

Free

# 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 at certain times.**
- ➡ **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

10<sup>th</sup> Edition 2007

**Downtown Community Ministry**

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

Downtown Community Ministry wishes to thank Wellington City Council for its generous support in producing this 2007 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 paid for their inclusion but all offer important services. It is a valuable source of information for those working in this area to liaise and network with other agencies doing similar work.

This is the 10<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 locates suitable housing and assists people to remain housed, the Street People Project offers a banking service with total money management and the food bank identifies the factors contributing towards food bank use, it provides necessary food items and referrals to other appropriate services.

Downtown Community Ministry would like to acknowledge the generous support of Wellington City Council who have partnered with us to produce 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.

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# A

## AA (Automobile Association) Centre – Wellington (Drivers' Licences)

**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 (Addictions: Alcohol and Drug, Anger Management, Mental Health Accommodation)

**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 (After Hours Medical Centres)

**Phone:** 04 384 4944  
**Fax:** 04 384 4840  
**Address:** 17 Adelaide Road, Wellington  
**Email:** [lyng@wanc.co.nz](mailto:lyng@wanc.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 (After Hours Medical Centres)

**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 from 5.30pm–8am weekdays and 24 hours on weekends and public holidays.

## After Hours Medical Centre – Upper Hutt (After Hours Medical Centres)

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

## After Hours Pharmacy (After Hours Pharmacies)

**Phone:** 04 385 8810  
**Fax:** 04 385 8425  
**Address:** 17 Adelaide Road, Wellington

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

## Agape Budgeting Service (Budgeting)

**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 (Seniors)

**Phone:** 04 499 6646  
**Fax:** 04 499 6645  
**Address:** Room 3, Level 2, Harbour City Centre Building, Panama Street, Wellington  
**Website:** [www.ageconcern.org.nz](http://www.ageconcern.org.nz)  
**Email:** [acwellington@xtra.co.nz](mailto:acwellington@xtra.co.nz)

Age Concern Wellington provides elder abuse and neglect service, elder abuse and neglect education, home handyman referral service, as well as an accredited visiting service in Porirua, Wellington, Lower Hutt and Upper Hutt. There are field officers who can give advice and advocacy. There are also safe with age driving courses, enduring power of attorney workshops, wellness seminars and health promotion seminars for seniors.

## Age Concern Wellington Elder Abuse and Neglect Service (Seniors)

**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:** [eanwgtm@acwellington.org.nz](mailto:eanwgtm@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 (Seniors)

**Phone:** Wellington and Porirua: 04 233 9402; Lower Hutt and Upper Hutt: 04 528 3366  
**Fax:** 04 233 9402;  
**Address:** PO Box 57164 Mana, Porirua PO Box 47170 Trentham  
**Website:** [www.ageconcern.org.nz](http://www.ageconcern.org.nz)  
**Email:** [avswgtn@acwellington.org.nz](mailto:avswgtn@acwellington.org.nz), [avshutt@acwellington.org.nz](mailto:avshutt@acwellington.org.nz)

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

## Alcohol and Drug Help Line (Addictions: Alcohol and Drug)

**Phone:** 0800 787 797  
**Fax:** 03 377 5600  
**Address:** First Floor, 215 Gloucester Street Christchurch; 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 General Service Office (Addictions: Alcohol and Drug)

**Phone:** 04 472 4250,  
**Helpline:** 0800 229 675  
**Fax:** 04 472 4251  
**Address:** Unit 4, Betty Campbell Centre, 2<sup>nd</sup> Floor, Harbour City Centre, Panama Street, Wellington  
**Website:** [www.alcoholics-anonymous.org.nz](http://www.alcoholics-anonymous.org.nz)  
**Email:** [nzgo@xtra.co.nz](mailto:nzgo@xtra.co.nz)

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

### **Amcal Pharmacy Upper Hutt** (After Hours Pharmacies)

**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.

### **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 whanau 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

### **Barnardos Domestic Violence Programme** (Family Support)

**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** (Family Support)

**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)

We offer kid start family daycare, supervised visits with children for non custodial parent, counselling and family support.

