



**E TIPU E REA**  
WHĀNAU SERVICES



**MĀTUA TAIOHI**  
TEENAGE PARENTS

**TE KAHUI MANGAI**  
SERVICE DIRECTORY

*WEST & CENTRAL AUCKLAND*

# Contents

## SUPPORT LINES **13**

YOUTHLINE PREGNANCY CENTRE	13
YOUTHLINE AUCKLAND COUNSELLING AND FAMILY SUPPORT SERVICES	13
LIFELINE	14
OHANA YOUNG PARENTS CHARITABLE TRUST	14
LIVING AND LEARNING	14
TAONGA EDUCATION CHARITABLE TRUST	15
MAMA MATERNITY SERVICES	15
DAYSPRINGS DEDICATED TO MATERNAL WELLBEING	16
LITTLEMORE	16
THE FONO DENTAL MEDICAL HEALTH AND SOCIAL SERVICES	16
TE WHANAU O WAIPAREIRA TRUST	16
BARNARDOS NEW ZEALAND	17
BRAINWAVE TRUST AOTEAROA	17
FAMILY WORKS SOCIAL WORKERS AND COUNSELLORS	17
FAMILY WORKS WAITAKERE	17
FAMILY WORKS LESLIE CENTRE	17
PLUNKET PARENTING HELP	18
WELL CHILD CHECKS	18
CAR SEAT ADVICE	18
HENDERSON CAR SEAT INSTALLATION AND EDUCATION	18
PLUNKET FAMILY CENTRES	18
PLUNKET CLINIC	19
FAMILY PLANNING ASSOCIATION FPA	19
WAITEMATA DISTRICT HEALTH BOARD WDHCB CHILDBIRTH EDUCATION	19
AUCKLAND DHB WOMEN'S HEALTH - MATERNITY/ PREGNANCY CARE	19
EPSOM DAY UNIT	20
BIRTHCARE PARNELL	20

## YOUTH SERVICES **8**

BLUELIGHT	8
YOUTH HORIZONS	8
SOLOMON GROUP	8
STRIVE COMMUNITY TRUST - MANGERE	8
SPRINGBOARD COMMUNITY WORKS	9

## ADDICTION SERVICES **9**

HIGHER GROUND	9
ODYSSEY HOUSE	9
READY STEADY QUIT	9
SMOKEFREE COMMUNITIES	10
MOKO SERVICES WAITEMATA DHB WHITIKI MAUREA	10
BELLYFUL	10
COMMUNITY ALCOHOL AND DRUGS SERVICE - CADS	10
PREGNANCY AND PARENTAL SERVICE	11
CADS ALTERED HIGH YOUTH SERVICE	11
RUAPOTAKA MARAE	11
GENESIS YOUTH TRUST - AUCKLAND CITY EAST	12

## HELPLINES **12**

ALCOHOL AND DRUG HELPLINE	12
ALCOHOLICS ANONYMOUS	12
NARCOTICS ANONYMOUS	12
SAMARITANS	13
SUICIDE PREVENTION HELPLINE	13

BREASTFEEDING SUPPORT LA LECHE LEAGUE NEW ZEALAND	20
EDUCATION UNIT TPU	20
EDEN CAMPUS TPU	21
HOANI WAITITI MARAE	21
<b><u>HEALTH SERVICES</u></b>	<b>21</b>
AUCKLAND DHB COMMUNITY MENTAL HEALTH SERVICES - ADULT	21
MANAAKI HOUSE CENTRAL AUCKLAND	21
ST LUKES COMMUNITY MENTAL HEALTH CENTRE CENTRAL AUCKLAND	22
TAYLOR CENTRE CENTRAL AUCKLAND	22
WAIMARINO WDHB DISTRICT MENTAL SERVICES	22
THE YOUTH HUB HEALTH - HEALTH WEST	22
ZEAL	22
GROW NZ INC MENTAL HEALTH	22
SAFE NETWORK	23
EDEN NZ - EATING DIFFICULTIES EDUCATION NETWORK	23
HEART AND MINDS	23
<b><u>HELPLINES</u></b>	<b>24</b>
ORANGA TAMARIKI	24
HEALTH LINE	24
TU WAHINE TRUST	24
WOMEN'S CENTRE WAITAKERE	24
RAPE CRISIS AUCKLAND	25
WOMEN'S REFUGES	25
VICTIMS SUPPORT	25
INNER CITY WOMEN GROUP	25
AUCKLAND WOMEN'S CENTRE	26
SHINE - SAFER HOMES IN NEW ZEALAND EVERY DAY	26

AUCKLAND SEXUAL ABUSE HELP	26
<b><u>LEGAL SUPPORT</u></b>	<b>27</b>
CITIZENS ADVICE BUREAU	27
JUSTICE OF THE PEACE	27
HENDERSON CITIZENS ADVICE BUREAU	27
GLEN EDEN CITIZENS ADVICE BUREAU	27
NEW LYNN CITIZEN ADVICE BUREAU	27
AUCKLAND CITY	27
COMMUNITY LAW	28
YOUTH LAW	28
TENANCY SERVICES NZ GOVERNMENT INFORMATION	28
PRESCHOOL CARE AND EDUCATION INFORMATION	29
AUCKLAND KINDERGARTENS ASSOCIATION	29
<b><u>EDUCATION AND CARE</u></b>	<b>29</b>
<b><u>PARENT SUPPORT</u></b>	<b>29</b>
PARENT AID	29
PARENT HELP	30
SKILL PARENTING	30
TOY LIBRARY FEDERATION OF NZ	30
<b><u>ACCOMMODATION SUPPORT</u></b>	<b>30</b>
EMERGE AOTEAROA	30
MONTE CECILIA	31
HOUSING NEW ZEALAND – KAIGA ORA	31
LIFEWISE	31
WALSH TRUST	31
HOUSING AND RECOVERY BASED SERVICES– WEST AUCKLAND AND CENTRAL AUCKLAND	32

THE SALVATION ARMY SOCIAL HOUSING – WEST AUCKLAND AND AUCKLAND	32
NGĀTI WHĀTUA ŌRĀKEI - WHAI MAIA LTD	32
TE MANAWANUI CHARITABLE TRUST	32
A GIRL CALLED HOPE	33
KĀHUI TŪ KAHA	33
AUCKLAND CITY MISSION	33
SHAKTI ASIAN WOMEN’S SAFE HOUSE	33
ANGLICAN TRUST FOR WOMEN AND CHILDREN - ATWC	34
VISION WEST	34

**COUNSELLING SERVICES** **35**

FAMILY ACTION	35
POSTNATAL DEPRESSION	35
CONNECT SUPPORTING RECOVERY	35
MARINOTO CHILD AND YOUTH MENTAL HEALTH SERVICES WAITAKERE HOSPITAL	35
WAIMARINO – YOUTH TEAM	35
ŌRĀKEI HEALTH SERVICES	36
PRESBYTERIAN SUPPORT NORTHERN	36
HOME AND FAMILY COUNSELLING	36

**EDUCATION AND TRAINING** **36**

TE UKAIPO	36
TE-KURA: CORRESPONDENCE-SCHOOL	37
WEST AUCKLAND ENTERPRISE SKILLS AND TRAINING–EMPLOYMENT SUPPORT	37
FREE4U COMPUTING CLASSES	37
RANUI ACTION PROJECT - WORK IT OUT CAREER CLINIC	37
UPSKILLS LTD	37
TAMAKI JOB AND SKILL HUB	38

**MENTORING** **38**

YWCA	38
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**DAD SERVICES** **38**

KIDZ NEED DADZ	38
MAN ALIVE	38
BETTER BLOKES	39
ESSENTIALLY MEN	39
MENS SHED	39
HEALTH WEST: YOUNG DADS PROGRAMME	39

**BENEFIT AND FINANCIAL SUPPORT** **39**

WORK AND INCOME	39
AAAP: AUCKLAND ACTION AGAINST POVERTY	40

**COMMUNITY SUPPORT** **40**

WAITAKERE COMMUNITY RESOURCE CENTRE	40
METHODIST MISSION SPLICE	40
BRAINWAVE TRUST AOTEAROA	40
TAMAKI COMMUNITY DEVELOPMENT TRUST	40

**BUDGETING SERVICES** **41**

FAMILY WORKS BUDGETING PROGRAM	41
C.A.R.E. WAITAKERE TRUST BUDGETING SERVICE	41
HENDERSON BAPTIST BUDGETING SERVICE	41
TE WHANAU O WAIPARIERA BUDGETING PROGRAM	41
RANUI BAPTIST COMMUNITY CARE	41
THE FONON WEST BUDGETING SERVICE	41
TAMAKI BUDGETING	41

## YOUTH SERVICES

### BLUELIGHT

Blue Light is a registered charity that works in partnership with the police to deliver an extensive range of youth programmes and activities. Lifeskills, mentoring and leadership.

**Phone: 0800 258 354**  
**68 Branches, PO Box 102199, North Shore, Auckland 0745**  
**Website: <https://www.bluelight.co.nz/>**

### YOUTH HORIZONS

Delivers programmes that have been shown to work and meet the needs of children, young people and their families and whānau from different backgrounds. Youth Service aims to get young people aged 16 to 19 into education, training or work-based learning. This will help young people gain the skills to find a job and have an independent future. Young people work with community-based providers who give guidance, support and encouragement to help them find the education, training or work-based learning that works.

