellington

Website: [www.msc.wellington.net.nz](http://www.msc.wellington.net.nz)

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

The Multicultural Services Centre houses five community agencies which provide a range of services to the refugee and migrant communities in Wellington.

### **The five agencies are:**

- MCLaSS (Multicultural Learning and Support Services)
- WESOLHT (Wellington English for Speakers of Other Languages Home Tutors)
- RAS (Refugees as Survivors)
- RMS Refugee Resettlement
- WCIS (Wellington Community Interpreting Service).

### **MCLaSS Adult ESOL Literacy Courses**

The courses offer orientation to life in New Zealand. Most courses are three hours per weekday. MCLaSS courses are free to learners and a travel subsidy is provided. Courses currently offered:

- absolute beginner English language and literacy classes for adults who are not literate in their first language
- beginner English language and literacy
- post-beginner and pre-intermediate ESOL literacy.

Phone 04 384 3693 ext 201 or 203 for information.

### **Job Brokering and Career Coaching**

These services are for refugee and migrant job seekers whose first language is not English. Priority is given to adults referred by Work and Income.

### **For Learners**

One-to-one tuition: given by a volunteer home tutor, usually for one hour each week, taking place in the learner's home for a specified time period (usually six months).

Social English groups: groups meet in a community space for a two-hour session each week, sometimes more often. Learners develop conversational English and social networks, and content is focused on resettlement information.

### **For Tutors**

- an initial training course leading to the NZQA-approved Certificate in ESOL Home Tutoring
- a library of resources for using with learners
- regular contact with coordinators
- tutor support meetings
- newsletters
- ongoing training workshops
- social events
- access to teaching resources produced by the national association.

## Museum of Wellington City and Sea

Phone: 04 472 8904

Fax: 04 496 1949

Address: Queens Wharf, PO Box 893, Wellington

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

Email: [museum@museumofwellington.co.nz](mailto:museum@museumofwellington.co.nz)

Open daily 10am–5pm, closed Christmas Day. Entry is free.

# N

## Naenae College Community Education

Phone: 04 569 2236

Fax: 04 567 3009

Address: 910 High Street; Private Bag 31171, Lower Hutt

Website: [www.naenae-college.school.nz/comedu/index.htm](http://www.naenae-college.school.nz/comedu/index.htm)

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

Offering programmes that will best meet the needs of our community in continuing education and encourage lifelong learning.

## Nāku Ēnei Tamariki

Phone: Māori Section: 04 939 2232. Pākēha and Pacific Sections: 04 939 9257

Fax: Māori Section: 04 939 4640. Pākēha and Pacific Sections: 04 939 9258

Address: Māori Section: Kōkiri Marae, 7–9 Barnes Street, Seaview. Pākēha and Pacific Sections: 25 Peterkin Street, Windgate Lower Hutt

Website: Māori Section: [www.kokiri.org.nz](http://www.kokiri.org.nz);

Email: Māori Section: [netmaori@kokiri-hauora.org.nz](mailto:netmaori@kokiri-hauora.org.nz). Pākēha Section: [net.pakeha@ihug.co.nz](mailto:net.pakeha@ihug.co.nz)

Delivering programmes such as parents as first teachers, family start and early intervention. Also provides advocacy.



### Narcotics Anonymous

Phone: 04 801 9933  
Address: PO Box 9051, Marion Square  
Website: [www.nzna.org](http://www.nzna.org)  
Email: [casq@nzna.org](mailto:casq@nzna.org)

Narcotics Anonymous (NA) members learn from one another how to live drug-free and recover from the effects of addiction in their lives. Phone for details of meetings and support, or visit the website.

### National Archives

Phone: 04 499 5595  
Fax: 04 495 6210  
Address: 10 Mulgrave Street, Thorndon, Wellington  
Website: [www.archives.govt.nz](http://www.archives.govt.nz)  
Email: [reference@archives.govt.nz](mailto:reference@archives.govt.nz)

Archives New Zealand's Wellington office has three exhibition spaces which are open to the public Monday to Friday 9am–5pm and Saturday 9am–1pm.

### National Library Gallery

Phone: 04 474 3000  
Fax: 04 474 3035  
Address: Corner of Molesworth and Aitken streets, Wellington  
Website: [www.natlib.govt.nz](http://www.natlib.govt.nz)  
Email: [information@natlib.govt.nz](mailto:information@natlib.govt.nz)  
Open weekdays 9am–5pm, Saturday 9am–4.30pm, Sunday 1–4.30pm.

### New Zealand Prostitutes Collective (NZPC)

Phone: 04 382 8791  
Fax: 04 801 5690  
Address: 202 Willis Street, Wellington; PO Box 11412 Manners Street  
Website: [www.nzpc.org.nz](http://www.nzpc.org.nz)  
Email: [pcdp@globe.nz](mailto:pcdp@globe.nz)  
A community-based organisation with a focus on sex workers. We have a free clinic.

### **Newlands College Community Learning Centre**

Phone: 04 474 1330

Fax: 04 474 1339

Address: Bracken Road, PO Box 26079, Newlands

Website: [www.comed.newlands.school.nz](http://www.comed.newlands.school.nz)

Email: [comed@newlands.school.nz](mailto:comed@newlands.school.nz)

Short-term courses for lifelong learning.

### **Newtown Budgeting and Advocacy Services Inc**

Phone: 04 389 8121

Fax: 04 389 1130

Address: 26 Riddiford Street, Wellington

Email: [newtownbudget@actrix.gen.nz](mailto:newtownbudget@actrix.gen.nz)

A wide range of all sorts of services to meet your needs.

### **Newtown People's Market**

Community market held on the last Saturday of every month in St Anne's Church Hall between 12noon and 3pm.

Crafts, clothes, organics, music, plants and more.

Contact: [newtownpeoplesmarket@gmail.com](mailto:newtownpeoplesmarket@gmail.com) for more info.

### **Newtown Union Health Service**

Phone: 04 380 2020

Fax: 04 389 2477

Address: 14 Hall Avenue, PO Box 7267, Newtown, Wellington

Reduced medical fees for beneficiaries and low-income people living in the southern suburbs. Monday to Thursday 8am–7pm, Friday 8am–5pm, Saturday 9am–1pm and 2–5.30pm, Sunday 2–5pm. Also offering on-call after hours care (up to 11pm) for its registered patients.

### Ngāwari Medical Centre

Phone: 04 389 1155

Fax: 04 389 1100

Address: 16 Donald Mclean Street, Newtown, Wellington

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

Email: [manager@ngawarimc.co.nz](mailto:manager@ngawarimc.co.nz)

General medical services available with registered doctors and nurses. Includes all services mentioned for Te Ngāwari Hauora Charitable Trust.

### Ngā Whakataukī Trust

Phone: 04 801 8155

Fax: 04 801 8155

Address: Level 5, Home Loan Building, 84–88 Dixon Street, Wellington; PO Box 24154 Manners Street

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

Māori health provider services in whānau ora, and sexual and reproductive health education. We also have community programmes on accessible health, and a drop-in-centre with a gym. Come in and make an appointment to have a discussion with us.

### Night Shelter

Phone: 04 385 9546

Fax: 04 385 6797

Address: 304 Taranaki Street, Mt Cook, PO Box 6093, Wellington

Contact: Mike Leon

Open 5.30pm–9pm only. Guests must leave by 7.30am in the morning. Men only stay on site. Women will have accommodation organised for them. There is a small charge per night.

### **Nomads Capital**

Phone: 04 978 7800

Fax: 04 978 7810

Address: 118–120 Wakefield Street, PO Box 11247, Wellington

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

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

Nomads Capital is close to all the sights and has dormitories (including women only) and private rooms, an onsite bar and café (Blend). All the usual facilities, including living rooms, internet and 24-hour reception. Free small meal for guests from 7–8pm.

### **NZ Federation of Family Budgeting Services**

Phone: 04 471 1420

Fax: 04 471 1490

Address: Level 2, Betty Campbell Centre, Harbour City Tower, 40 Panama Street, Wellington

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

Email: [enquiries@familybudgeting.org.nz](mailto:enquiries@familybudgeting.org.nz)

The New Zealand Federation of Family Budgeting Services is dedicated to the development of budgeting skills through free, supportive, confidential and culturally aware services.

### **NZ Translation Centre Ltd**

Phone: 04 384 5047, 04 801 4814

Fax: 04 384 8554

Address: 68 Dixon Street, Wellington

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

Email: [sales@nztrans.co.nz](mailto:sales@nztrans.co.nz)

Services, interpreting, art/design, websites, software localisation – all languages.

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## **Oasis Centre for Problem Gambling – Newtown**

Phone: 04 389 6566

Fax: 04 389 7110

Address: 22 Riddiford Street, Newtown, PO Box 6033, Wellington 6141

Email: [Wellington\\_Oasis@nzf.salvationarmy.org](mailto:Wellington_Oasis@nzf.salvationarmy.org)

### **Upper Hutt Centre**

Address: 41 Queen Street, Upper Hutt

Provides alcohol, drug and gambling counselling.

## **Onslow College Community Education**

Phone: 04 477 1118

Fax: 04 477 1140

Address: Burma Road, PO Box 13906, Johnsonville

Website: [www.onslow.school.nz](http://www.onslow.school.nz)

Email: [commed@onslow.school.nz](mailto:commed@onslow.school.nz)

The college has a commitment to help people who want to gain confidence, learn a new skill, enhance their self-esteem and become successful lifelong learners.

## **Operation Jericho**

Phone: 04 529 8674

Fax: 04 528 5439

Address: PO Box 40657 Upper Hutt

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

Email: [oj@pfnz.org.nz](mailto:oj@pfnz.org.nz)

A church-based non-residential aftercare programme to assist selected ex-inmates who want to make lasting changes in their lives.

## Over-50s Outings

Community worker Pam Whittington takes a group of over 50s on outings every second Tuesday. Trips are free (not including lunch) and generally last around four hours. If you want to join in, call Pam at the Aro Valley Citizens Advice Bureau on 04 384 2133.

## Overeaters Anonymous Wellington

Phone: 04 384 8821

Website: [www.oaregion10.org](http://www.oaregion10.org)

Information, support counselling, referrals etc, for people with bulimia, anorexia or compulsive eating problems.

# P

## Pablos Art Studio and ROAR! Gallery

Phone: 04 382 8885

Fax: 04 382 8632

Address: Pablos: First Floor, 250 Cuba Street PO Box 9720, Wellington;  
ROAR!: 55 Abel Smith Street, Wellington

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

Email: [pablos@pablosart.org.nz](mailto:pablos@pablosart.org.nz)

Pablos operates Pablos Art Studio and ROAR! Gallery in central Wellington.

We provide quality art opportunities for individuals who have experienced mental illness, enabling them to learn and expand their art skills, build their confidence and increase their independence. We create an environment that acknowledges career, personal and social goals.