### **Barnardos House Wellington** (Family Support)

**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** (Backpackers and Hostels)

**Phone:** 04 801 5666 or  
**freephone** 0800 BASE NZ (227 369)  
**Fax:** 04 801 5668  
**Address:** 21–23 Cambridge Terrace, Wellington  
**Website:** <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's only floor. Services include bar, communal kitchen dining and living area, and a laundrette. Open 24 hours.

## Beethoven House (Boarding Houses)

**Phone:** 04 939 4678  
**Address:** 89 Brougham Street,  
Mount Victoria, Wellington

For travellers only.

## B.E.S.T. – Benefit Education Service Trust (Advocacy and Advice)

**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 12pm–3pm, Friday 10am–3pm.

## Birthright (Family Support)

**Phone:** Lower Hutt: 04 566 7123  
Wellington: 04 384 7966  
**Fax:** Lower Hutt: 04 569 3527  
Wellington: 04 384 7968  
**Address:** 517 High Street, Lower Hutt;  
PO Box 44005; 5<sup>th</sup> Floor 75  
Ghuznee Street, Wellington;  
PO Box 706 Wellington  
**Email:** [birthright@xtra.co.nz](mailto:birthright@xtra.co.nz),  
[birthright.wellington@xtra.co.nz](mailto:birthright.wellington@xtra.co.nz)

Home based social work support to one parent families with programmes.

## Birthworks (Women's Health)

**Phone:** 04 802 0771  
**Address:** 51 Ava Street, Petone  
**Email:** [slankort@xtra.co.nz](mailto:slankort@xtra.co.nz)

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.

## The Blue Shop (Second Hand Shops)

**Phone:** 04 389 4423  
**Address:** 183 Riddiford Street  
Newtown, Wellington

We sell second hands 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.

## Brooklyn Galleria (Second Hand Shops)

**Phone:** 04 939 7808  
**Address:** 2 Todman Street, Brooklyn,  
Wellington

Monday to Wednesday 2pm–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



## Cable Car Museum (Museums and Galleries)

**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.

## Cambridge Hotel (Backpackers and Hostels)

**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 with facilities in all rooms with  
bedding provided. People can choose to  
have phones.

## Capital City Lodge (Boarding Houses)

**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)

This is 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 at the  
weekends.

## Capital Seniors Charitable Trust Inc (Seniors)

**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 Trust 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 (Addictions: Alcohol and Drug)

**Phone:** 04 385 1517  
**Fax:** 04 385 1516  
**Address:** 1<sup>st</sup> Floor, 66 Dixon Street,  
Wellington  
**Website:** [www.carenz.co.nz](http://www.carenz.co.nz)  
**Email:** [wellington@carenz.co.nz](mailto:wellington@carenz.co.nz)

Alcohol and drug counselling services.

## The Catacombs Drop in Centre (Drop in Centres)

**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 18's and is open Monday to Friday 7.30pm–10.30pm, and from 11.00am to 10.30pm Saturday and Sunday.

## Catholic Social Services (Anger Management, Counselling, Meals Delivered)

**Phone:** 04 385 8642

**Fax:** 04 385 8640

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

A community based social service agency which provides a donation-based counselling service (in Wellington city, Porirua, and Lower Hutt), family support workers, a fruit and vegetable delivery service for the elderly and housebound, 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 and Maternal Mental Health (Mental Health 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 offering maternal mental health services.

## Citizens Advice Bureaux (CAB) (General)

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)

**Branch:** **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)

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**Branch:** Central City CAB  
**Phone:** 04 472 2466  
**Fax:** 04 472 2462  
**Address:** Inside Wellington Public Library Building  
**Email:** [cab.wncen@xtra.co.nz](mailto:cab.wncen@xtra.co.nz)

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**Branch:** 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)

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**Branch:** Johnsonville CAB  
**Phone:** 04 478 5698  
**Fax:** 04 478 5690  
**Address:** 1 Frankmoore Avenue  
**Email:** [cab.johnsonville@xtra.co.nz](mailto:cab.johnsonville@xtra.co.nz)