Youth Service offers guidance and practical support to young people. It is about stepping in early to help build potential through education, training or work-based learning. Some young people will work with a Youth Service provider as part of getting financial support from Work and Income. This includes young people who are receiving Youth Payment, Young Parent Payment or receive support as a partner of a specified beneficiary.

**Phone: 09 835 1176 ext 404 or 0800 937 887**  
**42 Vestey Drive, Mount Wellington, Auckland 1060**  
**Email: [carmen.atama@youthorizon.org.nz](mailto:carmen.atama@youthorizon.org.nz)**  
**Website: <https://www.youthorizons.org.nz/>**

### SOLOMON GROUP

Solomon Group provides services free for youth under 20, living in the following areas: Franklin, Papakura, Manurewa, Manukau, Mangere, Otara, Papatoetoe, Otahuhu, Onehunga, Ormiston, Botany, Howick, Pakuranga, Panmure, Glen Innes, Tamaki Maungakiekie or Orakei.

**Phone: 0800 747 687**  
**Address: 236 Great South Road, Manurewa**  
**Website: <https://www.solomongroup.co.nz/>**

### STRIVE COMMUNITY TRUST - MANGERE

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

**Phone: 09 275 4428**  
**Address: Unit 5, 197 Montgomerie Road, Mangere, AKL, 2022**

**Email: [infor@strive.org.nz](mailto:infor@strive.org.nz)**  
**Website: <https://www.strive.org.nz>**

### SPRINGBOARD COMMUNITY WORKS

Springboard's holistic and integrated approach employs proven multi-dimensional family and community-based programmes that fully encompass the needs of at-risk young people. These programmes create pathways for the young people to move between as they journey with Springboard staff and mentors.

**Phone: 09 4225 4623**  
**Address: 58 Hamatana Road, Snells Beach, Auckland 0920**  
**Email: [mail@springboard.org.nz](mailto:mail@springboard.org.nz)**  
**Website: <https://www.springboard.org.nz>**

## ADDICTION SERVICES

### HIGHER GROUND

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

We offer a high quality, culturally responsive, drug-free programme based on a therapeutic community model.

**Phone: 09 834 1117**  
**Address: 118 Beach Road, Te Atatu Peninsula, Auckland, 0610**  
**Email: [pam@higherground.org.nz](mailto:pam@higherground.org.nz)**

### ODYSSEY HOUSE

Addiction Services. We work actively with young people, using a blend of positive youth development approaches and proven therapeutic tools to help young people build on their strengths. We want to help our young people to learn and develop skills to feel on track, and to be in control of their lives.

Help teens learn more about who they are and who they want to become. Strengthen their connections to their community, whānau, and school or work. Learn and practice skills, such as using emotions in a positive way, and how to cut down and stop substance use.

**Phone: 0800 468 228 or 09 638 4957**  
**Address: 4-3029 Great North Road New Lynn, 0600**  
**Email: [admissioncentre@odyssey.org.nz](mailto:admissioncentre@odyssey.org.nz)**  
**Website: <https://www.odyssey.org.nz/>**

### READY STEADY QUIT

Let's be honest, stopping smoking is hard. But we can make it easier. Our service is focused around you and includes face-to-face sessions with trained professionals who can help you make it through.

When you decide you're ready to stop smoking, many people will be on hand to help. Alongside our professionals, remember it's okay to ask your friends, whānau, doctor, midwife or anyone else for extra support to help you succeed.

Our service is open to anyone who wants to stop smoking in the Auckland and Waitemata District Health Board regions. So if you live, work, learn or play in North, West or Central Auckland, you can get free stop smoking support with us.

Free, personalised stop smoking support for the entire family including Free Nicotine Replacement Therapy (NRT).

**Phone: 0800 500 601**

**Website: <https://www.readysteadyquit.org.nz>**

## SMOKEFREE COMMUNITIES

A mobile quit smoking support service. If you would like to talk to a support service as you start your quit journey, Quitline and local stop smoking services are still operating. There may be some changes in how they can work with you, but we would encourage you to get in touch.

**Phone: 0800 778 778 or text 4006**

**Website: <https://www.quit.org.nz>**

## MOKO SERVICES WAITEMATA DHB WHITIKI MAUREA

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

**Phone: 09 822 8555**

**Address: West Waimarino Building, 33-37 Paramount Drive, Henderson, Auckland, 0610**

**Website: <http://www.waitematadhb.govt.nz/hospitals-clinics/clinics-services/whitiki-maurea-maori-mental-health-and-additions-service/>**

## BELLYFUL

Bellyful delivered on its mission to cook and deliver meals to families with new born babies and families with young children who are struggling with illness, where there is little or no family or social support.

**Phone 0508 BELLYFUL or 0508 235 5938**

**Postal Address: PO Box 745 Wellington 6140**

**Email: [contact@bellyful.org.nz](mailto:contact@bellyful.org.nz)**

**Website: <http://www.bellyful.org.nz/>**

## COMMUNITY ALCOHOL AND DRUGS SERVICE - CADS

**Phone: 09 845 1818**

## PREGNANCY AND PARENTAL SERVICE

Provide assessment, information, and support to pregnant women and parents of children under 3 years of age. Able to meet with clients in the community or any environment most suitable for the person in need.

Provide information on the effects of alcohol and other drug use during pregnancy. Assist women to access antenatal care, alcohol/other drug treatment, and other community services. Help services work together so your needs are best met. We also offer training and consultation to other agencies working with pregnant women and parents of young children.

**Phone: 09 486 8920 Ext: 5123, 5118, 5119, 5502 or 5042**

**Fax: 09 815 5851**

**Address: Pitman House, 50 Carrington Road, Point Chevalier, Auckland, 1025**

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

## CADS ALTERED HIGH YOUTH SERVICE

Altered High is CADS youth service for young people aged 13 – 19 and their family/whānau. We are a mobile community service and travel to see young people in an environment most suitable for them such as at school or at work.

We see young people with questions or concerns about their alcohol and/or other drug use. Some of our young people may also have mental health and substance use problems.

A Rainbow communities' clinician is available. We liaise with other agencies who are supporting young people. For more information, phone:

**Phone: 09 845 1893**

**Fax: 09 845 1895**

**Level 2, 409 New North Road, Kingsland, Auckland, 1021**

**Email: [alteredhigh@waitematadhb.govt.nz](mailto:alteredhigh@waitematadhb.govt.nz)**

**Website: <http://www.cads.org.nz/altered-high-youth/>**

## RUAPOTAKA MARAE

Our goal is to influence positively the relationships of all people within Tamaki and other communities through the practice of whakawhanaungatanga.

We believe that the interconnectedness of people comes to life when we can talk about who we are and where we come from. Through this process people listening can find links that associate them to your family, place of birth, extended family or friends or a common interest you both share. This is more than saying your name, it's about sharing yourself.

It service also provides Whānau Ora Navigation to work with whānau and families to identify their needs and aspirations, support their participation in education, primary health and



employment, and link and coordinate. Te whare tapa wha 4-week alcohol and other drug programme. This programme is based on a traditional model of Maori health as postulated by Mason Durie by looking at the whole person through a Maori kaupapa lens.

**Phone 09 570 5340**

**Address: 106 Line Road Glen Innes, Auckland, 1072**

**Email: ruapotaka.marae@xtra.co.nz**

**Website: <https://ourauckland.aucklandcouncil.govt.nz/articles/news/2019/03/the-open-arms-of-ruapotaka-marae/>**

## GENESIS YOUTH TRUST - AUCKLAND CITY EAST

Genesis Youth Trust combines youth work, social work, mentoring, counselling, family therapy, and whānau programmes to promote positive lifestyle changes to at risk youth and their families. Open today 9:00 AM to 5:00 PM.

**Phone: (09) 5241937**

**Fax: (09) 521 1259**

**Address: Cnr Taniwha Street & Line Road, Glen Innes, Auckland, 1072**

**Email: [jack.scanlan@police.govt.nz](mailto:jack.scanlan@police.govt.nz)**

**Website: <https://genesisyouthtrust.org.nz/>**

## HELPLINES

### ALCOHOL AND DRUG HELPLINE

The Alcohol Drug Helpline provides friendly, non-judgmental, professional help and advice. If you are concerned about your own drinking or drug taking we can assist with information, insight and support.

All calls to the Helpline are free and confidential. You can remain anonymous if you wish. Our counsellors will listen to you and work with you to identify the changes you want to make and find practical solution that will help you achieve them. If you are on a longer journey of recovery, we can walk alongside you as you make the changes in your life step by step. If we can't provide all the help you need it's our job to put you in touch with services that can.

**Phone: 0800 787 797**

**Free TXT: 8681**

**Website: <https://alcoholdrughelp.org.nz/contact/>**

### ALCOHOLICS ANONYMOUS

**Phone: 0800 2296757**

### NARCOTICS ANONYMOUS

**Phone: 0800 628 632**

## SAMARITANS

If you are experiencing loneliness, depression, despair, distress or suicidal feelings, Samaritans operates a 24/7 crisis help line. Our phones are operated by volunteers from the community for the community. We receive no direct government funding.

**Phone: 0800 72 66 66**

## SUICIDE PREVENTION HELPLINE

**Phone: 0508 828 8865**

**Fax: 09 376 6650**

## SUPPORT LINES

### YOUTHLINE PREGNANCY CENTRE

Youthline Pregnancy Centre believes in the autonomy and uniqueness of each woman and their right to make their own informed choices through impartial counselling, and in the right of women to have their own values, beliefs, culture and spirituality upheld.