### **Pacific Community Health – Vakaola**

Phone: 04 237 7751

Fax: 04 237 7783

Address: Tavern Lane, Cannons Creek, Porirua

Email: [tevita@vakaola.org.nz](mailto:tevita@vakaola.org.nz)

A Porirua-based non-profit organisation providing mental health services for Pacific Islanders.

### **Pacific Health Service Wellington**

Phone: 04 388 7071

Fax: 04 388 7081

Address: 412 Broadway, Strathmore, Wellington

Email: [valerie@phswgtn.org.nz](mailto:valerie@phswgtn.org.nz)

A primary health service with a higher level of funding, meaning lower-cost healthcare for patients. There are registered doctors and nurses on site, and we also manage a mobile nursing service. We have a particular focus on Pacific Islanders. We speak Tongan, Niuean and Samoan.

### **Pacific Island Budget Service**

Phone: 04 389 8167

Fax: 04 389 6708

Address: Corner Rintoul and Colombo streets, Newtown, Wellington

Email: [pbfst@hotmail.com](mailto:pbfst@hotmail.com)

A Pacific budgeting, family and advocacy service.

### **Parent to Parent Wellington Region**

Phone: 04 569 9398

Fax: 04 569 9398

Address: 8 Gough Street, Seaview, Lower Hutt

Website: [www.parent2parent.org.nz](http://www.parent2parent.org.nz)

Email: [wellington@parent2nz.org.nz](mailto:wellington@parent2nz.org.nz)

We are an information and support network for parents of children and family members with disabilities, health impairments or special needs.

### **Parents Legal Information Line on School Issues**

Phone: 0800 499 488

Fax: 04 472 2320

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

A free phone service for parents on rights and responsibilities at school.

### **Passports (NZ) Department**

Phone: 0800 225 050

(See Department of Internal Affairs)

### **Pathways**

Phone: 04 385 1684

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

Pathways provides a range of community-based mental health and wellness services, including mobile community support, intensive community support, residential services, and respite services. Referral to Pathways services is made by Capital and Coast Mental Health Service staff. For more information, and contact details, refer to website.

### **Pendennis House – Mihingare o Pōneke**

Phone: 04 472 0562

Address: 15 Burnell Avenue, Thorndon, Wellington

Residents are mostly students, but accommodation is open to anyone. Residents share facilities but cater for themselves. There is also the option of marae-style accommodation for up to 30 people. Pendennis House is also used for Anglican Church services and activities.

### **People's Centre – Wellington (see The People's Centre – Wellington)**



### **Pickled Parrot**

Phone: 04 389 8623

Fax: 04 389 8323

Address: 113 Coromandel Street, Newtown, Wellington

Email: [nhl@xnet.co.nz](mailto:nhl@xnet.co.nz)

A hostel with weekly and daily rates. There are 66 rooms with shared facilities. In some cases, references will be required. Guests can park their cars for free.

### **Pilmuir Accommodation**

Phone: 04 568 3853

Fax: 04 568 9528

Address: 67 Pilmuir Street, PO Box 45011, Lower Hutt

Email: [wellingtonymca@ymca.org.nz](mailto:wellingtonymca@ymca.org.nz)

Single furnished rooms with bedding and towels provided. Building has five floors, including a female-only floor, all with shared facilities. These include kitchenettes, showers, baths and TV lounges. Long-term stays are preferred and are at cheaper rates. Pilmuir Accommodation also has a coin-operated launderette and car park.

### **Police**

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

Traffic incidents and information: cell phones dial \*555 (not emergencies).

For non-urgent service phone your local Police Station.

### ***Wellington Central***

Phone: 04 381 2000

Fax: 04 470 1600

Address: Corner Victoria and Harris streets, PO Box 693, Wellington

### ***Wellington City Community Constable – Cuba Street***

Phone: 04 494 3270

Fax: 04 494 3271

Address: James Smith Building, Cuba Street, PO Box 693, Wellington

### ***Wellington City Community Constable – Karori***

Phone: 04 381 2000 ext 48330

Address: 154 Karori Road, PO Box 693, Wellington

## Police Advice

If the Police:

- tell you to stop – STOP!
- ask you any question – give your name, address and occupation. You do not have to say anything else. DON'T ARGUE AND DON'T GET SMART!
- ask you to go with them – ask them 'Am I under arrest?' YOU ONLY HAVE TO GO WITH THE POLICE IF THEY ARREST YOU. You do not have to go with the police to help them with their enquiries or to answer their questions.

### **NEVER ...**

- admit anything
- sign anything
- make a statement

... without a lawyer present because this can be used against you in court.

## Police Complaints Authority

Phone: 04 499 2050.

If you want to make a formal complaint against the Police.

## Pomare Community Health and Social Services

Phone: 04 939 8345

Fax: 04 939 8346

Address: 55 Farmer Crescent, Pomare, Lower Hutt

Email: [pomarecommunityhealth@paradise.net.nz](mailto:pomarecommunityhealth@paradise.net.nz)

Covers the Pomare to Taita area. Open Monday to Friday 9am–4pm. Provides free social services and health education courses. We can refer people to certain services.

## Porirua City Council

Phone: 04 237 5089

Fax: 04 237 6384

Address: Corner of Cobham Court and Hagley Street, PO Box 50218, Porirua

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

Email: [enquiries@pcc.govt.nz](mailto:enquiries@pcc.govt.nz)

### **Porirua Union and Community Health Service**

Phone: 04 237 4207

Fax: 04 237 9747

Address: 221 Bedford Street, Cannons Creek, Porirua

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

Provides low-cost, affordable and accessible healthcare. Services include GPs, nurses, midwives and community health workers. Monday to Friday 9am–5pm.

### **Post and Ante-Natal Distress Support Group – (PND) Wellington**

Phone: 04 472 3135

Address: 74a Paremata Road, Paremata, Porirua 5247

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

Email: [pnd.wellington@paradise.net.nz](mailto:pnd.wellington@paradise.net.nz)

Provides information, phone support, groups and counselling in the Wellington area for mums and families experiencing ante- or post-natal anxiety and depression. Confidential and low cost.

### **Pregnancy Assistance**

Phone: 04 389 7122

Address: 207 Riddiford Street (opposite McDonalds), Newtown, Wellington

Pregnancy Assistance is a free service run by the Society of St Vincent de Paul in Wellington. It provides pregnant women and new mothers with the clothing, bedding and cloth nappies they need for their babies. The service is available Wednesday to Friday 10am–2pm.

### **Pregnancy Counselling Services**

Phone: 04 383 5524

Address: PO Box 43112, Wainuiomata, Lower Hutt

Email: [pcswellington@paradise.net.nz](mailto:pcswellington@paradise.net.nz)

Offers support, practical help (including baby clothing) and post-abortion healing.

### **Presbyterian Support Central**

Phone: 04 439 4900

Fax: 04 472 5396

Address: 3–5 George Street, PO Box 12706, Wellington 6144

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

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

Provides elderly care and community services for older people, and assists in a variety of ways to help older people live in their own homes.

Also provide community services to help people with a range of issues within the context of their family or whānau. They include:

- family/whānau support
- counselling (including ACC, Family Court, relationship, family and crisis counselling)
- social work
- parent education
- education.

### **Prisoners Aid and Rehabilitation Society (PARS)**

Phone: 04 384 4906

Fax: 04 384 4218

Address: Level 2, 2 Lukes Lane, PO Box 9491, Wellington

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

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

Provides support and reintegration services to offenders and their families/whanau. Enquiries are welcome.

### **Problem Gambling Foundation (see Gambling Helplines and Services)**

### **Public Transport (see Metlink)**

# Q

## Q-nique Ltd – Haere Ngatahi Kimua

Phone: 04 570 2320

Fax: 04 570 2321

Address: Corner of Kings Crescent and Cornwall Street, Lower Hutt

Webmail: [www.q-nique.co.nz](http://www.q-nique.co.nz)

Provides a transition home and community support service for people in the Hutt Valley and Capital Coast DHB over 18 years old who are willing to change their use of alcohol and other drugs.

## Queen Street Pharmacy Upper Hutt

Phone: 04 528 5858

Fax: 04 528 5858

Address: 35 Queen Street, Upper Hutt

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

Open 9am–9pm every day.

## Quitline

Phone: 0800 778 778

Fax: 04 470 7632

Address: PO Box 12605 Wellington

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

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

The Quitline offers free telephone support, resources and low-cost nicotine patches or gum to New Zealand residents.

# Q

# R

## **Rangataua Mauriora – Alcohol and Drug Services**

Phone: Wellington: 04 802 4704. Porirua: 04 238 4069

Fax: Wellington: 04 802 4701. Porirua: 04 237 6436

Address: 9–11 Frederick Street, PO Box 6252, Wellington; 26 Ngatitooa Street, Porirua

Website: [www.mauriora.org.nz](http://www.mauriora.org.nz), [www.ngatitooa.iwi.nz](http://www.ngatitooa.iwi.nz)

A kaupapa Māori service offering counselling and support for rangatahi (youth) and their whānau needing assistance with alcohol or drug addictions.

## **Rape Crisis (see Wellington Rape Crisis)**

## **REFUGEE SERVICES**

A refugee is a person who 'owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion, is outside the country of his nationality, and is unable to or, owing to such fear, is unwilling to avail himself of the protection of that country'. (The 1951 Convention relating to the Status of Refugees)

## ***Refugees as Survivors Centre – Wellington***

Phone: 04 384 7279

Fax: 04 384 6292

Address: 61–63 Taranaki Street, Wellington; PO Box 6187, Marion Square

Website: [www.wellington-ras.org.nz](http://www.wellington-ras.org.nz)

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

RAS provides mental health services for refugees and migrants, and helps people resettle in New Zealand.

### ***Refugee Services Aotearoa New Zealand – Hutt Valley***

Phone: 04 566 9353

Fax: 04 566 9352

Address: Level 1, 47 Laings Road, PO Box 30138, Lower Hutt 5040

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

Email: [Hutt@refugeeservices.org.nz](mailto:Hutt@refugeeservices.org.nz)

Arranges accommodation and volunteer assistance, and links with other services for refugee families who have recently arrived under the immigration quota system.

### ***RMS Refugee Resettlement – Porirua***

Phone: 04 237 7315

Fax: 04 237 4107

Address: Level 4, Pember House, 16 Hagley Street, PO Box 50258, Porirua 5240

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

Email: [Porirua@refugeeservices.org.nz](mailto:Porirua@refugeeservices.org.nz)

Arranges accommodation and volunteer assistance, and links with other services for refugee families who have recently arrived under the immigration quota system.

### ***RMS Refugee Resettlement – Wellington***

Phone: 04 805 0300

Fax: 04 805 0301

Address: Level 3 and 4, 39 Webb Street, Mt Cook, PO Box 6828 Marion Square, Wellington 6141

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

Email: [Wellington@refugeeservices.org.nz](mailto:Wellington@refugeeservices.org.nz)

Arranges accommodation and volunteer assistance, and links with other services for refugee families who have recently arrived under the immigration quota system.