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**Branch:** Kapiti CAB  
**Phone:** 04 298 4944  
**Fax:** 04 297 0000  
**Address:** 1<sup>st</sup> Floor, Coastlands Shoppingtown, Paraparaumu  
**Email:** [cab.kapiti@xtra.co.nz](mailto:cab.kapiti@xtra.co.nz)

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**Branch:** Lower Hutt CAB  
**Phone:** 04 566 6039  
**Fax:** 04 566 6065  
**Address:** 47 Laings Road  
**Email:** [cab.lowht@xtra.co.nz](mailto:cab.lowht@xtra.co.nz)

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**Branch:** Newtown CAB  
**Phone:** 04 389 3813  
**Fax:** 04 389 8329  
**Address:** Corner Rintoul/Colombo Streets  
**Email:** [cab.newtown@xtra.co.nz](mailto:cab.newtown@xtra.co.nz)

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**Branch:** Petone CAB  
**Phone:** 04 568 8877  
**Fax:** 04 568 4136  
**Address:** 6 Britannia Street  
**Email:** [cab.ptone@xtra.co.nz](mailto:cab.ptone@xtra.co.nz)

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**Branch:** Porirua CAB  
**Phone:** 04 237 8846  
**Fax:** 04 237 8849  
**Address:** 2<sup>nd</sup> Floor, Pember House, 16 Hagley Street  
**Email:** [cab.porirua@xtra.co.nz](mailto:cab.porirua@xtra.co.nz)

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**Branch:** Upper Hutt CAB  
**Phone:** 04 568 8877  
**Fax:** 04 528 0177  
**Address:** 18 Logan Street  
**Email:** [cabuppht@globe.net.nz](mailto:cabuppht@globe.net.nz)

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**Branch:** Wellington West CAB  
**Phone:** 04 476 4595  
**Fax:** 04 476 4595  
**Address:** 251 Karori Road  
**Email:** [cab.karori@xtra.co.nz](mailto:cab.karori@xtra.co.nz)

### City Gallery Wellington (Museums and Galleries)

**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 (Low Income Housing)

**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.)

## The Clubhouse (Drop in Centres – Mental Health)

**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.

## Community Alcohol and Drugs Service (CADS) (Addiction: Drug and Alcohol)

**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.

## The Community Law Centre – Wellington (Community Law Centres, Justices of the Peace)

**Phone:** 04 499 2928, 04 460 4460  
**Fax:** 04 472 2320  
**Address:** Level 2, 84 Willis Street  
(old Dominion Post Building),  
Wellington;  
PO Box 24 005, Wellington  
**Email:** [lisa@wclc.org.nz](mailto:lisa@wclc.org.nz)

Offers free legal rights advice, help and referrals for people with legal problems. The centre does not take appointments.

Monday – Thursday 5.30pm–7pm

Wednesday 12pm–2pm

Friday 10am–12pm

- Free legal advice for women: Monday 12.30pm–1.30pm
- Family lawyer: Wednesday 12pm–2pm
- Employment lawyer: Wednesday 5.30pm–7pm
- Refugee and immigration issues: Tuesday 5.30pm–7pm
- Justices of the Peace: Tuesday and Thursday 12pm–2pm

## Community Mental Health Team South – Tacy Street Clinic (Mental Health Services)

**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**  
(Mental Health Services)

**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**  
(Department of Corrections)

**Phone:** 04 570 8220  
**Fax:** 04 570 8222  
**Address:** Axa House 1 Market Grove,  
Lower Hutt

**Community Probation Service  
Centre – Wellington**  
(Department of Corrections)

**Phone:** 04 802 1570  
**Fax:** 04 802 1571  
**Address:** 31–33 Adelaide Road,  
Newtown, Wellington

**Community Work Centre – Wellington**  
(Department of Corrections)

**Phone:** 04 802 1580  
**Fax:** 04 802 1581  
**Address:** 31–33 Adelaide Road,  
Newtown, Wellington

**Conservation Information Centre**  
(Information Centres)

**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**  
(Drop in Centres – Mental Health)

**Phone:** 04 473 0984  
**Address:** Mezzanine Floor, 84 Willis Street,  
Wellington

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

**Court Liaison Mental Health Service**  
(Court Support Services)

**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** (Mental Health Services)

**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** (Legal Advice)

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

## **The Crypt** (Drop in Centres, Meals at Drop in Centres)

**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 – not clothing).

# D

## **Dental and Oral Health Department** (Dental)

**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.

## **Documentation – Department of Internal Affairs**

The Department of Internal Affairs, is responsible for, and can be contacted for the following enquiries:

## **Births Deaths and Marriages Department**

0800 225 252

## **Citizenship (NZ) Department**

0800 225 151

## **Passports (NZ) Department**

0800 225 050

## **The Translation Service**

0800 872 675 for translations of documents

## **Downtown Community Ministry** (Advocacy and Advice, Budgeting, Food Banks, Justices of the Peace)

**Phone:** 04 384 7699

**Fax:** 04 384 7688

**Address:** Compassion House, Luke's 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 food bank service.



Downtown Community Ministry's Graham Anderson working with a client.

## Downtown Community Ministry – Street People Project (Budgeting)

**Phone:** 04 384 7699  
**Fax:** 04 384 7688  
**Address:** Compassion House, Luke's 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 (Backpackers and Hostels)

**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 (Support for Women)

**Phone:** 04 473 2940  
**Fax:** 04 473 2941  
**Address:** Ground Floor Community House,  
84 Willis Street, Wellington;  
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.



## Easy Access Housing (Mental Health Accommodation)

**Phone:** 04 499 1064  
**Fax:** 04 499 1063  
**Address:** Level 2, 163 Thorndon Quay,  
Wellington; PO Box 355 Thorndon  
**Email:** [housing@easyaccess.org.nz](mailto:housing@easyaccess.org.nz)

For people who have mental health issues and are currently 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 (Eating Disorders)

**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)

## EVOLVE (Drop in Centres, Youth Health Services)

**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 (Eye Health)

**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 (Meals Delivered)

**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 \$4.00, and dessert costs \$2.50. Delivery costs \$2.



## FOOD AT CHRISTMAS

### Christmas Dinner – The Lions Club’s “Room at the Inn”

**Phone:** 04 499 3240 (Nov-Jan)  
(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 – Saint Aidan’s

**Phone:** 04 499 3240 (Nov-Jan)

**Fax:** 04 388 9312

**Address:** 89 Miramar Avenue,  
Miramar, Wellington

Bookings for the Christmas dinner start from the beginning of December.

The dinner is held at 11.30am Christmas Day at Holy Cross Catholic Church Hall.

## Christmas Dinner – Salvation Army Hope Centre

**Phone:** 04 499 3240 (Nov-Jan)

**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)

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

## Family Planning Association (FPA) (Support for Women, Women’s Health)

**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 (Backpackers and Hostels)

**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

**website –** [www.fire.org.nz](http://www.fire.org.nz)

**Name:** Central City

**Phone:** 04 801 2144

**Fax:** 04 801 2161

**Address:** 2–38 Oriental Parade,  
Wellington; PO Box 19161 Te Aro

## Food Banks

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

**0800 559 009**

**Name:** Downtown Community Ministry

**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)

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

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**Name:** Johnsonville Food Bank  
**Phone:** 04 478 5698; Jan 04 478 8628  
**Fax:** 04 478 5690  
**Address:** Corner Frankmoore Avenue & 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, we are open five days a week. Morning interviews until 11.30am, afternoon pick-ups.

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**Name:** Kapiti Food Bank  
**Phone:** Hamish 04 298 1907  
**Address:** 10 McGrath Avenue Paraparaumu

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

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**Name:** Karori Food Bank  
**Phone:** John 04 476 4333 or Gerry 04 476 7392

Open weekdays in the mornings for Karori residents only. People need to phone first and they will receive their food parcel by delivery.

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**Name:** Kingstable Wadestown Food Bank  
**Phone:** Phyl 04 475 3281 or Dawn 04 479 1559

By appointment only. Please phone on weekdays by 10.30am on the day requesting food.

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**Name:** Lower Hutt Food Bank  
**Phone:** Glenda 04 570 6858, 021 128 9377  
**Address:** 14 Laings Road, Hutt City Council Buildings

Open 9am–11.30am, Monday, Tuesday, Wednesday, Friday. Behind the 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.