The Centre offers caring women counsellors who can give the impartial support and information needed by women (and their whānau) to make the best choice. The counsellors have had to make difficult life decisions and with their experience and training are equipped to help and to support their clients. They also offer post-termination and post-miscarriage counselling, pregnancy diagnosis and referral to a caring doctor. They have extensive referral resources. All counselling is strictly confidential, although clients may bring a support person(s). This confidential service is free. Phone for an appointment. Branches in Ponsonby, Manukau, North Shore and West Auckland.

**Phone: 09 376 6658**

**Fax: 09 376 6650**

**Address: Youthline House, 13 Maidstone Street, Grey Lynn, 1021**

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

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

### YOUTHLINE AUCKLAND COUNSELLING AND FAMILY SUPPORT SERVICES

Provides a free, confidential and non-judgmental telephone counselling service. They are there to listen, not to preach or push – they don't solve problems as only individuals can do that but talking to someone can help clarify what is happening and what may be done. They also provide information and referral service.

The team has knowledge of many services available, including a parent pack. It does not have to be a crisis situation to call Youthline: people call for all sorts of reasons, because they feel alone, or have lost someone they care for, others because they are having difficulties making their relationships work. Often people just call for a chat.

Whatever the reason, Youthline are there to listen and care for

a person of any age, any ethnicity, any religion, any income, any sexual orientation. Face to face, family and pregnancy counselling are available for young people, families and individuals of all ages, with a focus on youth aged 12-25 and families supporting young people. All counsellors are externally professionally trained and supervised. Face to face counselling is available in Ponsobly, Manukau, Waitakere and the North Shore.

**Phone: 0800 37 66 33, 0800 968 845, 09 361 4168 or 376 6645**  
**Phone: Free TXT MENTORING to 234**  
**Fax: 09 386 6650**  
**Address: Youthline House, 13 Maidstone Street, Grey Lynn, 1021**  
**Email: [youthline@youthline.co.nz](mailto:youthline@youthline.co.nz) or [supportcentre@youthline.co.nz](mailto:supportcentre@youthline.co.nz)**  
**Website: [www.youthline.co.nz](http://www.youthline.co.nz)**

## LIFELINE

Provides community helplines (Lifeline 24/7, Suicide Crisis Helpline, Kidsline) as well as our text support service HELP (4357). We're here to listen, whatever the issue. We provide and join forces with the best support for you or if you are concerned for someone's wellbeing or safety. Whether you need to talk to someone on the phone, feel more comfortable texting or need to talk face to face, we have the right service for you.

**Phone: 0800 543 354**  
**0508 TAUTOKO Suicide Crisis Helpline (0508 828 865)**  
**0800 Kidsline (0800 54 37 54)**  
**Postal address: PO Box 74-010, Greenlane, Auckland, 1546**  
**Physical address: 95 Great South Road, Epsom, Auckland, 1051**  
**Email: [info@lifeline.org.nz](mailto:info@lifeline.org.nz)**  
**Website: <https://www.lifeline.org.nz/>**

## OHANA YOUNG PARENTS CHARITABLE TRUST

Ohana Young Parent Charitable Trust operating in West Auckland, providing support, guidance and education to young parents. We work alongside midwives who specialise in supporting young parents, providing antenatal and postnatal care. Antenatal classes which are prepared specifically for the needs of this age group – antenatal classes where being young is not frowned upon, that being young is respected and nurtured. Ohana offers a 10 week course in infant care, during this time young parents will come together with their babies in a homely environment to learn all the key aspects of caring for their baby.

**Phone: 09 818 9398**  
**Address: 49 Kaurilands Road Glen Eden, Auckland, 0604**  
**Email: [info@ohana.org.nz](mailto:info@ohana.org.nz)**  
**Website: <http://ohana.org.nz/>**

## LIVING AND LEARNING

Living and Learning Family Centre, Henderson support program for young or teen mums and mums to be, focussing on wellbeing, motherhood, parent craft, life skills and personal growth.

Parents and their child will feel the warmth in the welcome, as you enter Living and Learning's Family Centre - at the heart of which is the early childhood centre.

This modern, architecturally designed building on Universal Drive in Henderson is situated just a few hundred metres east of Lincoln Road, convenient for easy motorway access and close to the commercial heart of the Henderson community and the families we're here to support Young Mums

This is a program that provides life and well-being skills for teens and young mums in the wider community. Finally, we have the facilities to offer a variety of workshops. These cover topics such as positive parenting, parenting for Dads, healthy eating, to name a few.

**Phone: 09 837 7992**  
**Address: 212 Universal Drive Henderson, Auckland, 0610**  
**Website: [henderson@livingandlearning.org.nz](mailto:henderson@livingandlearning.org.nz)**

## TAONGA EDUCATION CHARITABLE TRUST

For mums and pregnant young women aged 15 years and older. In a flexible and caring environment, up to 15 young women can continue their education, usually undertaking two full time subjects. Students are offered career counselling and are supported as both parents and students by trained and passionate staff. Children are cared for in the on-site childcare facility at the Clendon Community Centre. Taonga also operates social services for teenage parents. Te Whare o Taonga is a supported house for 5 young mothers and their pepe to live and complete a programme that will support and guide them into independent living.

**Phone: 09 269 2861**  
**Address: 11 Dalgety Drive, Wiri, Auckland 2104**  
**Email: [erana@taonga.org.nz](mailto:erana@taonga.org.nz) and [admin@taonga.org.nz](mailto:admin@taonga.org.nz)**  
**Website: <https://taonga.org.nz/>**

## MAMA MATERNITY SERVICES

MAMA Maternity is a dedicated Maternity Centre based in Sandringham, Central Auckland. Established a comfortable, and welcoming environment for pregnant women, new mothers and their families where they can access a range of services that contribute to a healthy and happy childbearing experience. MAMA is home to childbirth educators offering Birth and Parenting Preparation classes including hypnobirthing and a variety of qualified and experienced complementary health care practitioners offering acupuncture, osteopathy, naturopathy and massage to women and their whanau/families and friends.

**Phone: 09 815 8108**  
**Address: 13 Coyle Street, Sandringham, Auckland, 1025**  
**Email: [sales@mamamaternity.co.nz](mailto:sales@mamamaternity.co.nz)**  
**Website: [info@mamamaternity.co.nz](http://info@mamamaternity.co.nz)**



## DAYSPRINGS DEDICATED TO MATERNAL WELLBEING

We foster the well-being of both mother and child by creating opportunities that inspire women to live, love, learn and connect.

Community organization, the wellbeing of the mother means families can flourish and grow and ultimately affects the health of the communities we live in.

Programs provide; community based maternal mental health services, parenting programmes, workshops and courses, friendship and support, counselling services.

**Phone: 09 827 6321**

**Address: 2 Seabrook Avenue, New Lynn, Auckland 0600**

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

**Website: <http://dayspring.org.nz/>**

## LITTLEMORE

Your donations provide other families with the baby items they need to nurture their new-borns and keep them warm and safe. We sort and prepare your gifted items and our partner organisations share them with the families they work with in the community.

**Phone: 021 456 015**

**Address: Storage King Grey Lynn, 300 Richmond Road, Grey Lynn, Auckland, 1021**

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

## THE FONO DENTAL MEDICAL HEALTH AND SOCIAL SERVICES

The Fono provides affordable services including medical, dental, pharmacy, health promotion, social services, education and Whanau Ora spread across four Auckland clinics and a Northland Pacific Whanau Ora Service.

**Phone: 09 837 1780**

**Address: 411 Great North Road, Henderson, Auckland 0610**

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

## TE WHANAU O WAIPAREIRA TRUST

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

**Phone: 0800 924 942 or 09 838 4314**

**Address: 6 – 8 Pioneer Street, Henderson, Auckland 0610**

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

**Website: [www.waipareira.com](http://www.waipareira.com)**

## BARNARDOS NEW ZEALAND

Barnardos home-based support for families under stress, family day care, care and education in the home of a caregiver for babies and children of all ages, support with parenting and family relationships, budgeting and household management, counselling for children and families, foster care, supervised access, parenting courses. A parent education programme offering information, support, informal group meetings and practical help to families with new-born children from birth to three years is also available

Children's supervised access aims to encourage and enhance relationships between non-custodial and their children.

The access session runs for two hours on Sunday in a local kindergarten. All referral families need to go through an interview process to determine acceptance and the children are the main focus and their safety is important.

Look in the phone book for full list of Barnardos Centres and phone numbers.

**Phone: 0800 227 627, 09 625 3675 or 09 625 3687**

**Address Head Office Barnardos House Level 2, 100 Tory Street, Wellington 6011**

**PO Box 6434, Wellington 6141**

**Email: [esley.macken@barnardos.org.nz](mailto:esley.macken@barnardos.org.nz)**

**Website: [Auckland.referrals@barnardos.org.nz](http://Auckland.referrals@barnardos.org.nz)**

## BRAINWAVE TRUST AOTEAROA

Brainwave's vision is that all children in Aotearoa New Zealand are valued and nurtured so they can reach their full potential.

**Phone: 09 528 3981**

**Address: PO Box 55 206, Eastridge, Auckland, 1146**

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

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

## FAMILY WORKS SOCIAL WORKERS AND COUNSELLORS

We deliver social services to support children and families to learn, grow and thrive. We offer counselling and social work support for children and families, along with a range of group programmes. We also partner with others to prevent family violence and strengthen communities.