### ***Richmond Guest House***

Phone: 04 939 4567

Fax: 04 939 4569

Address: 116 Brougham Street, Mount Victoria, Wellington

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

Email: [richmnoquesthouse@paradise.net.nz](mailto:richmnoquesthouse@paradise.net.nz)

Bed and breakfast, 14 rooms with ensuites.

R

### Riddiford Street Hostel

Phone: 04 385 5362

Fax: 04 385 5801

Address: Wellington Hospital Grounds, Newtown, Wellington

Single rooms with shared facilities. Rent is paid weekly, but nightly rates are also available. Priority is given to families and friends of patients in Wellington hospital. References are required for long-term stays.

### Rintoul Lodge

Phone: 04 972 8864; 04 9058867; lodge number – 04 389 6410

Address: 30 Rintoul Street, Newtown, Wellington

Email: [pathol@paradise.net.nz](mailto:pathol@paradise.net.nz)

Boarding house with 12 rooms for long-term stays. One room is suitable for a family. References required.

### Rongotai College Community Education

Phone: 04 939 3056

Fax: 04 939 3060

Address: 170 Coutts Street, PO Box 14063, Kilbirnie, Wellington

Website: [www.rongotai.school.nz](http://www.rongotai.school.nz)

Email: [comed@rongotai.school.nz](mailto:comed@rongotai.school.nz)

Our community education programme is one of Wellington's best at helping people pursue lifelong learning.

### Rosemere Backpackers

Phone: 04 384 3041

Fax: 04 384 3041

Address: 6 MacDonald Crescent (off Dixon Street), Wellington

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

Email: [rosemerebp@yahoo.com](mailto:rosemerebp@yahoo.com)

Nice homely 98-year-old building with comfortable surroundings. Six-bed dormitories. Accommodation can be made for single-sex dormitories if enough notice is given. Office hours are 8am–10pm.



## Rowena's Lodge

Phone: 04 385 7872

Fax: 04 385 7872

Address: 115 Brougham Street, Mount Victoria, Wellington

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

Email: [rowenas@wellingtonbackpackers.co.nz](mailto:rowenas@wellingtonbackpackers.co.nz)

Located in Mount Victoria, only minutes away from the CBD and Courtenay Place.

# S

## Salvation Army Bridge Programme (see Bridge Programme)

## Salvation Army Court and Prison Service

Phone: 04 918 8063, 027 448 1506

Fax: 04 918 8098

Address: Located at level 2, Wellington District Court

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

Email: [Helen\\_spargo@nzf.salvationarmy.org](mailto:Helen_spargo@nzf.salvationarmy.org)

Contact: Major Helen Spargo

Practical and emotional support before, during and after a court appearance. The service is free, with fully trained staff who want to make your visit to court as easily understood and as non-threatening as possible. The staff are not lawyers, but can assist in completing legal aid forms. They are non-judgemental and offer support to anyone who may require help.

# S

## SALVATION ARMY FAMILY STORES

The Salvation Army operates a number of retail stores throughout the region, selling a range of donated goods including books, bric-a-brac, clothing, electrical appliances, commercial furniture, household furniture, kitchenware, linen, shoes, sports equipment and toys.

### *Central City*

Phone: 04 801 5315  
Fax: 04 801 6474  
Address: 1 Ghuznee Street, Wellington  
Email: [collections@salyouth.org.nz](mailto:collections@salyouth.org.nz)

### *Johnsonville*

Phone: 04 477 4869  
Fax: 04 477 4863  
Address: 125–137 Johnsonville Road, Johnsonville

### *Karori*

Phone: 04 476 0239  
Fax: 04 476 4387  
Address: 2 Parkvale Road, Karori

### *Kilbirnie*

Phone: 04 387 7271  
Address: 31 Onepu Road, Kilbirnie  
Email: [kilbirnie\\_corps@nzf.salvationarmy.org](mailto:kilbirnie_corps@nzf.salvationarmy.org)

### *Miramar*

Phone: 04 380 9140  
Fax: 04 388 8327  
Address: 63 Miramar Avenue, Miramar  
Email: [office@theshed.org.nz](mailto:office@theshed.org.nz)

### ***Newtown***

Phone: 04 389 4583  
Fax: 04 389 0529  
Address: 20 Rintoul Street, Newtown

### ***Petone***

Phone: 04 568 9613  
Fax: 04 568 9613  
Address: 288 Jackson Street, Petone

### ***Porirua***

Phone: 04 238 2375  
Address: 8 Selby Place, Porirua  
Email: [emailporiruacorps@nzf.salvationarmy.org](mailto:emailporiruacorps@nzf.salvationarmy.org)

### ***Tawa***

Phone: 04 232 7934  
Address: 128 Main Road, Tawa

### ***Wainuiomata***

Phone: 04 564 4065  
Fax: 04 564 4065  
Address: 6 Queen Street, Wainuiomata

### **Salvation Army Community Ministry – Lower Hutt**

Phone: 04 570 0273  
Fax: 04 570 0274  
Address: Corner of King Crescent and Cornwall Street, Lower Hutt  
Website: [www.salvationarmy.org.nz](http://www.salvationarmy.org.nz)  
Email: [mission@sacrossroads.org.nz](mailto:mission@sacrossroads.org.nz)  
Budgeting and advocacy advice.

### Salvation Army Community Ministry – Porirua

Phone: 04 235 6266 (24 hrs)

Fax: 04 235 6482

Address: Corner of Warspite Avenue and Fantame Street, Cannons Creek, Porirua

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

Email: [porirua\\_cfs@nzf.salvationarmy.org](mailto:porirua_cfs@nzf.salvationarmy.org); [s3584@xtra.co.nz](mailto:s3584@xtra.co.nz);  
[Porirua.salvationarmy@xtra.co.nz](mailto:Porirua.salvationarmy@xtra.co.nz)

Offers counselling service, budgeting service and advocacy for anybody in the Porirua area. We also provide emergency accommodation, primarily for families in need.

### Salvation Army Community Ministry – Upper Hutt

Phone: 04 528 6745

Fax: 04 528 6748

Address: 695 Fergusson Drive, Upper Hutt

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

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

Social assistance for anyone who needs it.

### Salvation Army Community Ministry – Wellington

Phone: 04 389 0594 (24 hours)

Fax: 04 389 1130

Address: 26 Riddiford Street, Newtown, Wellington

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

Email: [wellingtoncfs@nzf.salvationarmy.org.nz](mailto:wellingtoncfs@nzf.salvationarmy.org.nz)

We have a drop-in centre open 10am–3pm weekdays. A shower and towels are available. On site there are welfare services, clothing, furniture and household services. Counselling services are designed to put people on the right path. Welfare services are open the same hours as the drop-in centre. We also provide emergency accommodation for families in need, be they mothers and children or struggling young couples. Temporary accommodation can be arranged, subject to availability of flats. Tenures last for about three months.

### Salvation Army Oasis Centre (see Oasis Centre)

### Salvation Army – Youth Services

Phone: 04 384 6119

Fax: 04 384 6115

Address: Level 1, 1 Ghuznee Street, Wellington

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

Provides support and advice for youth, including outdoor recreation courses and help in learning basic life skills.

### Second Treasure Shop

Phone: 04 383 8824

Address: Landfill Road, off Happy Valley Road between Brooklyn and Owhiro Bay, Wellington

Second Treasure accepts donated items people no longer want that are still in usable condition. Items for sale include furniture, bric-a-brac, building materials, tools, toys and books. Open Monday to Saturday 7.30am–4.30pm and Sundays 9am–4.30pm.

### Seniornet Wellington Inc

Phone: 04 473 1510

Address: Level 1, Anvil House, 138–140 Wakefield Street,  
PO Box 10364, Wellington

Website: [www.seniornetwgtm.blogspot.com](http://www.seniornetwgtm.blogspot.com)

Email: [seniornet.wgtn@gmail.com](mailto:seniornet.wgtn@gmail.com)

A local community of computer-using seniors where seniors teach seniors computer skills.

### Showers (see Toilets, Showers and Laundrettes at rear of book)

### Sir Charles Burns Trust Inc

Phone: 04 527 9006

Address: Second Floor, City Plaza, 185 Main Street, Upper Hutt

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

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

Supported accommodation post and/or during AOD treatment. Abstinence-based work with outpatient services.

### **Society of Saint Vincent de Paul (see The Society of Saint Vincent de Paul)**

### **Soup Kitchen (see Suzanne Aubert Compassion Centre)**

### **STOP – Wellington**

Phone: 04 566 4745

Fax: 04 569 5556

Address: PO Box 45109 Epuni, Lower Hutt

Support for those that have sexually offended and their families.

### **Strathmore Park Community Base/Eastern Suburbs Budget Service**

Phone: 04 388 2776

Fax: 04 388 5086

Address: 108 Strathmore Avenue, Strathmore, Wellington

Email: fbc@paradise.net.nz

Free confidential budgeting service and also a weekly drop-in centre for youth every Monday 6.30pm–9pm. There is a homework study programme every Monday, Wednesday and Thursday after school to 5.30pm – cost \$2 per child per week. Also offering holiday programmes and advocacy support referrals.

### **Strathmore Community Health Centre**

Phone: 04 388 5086

Fax: 04 388 5086

Address: 108 Strathmore Avenue, Strathmore, Wellington

The clinic meets Monday 9.30–11.30am and Wednesday 9am–12noon. People need to be members of Newtown Union Health Service. The cost is free for children up to 16 years, otherwise the cost is \$10.

### **Street Football**

Phone: 04 384 7699 or 04 385 5606 – Downtown Community Ministry

Email: streetfooty@gmail.com

Weekly football (soccer) – warm-up followed by a friendly game. All abilities and everyone welcome, refreshments supplied. Thursday 3.30pm, Wesley Church hall, 75 Taranaki Street (behind the main Wesley Church). Times may change, so contact Downtown Community Ministry for more information.

### Street People Project – Downtown Community Ministry

Phone: 04 384 7699

Fax: 04 384 7688

Address: Compassion House, Lukes Lane, Te Aro, Wellington;  
PO Box 6133 Marion Square

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

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

Banking service for people without a bank account. Tracks rent and bill payments and has a focus on debt reduction.

### Suzanne Aubert Compassion Centre (see The Soup Kitchen)

Phone: 04 385 9299

Fax: 04 384 9769

Address: 132 Tory Street, Wellington

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

Email: [compassion.centre@hoc.org.nz](mailto:compassion.centre@hoc.org.nz)

Breakfast 8–8.45am, dinner 4.45–5.45pm, Monday to Saturday only (not open on Sunday). There is a charge of \$1 for the evening meal but no charge for breakfast.