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**Name:** Massey at Wellington Students Association (MAWSA)  
**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.

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**Name:** Miramar and Strathmore Food Bank  
**Phone:** Food bank: 04 388 1982, Mary: 04 972 6508

Arranges food parcels to be picked up Tuesday and Friday in both suburbs. Emergency food parcels available.



Maryanne Boardman with a food parcel from the Downtown Community Ministry food bank.

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**Name:** Newlands Community House Food Bank  
**Phone:** 04 478 8799  
**Fax:** 04 478 8799  
**Address:** 23 Bachelor Street, Newlands  
**Email:** [nch1@kol.co.nz](mailto:nch1@kol.co.nz)

Local residents can contact Tracy on weekdays 9.30am to 12pm. Two parcels are given before referral to budgeting advice (from Agape Budgeting or Johnsonville CAB).

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**Name:** Salvation Army Lower Hutt Community Ministry  
**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)

Open 12pm–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.

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**Name:** Salvation Army Porirua Community Ministry  
**Phone:** 04 235 6266  
**Fax:** 04 235 6482  
**Address:** Corner Warspite Avenue & 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)

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

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**Name:** Salvation Army 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)

Open 9am–12pm weekdays. Local residents only.

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**Name:** Salvation Army Upper Hutt Community Ministry  
**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)

Open 9am–12pm, 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.

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**Name:** Salvation Army Wellington Community Ministry (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)

Open 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.

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**Name:** The Society of Saint Vincent De Paul (Newtown)  
**Phone:** 04 389 7122  
**Fax:** 04 389 7129  
**Address:** 207 Riddiford Street, Newtown  
**Email:** [svdp.wgton@xtra.co.nz](mailto:svdp.wgton@xtra.co.nz)

Open 9.30am–3.30pm, Monday, Wednesday and Thursday. Appointment needed. Wellington South residents only. After your first visit a Work and Income decline letter or other community referral letter is required.

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**Name:** The Society of Saint Vincent De Paul (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 as well as an interview in order for staff to determine how to further support people. Food is delivered by volunteers.

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**Name:** Stokes Valley Community House  
**Phone:** 04 972 5758  
**Address:** 212 Stokes Valley Road, Stokes Valley; PO Box 37042 Stokes Valley  
**Email:** [svchadmin@clear.net.nz](mailto:svchadmin@clear.net.nz)

Providing bread and veggies on Fridays between 12pm–1pm.

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**Name:** Upper Hutt Food Bank Inc  
**Phone:** 04 528 9057  
**Address:** 19 Logan Street, Upper Hutt; PO Box 40862 Upper Hutt

Open 9am–12pm, 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.

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**Name:** Victoria University of Wellington Students Association (VUWSA)  
**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)

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

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**Name:** Wainuiomata Food Bank  
**Phone:** 04 939 0842  
**Address:** 33 Parkway, Wainuiomata  
**Email:** [carolynfreedman@hotmail.com](mailto:carolynfreedman@hotmail.com)

This food bank is open 9am–12pm, Monday and Thursday for local residents only.

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**Name:** Wellington City Mission Food Bank (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.

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**Name:** Wesley Wellington  
Mission Porirua

**Phone:** 04 237 7923

**Fax:** 04 237 7952

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

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

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



## Gambling Help Lines

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**Name:** Asian Problem Gambling Helpline  
(Mandarin, Cantonese, Korean)

**Phone:** 0800 TO BE HAPPY (862 342)

**Fax:** 04 473 4890

Wednesday 5pm–9pm and Saturday 8am–12pm.

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**Name:** 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 12pm–4pm and Thursday, 6pm–10pm.  
This helpline is especially for people with gambling debts.

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**Name:** 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.

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**Name:** 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 5pm–8pm. This helpline is especially for youth.

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**Name:** 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 5pm–9pm and Saturday 8am–12pm. This helpline is especially for Māori.

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**Name:** 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 6pm–10pm, Friday 12pm–4pm. The Vai Lelei Pasifika helpline is especially for Pacific Islanders.