## FAMILY WORKS WAITAKERE

**Phone: 09 835 1288**

**Address: 3 Montel Avenue, Henderson, 0612**

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

## FAMILY WORKS LESLIE CENTRE

**Phone: 09 639 2016**

**Address: 35-37 Dornwell Road Mount Roskill, 1041**

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

**Website: <https://www.familyworksnorthern.org.nz/>**

## PLUNKET PARENTING HELP

Plunket aims to provide a caring, professional, well child and family/whanau health care service. Parents are offered information and support throughout a child's early years, from birth to age five. Family Centres and Clinics are located throughout the Auckland region.

Plunket Line is a toll-free parent helpline and advice service available to all families, whānau and caregivers. Calls are free from cell phones. When you call Plunket Line your call will be answered by a Plunket nurse, who can give you advice and information on parenting issues and your child's health and wellbeing. Plunket Line –Free health advice Opening Hours: 24 hours a day, seven days a week.

## WELL CHILD CHECKS

Home visits for babies in the early weeks and clinic visits for children up to five years old. Each visit gives the mother the opportunity to discuss the child's health, development and parenting/family issues.

## CAR SEAT ADVICE

Looking to buy a car seat there are important things to consider getting the right fit for your child now as they grow. It is recommended that you look to purchase a restraint from an outlet that has a child restraint technician or experience staff who can assist you, answer your questions and provide advice as needed. Child restraint technicians can be found on NZTA's website.

## HENDERSON CAR SEAT INSTALLATION AND EDUCATION

Service – Car seats. Car seat installation, Advice and Education

**Phone: 09 837 1871**

**Address: 6E Enterprise Drive, Henderson, 0612**

## PLUNKET FAMILY CENTRES

Centres are staffed by Plunket nurses, community karitane, Plunket kaiawhina and volunteers. They offer support and information on different parenting issues. These include breast feeding, infant nutrition, sleeping, child behaviour and parent/family needs.

Offers intensive one on one support with feeding, settling, sleeping etc for new parent.

### WEST AUCKLAND

**Phone: 027 590 9289**

**Address: 5 Woodford Avenue, Henderson, Auckland, 0610**

### CENTRAL AUCKLAND

**Phone: 09 849 5027**

**Address: 309 Sandringham Road, Sandringham, Auckland, 1025**

## PLUNKET CLINIC

Our front line clinical staff work in autonomous roles to deliver clinical services and provide support to parents and families. They work within set clinical policies and frameworks as set by both Plunket and NZ health sector frameworks and standards. Meeting the needs of the local community, they enhance the Plunket Brand nationally and in their local area working closely with community staff and volunteers to achieve the best start for every child.

**Phone: 0800 933 922**

**Website: <https://www.plunket.org.nz/>**

## FAMILY PLANNING ASSOCIATION FPA

A non-judgmental and friendly service. That provide pregnancy testing and options, contraception (including the 'morning after pill'), vasectomies, cervical smears, STD testing and treatment, treatment of PMS. FPA also provide the community with information and education on a wide range of topics to do with sexual and reproductive health, such as HIV/AIDS, sexual orientation, gender issues, breastfeeding and contraception, puberty, early childhood sexuality. Clinics throughout the Auckland region. See the white pages in the telephone book for locations and contact details.

**Phone: 0800 FPA LINE or 09 836 0026**

**Address: Level 2, 6 Alderman Drive, Henderson, Waitakere City 0614**

**Email: [national@familyplanning.org.nz](mailto:national@familyplanning.org.nz)**

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

## WAITEMATA DISTRICT HEALTH BOARD WDHB CHILDBIRTH EDUCATION

WDHB offers childbirth education programmes at North Shore and Waitakere Hospitals. Pregnant women learn about and prepare for the birth of their baby. Women may attend on their own or take a support person of their choice. This is a free service.

**Phone: 09 486 8920 ext 3048**

**Address: North Shore Hospital, Shakespeare Road, Private Bag 93 503, Takapuna, 0622**

**Waitakere Hospital, 55 Lincoln Road, PO Box 93 115, Henderson, 0610**

**Email: [parent.education@waitematadhb.govt.nz](mailto:parent.education@waitematadhb.govt.nz)**

**Website: <http://www.waitematadhb.govt.nz/>**

## AUCKLAND DHB WOMEN'S HEALTH - MATERNITY/ PREGNANCY CARE

Public service to National Women's inpatient, new born and high risk maternity outpatient services are located on the 9th floor of Auckland City Hospital in Grafton.

National Women's Walk-In Centre, Community outpatient services, fertility and gynaecology outpatient services continue

to be provided on the Greenlane site on the 6th floor of the Greenland Clinical Centre.

**Phone: 09 307 4949.**

**Fax: 09 375 4344.**

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

**Website: [www.nationalwomenshealth.adhb.govt.nz](http://www.nationalwomenshealth.adhb.govt.nz)**

## EPSOM DAY UNIT

Epsom Day Unit provides abortion up to 13 weeks of pregnancy for patients from Auckland, Counties-Manukau and Waitemata DHBs. Medical abortion is available up to 9 weeks of pregnancy for Auckland DHB residents only.

**Phone: 09 631 0740**

**Address: Epsom Day Unit, Greenlane Clinical Centre, Greenlane West Auckland 3**

**Website: <https://abortion.org.nz/providers/auckland/epsom-day-unit>**

## BIRTHCARE PARNELL

Birthcare is a primary maternity hospital for birthing and postnatal care. We provide free support, care and education to mothers, babies and their families.

Patients can choose to have their baby at Birthcare, or transfer to Birthcare from another hospital for their postnatal stay.

**Phone: 09 374 0800**

**Address: 20 Titoki Street Parnell 5 Onslow Street Huntly, 0610**

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

## BREASTFEEDING SUPPORT LA LECHE LEAGUE NEW ZEALAND

La Leche League. The organisation offers information and encouragement - primarily through personal help - to women who want to breastfeed their babies. Groups, one to one support and information.

### CENTRAL AUCKLAND

**Phone: 04 4710690**

**Donna: 940 6455 or**

**Melissa: 846 9944**

**Miranda: 820 4009**

**Louise: 626 0223**

**Jill: 630 0636**

**Email: [Centralauckland@woosh.co.nz](mailto:Centralauckland@woosh.co.nz)**

**Email: [Centralauckland@woosh.co.nz](mailto:Centralauckland@woosh.co.nz)**

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

## EDUCATION UNIT TPU

For parents and parents-to-be aged 18 and under. To continue with their secondary education in a flexible and caring environment. He wero o nga wahine. Students are offered career counselling and are well supported as both parents and

students by trained and passionate staff. Small babies come in the classroom while older babies and toddlers are cared for in the crèche.

**Phone: 09 837 7570 and 021 0271 2208**

**Postal Address: PO Box 21612, Henderson, 0610**

**Address: 22b Smythe Road Henderson Auckland 0612**

**Email: [he.werotpu@gmail.com](mailto:he.werotpu@gmail.com)**

**Website: <https://teenparentschools.org.nz/schools/he-wero-teen-parent-unit/>**

## EDEN CAMPUS TPU

Eden Campus was established in 2004 and is situated in the heart of Mt Eden at 16 Ngauruhoe St. At any time during the school year we welcome Year 9-13 students (19 years and under) who are pregnant or who are teen parents wanting to continue or resume their secondary education. A vibrant childcare centre operates on site.

**Phone: 09 638 3412**

**Address: 16 Ngauruhoe street, Mt Eden, 1024**

**Email: [kdonnely@aggs.school.nz](mailto:kdonnely@aggs.school.nz)**

**Website: <https://teenparentschools.org.nz/schools/eden-campus/>**

## HOANI WAITITI MARAE

A pan-tribal marae opened in 1980 through the efforts of the large Maori community of West Auckland. This marae started up one of the first kohanga reo – Maori language preschools in Auckland, and now provides language immersion at primary and secondary levels.

**Phone: 09 818 2323**

**Address: 451 West Coast Road, Glen Eden, Auckland, 0602**

**Email: [kiaora@hoaniwaititi.school.nz](mailto:kiaora@hoaniwaititi.school.nz)**

**Website: <https://hoaniwaititi.school.nz>**

## HEALTH SERVICES

### AUCKLAND DHB COMMUNITY MENTAL HEALTH SERVICES - ADULT

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

**Phone: 0800 623 578 or 09 623 5780**

**Website: [www.adhb.health.nz](http://www.adhb.health.nz)**

### MANAAKI HOUSE CENTRAL AUCKLAND

**Phone: 0800 570 651 or 09 570 6519**

**Website: [www.adhb.health.nz](http://www.adhb.health.nz)**

## ST LUKES COMMUNITY MENTAL HEALTH CENTRE CENTRAL AUCKLAND

**Phone: 0800 845 094 or 09 845 0940**  
**Website: [www.adhb.health.nz](http://www.adhb.health.nz)**

## TAYLOR CENTRE CENTRAL AUCKLAND

**Phone: 0800 376 105 or 09 376 1054**  
**Website: [www.adhb.health.nz](http://www.adhb.health.nz)**

## WAIMARINO WDH B DISTRICT MENTAL SERVICES

Provides services District Mental Health Services, Early Psychosis Intervention (EPI) Service, Isa Lei - Pacific Island Community Mental Health Services  
Malaga a le Pasifika, Marinoto West Youth Mental Health Team, Pacific Mental Health & Addictions Service (Takanga A Fohe), Whitiki Maurea - Maori Mental Health and Addiction Services

**Phone: 0800 809 342 or 09 839 0000**  
**Address: 33-37 Paramount Drive Henderson, Auckland, 0610**

## THE YOUTH HUB HEALTH - HEALTH WEST

The youth hub health provides free innovative community and primary health, social and whanau ora services across the Greater Auckland region with a particular focus on Maori, Pacific, tamariki, rangatahi, whanau and other high needs populations. Other a FREE health service to young people aged 12-24 years living in West Auckland, North Shore, and Rodney. We offer free general Youth Health Clinics by appointment throughout the week.