The Centre also provides social services such as visiting in the community, a monthly 'Gathering' for the elderly and support in accessing services.

## T

### Taita College Community Education

Phone: 04 939 8728

Fax: 04 939 8730

Address: 188 Eastern Hutt Road, Lower Hutt

Website: [www.taita.school.nz/index2.html](http://www.taita.school.nz/index2.html)

Email: [trish@taita.school.nz](mailto:trish@taita.school.nz)

Committed to personal and educational development.

### Take 5 and Te Whare Mārama

Phone: 04 569 3162  
Fax: 04 569 3170  
Address: 212 Knights Road, Lower Hutt  
Website: [www.take5.org.nz](http://www.take5.org.nz)  
Email: [t5twm@xtra.co.nz](mailto:t5twm@xtra.co.nz)

Monday 9am–4pm, Tuesday to Thursday 9am–5pm. Activity and drop-in centre for mental health consumers. Arts programme includes bone carving, painting, drawing and pottery. Courses run on Fridays in art space and in house. Bookings required for these – no drop-in on Fridays.

### Taranaki 217

Phone: 0800 482 726  
Fax: 04 382 8620  
Address: 217 Taranaki Street, PO Box 9239, Marion Square  
Website: [www.taranaki217.co.nz](http://www.taranaki217.co.nz)  
Email: [info@taranaki217.co.nz](mailto:info@taranaki217.co.nz)

Targeted to those people who want to live well in the heart of the city. Room rates are very competitive, with electricity costs included. Telephone connections are available in all rooms.

### Te Aro Health Centre Trust

Phone: 04 385 0255  
Fax: 04 385 0935  
Address: 331 Willis Street, Te Aro, PO Box 27506 Marion Square, Wellington  
Email: [reception@tearohealth.xtra.co.nz](mailto:reception@tearohealth.xtra.co.nz)

Medical centre providing primary health GP and nursing services to residents of inner-city Wellington who have a Community Services Card.

### Te Ata Hou

Phone: 04 495 7660  
Fax: 04 495 7665  
Address: 274 Taranaki Street, Wellington  
Email: [teatahoutrust@xtra.co.nz](mailto:teatahoutrust@xtra.co.nz)

Offering courses in computing, Te Reo Māori, employment skills, business administration and Māori performing arts.



### Te Ngāwari Hauora Charitable Trust

Phone: 04 383 9690

Fax: 04 383 9695

Address: 7 Trent Street (downstairs), Island Bay; PO Box 20037 Newtown

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

Email: [ngawari@paradise.net.nz](mailto:ngawari@paradise.net.nz)

Māori health services, providing a range of mobile health services by registered nurses and health workers. Includes Well Child, women's health, elderly care, youth health, education and promotion. Not exclusively for Māori – serves the community irrespective of race. Open Monday to Friday 8.30am–4.30pm.

### Te Papa Tongarewa

Phone: 04 381 7000

Fax: 04 381 7070

Address: 55 Cable Street, Wellington

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

Email: [mail@tepapa.govt.nz](mailto:mail@tepapa.govt.nz)

Te Papa is open every day of the year 10am–6pm and Thursdays 10am–9pm. People can choose to give a donation for their time spent at Te Papa.

### Te Rātonga Ture Community Law Centre

Phone: 04 473 1249

Fax: 04 473 1781

Address: Level 5, 139 Featherston Street, PO Box 134, Wellington

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

Offering free legal services to Māori, whānau and their communities in the wider Wellington region. Services include advocacy and assistance, legal advice and information, law-related education and preparing submissions to government or other decision-making organisations. The centre can offer clinics on marae and at other appropriate venues for people or groups unable to come into the office.

### Te Roopu Whakapakari Ora Trust

Phone: 04 478 6243

Provides supported accommodation for mental health consumers as well as support for consumers living in the community. Priority is given to Māori.

## Te Whānau Kotahi Ora

Phone: 04 237 6700

Fax: 04 237 6701

Address: Rimu Villa Porirua Hospital Complex, Hassell Road,  
PO Box 53016, Porirua

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

Māori medicine clinic, holistic and conventional medicine. Also offers training. We receive a higher level of government funding, resulting in lower-cost healthcare for our patients.

## Te Whare Māriē – Specialist Māori Mental Health Services

Phone: 04 918 2901

Fax: 04 918 2900

Address: Pukepiro Centre, Kenepuru Hospital Campus, PO Box 50233, Porirua

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

Clinical expertise in a cultural setting emphasising tikanga Māori and whanaungatanga for Māori.

## Tenancy Information

### *Tenancy Services*

Phone: 0800 836 262

Advice for all matters relating to tenancy (8.30am–4.30pm).

### *Bond Centre*

Phone: 0800 737 666

Information for all matters relating to bond payments and requirements.

### *Bond*

Under the 'Residential Tenancies Act 1986' the law requires that a landlord who charges a bond must lodge it with the Bond Centre within 23 working days. The landlord does not have to ask for a bond, but can legally charge up to four weeks rent for a bond.

### ***Rent Increases***

Under the 'Residential Tenancies Act 1986' rent increases are allowed under the following conditions:

60 days (two months) written notice by the landlord must be given before putting up the rent.

180 days (six months) is the length of time rent cannot be increased from either the start of the tenancy, or from the time of the last rent increase. This means that rent can only be increased every six months, if the standard two months written notice is given by the landlord.

### ***Mediation***

A mediator is an independent person who helps you and your landlord discuss and solve problems:

- it avoids unnecessary legal hassles
- it doesn't require a lawyer
- it is quick, fair and simple
- it is confidential
- it is binding.

When you have come to an agreement, the mediator will put the agreement in writing and give copies to both people. The agreement is binding and legally enforceable.

### ***Mediation Procedure***

- phone Tenancy Services to request a mediation application form
- pay \$20 at the nominated bank on the application form
- return the form to the nearest Tenancy Service
- wait approximately seven days to be contacted.

### ***Landlords Right of Entry***

- 48 hours notice must be given by the owner or agent if they want to inspect the premises
- 24 hours notice must be given by the owner or agent for emergencies and urgent repairs.

## **Ending a Tenancy**

- 21 days written notice must be given by a tenant
- 90 days written notice must be given by the landlord
- 42 days written notice may be given by the landlord if the property has been sold, the premises are required for the landlord or landlord's family to live in, or the property is customarily required for an employee of the landlord as included on the tenancy agreement.

## **The Blue Shop**

Phone: 04 389 4423

Address: 183 Riddiford Street, Newtown, Wellington

We sell second-hand goods, beds, furniture and bookcases and we also accept Work and Income vouchers. Open Monday to Friday 10am–5.30pm and Saturday 10am–4.30pm.

## **The Clubhouse**

Phone: 04 389 2740, 04 389 2153

Fax: 04 389 2163

Address: 168 Riddiford Street, Newtown, Wellington

A drop-in centre for mental health consumers. The Clubhouse offers computer classes, a women's group, gym work, pool, music, legal advice and more.

Open Monday to Friday 9.30am–3.30pm.

## **The Crypt**

Phone: 04 472 9177

Address: Located under St Mary's of the Angels Church, 15 Boulcott Street, Wellington

Morning tea and light lunch only, Monday to Friday 10am–1pm.

Grateful for donations in any form (including food, but not clothing).

## The Family Space

Phone: 04 380 9736

Address: 33 Park Road, PO Box 15099, Miramar, Wellington

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

Support families in the community by organising playgroups, workshops, music for preschoolers and parenting courses. OSCAR is our approved after-school care programme. Pick-up from school is available. OSCAR is eligible for WINZ subsidy and we are happy to apply for that. The cost for the after-school care per session is \$15, plus \$5 per pick-up (discount for siblings).

We also focus on building relationships and help people build a strong network. We welcome everyone – people from all cultures and backgrounds.

## The Health Centre – Upper Hutt

Phone: 04 920 1800

Fax: 04 920 1808

Address: off Queen Street Car Park, Upper Hutt

Email: [upperhutthealthcentre@paradise.net.nz](mailto:upperhutthealthcentre@paradise.net.nz)

This after-hours care centre is open 8am–10pm every weekday and 8.30am–10pm every weekend.

## The House of Grace

Phone: 920 5667

Address: PO Box 26092, Newlands, Wellington 6442

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

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

We are a home for pregnant teens, providing support and education up to and after the birth of their baby.

## The Inn

Phone: 04 384 6759

Fax: 04 384 6115

Address: Supplied on request

Emergency accommodation for 15- to 22-year-olds. Admission by agency referral and an interview. Inquiries Monday to Friday 9am–5pm.

### **The People's Centre – Wellington**

Phone: 04 385 8596

Fax: 04 385 2520

Address: Lukes Lane, Te Aro, Wellington

Website: [www.wellingtonpeoplescentre.wellington.net.nz](http://www.wellingtonpeoplescentre.wellington.net.nz)

Email: [reception@wpc.net.nz](mailto:reception@wpc.net.nz)

Offers health services, including medical, dental, massage, counselling and podiatry. Also offers advocacy service for benefit rights issues. Members enjoy lower-cost care. Low cost health services for members.

### **The Senior Centre – Wellington**

Phone: 04 803 3491

Address: Central Library, 65 Victoria Street, Wellington

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

A drop-in centre offering social contact, activities and services for people of the second half-century. Legal advice is available every second Thursday 12.30–2pm. Phone for an appointment.

### **THE SOCIETY OF SAINT VINCENT DE PAUL SHOPS**

The Society of Saint Vincent de Paul gives practical help to anyone who is needy. The Society also has shops around the Wellington area selling a wide range of household goods and clothing.

### ***Newtown***

Phone: 04 389 7122

Fax: 04 389 7129

Address: 207 Riddiford Street, Newtown, Wellington

Website: [www.svdp.wellington.net.nz](http://www.svdp.wellington.net.nz)

### ***Petone***

Phone: 04 568 6408

Fax: 04 568 6408

Address: 316 Jackson Street, Petone, Lower Hutt

### **Porirua**

Phone: 04 237 5968

Address: 18 Mungavin Avenue, Porirua

### **Stokes Valley**

Phone: 04 563 9278

Address: 3 Scott Court, Stokes Valley, Lower Hutt

### **The Society of Saint Vincent de Paul – Newtown**

Phone: 04 389 7122

Address: Level 1, 207 Riddiford Street, Newtown, PO Box 7319,  
Wellington South 6242

Entrance: Normanby Street

Providing advice on budgeting, benefit rights and tenancy issues as well as counselling and advocacy; and mediation between clients and government departments, courts and creditors.

### **The Women's Centre – Lower Hutt**

Phone: 04 569 2711

Fax: 04 570 2820

Address: 186 Knights Road, Lower Hutt

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

We have workshops, courses, counselling and support for women.