# H

## Housing New Zealand Corporation (Low Income Housing)

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

### Hawkestone House (Boarding Houses)

**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.

### The Health Centre – Upper Hutt (After Hours Medical Centres)

**Phone:** 04 920 1800  
**Fax:** 04 920 1808  
**Address:** off Queen Street Car Park  
**Email:**  
[upperhutthealthcentre@paradise.net.nz](mailto:upperhutthealthcentre@paradise.net.nz)

This after hours care centre is open from 8am–10pm every weekday and 8.30am–10pm every weekend.

### Heretaunga College (Community Education)

**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 skills based courses.

#### **Branch:** Lower Hutt

**Phone:** 04 439 3011  
**Fax:** 04 569 6769  
**Address:** 73 Queens Drive, Lower Hutt;  
PO Box 30246 Lower Hutt\_

#### **Branch:** Mana

**Phone:** 04 439 3007  
**Fax:** 04 237 0773  
**Address:** 7 Lyndley Place, South Porirua

#### **Branch:** Naenae

**Phone:** 04 439 3009  
**Fax:** 04 567 5608  
**Address:** 336 Cambridge Terrace, Naenae;  
PO Box 35201 Naenae

#### **Branch:** Upper Valley

**Phone:** 04 439 3010  
**Fax:** 04 567 5223  
**Address:** 1199–1201 High Street, Taita,  
Lower Hutt; P O Box 35030  
Lower Hutt

#### **Branch:** Wellington

**Phone:** 04 439 3026  
**Fax:** 04 387 1612  
**Address:** Shop 27, Baycourt Bay Road  
Kilbirnie; PO Box 14655 Kilbirnie

## How Bazaar (Second Hand Shops)

**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 St, Lower Hutt,  
Private Bag 31-907;  
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 (Low Income Health Services)

**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 1pm–2pm).

## Hutt Union and Community Health Service – Petone (Low Income Health Services)

**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. Open Monday to Friday 9am–5pm (closed 1pm–2pm).

## Hutt Valley Community Law Centre (Community Law Centres)

**Phone:** 04 566 0315  
**Fax:** 04 566 0316  
**Address:** 2nd Floor, Apex House,  
Corner Laings Road and  
Queens Drive, Lower Hutt;  
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 4pm–7pm and Thursday between 2pm–4pm.



**The Inn (Emergency Accommodation)**

**Phone:** 04 384 6759

**Fax:** 04 384 6115

**Address:** Supplied on request

Emergency accommodation for 15–22 year olds. Admission by agency referral and an interview. Inquiries Monday to Friday 9am–5pm.