**Phone: 0800 562 023 or 09 839 7480**  
**Address: 49 Lincoln Road Henderson, 0610**  
**Email: [info@healthwest.co.nz](mailto:info@healthwest.co.nz)**  
**Website: <https://www.healthwest.co.nz/our-services/the-youth-health-hub>**

## ZEAL

Zeal is a not-for-profit youth organisation dedicated to helping young kiwis discover, express and develop their unique creativity. In supporting Zeal, you support the care and development of young people.

**Phone: 0800 FIND ZEAL**  
**Address: 20 Alderman Drive, Henderson, 0612**  
**Email: [west@zeal.nz](mailto:west@zeal.nz)**  
**Website: <https://www.zeal.nz/westauckland>**

## GROW NZ INC MENTAL HEALTH

GROW is a volunteer association of people who know they need a stabilising influence to correct a mental, social or spiritual

condition in their life and who earnestly desire to change and are willing to help one another grow to personal maturity. Grow runs groups based on a 12 step program specifically for mental wellness and self-development.

**Phone: 09 846 6869**  
**Address: 97 Saint Lukes Road, Sandringham, Auckland 1025**  
**Email: [auckland@grow.org.nz](mailto:auckland@grow.org.nz)**  
**Website: <https://grow.org.nz/>**

## SAFE NETWORK

Community based specialist clinical assessment and intervention services for those with concerning and harmful sexual behaviours towards children

**Phone: 09 377 9898**  
**Address: PO Box 8726, Symonds St, Auckland 1150**  
**Email: [help@safenetwork.org.nz](mailto:help@safenetwork.org.nz)**  
**Website: [www.safenetwork.org.nz](http://www.safenetwork.org.nz)**

## EDEN NZ - EATING DIFFICULTIES EDUCATION NETWORK

Provides telephone and group support, an information and referral service, and workshops for people with eating difficulties, their families and friends.

**Phone: 0800 2 EDANZ or 09 522 2679**  
**Postal Address: PO Box 128 020, Remuera, Auckland 1541**  
**Email: [info@ed.org.nz](mailto:info@ed.org.nz)**  
**Website: <https://www.eden.org.nz/>**

## HEART AND MINDS

Hearts & Minds NZ Inc. is a leading community development agency with an integrated focus on wellbeing. Inherent in Hearts & Minds is the belief that all people from every socio-economic, age, gender and ethnic demographic have a world of wonderful possibilities within them. Hearts & Minds develops and delivers groups and workshops that build mental resilience as determined by the needs within our communities. We also compile, update and provide a Support Services Directory that is widely used by GPs, the District Health Board, schools and other agencies, to enable anyone to identify and access specialist organisations for their points of need.

**Phone: 09 441 8989**  
**Address: 65 Pearn Crescent, Northcote, North Shore City 0627**  
**Email: [info@heartandminds.org.nz](mailto:info@heartandminds.org.nz)**  
**Website: [www.heartandminds.org.nz](http://www.heartandminds.org.nz)**



## HELPLINES

### ORANGA TAMARIKI

We are the Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk or harm now, or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that in the right environment, with the right people nurturing them, any child can, and should flourish.

**Phone: 0508 326 459**

**Address: 1st Floor 36 – 44 Sel Peacock Drive, Henderson, Auckland, 0610**

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

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

### HEALTH LINE

The Health line team are specialists in assessing and advising over the phone. They can arrange to talk with you in your language – when your call is answered, say you'd like an interpreter and the language you'd like to speak in. Phone calls are free – including from a mobile phone. You can call anytime 24 hours a day, 7 days a week.

**Phone: 0800 611 116**

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

### TU WAHINE TRUST

Tu Wahine Trust is made up of both Maori and mainstream qualified professionals whose approach is informed by the Maori world view and applied in a contemporary context. We provide services for victims of all forms of violence and abuse within the whanau including specialist mahi tukino/sexual harm services where the victim/survivor has experienced mahi tukino within the whanau, in other relationships, and stranger sexual harm.

**Phone: 09 838 8700**

**Address: 247 Edmonton Road, Te Atatu, Auckland, 0610**

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

**Website: <https://www.healthpoint.co.nz/social-services/social/tu-wahine-trust/>**

### WOMEN'S CENTRE WAITAKERE

Provide groups and courses on several issues, including living free of violence for women and children; surviving on your own; positive parenting; lesbian support; young women's life discovery; women's self-defence; self-esteem and empowering. The Centre operates a telephone service for clients to talk confidentially for support or general enquiries, a drop-in service, and they offer a wide range of up-to-date information, including information on women's health issues, counsellors, doctors and lawyers.

They operate a library of books on women's health, domestic violence, sexual abuse, self-esteem, feminism, lesbianism, novels

etc. Confidential, safe and supportive counselling is available (a limit of six sessions). A lawyer is available monthly for short appointments for family issues (separation, matrimonial property, custody, adoption or paternity) and a safe relaxing massage is available weekly.

**Phone: 09 838 6381**

**Fax: 09 836 2470**

**Postal Address: PO Box 69 -116, Glendene, 0610**

**Location: 111 McLeod Road, Te Atatu South, 0610**

**Email: [wawc@cybernet.co.nz](mailto:wawc@cybernet.co.nz)**

**Website: <https://www.heartofthewest.org/>**

### RAPE CRISIS AUCKLAND

Provides support and information for survivors of sexual violence, including friends and whanau. Phone support available Monday to Friday 9.00am–4.00pm, answerphone and referral information at nights and weekends. Information brochures available. Rape Crisis also provide community awareness and prevention programmes.

Support, information and referral are free services.

**Phone: 0800 88 33 00**

**Address: PO Box 21593, Henderson, Auckland, 0650**

**Email: [counselling@familyaction.org.nz](mailto:counselling@familyaction.org.nz)**

**Website: <http://www.rapecrisisnz.org.nz/>**

### WOMEN'S REFUGES

New Zealand's largest nation-wide organisation that supports and helps women and children experiencing family violence. Our vision is for all women and children in Aotearoa to live free from domestic and family violence.

**Phone: 0800 733 843**

**Address Finder: <https://womensrefuge.org.nz/contact-us/>**

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

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

### VICTIMS SUPPORT

Victim Support a 24/7 support services to people affected by sexual and family violence, crime, trauma, suicide and other sudden bereavement. We support children of the age of 17 years and older as part of the whanau or in collaboration with a child specialist.

**Phone: 0800 VICTIM or 0800 842 846**

**Email: [nationaloffice@victimssupport.org.nz](mailto:nationaloffice@victimssupport.org.nz)**

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

### INNER CITY WOMEN GROUP

Courses for women for support and especially for those affected by domestic violence. The groups are around women and anger,



supporting survivors of domestic violence, parenting support for women affected by domestic violence, Based in Central Auckland.

**Phone: 09 360 4933 or 09 279 8727**

**Fax: 09 360 4934**

**Address: P.O Box 78-059, Grey Lynn, Auckland, 1245**

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

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

## AUCKLAND WOMEN'S CENTRE

Auckland Women's Centre facilitating empowerment and well-being for all women. We provide affordable, quality; personal help, learning opportunities, counselling, support groups, community forums, and collective advocacy on women's issues.

**Phone: 09 376 3227**

**Fax: 09 376 1817**

**Postal Address: PO Box 78 271, Grey Lynn, Auckland 1245**

**Address: 4 Warnock Street, Grey Lynn, Auckland, 1021**

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

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

## SHINE - SAFER HOMES IN NEW ZEALAND EVERY DAY

The Centre provides a 24-hour, seven days a week, telephone information and referral service across the entire Auckland region. Clients have access to information, support and referrals to Women's Refuge, legal, medical, and a wide range of services. Advocates visit clients every time the Police arrest an offender for a family violence-related offence. Clients are visited in their home, hospital or another safe place. Clients are also able to visit the Centre but it is preferable to make an appointment first. Caseworkers are qualified and supervised to work individually with women to identify their needs and support their decisions.

**Phone: 09 303 3938, 09 303 3939 or 0508 744 633**

**Postal Address: PO Box 106 126, Downtown, Auckland 1010**

**Location: 26 Wyndham Street, Auckland**

**Email: [services@dvc.org.nz](mailto:services@dvc.org.nz)**

**Web site: <https://www.2shine.org.nz/>**

## AUCKLAND SEXUAL ABUSE HELP

Can help with information on a wide range of topics, e.g. personal and family concerns, consumer problems, employment issues, budgeting, health, welfare, and housing. Most bureaux provide a free legal service and a link to free budgeting services.