### **Toilets (see Toilets, Showers and Laundrettes at rear of book)**

### **Toi Pōneke – Wellington Arts Centre**

Phone: 04 385 1929

Fax: 04 385 3987

Address: 61 Abel Smith Street, Te Aro, Wellington

Email: [artscentre@wcc.govt.nz](mailto:artscentre@wcc.govt.nz)

Facilities include a gallery for the exhibition and sale of works, artist studios, teaching and meeting spaces, soundproofed studios for music rehearsal, theatre rehearsal space, a project room for short-term projects, a photography dark room and offices for arts organisations.

## Town Belt, Reserves and Walkways

Walk through Wellington's beautiful parks and discover picturesque views, stunning flora and fauna and some early history of the area.

- The City to Sea Walkway guides you along part of the Town Belt from the Botanic Garden through parts of historic Aro Valley, Newtown, Berhampore and Island Bay.
- The Northern Walkway guides you along part of the Town Belt from Johnsonville to the Botanic Garden.
- The Southern Walkway guides you along the Town Belt from Oriental Parade to Island Bay.

## Trade and Exchange Magazine

Phone: 04 939 0999

Fax: 04 939 0666

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

A low-cost magazine that advertises private sales. The magazine is available wherever newspapers are sold. Adverts are free to place.

## Translation Service – Department of Internal Affairs

Phone: 0800 872 675, 04 470 2920

Fax: 04 470 2921

Address: Level 13, Prime Property Tower, 86–90 Lambton Quay,  
PO Box 805, Wellington

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

Email: [translate@parliament.govt.nz](mailto:translate@parliament.govt.nz)

Providers of translation service to people, businesses and organisations in New Zealand since 1949.

## Trains (see Metlink)



### Trash Palace

Phone: 04 237 6440

Fax: 04 237 6445

Address: Before Spicer Landfill, Broken Hill Road, Porirua

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

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

Open Monday to Friday 8.30am–5pm, weekends and public holidays 9am–5pm.

Free pick-up twice a year of discarded homeware for people living in Porirua City.

### Tree House Visitor Centre, Wellington Botanic Garden

Phone: 04 499 1400

Fax: 04 499 1903

Address: 101 Glenmore Street, Northland, PO Box 2199, Wellington

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

Email: [treehouse@wcc.govt.nz](mailto:treehouse@wcc.govt.nz)

Monday to Friday 9am–4pm. Shop open in the Begonia House on the weekends.

Open 9am–4pm winter, 9am–5pm in summer.

### Trespass Notices

If you want to legally ban someone from your premises you can issue them with a trespass notice. You can draw this up yourself or you can get a template of a trespass notice as well as further advice from the Community Law Centre, Victim Support, the Police or a Citizens Advice Bureau.

# U

## Unite Union

Phone: 04 385 2529

Fax: 04 385 2528

Address: 307 Willis Street, Wellington

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

Email: [grace.millar@unite.org.nz](mailto:grace.millar@unite.org.nz)

A 'trade union' for low-income workers providing advocacy for people on a low wage.

## Upper Hutt College Community Education

Phone: 04 526 9693

Fax: 04 528 2491

Address: Upper Hutt College, Moonshine Road, Upper Hutt

Website: [www.upperhutt.school.nz](http://www.upperhutt.school.nz)

Email: [office@upperhutt.school.nz](mailto:office@upperhutt.school.nz)

With something for everyone, there are plenty of reasons to get involved in courses at Upper Hutt College.

## Upper Hutt City Council

Phone: 04 527 2169

Fax: 04 528 2652

Address: Civic Administration Building, 838–842 Fergusson Drive, Private Bag 907  
Upper Hutt

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

Email: [askus@uhcc.govt.nz](mailto:askus@uhcc.govt.nz)

## Urgent Pharmacy – Lower Hutt

Phone: 04 939 6777

Address: Level 1/141, 729 High Street, Lower Hutt

Monday to Friday 6pm–11pm, weekends and public holidays 9am–11pm.

# V

## Vehicle Testing New Zealand

Vehicle Testing New Zealand provides services for motorists, including testing for warrants of fitness, pre-purchase inspections on vehicles, vehicle registrations and certificates of fitness (for different classes of vehicles and road user charges). Phone your nearest branch for opening hours as these differ.

### *VTNZ (Vehicle Testing New Zealand) – Wellington Central*

Phone: 04 384 6995

Fax: 04 384 9243

Address: 190 Tory Street, Wellington; PO Box 9449 Marion Square

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

### *VTNZ – Thorndon*

Phone: 04 471 2930

Fax: 04 471 2950

Address: 162 Thorndon Quay, Thorndon, Wellington

## Vibe

Phone: Lower Hutt: 04 566 0525. Upper Hutt: 04 528 6261

Fax: 04 586 2054

Address: 12 Daly Street, PO Box 31126, Lower Hutt; 2 Sinclair Street, Upper Hutt

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

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

Free confidential health and support service for people aged 10–24. We have a nurse clinic, GPs and social support services that include a youth worker, social worker and a youth transition service. See the website or call for opening hours.

U

V

### **Victim Support**

Phone: 0800 VICTIM (0800 842 846) (04 474 8862 – National Office)

Fax: 04 495 3076

Address: Ground Floor, 180 Molesworth Street, Wellington

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

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

Provides 24-hour emotional support, personal advocacy and information to all people affected by crime and trauma throughout New Zealand.

### **Victoria University of Wellington – Community Education**

Phone: 04 463 6556

Fax: 04 463 6550

Address: Rutherford House, 23 Lambton Quay, Freepost 93822, Wellington

Website: [www.ceed.vuw.ac.nz](http://www.ceed.vuw.ac.nz)

Email: [ceed@vuw.ac.nz](mailto:ceed@vuw.ac.nz)

Office hours are 9am–5pm, Monday to Friday.

### **Villa Court Porirua**

Phone: 04 237 0135

Fax: 04 237 0136

Address: Old Hospital Grounds, Porirua

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

Email: [acadme@paradise.net.nz](mailto:acadme@paradise.net.nz)

Villa Court Porirua has single and double rooms with shared facilities. Residents are mostly students, but accommodation is open to anyone. Five minutes walk from Porirua railway station and shopping centre. ID required.

### **Vincents Art Workshop**

Phone: 04 499 1030

Fax: 04 499 1082

Address: Level 4, Community House, 84 Willis Street, PO Box 11706, Wellington

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

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

A free workshop for all people, with special focus on the needs of mental health consumers. Thursdays are women-only days. The workshop offers affordable evening life drawing classes twice a week and a dark room for hire. There are also Tuesday morning structured and tutored workshops. Hours vary – ring for details.

### **Volunteer Hutt Valley**

Phone: 04 566 6786

Fax: 04 568 5966

Address: Level 2, The ISP Centre, 14 Laings Road, Lower Hutt

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

Email: [lhutt@volunteerwellington.org.nz](mailto:lhutt@volunteerwellington.org.nz)

The office is open every Monday, Wednesday and Friday 9.30am–2.30pm.

### **Volunteer Porirua**

Phone: 04 237 5355

Fax: 04 237 4107

Address: Level 2, Pember House, 16 Hagley Street, Porirua

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

Email: [porirua@volunteerwellington.org.nz](mailto:porirua@volunteerwellington.org.nz)

The office is open every Monday, Wednesday and Friday 9.30am–2.30pm.

### **Volunteer Wellington**

Phone: 04 499 4570

Fax: 04 499 3907

Address: Level 3, Community House, 84 Willis Street, Wellington

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

Email: [vw@volunteerwellington.org.nz](mailto:vw@volunteerwellington.org.nz)

Try Volunteering! The centre offers unpaid opportunities that can help you further your interests and goals. Phone for an appointment.

# W

## **Wainuiomata Citizens Advice Service**

Phone: 04 564 8364, 04 564 5282

Address: Wainuiomata Community Centre, 1a Queen Street,  
PO Box 43055, Wainuiomata

Free, impartial and confidential service, information, advocacy and support.

## **Wainuiomata Budgeting Service Trust**

Phone: 04 564 9050

Address: Wainuiomata Community Centre, 1a Queen Street,  
PO Box 43199, Wainuiomata

Providing budget advice, advocacy and mediation between clients and government departments, courts, and creditors.

## **Warmline**

Phone: 0800 200 207

Fax: 04 801 8509

Address: PO Box 6516, Wellington

A Wellington telephone peer support service for people who use mental health services. Operating Tuesday to Sunday 7pm–1am.

## **WEAV – Wellington Ending Abuse and Violence**

Phone: 04 384 8275

Fax: 04 384 8270

Address: Level 6, Outwide House, 61–63 Taranaki Street, Wellington

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

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

Works towards stopping violence and abuse in family/whānau and the community. Provides a youth programme teaching the use of non-violent communication and how to live in a healthy whānau environment.

## WellElder

Phone: 04 380 2440

Fax: 04 380 2449

Address: Riddiford House, 94 Riddiford Street, Newtown  
Johnsonville Community Centre  
Kapiti Disability Information and Equipment Centre

Email: [wellelder@slingshot.co.nz](mailto:wellelder@slingshot.co.nz)

We are a specialist agency providing counselling for people in Wellington who are 55 and older. Counsellors see people at Riddiford House, the Johnsonville Community Centre, or in people's homes or rest homes if mobility is an issue.

We ask for a contribution of \$10 or more per session. Our service is available if clients are unable or unwilling to provide this.

Appointments for all venues and for clients to be seen in their homes, please phone 04 380 2440.

## WellTrust

Phone: 04 568 0370

Fax: 04 568 0379

Address: Level 2, 14 Laings Road, PO Box 30933, Lower Hutt

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

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

We are the greater Wellington region youth alcohol and drug specialists. We provide a free assessment and counselling intervention programme for youth aged 10–19 with alcohol or other drug problems. Our services are free and confidential.

## Wellington After Care Association Inc

Phone: 04 385 7302

Address: 111 Brougham Street, Mt Victoria, Wellington 6011

Email: [manager@wgtnaftercare.org.nz](mailto:manager@wgtnaftercare.org.nz)

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

Assisting people with disabilities and mental health consumers to gain the self-determination to create the lives they want, connected to and with their communities, and pursuing long-term relationships and economic futures.

W

## Wellington City Council

Phone: 04 499 4444 (24 hours)

Fax: 04 801 3138

Address: 101 Wakefield Street, PO Box 2199, Wellington

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

Email: [info@wcc.govt.nz](mailto:info@wcc.govt.nz)

## Wellington City Council By-laws

**For more information go to: [www.Wellington.govt.nz](http://www.Wellington.govt.nz) or call the Wellington City Council on 494 4444**

### *Camping in Public Places*

Anyone wanting to camp in a public place needs permission from the Council. There needs to be special reasons for camping in public places.

### *Central City Liquor Ban*

There is a by-law prohibiting the consumption and possession of open alcohol in public places (including vehicles) within the central area of the city at all times.

The 'central area' includes the central city. This extends from the waterfront at Kaiwharawhara to the Basin Reserve and includes the Stadium, Lambton Quay, parts of Thorndon, Manners Mall, Cuba Mall and Courtenay Place.

## Wellington City Council Interpreting Service

Phone: 04 494 4444

Address: 101 Wakefield Street, Wellington

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

Come in to our Council Service Centre and tell the council officer your name and the language you speak and wait for the officer to contact an interpreter. They will arrange a three-way telephone conversation between you, the interpreter and the relevant Council officer.



### **Wellington City Mission**

Phone: 04 389 2033

Fax: 04 389 2109

Address: 200 Riddiford Street, Newtown, PO Box 7477, Wellington South

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

Email: [enquiries@wgtncitymission.org.nz](mailto:enquiries@wgtncitymission.org.nz)

Advocacy and social advice for youth, single adults, families and the elderly.

Wellington City Mission also offers entitlement advice for Work and Income. People can also have a shower for 50 cents. Open Monday to Friday 9am–3.30pm.

### **Wellington City Mission – Budget Advice**

Phone: 04 389 2033

Fax: 04 389 2109

Address: 200 Riddiford Street, Newtown, PO Box 7477, Wellington South

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

Email: [enquiries@wgtncitymission.org.nz](mailto:enquiries@wgtncitymission.org.nz)

Services include complete money management (the Mission controls all expenditure), money in money out (the Mission receives the money from Work and Income and administers the account), and advice where financial progress is monitored and tracked over a period of time. Interviews are required.

### **Wellington City Mission Drop-in Centre, Newtown**

Phone: 04 389 2033

Fax: 04 389 2109

Address: 200 Riddiford Street, Newtown, PO Box 7477, Wellington South

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

Email: [enquires@wgtncitymission.org.nz](mailto:enquires@wgtncitymission.org.nz)

Free soup and bread at lunch Monday to Friday 10am–2pm.

### **Wellington City Mission – Mission4Seniors**

Phone: 04 389 2033

Fax: 04 389 2109

Address: 200 Riddiford Street, Newtown, PO Box 7477, Wellington South

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

Email: [sheila@wgtncitymission.org.nz](mailto:sheila@wgtncitymission.org.nz)

This mission includes a home visiting service; support for caregivers; advocacy to facilitate income support, health care and other social services; regular social gatherings; hospital visiting; and Ezee meals.

### **Wellington City Mission – Mission for Families**

Phone: 04 389 2033

Fax: 04 389 2109

Address: 200 Riddiford Street, Newtown, PO Box 7477, Wellington South 6242

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

Mission for Families provides an in-home social work service to families to overcome obstacles in their lives and to support families to achieve a better quality of life.

Geographical area: Tawa through to Wellington, Wellington through to Hutt Valley. Excludes Wainuiomata and Eastbourne.

### **Wellington City Mission – Mission for Independence**

Phone: 04 389 2033

Fax: 04 389 2109

Address: 200 Riddiford Street, Newtown, PO Box 7477, Wellington South

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

A youth work skills centre for craft and workshop tuition, as well as other employment-related services. The City Mission assists people to manage their affairs so they can live within their means and move on to being independent.

## Wellington Community Law Centre

Phone: 04 499 2928

Fax: 04 472 2320

Address: Level 2, 84 Willis Street, Community House, PO Box 24005,  
Wellington 6142.

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

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

Provides free legal advice to help those who cannot access other legal services.

Please note: cannot give advice on wills, trusts, estates, property or commercial matters. No appointments necessary.

Monday–Thursday: 5.30–7pm

Wednesday and Friday: 12noon–2pm

Free legal advice sessions:

- advice for women: Monday 12.30–1.30pm
- family lawyer: Wednesday 12noon–2pm
- employment lawyer: Wednesday 5.30–7pm
- refugee and immigration issues: Tuesday 5.30–7pm
- Justice of the Peace: Tuesday and Thursday 12noon–2pm
- advice for mental health consumers: last Tuesday of every month 12noon–1pm at The Clubhouse, 168 Riddiford Street, Newtown
- Parents Legal Information Line for Schools Issues (PLINFO): a free phone service about students' rights and responsibilities at school. Phone 0800 499 488.

## Wellington Community Interpreting Services

Phone: 04 384 2265

Fax: 04 384 6292

Address: Level One, 61–63 Taranaki Street, PO Box 6472 Marion Square, Wellington

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

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

We can provide an interpreter to be with you when you need to convey clearly a message to a speaker of another language.

### Wellington Free Ambulance (WFA)

Phone: 04 499 9909

Fax: 04 499 3777

Address: PO Box 601, Wellington

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

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

IN AN EMERGENCY CALL 111. The only recognised free ambulance service in a major New Zealand city, WFA has been assisting the people of greater Wellington since 1927. An incorporated society run by its own board of management, WFA is an essential service provider for the community, committed to providing the highest-quality clinical care in emergency situations, pre-hospital care, rescue and transport services.

### Wellington High School Community Education

Phone: 04 385 8919

Fax: 04 802 7679

Address: CEC, Wellington High School, PO Box 4035, Wellington

Website: [www.cecwellington.ac.nz](http://www.cecwellington.ac.nz)

Email: [cec@whs.school.nz](mailto:cec@whs.school.nz)

Currently we run over 250 courses and employ over 150 tutors.

Check out our website to browse through courses.

### Wellington Hospital

Phone: 04 385 5999, Alcohol and Drug Service 04 494 9170

Fax: 04 385 5856, Alcohol and Drug Service 04 494 9179

Address: Riddiford Street, Newtown, Private Bag 7902, Wellington South

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

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

Open 24 hours.

### W.H.A.T. – Wellington Housing Association of Tenants Incorporated

Phone: 04 384 1419

Fax: 04 802 5054

Address: 312 Taranaki Street, Mt Cook, Wellington

Email: [w.h.a.t@xtra.co.nz](mailto:w.h.a.t@xtra.co.nz)

We represent all tenants in Wellington City Council housing, and negotiate with the Council on their behalf.

### Wellington Housing Trust

Phone: 04 384 4854

Fax: 04 384 4692

Address: Level 9, 173–175 Victoria Street, Wellington

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

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

Long-term rentals for people on a low income. Properties have two to five bedrooms.

### Wellington Information and Tourist Centre

Phone: 04 473 3753

Fax: 04 473 3927

Address: 280–292 Lambton Quay, Wellington; Private Bag Cable Car Lane

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

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

Open seven days Monday to Thursday 8.30am–6pm, Friday 8.30am–7pm, Saturday 9am–5pm, Sunday 10am–6pm. Your Ticketek and travel bookings outlet.

### Wellington i-SITE Visitor Centre

Phone: 04 802 4860

Fax: 04 802 4863

Address: Civic Square, Corner Victoria and Wakefield streets,  
PO Box 11007, Wellington

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

Email: [supervisors@wellingtonnz.com](mailto:supervisors@wellingtonnz.com)

Open everyday except Christmas Day. Weekdays 8.30am–5.30pm, except Thursdays opening at 9.30am. December to April open until 6.30pm. Weekends and public holidays: 9am–4.30pm (May to November), 9am–5.30pm (December to April).

### Wellington Legal Aid Office

Phone: 04 472 9040

Fax: 04 472 5250

Address: Level 2, Fulbright New Zealand House, 120–124 Featherston Street, Wellington

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

Wellington Legal Aid Office promotes access to justice and provides legal aid under the Legal Services Act 2000, covering family, criminal, civil, Waitangi, ACC and employment matters. There has to be a case taken to court. People need to fill out an application form.

### Wellington Rape Crisis

Support Phone: 04 473 5357

Office Phone: 04 473 5358

Address: Level 4, 84 Willis Street, PO Box 11731, Manners Street, Wellington

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

Wellington Rape Crisis is a support centre for survivors of rape and sexual abuse and their families, friends and whanau. Services include: support, information and advocacy by phone, email, and/or in person; and a counselling service for survivors of rape and sexual abuse. All services are free and confidential.

### Wellington Sexual Abuse Help Foundation

Phone: 04 4997530 (office), 04 499 7532 (24-hour crisis line)

Fax: 04 499 7533

Address: Level 2, James Smith Building, 55 Cuba Street, Wellington

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

Support and counselling for those who have been raped or sexually abused (24 hours).

### Wellington Sexual Health

Phone: 0800 188 881, 04 385 9879 (office)

Fax: 04 384 4840

Address: 17 Adelaide Road, Newtown, Wellington

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

Free, confidential treatment and advice. Ring for this free service in your area.

### Wellink Clean Team – Green Team

Phone: 04 387 4997

Fax: 04 387 4996

Address: 27 Queens Drive, Kilbirnie, PO Box 6516, Wellington

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

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

Light commercial cleaning, employment specifically for people with a mental health disability. There are a variety of work opportunities for people. Most are garden-based – lawn mowing, section maintenance etc. Phone to arrange an interview.

### Wellink Trust

Phone: 04 801 8500

Fax: 04 801 8509

Address: Main office at Level 2, 203–209 Willis Street, Wellington

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

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

Provides supported accommodation for mental health consumers (referrals from District Health Board service co-ordination only).

### WellTrust

Phone: 04 568 0370

Fax: 04 568 0379

Address: Second Floor, 14 Laings Road, PO Box 30933, Lower Hutt

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

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

Provides alcohol and drug assessment and counselling services for young people, aged 10–19, throughout greater Wellington.

### Wesley Inner City Counselling Service

Phone: 04 384 7695

Fax: 04 382 9708

Address: 75 Taranaki Street, Te Aro, Wellington; PO Box 6133 Marion Square

Email: [secretary@wesleychurch.org.nz](mailto:secretary@wesleychurch.org.nz)

A low-cost one-on-one counselling service for everyone, regardless of background. Please call for more information.

### **Whānau Family Support Services Trust**

Phone: 04 570 6020

Fax: 04 570 0722

Address: Level 1, 330 High Street, Lower Hutt

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

Services include referral for budgeting, dealing with creditors, money management, communication and record-keeping skills. Also provides teaching in literacy and numeracy with kaumatua support.

### **Whitireia Community Law Centre**

Phone: 04 237 6811

Fax: 04 237 6816

Address: Third Floor, Pember House, 16 Hagley Street, Porirua

Email: [commlaw@wnc.quik.co.nz](mailto:commlaw@wnc.quik.co.nz)

Monday to Thursday 9am–5pm, Friday 9am–4pm. Free legal advice.

### **Wildlife House Backpackers**

Phone: 04 381 3899

Fax: 04 381 3898

Address: 58 Tory Street, Wellington

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

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

There are four- and six-bedroom dormitories with a number of female dormitories.

### **Women's Boarding House – Wellington**

Phone: 04 9770453

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

Women-only boarding house with single rooms with shared facilities. This boarding house provides safe, secure and reasonably priced accommodation for women on low incomes or in periods of transition.