**Phone: 09 623 1700**

**Fax: 09 623 1296**

**Postal address: PO Box 10 345, Dominion Road 1446**

**Location: 2 Conway Road, Mount Eden 1024**

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

**<https://www.helpauckland.org.nz/>**

## LEGAL SUPPORT

### CITIZENS ADVICE BUREAU

Can help with information on a wide range of topics, e.g. personal and family concerns, consumer problems, employment issues, budgeting, health, welfare, housing. Most bureaux provide a free legal service and a link to free budgeting services. The Citizens Advice Bureau put people in touch with the service they need, help to sort out problems and to find answers to difficult questions. The bureaux have up-to-date local, regional and national information about your rights, government policies and community services.

The service is free, impartial and confidential. There are many branches throughout the country.

**Phone: 0800 FOR CAB or 0800 367 222**

**Location: Look online for locations.**

**Web site: [www.cab.org.nz](http://www.cab.org.nz)**

### JUSTICE OF THE PEACE

At Citizens Advice Bureau we try to help people to know and understand their rights and obligations and how to use this information to get the best outcomes, provide people with the confidence and support they need to take action, and work for positive social change within communities and wider society. We provide a free and independent service to all.

### HENDERSON CITIZENS ADVICE BUREAU

**Phone: 09 836 4118 or 09 836 4119**

**Address: 11 Trading Place, Henderson, Auckland 0612**

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

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

### GLEN EDEN CITIZENS ADVICE BUREAU

**Phone: 09 818 8634**

**Address: Glen Eden Library Complex, 12-32 Glendale Road, Glen Eden, Auckland 0602**

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

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

### NEW LYNN CITIZEN ADVICE BUREAU

**Phone: 09 827 4731**

**Address: New Lynn Library Building, 3 Memorial Drive, New Lynn, Auckland 0600**

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

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

### AUCKLAND CITY

**Phone: 09 302 3676**

**Address: Auckland City Library 44 – 46 Lorne Street, Auckland CDB 1010**

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

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

## COMMUNITY LAW

We provide free legal help to people who are in most need in Waitakere, North Shore and Rodney. We have a Kaupapa Maori team and provide extensive outreach throughout our rohe. We also have a INFOLAW free phone that clients can call.

**Phone: 0800 529 463 or 09 835 2130**

**Postal Address: PO Box 121104 Henderson, Auckland 0612**

**Location: 1A Trading Place Henderson, Waitakere City 0612**

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

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

## YOUTH LAW

Offer a free, confidential legal advice and advocacy service for children and young people up to the age of 25, anywhere in New Zealand. They produce a wide and affordable range of publications on legal issues affecting children, young people and the law. Some publications and flick cards are available free to young people.

Also provides information and advice on many issues, including criminal, traffic, education, school related, family, domestic violence, sexual abuse, police, employment, leaving home, benefits, student loans and allowances, contracts, discrimination and sexual harassment, and alcohol and drug matters.

They are open Monday to Friday 10am to 4pm. They will accept collect calls from anywhere in New Zealand. Leave a message on the answerphone after hours and they will call back.

**Phone: 0800 884 529**

**Postal Address: PO Box 7657, Wellesley Street, Auckland 1010**

**Location: 1st Floor, 125 Albert Street, Auckland 1010**

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

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

## TENANCY SERVICES NZ GOVERNMENT INFORMATION

Advice on tenancy issues and general information about your rights as a tenant. In what do you need to know when you're starting a new tenancy. Landlords must include a statement of their current level of compliance with healthy homes standards in any new, varied or renewed tenancy agreement.

Language line: If English isn't your first language, you can use a free telephone interpreting service called Language Line. Interpreters are available for 43 different languages. Call after 9.00am, ask for Language Line and tell them which language you speak. Hold the line and they will get an interpreter within a couple of minutes. Advice on tenancy issues and general information about your rights as a tenant. Opening Hours: 8:00am -5:30pm, Monday to Thursday and 9:00am -5:30pm on Friday, excluding public holidays.

**Phone: 0800 836 262 or 0800 TENANCY**

**Address: Level 8, 280 Queen Street, Auckland 1010**

**Website: <https://www.tenancy.govt.nz/>**

## PRESCHOOL CARE AND EDUCATION INFORMATION

Teacher led services: Services were 50% of the supervising adults must be qualified and registered as ECE teachers.

**Website: <https://www.newzealandnow.govt.nz/living-in-nz/education/childcare-preschool>**

## AUCKLAND KINDERGARTENS ASSOCIATION

**Phone: 09 373 5635, 0800 4 KINDY**

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

In every community there is a services available. It is important to visit and get a sense of the environment, and ask questions to see which services fits your family and child. Each services as their own changes and hours. This may impact on your decision when choosing a services.

## EDUCATION AND CARE

Pre-school private and community ages 2.5-6 years

Parent led services where parents and families or caregivers educate and care for their children.

- Kōhanga Reo
- Play groups
- Puna Kōhungahunga
- Pacific Island playgroups
- PLAYCENTRE

Playcentre in New Zealand wide and operates centres in local communities. Playcentre philosophy based on child-initiated play.

**Phone: 09 941 4367**

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

In every community there is a services available. It is important to visit and get a sense of the environment, and ask questions to see which services fits your family and child. Each services as their own changes and hours. This may impact on your decision when choosing a services.

## PARENT SUPPORT

### PARENT AID

Parent Aid North West is a free at-home service for parents – we give parents a hand when they have their hands full. We work with first time mums while they establish breast-feeding, look after their new born and recover from childbirth. We can also provide help for parents who have a young, growing family of little ones where life can get extremely busy.

We're here if a parent suffers an accident or finds themselves in

a situation where they need support, or for parents with twins or triplets (or more) who need many hands from time to time.

**Phone: 0800 222 402, 09 420 7002 or 027 544 1450**  
**Address: 1 Porter Crescent, Helensville 0840**  
**Email: [Hello@parentaidnorthwest.org.nz](mailto:Hello@parentaidnorthwest.org.nz)**  
**Website: [www.parentaidnorthwest.org.nz/](http://www.parentaidnorthwest.org.nz/)**

## PARENT HELP

Parent Help is a Wellington based charity (CC10475) that has been offering services to families since 1989. We provide help with all parenting issues from the smallest to the most serious issue of child abuse. At the heart of Parent Help are the people who work, volunteer and support the organization. At Parent Help we offer the only parenting helpline in New Zealand that is available from 9am to 9pm – seven days a week.

**Phone: 0800 568 856**  
**Address: PO Box 11 837 Manners Street, Wellington 6011**  
**Email: [info@parenthelp.org.nz](mailto:info@parenthelp.org.nz)**  
**Website: [www.parenthelp.org.nz](http://www.parenthelp.org.nz)**

## SKILL PARENTING

Skill parenting provides Tips for parents, Support for communities and free resources for parents. Has tips for dealing with young children and difficulties you may encounter while raising them.

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

## TOY LIBRARY FEDERATION OF NEW ZEALAND

The Toy Library Federation of NZ is the national body to which individual toy libraries belong. We act as a support to new and existing not-for-profit toy libraries; offering information and support on all aspects of running a toy library, toy library, toy selection and the value of play.

**Phone: 0800 568 856**  
**Address: Shop 5 Westgate Outlet Centre, 7 Westgate Drive, Westgate, Auckland**  
**Email: [northwesttoylibrary@gmail.com](mailto:northwesttoylibrary@gmail.com)**  
**Website: [www.toylibrary.co.nz](http://www.toylibrary.co.nz)**

## ACCOMMODATION SUPPORT

### EMERGE AOTEAROA

Emerge Aotearoa is a social services organisations providing a range of services to whanau, including Health and Disability, Youth and Emergency Housing. Our kaimahi all have a common goal – helping people realise their potential with the aim of supporting people to live their best life as independently.

**Phone: 09 839 7301**  
**Address: 197 Universal Drive, Henderson, Auckland 0610**  
**Website: <https://emergeaotearoa.org.nz/>**

## MONTE CECILIA

Monte Cecilia Housing Trust delivers a wide range of housing related services which either address immediate housing and associated needs, or raise public awareness and influence government policy on housing justice issues.

**Phone: 09 275 6661**  
**Address: 141 West Coast Road, Glen Eden 0602**  
**Email: [dennis@montececilia.org.nz](mailto:dennis@montececilia.org.nz)**  
**Email: [kate@montececilia.org.nz](mailto:kate@montececilia.org.nz)**

## HOUSING NEW ZEALAND – KAIGA ORA

Kainga Ora contributes to thriving communities that provide people with good quality, affordable housing choices that meet diverse need and good access to jobs, transport, amenities and services.

It has two key roles: being a public housing landlord and partnering with the development community, iwi and Maori, local and central government, and community organisations to lead and facilitate urban development projects of all sizes.

**Phone: 0800 801 601**  
**Website: [www.govt.nz/organisations/housing-new-zealand-corporation/](http://www.govt.nz/organisations/housing-new-zealand-corporation/)**

## LIFEWISE

Our staff live the values of Lifewise every day and have achieved amazing things for the organisation and the people we work with. We are proud of their passion and commitment. The services Lifewise has are, family services, parenting education, youth housing, housing first, mental health and addiction services, and community social workers.

Lifewise provides in-home support through individualised Funding, Housing support, Support Services, WINZ clinic, Housing First, Services Foster Care, Community Social Work, Youth Housing. Lifewise has many partners and supporters who provide resources, ideas, invitations and opportunities for our organisation.

**Phone: 09 818 6834**  
**Fax: 09 826 3465**  
**Address: 3131 Great North Road, New Lynn, Auckland 0600**  
**Email: [jessh@lifewise.org.nz](mailto:jessh@lifewise.org.nz)**  
**Website: <https://www.lifewise.org.nz>**

## WALSH TRUST

Provide housing and recovery based services in Waitakere and Auckland City. The aim is to provide a safe and supportive home-like environment that lets you plan for your move into a more independent living situation.

To this end, the services replicate, as closely as possible, the realities, responsibilities and obligations of a flat-sharing lifestyle. WALSH Trust staff work collaboratively with clients to identify skills they would like to develop or learn, and also encourage greater interdependence, social connection and awareness of

health and wellbeing.

We are an independent charitable trust, with funding coming from contracts with the Ministries of Health and Social Development and the Department of Work & Income, and charitable donations from organisations and individuals.

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

**Phone: 09 837 5240**

**Address: 8 Hickory Avenue, Henderson, Auckland 0612**

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

**Website: <https://www.walsh.org.nz/>**

### **THE SALVATION ARMY SOCIAL HOUSING – WEST AUCKLAND AND AUCKLAND**

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

**Phone: 09 336 1670**

**Website: <https://www.salvationarmy.org.nz/>**

**Email: [avon@ngatiwhatuaorakei.com](mailto:avon@ngatiwhatuaorakei.com)**

**Website: [www.ngatiwhatuaorakei.com](http://www.ngatiwhatuaorakei.com)**

**Address Finder: <https://www.salvationarmy.org.nz/get-help/alcohol-and-drug-support/our-centres>**

### **NGĀTI WHĀTUA ŌRĀKEI - WHAI MAIA LTD**

Manages 72 rental homes all in the vicinity of Orakei. They have a mix of 1 to 5 bedroom homes, with some standalone, some two storey joined and some smaller kaumatua units. Being a registered Community Housing Provider all vacant homes that become available (pending future developments) they prioritise as social housing. Their rental stock is only available to Ngāti Whātua Ōrākei Whai Maia registered beneficiary and their whānau members.

**Phone: 021 517 432**

**Address: Whare Ora, 230 Kupe Street, Ōrākei, Auckland 1071**

**Email: [housing@nwo.lwl.nz](mailto:housing@nwo.lwl.nz)**

### **TE MANAWANUI CHARITABLE TRUST**

Te Manawanui Charitable Trust, providing Housing Support services in Auckland, New Zealand. The following description is a generic description for the category and does not necessarily reference all the services/ procedures offered by Te Manawanui Charitable Trust.

**Phone: 09 624 3906 or 021 280 4000**

**After hours 021 280 4000**

**Postal Address: PO Box 27136, Mount Roskill, Auckland 1041**

### **A GIRL CALLED HOPE**

A Christian Based Residential Centre for young women between ages 16-28 who face life–controlling issues and behaviour, such as abuse, addictions, depression, eating disorders, self-harm and unplanned pregnancy. Participants must be self-referred. A Girl Called Hope exists to see young women reach their full potential through participation in a structured, residential programme. A Girl Called Hope is a non–profit organisation working with young women who face life–controlling issues and behaviour, such as anxiety, depression, disordered eating, self-harm, suicidal ideation and unplanned pregnancy. We exist to provide a future full of hope and potential to every young woman – to show them that they are valued, purposed and above all have a reason to live.

**Phone: 09 443 7136**

**Address: Confidential address**

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

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

### **KĀHUI TŪ KAHĀ**

Provide housing services for 16 – 19 years old youth needing supported living arrangements; people who are chronically homeless; people needing help to retain their Housing NZ tenancy, and people receiving community mental health services. In Central and West Auckland.

**Phone: 0800 678 323 or 09 531 4040**

**Address: 650 Great South Road, Ellerslie 1051**

**Website: <http://kahuitukaha.co.nz/>**

### **AUCKLAND CITY MISSION**

The services we offer have developed over time to reflect social changes, but our purpose remains to help people in desperate need. No two clients' stories are the same and the people who come to the Mission for help come for many different reasons; some are isolated elderly, others are rough sleepers or people living in cars and inappropriate housing. Others are battling addictions, living with mental health issues, or struggling to feed their families over a period of unexpected crisis.

**Phone: 09 303 9200**

**Address: 23 Union Street, Auckland Central 1010**

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

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

### **SHAKTI ASIAN WOMEN'S SAFE HOUSE**

The women at Shakti aim to honour all women regardless of cultural or religious beliefs, to uphold the individual right to live free of fear, to inform women of their lawful rights, to protect and support all women. They offer counselling and education on personal and social needs and provide a safe and secure environment for women and children who are victims of domestic violence.



Women at Shakti can speak 16 different languages: Arabic, Bengali, Cantonese, Hindi, Indonesian, Japanese, Kannada, Korean, Mandarin, Malayalam, Persian, Sinhalese, Tamil, Taiwanese, Telugu and Urdu.

**Phone: 0800 742 584 or 09 820 3507**

**Address: 3 Cardwell Street, Onehunga, Auckland 1061**

**Email: sawc@shakti.org.nz**

**Website: www.shakti.org.nz**

## ANGLICAN TRUST FOR WOMEN AND CHILDREN - ATWC

Services aim is to reconnect families and empower them to take control of their decision making. Social workers in school, family start provider, and youth workers, working in Central and South Auckland.

### SUPPORTIVE ACCOMMODATION

For women and children that includes a parenting course, life skills and budgeting information.

### COUNSELLING

For families, couples, children and adults. Therapy for child sexual abuse, behavioural and attachment problems, grief, trauma etc.

### FAMILY START

A home-based service providing a family worker to help new parents in difficult circumstances.

### SOCIAL WORKERS IN SCHOOLS

Work in low decile schools and support students in the education environment.

**Phone: 09 276 3729**

**Postal Address: PO Box 22-363, Otahuhu, Auckland 1062**

**Address: 1288 New North Road Avondale, Auckland 1026**

**St Mary's Family Centre, 10 Beatty Street, Otahuhu, Auckland 1062**

**Website: <https://atwc.org.nz/>**

## VISION WEST

Vision West provides counselling, youth education and training, community housing services, emergency food and budgeting services.

**Phone: 09 818 0716**

**Address: 97 Glendale Road, Glen Eden, Auckland 0602**

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

**Website: <https://www.visionwest.org.nz/>**

## COUNSELLING SERVICES

### FAMILY ACTION

Family Action offers a range of services for those who have experienced abuse, trauma, family and sexual violence. These services include counselling, outreach, women's refuge and youth programmes. We provide a caring confidential place to talk about issues that affect relationships, family & sexual violence, abuse and anger issues for children and young people. We also provide Change Works programmes for youth at risk.

**Phone: 09 836 1987**

**Address: 13 Edsel Street, Henderson, Auckland 0612**

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

### POSTNATAL DEPRESSION

Mothers (and sometimes Dads) experience a brief low mood after the birth of a baby, called the 'baby blues'. Depression is different because it lasts longer.

**Phone: 0800 111 757**

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

### CONNECT SUPPORTING RECOVERY

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

**Phone: 09 4433700**

**Address: 9b Apollo Drive, Mairangi Bay, Auckland 0632**

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

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

### MARINOTO CHILD AND YOUTH MENTAL HEALTH SERVICES WAITAKERE HOSPITAL

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

**Phone: Duty Team: 09 822 8666**

**Youth Team: 09 822 8666**

**Child Team: 09 837 6624**

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

**Address: 55-75 Lincoln Road, Henderson 0610**

### WAIMARINO – YOUTH TEAM

**Phone: 0800 228 666**

**Address: 33-37 Paramount Drive, Henderson 0610**



## CENTRAL AUCKLAND

**Phone 09 376 4156 - Information**

**Postal Address: PO Box 5426, Wellesley Street, Auckland 1141**

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

## ŌRĀKEI HEALTH SERVICES

Ōrākei Health Services is proudly owned and operated by Ngāti Whātua Ōrākei. We provide quality general health and medical care for whānau/families living in East Auckland.

Our clinic is situated at the Eastridge Mall in Ōrākei and is an affordable low-cost service with qualified and experienced staff. We offer a 'walk-in' service, which means you can come to the clinic without an appointment and will be greeted by our warm, friendly team.

**Phone: 09 578 0956**

**Address: 25/215 Kapa Road, Mission Bay, Auckland**

**Email: [receptionohs@orakeihealth.com](mailto:receptionohs@orakeihealth.com)**

**Website: [www.orakeihealth.com](http://www.orakeihealth.com)**

## PRESBYTERIAN SUPPORT NORTHERN

Presbyterian Support Northern is a Dementia Friendly social service organisation to help anyone struggling and build strong families. Services provided are budget services, emergency food bank, counsellors, social workers. Working under PSN is Family Works, Shine, Lifeline Aotearoa and Enliven.

**Phone: 09 520 8600**

**Address: 111 Great South Road Epsom 1051**

**Website: <https://www.psn.org.nz/>**

## HOME AND FAMILY COUNSELLING

Home and Family Counselling is here to help you, or someone you care about. We are a community-based service providing professional counselling to individuals, couples and families. Our services are affordable and accessible to all. We work with children, teenagers and adults.

**Phone: Central: 09 630 8961**

**North Shore: 09 419 9853**

**Hibiscus Coast, Orewa: 09 419 9853**

**Address Finder: <https://homeandfamily.org.nz/contact-us/>**

**Website: <https://homeandfamily.org.nz/>**

## EDUCATION AND TRAINING

### TE UKAIPO

VISION: Safe, healthy and vibrant rangatahi/youth and their whānau/families from West Auckland, reaching their potential, free from risk.