### **Women's Centre – Lower Hutt (see The Women's Centre – Lower Hutt)**



## Women's Health Collective – Wellington

Phone: 04 499 7709

Fax: 04 499 9968

Address: Community House, 84 Willis Street, PO Box 11731, Manners Street, Wellington

Email: [wwhc54@xtra.co.nz](mailto:wwhc54@xtra.co.nz)

We provide support, information and referral for any issue affecting women's physical, mental or emotional health. We do pregnancy testing and offer condoms. We provide counselling, by appointment, to women on low incomes. All our services are free. Open: Monday, Tuesday 10am–3pm, Wednesday, Thursday, Friday 10.30am–3pm.

## WOMEN'S REFUGES IN THE WELLINGTON REGION

Women's Refuge provides support and advocacy for women and children who are experiencing domestic violence. We provide safehouse accommodation for women and children whose safety is at risk in the community. You do not have to stay in our safehouse to receive our support. We also work with women in the community. Our services include 24-hour crisis line support, information, referrals, support with housing, benefits, legal matters etc. Women's Refuge also provides referral and/or support to agencies such as sympathetic lawyers, court, police and doctors.

### *Wellington Women's Refuge*

Phone: 24/7 crisis line 04 473 6280

Address: Community Office, Level 3, 30 Ghuznee Street, PO Box 11985, Wellington

Email: [wwr@paradise.net.nz](mailto:wwr@paradise.net.nz)

### *Te Whare Roki Roki (Wellington Māori Women's Refuge)*

Phone: 04 380 0917 24/7 crisis line 04 473 5921

Address: Community Office, Level M, Community House, 84 Willis Street, PO Box 7245, Wellington South

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

### *Hutt Valley Refuge Services*

Phone: 04 917 9850

Fax: 04 570 0832

Address: Community Office, 32 Pretoria Street, Lower Hutt

### *Kōkiri (Hutt Valley Māori Women's Refuge)*

Phone: 04 566 5025

Fax: 04 560 4676

Address: 57 Oxford Terrace, Lower Hutt

### *Manaaki (Porirua Women's Refuge)*

Phone: 04 234 6118

Fax: 04 234 6119

Address: PO Box 50495, Porirua

### *Te Whare Tāki Wahine (Porirua Māori Women's Refuge)*

Phone: 04 237 7027

Fax: 04 237 7028

Address: PO Box 50178, Porirua

### *Kapiti Women's Refuge*

Phone: 04 297 2595, 0292 972 959

Fax: 04 297 2595

Address: PO Box 451, Paraparaumu

### **Work and Income**

Phone: **0800 559 009** from 7am–6pm Monday to Friday, and 8am–1pm Saturday for general enquiries or to arrange an appointment with a case manager at your nearest Service Centre.

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

**If you are deaf or find it hard to communicate by phone**, you can send a message to our Deaf Link free-fax on **0800 621 621** or email [MSD\\_Deaf\\_Services@msd.govt.nz](mailto:MSD_Deaf_Services@msd.govt.nz)

## Work and Income Service Centres

### *Work and Income – Johnsonville Service Centre*

Fax: 04 477 9161

Address: 33–39 Johnsonville Road, PO Box 13459, Johnsonville

### *Work and Income – Kilbirnie Service Centre*

Fax: 04 387 2471

Address: 32–34 Bay Road, PO Box 14437, Wellington

### *Work and Income – Newtown Service Centre*

Fax: 04 389 5806

Address: 94–96 Riddiford Street, PO Box 16010, Wellington

### *Work and Income – Wellington Service Centre*

Fax: 04 918 0170

Address: 235 Willis Street, PO Box 11511, Wellington

### *Help for emergencies*

#### **Special Needs Grant (eg for food)**

A grant to help you, in certain circumstances, pay for something such as food, bedding and emergency dental or medical treatment when you have no other way of paying for it.

To qualify, you must be a New Zealand citizen or permanent resident who normally lives here, and:

- your income must be under a certain limit, depending on your personal situation
- your cash assets must be less than a certain amount (if you need help to pay for food, you must have no cash assets)
- the things you need help with must be urgent or necessary
- you must have no other way to meet these costs.

You won't usually have to pay back the Special Needs Grant.

### **Advance Payment of Benefit**

If you are getting a benefit and have an immediate need for something essential, you may be able to get an advance payment of your benefit. Work and Income generally pay the supplier for the goods or services you need (eg appliances, furniture, bedding, rent or school uniforms).

You'll need to pay it back but may be able to do this in instalments.

You may get an Advance Payment of Benefit if you:

- have an immediate and essential need
- are receiving a benefit.

It also depends on:

- how much you and your spouse or partner earn
- any money or assets you and your spouse or partner have.

### **Temporary Additional Support**

A weekly payment to help meet your essential costs while you try to reduce these costs or increase your income. To qualify you must be a New Zealand citizen or permanent resident who normally lives here, and:

- your cash assets must be less than a certain amount
- your costs must be essential and higher than your income
- you must have no other way to meet these costs.

You will not get Temporary Additional Support if you currently receive the Special Benefit. Your Special Benefit will continue until you no longer need it.

### **Recoverable Assistance Payments**

For people not receiving a main benefit (ie people on ACC, student allowance, low-income workers and self-employed) assistance can be given for a specific list of items and services.

There are limits on the amount someone can get at any one time. As a rule, assistance must be paid back, at the most, within two years.

You must provide information about your cash assets and your income. You have to demonstrate you don't have your own means to pay for the item or service required.

## **Counselling Allowance**

Work and Income can offer people a counselling allowance if they need counselling but have difficulty paying for it. To find out more call **0800 559 009** or talk to your GP or counsellor.

## **Community Services Card**

A Community Services Card can help you and your family with the costs of health care. You'll pay less on doctors' fees and prescriptions, simply by showing your card.

You must be on a low to middle income to get a Community Services Card.

### **How to Apply**

- call Work and Income on 0800 999 999
- ask at any Work and Income Service Centre for an application form
- download a form from [www.workandincome.govt.nz](http://www.workandincome.govt.nz)
- pick up a form from your family doctor or local pharmacy.

### **Handy hints when dealing with Work and Income**

#### **1. *Make a copy of all documents you give to Work and Income***

Ask the Work and Income receptionist to date-stamp and then photocopy documents. If you keep copies of date-stamped documents, you can use them as proof if there is any dispute.

#### **2. *Keep receipts***

Keep receipts, bills and other documents relating to your costs so that you can prove what you spend your money on from week to week. These are important to support applications for one-off assistance like food grants, and for supplementary benefits like Disability Allowance and Temporary Additional Support.

#### **3. *If you are on a Disability Allowance use the same chemist***

If you go to the same chemist all the time it is easier to get a print-out of all your prescription charges if your Disability Allowance is being reviewed. If you have been to more than one chemist in a 12-month period you will need to go to each one in order to get a record of all your prescription fees.

#### **4. Get it in writing**

When you want to apply for assistance, always fill in an application form, even if your case manager tells you beforehand that you are not eligible. A written application provides a clear record that you have applied, and Work and Income should send you a letter telling you the reasons why you have been declined and informing you of your right to review the decision. Although spoken requests for assistance can also count as valid applications, they are much harder to prove. It can also be useful to keep notes of discussions you have had with your case manager or Work and Income Call Centre staff.

#### **5. Emergency assistance**

When you need assistance for an emergency, like a Special Needs Grant for food assistance, Work and Income are required to see you within 24 hours. You do not need to make an appointment to see your own case manager. Go to your nearest Service Centre and tell the receptionist you want to apply for a 'food grant'. Remember to take your receipts in order to show how you spent your last pay (benefit or wages) and a record of your bank balance.

#### **6. Food grants**

Special Needs Grants for food are not an entitlement. To qualify for a food grant, you need to meet certain conditions. The main ones are:

- having no food
- having no money to buy food because you used it for an 'essential expense'

Usually there is a limit to the total amount of food grants you can receive in each six-month period. However, this limit can be exceeded in exceptional circumstances. If you have reached your limit, you can also apply for an advance of your benefit for food (which you have to pay back).

#### **7. Part-time work and your benefit**

If you have part-time work and are on a benefit, you need to inform Work and Income of your weekly earnings as your benefit or, for example, Accommodation Supplement may be affected by your earnings. There are different rules for different benefit types.

#### **8. People in full-time work can also get assistance from Work and Income**

There are a range of benefits, grants and loans which are available to low- and middle-income workers. There is provision for ongoing assistance to help with things like accommodation costs, health and disability expenses, childcare costs, travel to work, and other regular and essential household expenses, as well as for one-off grants or loans for emergencies or immediate and essential needs.

### 9. You don't have to take 'no' for an answer!

Most decisions by Work and Income can be reviewed. Applications for review of a decision have to be made in writing and, unless there is a good reason, within three months of your receiving notification of a decision. If you wish to review a decision but are unsure how to go about it, you may wish to contact a local benefit advocacy service for free advice and support (see Advocacy section).

### Toilets, Showers and Laundrettes

To report damaged facilities or maintenance issues, contact the Council on 499 4444.

Location	Shower	Disabled Access	Open Hours
<b>Balaena Bay</b> – Evans Bay Parade	Yes	No	7am–9pm
<b>Berhampore</b> – 33 Luxford Street	No	Yes	24 hours
<b>Berhampore</b> Golf Links – Adelaide Road	No	No	7am–9pm
<b>Brooklyn</b> – Central Park, 65 Ohiro Road	No	No	7am–9pm
<b>Brooklyn</b> – 44 Jefferson Street	No	Yes	24 hours
<b>City</b> – Aro St Park, 60 Aro Street	No	Yes	7am–9pm
<b>City</b> – Civic Centre	No	Yes	6am–9pm
<b>City</b> – Courtenay Place	No	Yes	One cubicle 24 hours (temporary during upgrade)
<b>City</b> – Te Aro Park, Dixon Street/ Manners Street	No	Yes	Monday to Thursday 7.30am–6pm Friday 7.30am–7pm Saturday 8am–4pm Sunday 10am–4pm One 24-hour cubicle
<b>Evans Bay</b> Boat Marina	No	No	8am–9pm
<b>Hataitai Beach</b> – Evans Bay Parade	Yes	No	7am–9pm
<b>Hataitai</b> – Taurima Street	No	Yes	7am–9pm