MISSION: Through community development initiatives, quality programmes and services, Te Ukaipo works with youth and

families in West Auckland to help them achieve their potential, providing pathways out of risk.

**Phone: 09 833 7005**

**Address: 482 Swanson Road, Ranui, Waitakere 0612**

**Website: <https://www.teukaipo.org.nz/home>**

### TE-KURA: CORRESPONDENCE-SCHOOL

Te Kura, formerly known as The Correspondence School, is a national school that provides distance learning programmes for students from early childhood to Year 13. Te Kura has almost 27,000 students enrolled during any one year, including adult students.

**Phone: 0800 65 99 88**

**Email: [info@tekura.school.nz](mailto:info@tekura.school.nz)**

**Website: <https://www.tekura.school.nz/>**

### WEST AUCKLAND ENTERPRISE SKILLS AND TRAINING-EMPLOYMENT SUPPORT

Free employment support and C.V writing support.

**Phone: 09 8371471**

**Address: 9 Henderson Valley Road, Henderson, Auckland 0612**

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

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

### FREE4U COMPUTING CLASSES

Free open computer classes

**Phone: 09 892 9155**

**Address: 5 Ratanui Street, Henderson 0612**

**Email: [Free4uhenderson@unitec.ac.nz](mailto:Free4uhenderson@unitec.ac.nz)**

**Website: <https://www.unitec.ac.nz/career-and-study-options/free4u-computing>**

### RANUI ACTION PROJECT - WORK IT OUT CAREER CLINIC

Free job seeking and C.V writing support

**Phone: 09 832 6048**

**Address: 476 Swanson Road, Swanson 0612**

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

### UPSKILLS LTD

Upskills is a training consultancy specialising in building the communication skills of people in the New Zealand workforce. Our unique approach combines training sessions with mentoring and coaching. This helps cement positive change and grow the potential of both individuals and businesses as a whole. Our clients include food manufacturers Goodman Fielder, Waste Management, as well as Brosna Construction. We have a network of top tutors, meaning we can deliver quality training at sites up and down the country.

Programme Co-ordinator – Korelli Mulitalo Training youth and adults

**Phone: 021 969642**

**Address: 186A Onehunga Mall, Onehunga Auckland 1061**

**Website: <https://upskills.co.nz/>**

## TAMAKI JOB AND SKILL HUB

Tāmaki Regeneration Company (TRC) is behind the largest urban transformation project in New Zealand, creating a thriving, attractive, sustainable and self-reliant community where the future looks brighter for the residents of today and tomorrow.

**Phone: 0800 562 482**

**Address: 54 Mayfair Place, Glen Innes 0614**

**Email: [jobshub@tamakiregeneration.co.nz](mailto:jobshub@tamakiregeneration.co.nz)**

**Website: [www.chamberemployment.co.nz/tamaki-hub](http://www.chamberemployment.co.nz/tamaki-hub)**

## MENTORING

### YWCA

YWCA Future Leaders is a life-changing programme where 12-18-year-old Auckland young women from disadvantaged backgrounds are paired with a female mentor who helps to develop their leadership skills and resilience. See their website for further information.

**Phone: 09 522 8219**

**Address: 27 Gillies Ave, New Market  
Auckland 1023**

**Email: [contact@akywca.org.nz](mailto:contact@akywca.org.nz)**

## DAD SERVICES

### KIDZ NEED DADZ

Kids need dad provide advocacy and support to dads. They provide a weekly support group helps dads who are feeling the strain emotionally or financially; are suffering from the loss of a relationship; feel depressed; are worried about losing their children; or believe it's just too hard to stay involved. They also help with Supervised parent/child visitations.

**Phone: 09 525 1690**

**Address: Level 2 85 Church Street, Onehunga, Auckland 1061**

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

**Website: <https://www.kidzneeddadz.org.nz/>**

### MAN ALIVE

To promote through education, counselling, therapy and advocacy;

The well-being of men, male youth and boys;

Non-violence and compassion in the community;

Co-operative positive caring relationship between males

**Phone: 09 835 0509**

**0800 826 367**

**Address: 11 Edmonton Road, Henderson Waitakere City 0612**

**Website: <https://www.manalive.nz/>**

## BETTER BLOKES

Deals with helping Kiwi blokes feel okay about dealing with childhood sexual trauma and as a society we understand.

**Phone: 09 378 8820**

**Address: 56 Surrey Crescent Auckland, Grey Lynn 1021**

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

**Website: <https://betterblokes.org.nz/>**

## ESSENTIALLY MEN

It can be stressful holding a relationship amongst a new member of the family. Courses that supports you all. Some sponsored spaces available.

**Phone: 09-376 2386**

**Address: 13 Maidstone Street, Ponsonby, Auckland 1021**

**Website: [www.essentiallymen.net](http://www.essentiallymen.net)**

## MENS SHED

Bringing men together to share skills, work on personal tasks or as a group for the community.

**Address: 396e Don Buck Road, Massey 0614**

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

## HEALTH WEST: YOUNG DADS PROGRAMME

For fathers aged under 24. Self-referral or referrals from GP, Waitakere Youth Health Clinic, schools and other health and social providers.

**Phone: 09 836 2329**

**Email: [juniort@healthwest.co.nz](mailto:juniort@healthwest.co.nz)**

**Website: <https://www.healthwest.co.nz/our-services/the-youth-health-hub>**

## BENEFIT AND FINANCIAL SUPPORT

### WORK AND INCOME

Work and income is here to help you financially if you're on a low income or not working, support you into work, and help you with housing. They provide income support, help finding work and benefits. Can also apply for a food grant twice a year. Recoverable Loans to purchase household goods and white ware.

**Phone: 0800 559 009**

**Address Finder:** <https://www.workandincome.govt.nz/about-work-and-income/contact-us/find-a-service-centre/auckland.html>

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

### **AAAP: AUCKLAND ACTION AGAINST POVERTY**

Auckland Action Against Poverty is a direct action, advocacy and education group mobilising against the neoliberal agenda on jobs, welfare and poverty.

**Phone: 09 634 0591**

**Address: 120 Church Street, Onehunga, Auckland 1061**

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

## **COMMUNITY SUPPORT**

### **WAITAKERE COMMUNITY RESOURCE CENTRE**

Offering super low cost community office space, meeting room space & a counselling/supervision room for hire. Training courses, networking opportunities, and resources available. Phone charging & wifi available.

**Phone: 09 838 7903 or 022 504 3003**

**Address: 8 Ratanui St, Henderson 0612**

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

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

### **METHODIST MISSION SPLICE**

Community that creates opportunities for people to come together, collaborate and participate in meaningful ways.

**Phone: 09 302 5390**

**Address: 385 Queen Street, Auckland 1010**

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

**Website: <http://www.splice.org.nz/>**

### **BRAINWAVE TRUST AOTEAROA**

Brainwave's vision is that all children in Aotearoa New Zealand are valued and nurtured so they can reach their full potential.

**Phone: 09 528 3981**

**Address: PO Box 55 206 Eastridge, Auckland 1146**

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

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

### **TAMAKI COMMUNITY DEVELOPMENT TRUST**

Provides wrap around mentoring support so that whanau can be healthy and thriving members of their local community.

**Phone 09 570 4314**

**Address: 4a Court Crescent, Panmure 1072**

**Email: [office@tcdt.net.nz](mailto:office@tcdt.net.nz)**

**Website: [www.tcdt.net.nz](http://www.tcdt.net.nz)**

## **BUDGETING SERVICES**

### **FAMILY WORKS BUDGETING PROGRAM**

**Phone: 09 835 1288**

**Address: 3 Montel Avenue, Henderson 0612**

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

### **C.A.R.E. WAITAKERE TRUST BUDGETING SERVICE**

Counselling, Budgeting support & family support.

**Phone: 09 834 6480**

**Address: 64 Waipani Road, Te Atatu Peninsula 0610**

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

### **HENDERSON BAPTIST BUDGETING SERVICE**

**Phone: 09 836 9900**

**Address: 325 Great North Road, Henderson 0612**

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

### **TE WHANAU O WAIPARIERA BUDGETING PROGRAM**

**Phone: 09 836 6683 Alt 0800 942 942**

**Address: Level 2 6-8 Pioneer St, Henderson 0612**

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

### **RANUI BAPTIST COMMUNITY CARE**

Provides foodbank, budgeting service, second chance op shop and emergency housing.

**Phone: 09 833 7815**

**Address: 464 Swanson Road, PO Box 70 040, Ranui, Auckland, 0655**

**Website: <http://www.careranui.org.nz/>**

### **THE FONONO WEST BUDGETING SERVICE**

Budgeting service available through the community service.

**Phone: 09 837 1780**

**411 Great North Road, Henderson 0612**

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

### **TAMAKI BUDGETING**

One to one mentoring support and assisting clients to get out of debt.

**Glen Innes citizen Advice Bureau**

Tuesday and Thursday 1pm to 3pm

Glen Innes Library Friday 9am to 11am

**Phone: 09 570 9023**

**Website: <https://www.facebook.com/tamakibudgeting/>**







**E TIPU E REA**  
WHĀNAU SERVICES

**Phone:** (09) 551 4367

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

**Address:** 1/C Tony Street, Henderson

**Postal:** PO BOX 44005, Point Chevalier,  
Auckland 1246