<b>Island Bay</b> – Medway Street/The Parade	No	Yes	24 hours
<b>Island Bay</b> – surf club	No	No	7am–9pm Closed over winter
<b>Island Bay</b> – Shorland Park, Park Road	No	Yes	24 hours
<b>Johnsonville</b> – Broderick Road	No	Yes	24 hours
<b>Karori</b> – Cemetery, Rosehaugh Road	No	No	7am–9pm
<b>Karori</b> – Karori Road, next to Karori Library	No	Yes	7am–9pm
<b>Kelburn</b> – play area, Botanic Garden	No	No	7am–9pm
<b>Kelburn</b> – Main Garden, Botanic Garden	No	Yes	7am–9pm
<b>Kelburn</b> , Rose Garden, Botanic Garden	No	Yes	7am–9pm
<b>Kelburn</b> – Upland Road, top of Cable Car	No	Yes	6am–10pm
<b>Khandallah</b> – Woodmancote Road	No	No	7am–9pm
<b>Khandallah</b> – Ganges Road	No	Yes	24 hours
<b>Kilbirnie</b> – 56 Bay Road	No	Yes	7am–9pm
<b>Lambton</b> – Bowen Street	No	Yes	24 hours
<b>Lambton</b> – ANZ toilet, Lambton Quay/Featherston Street	Yes	Yes	Monday to Thursday 7.30am–6pm Friday 7.30am–7pm Saturday 8am–4pm Sunday 10am–4pm One 24-hour cubicle
<b>Lyal Bay</b> – surf club	No	Yes	7am–9pm Changing rooms closed 1 June–31 August



<b>Makara Beach</b>	No	Yes	Winter 7am–6pm Summer 7am–9pm
<b>Miramar</b> – Miramar Park, 17 Darlington Road	No	No	During special events
<b>Miramar</b> – Worsler Bay, Awa Road	No	Yes	24 hours
<b>Miramar</b> – polo ground, 20A Park Road	No	No	During special events
<b>Miramar</b> – cnr Miramar Avenue/ Park Road	No	Yes	7am–9pm
<b>Mornington</b> – 42 Quebec Street	No	No	24 hours
<b>Newlands</b> – Newlands Mall, McMillan Court	No	No	7am–9pm
<b>Newtown</b> – 9 Constable Street	No	Yes	24 hours
<b>Ngaio</b> – Collingwood Street	No	Yes	24 hours
<b>Northland</b> – Randwick Road	No	Yes	24 hours
<b>Oriental Bay</b> – Oriental Parade (by wishing well)	No	Yes	24 hours
<b>Oriental Bay</b> – band rotunda	No	Yes	7am–9pm
<b>Oriental Bay Beach</b>	No	Yes	Winter 7am–7pm Summer 7am–9pm
<b>Princess Bay</b> , 501 Queens Drive	No	No	Winter 7am–7pm Summer 7am–9pm
<b>Queens Drive</b>	No	No	24 hours
<b>Scorching Bay</b> – pavilion	No	Yes	7am–9pm Changing rooms closed 1 June–31 August
<b>Seatoun</b> – Churchill Park, 2 Marine Parade	No	Yes	Monday to Wednesday 24 hours Thursday to Sunday 7am–9pm
<b>Seatoun</b> – 23 Dundas Street	No	Yes	24 hours
<b>Seatoun</b> – Seatoun Park, Ludlam Street	No	No	During special events

<b>Strathmore</b> , Broadway	No	Yes	24 hours
<b>Tawa</b> – next to Tawa Library	No	Yes	7am–10pm
<b>Worser Bay</b>	No	Yes	24 hours Changing rooms closed 1 June–31 August
<b>Tawa</b> – Grasslees Reserve, Davies Street	No	No	7am–9pm
<b>Tawa</b> – Willowbank Reserve and play area, Taylor Road	No	No	7am–9pm
<b>Wadestown</b> – Wadestown Road/ Cecil Road	No	Yes	24 hours
<b>Wilton</b> – Otari–Wilton’s Bush Info Centre, 160 Wilton Road	No	Yes	7am–9pm
<b>Wilton</b> – Otari–Wilton’s Bush picnic area, 160 Wilton Road	No	No	24 hours

## Showers

There is a shower located in the changing rooms in Anderson Park Sports Pavilion available during the week 7am–9pm. These have traditionally been left open during the day even when there are no changing room bookings so they can be used by lunchtime runners. Showers are also available at some public toilets and the following places:

Salvation Army Hope Centre  
Wellington City Mission  
Catacombs  
Wesley Methodist Church

## Laundrettes

### *Agitator Laundrette*

Phone: 04 385 1999

Address: 24 Elizabeth Street, Mount Victoria, Wellington

### ***Avalon Laundrette Ltd***

Phone: 04 577 3323  
Address: 810 High Street, Lower Hutt

### ***Hutt Laundromat***

Phone: 04 569 9833  
Address: 466 High Street, Lower Hutt

### ***It's Brilliant Laundrette***

Phone: 04 568 5289  
Address: 136 Jackson Street, Petone, Lower Hutt

### ***Johnsonville Laundrette***

Phone: 04 478 9494  
Address: 112 Johnsonville Road, Johnsonville, Wellington

### ***Newtown Drive in Laundrette***

Phone: 04 389 6267  
Address: 11 John Street, Newtown, Wellington

### ***Porirua City Laundrette***

Phone: 04 237 5010  
Address: Kilkerran Place, Porirua

### ***Riddiford Laundrette***

Phone: 04 389 8156  
Address: 5 Newtown Avenue, Newtown, Wellington

### ***Tunnel 24 Hour Laundrette***

Phone: 04 386 4804  
Address: 23 Waitoa Road, Hataitai, Wellington

### *Waitangirua Laundromat*

Phone: 04 235 9445

Address: Waitangirua Mall, Waitangirua, Porirua

### *The Wash House*

Phone: 04 387 2015

Address: Corner Coutts Street and Onepu Road, Kilbirnie, Wellington

## Wellington Community Centres

### **Aro Valley Community Centre**

48 Aro Street, Aro Valley

Phone: 04 384 7699

### **Brooklyn Community Association**

18 Harrison Street, Brooklyn

Phone: 04 384 6799

### **Brooklyn Community Resource Centre**

36 Jefferson Street

Brooklyn

Phone: 04 384 4299

### **Hataitai Collective and Community House**

112 Waipapa Road, Hataitai

Phone: 04 386 2821

### **Johnsonville Community Centre**

3 Frankmoore Ave, Johnsonville

Phone: 04 478 8628

### **Karori Community Centre**

7 Beauchamp Street, Karori

Phone: 04 476 4968

### **Khandallah Cornerstone Resource Centre**

2 Ganges Road, Khandallah

Phone: 04 479 5420

### **Kilbirnie/Lyall Bay Community Centre**

56–58 Bay Road, Kilbirnie

Phone: 04 387 7867

### **Newtown Community and Cultural Centre**

Corner of Colombo and Rintoul Street

Newtown

Phone: 04 389 4786

### **Newtown Playground Hall**

46 Constable Street

Newtown

Phone: 04 389 4786

### **Northland Memorial Community Centre**

5 Woburn Road, Northland

Phone: 04 475 8511

### **Strathmore Park Community Base**

108 Strathmore Avenue, Strathmore

Phone: 04 388 2776

### **Thistle Hall**

Corner of Cuba and Arthur Street

Wellington Central

Phone: 04 384 3088

# HOUSEHOLD EMERGENCY CHECKLIST

## WHAT YOU WILL NEED TO GET THRU

### YOUR HOUSEHOLD

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

NAMES AND PHONE NUMBERS (INCL. MOBILES):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### IMPORTANT PHONE NUMBERS

POLICE, FIRE, AMBULANCE: DIAL 111

CIVIL DEFENCE: \_\_\_\_\_

OTHER: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### YOUR GETAWAY KIT

Everyone in your house should have a small bag for a Getaway Kit, ready for evacuation. In addition to essential emergency items, this kit should include:

#### FAMILY DOCUMENTS

- Birth and marriage certificates
- Drivers' licences and passports
- Insurance policies
- Family photos

#### PERSONAL ITEMS

- Towels, soap, toothbrush and sanitary items
- A change of clothes

### EMERGENCY SURVIVAL ITEMS

If you prefer to keep your Emergency Survival Items in the house for everyday use, make sure you know where to find them when an emergency occurs.

#### FOOD AND WATER – ENOUGH FOR THREE DAYS OR MORE

- Bottled drinking water (at least three litres per person per day)
- Water for washing and cooking
- Non-perishable food (canned or dried), can opener
- A primus or gas barbecue to cook on (Check and replace food and water every 12 months)

#### OTHER EMERGENCY ITEMS

- Waterproof torches and spare batteries
- AM/FM radio and spare batteries
- First aid kit and essential medicines
- Toilet paper and large rubbish bags for an emergency toilet
- Face and dust masks
- Pet supplies
- Blankets or sleeping bags
- Wind and rainproof clothing
- Strong shoes for outdoors
- Sun hats and sunscreen (Check all batteries every three months)

#### SUPPLIES FOR BABIES AND SMALL CHILDREN

- Food, formula and drink
- Change of clothing and nappies
- Favourite toy or activity

#### OTHER SUPPLIES

- Hearing and sight aids, batteries
- Mobility aids
- Asthma and respiratory aids
- Special food needs

FOR MORE INFORMATION VISIT  
[www.getthru.govt.nz](http://www.getthru.govt.nz)

PRODUCED BY THE MINISTRY OF CIVIL DEFENCE AND EMERGENCY MANAGEMENT



# HOUSEHOLD EMERGENCY PLAN

COMPLETE THIS PLAN WITH ALL MEMBERS OF YOUR HOUSEHOLD

1. If we can't get home or contact each other we will meet or leave a message at: \_\_\_\_\_  
\_\_\_\_\_
2. The person responsible for collecting the children from school is:  
Name: \_\_\_\_\_  
Contact details: \_\_\_\_\_  
Name (back-up): \_\_\_\_\_  
Contact details: \_\_\_\_\_
3. The person responsible for checking the emergency survival items is: \_\_\_\_\_
4. The radio station (incl AM/FM frequency) we will tune in to for civil defence information:  
\_\_\_\_\_
5. In an emergency we will remain in our home unless advised otherwise. We will need to be prepared to look after ourselves for up to three days or more. In an emergency we will:  
 Stop, think and respond  
 Get our Emergency Survival Items  
 Listen to the radio for advice and information
6. If we have to evacuate our home we will:  
 Take our Getaway Kit, and the essential emergency items  
 Turn off water, electricity and gas (always seek professional advice before reconnecting the gas supply)
7. Neighbours that may need our help or can help us:  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_
8. A plan of our house showing places to shelter, eg in an earthquake, exits, assembly areas and where to turn off water, electricity and gas:

## PLAN OF OUR HOUSE





*Active in the City!*



**Downtown  
Community  
Ministry**

- Foodbank
- Street Bank
- Housing Support
- Social Activities
- Money Management
- Advocacy
- Personal Plans
- Book Fair

**Contact Information:**

Postal Address: PO Box 6133, Wellington 6141

Office Location: Compassion House,  
2 Lukes Lane, Te Aro, Wellington

Tel: 04 384 7699

Fax: 04 384 7688

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

Web: [www.dcm.org.nz](http://www.dcm.org.nz)