**Inner City Project  
(Mental Health Services)**

**Phone:** 04 389 3788, 0800 150 303

**Fax:** 04 389 5201

**Address:** 7 Hall Street, Wellington; PO Box 7200 Wellington South

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

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

**Johnsonville Senior Citizens Inc  
(Seniors)**

**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.



**Kenepuru after Hours Medical Centre  
(After Hours Medical Centres)**

**Phone:** 04 918 2300

**Fax:** 04 237 2034

**Address:** Raiha Street, Porirua; 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 (After Hours Pharmacies)

**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 (Mental Health Services)

**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

**Name:** **Agitator Laundrette**  
**Phone:** 04 385 1999  
**Address:** 24 Elizabeth Street, Mount  
Victoria

**Name:** **Avalon Laundrette Ltd**  
**Phone:** 04 577 3323  
**Address:** 810 High Street, Lower Hutt

**Name:** **Hutt Laundromat**  
**Phone:** 04 569 9833  
**Address:** 466 High Street, Lower Hutt

**Name:** **It's Brilliant Laundrette**  
**Phone:** 04 568 5289  
**Address:** 136 Jackson Street, Petone

**Name:** **Johnsonville Laundrette**  
**Phone:** 04 478 9494  
**Address:** 112 Johnsonville Road,  
Johnsonville

**Name:** **Newtown Drive in Laundrette**  
**Phone:** 04 389 6267  
**Address:** 11 John Street, Newtown

**Name:** **Porirua City Laundrette**  
**Phone:** 04 237 5010  
**Address:** Kilkerran Place, Porirua

**Name:** **Riddiford Laundrette**  
**Phone:** 04 389 8156  
**Address:** 5 Newtown Avenue, Newtown

**Name:** Tunnel 24 Hour Laundrette

**Phone:** 04 386 4804

**Address:** 23 Waitoa Road, Hataitai

**Name:** Waitangirua Laundromat

**Phone:** 04 235 9445

**Address:** Waitangirua Mall, Waitangirua

**Name:** The Wash House

**Phone:** 04 387 2015

**Address:** Corner Coutts Street and Onepu Road, Kilbirnie

### Legal Services Agency – Wellington Legal Aid Office (Legal)

**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.

### Levy House (Boarding Houses)

**Phone:** 04 384 6708

**Fax:** 09 353 1315

**Address:** 2 Levy Street, off Majoriebanks 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).

**Branch:** Central

**Phone:** 04 801 4040

**Fax:** 04 801 4047

**Address:** 65 Victoria Street

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

**Branch:** Brooklyn

**Phone:** 04 384 6814

**Fax:** 04 384 2857

**Address:** Corner Harrison & Cleveland Streets

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

**Branch:** Cummings Park

**Phone:** 04 479 2344

**Fax:** 04 479 4186

**Address:** 1a Ottawa Road, Ngaio

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

**Branch:** Island Bay

**Phone:** 04 383 7216

**Fax:** 04 383 7215

**Address:** 167 the Parade, Island Bay

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

**Branch:** Johnsonville

**Phone:** 04 477 6151

**Fax:** 04 477 6153

**Address:** 5 Broderick Road

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

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**Branch:** Karori  
**Phone:** 04 476 7585  
**Fax:** 04 476 7805  
**Address:** 253 Karori Road  
**Email:** [Karori@wcl.govt.nz](mailto:Karori@wcl.govt.nz)

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**Branch:** Khandallah  
**Phone:** 04 479 7535  
**Fax:** 04 479 2573  
**Address:** 8 Ganges Road  
**Email:** [khandallah@wcl.govt.nz](mailto:khandallah@wcl.govt.nz)

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**Branch:** Mervyn Kemp  
**Phone:** 04 232 1690  
**Fax:** 04 232 1699  
**Address:** Corner Cambridge Street  
and Main Road, Tawa  
**Email:** [MervynKemp@wcl.govt.nz](mailto:MervynKemp@wcl.govt.nz)

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**Branch:** Miramar  
**Phone:** 04 388 8005  
**Fax:** 04 380 6137  
**Address:** 68 Miramar Avenue  
**Email:** [Miramar@wcl.govt.nz](mailto:Miramar@wcl.govt.nz)

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**Branch:** Newtown  
**Phone:** 04 389 2830  
**Fax:** 04 389 2827  
**Address:** 13 Constable Street  
**Email:** [Newtown@wcl.govt.nz](mailto:Newtown@wcl.govt.nz)

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**Branch:** Ruth Gotlieb  
**Phone:** 04 387 1480  
**Fax:** 04 387 1490  
**Address:** 101 Kilbirnie Crescent  
**Email:** [RuthGotlieb@wcl.govt.nz](mailto:RuthGotlieb@wcl.govt.nz)

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**Branch:** Wadestown  
**Phone:** 04 473 5211  
**Fax:** 04 472 5389  
**Address:** Corner Moorhouse Street &  
Lennel Road  
**Email:** [Wadestown@wcl.govt.nz](mailto:Wadestown@wcl.govt.nz)

### Literacy Aotearoa Wellington (Literacy and ESOL for Adults)

**Phone:** 04 385 2336  
**Fax:** 04 385 2337  
**Address:** 82–88 Dixon Street  
(Corner of Victoria Street),  
Wellington; 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 in the evening on behalf of Wellington High School. People can choose between one-on-one learning and group tuition.

### Living without Violence – Porirua (Anger Management, Support for Women)

**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.

## Lodge in the City

(Backpackers and Hostels)

**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

(Mental Health Accommodation)

**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

(Family Support, Support for Women)

**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

(Backpackers and Hostels)

**Phone:** 04 385 3771  
(telephone bookings)  
**Address:** 52 Ellice Street, Mount Victoria

This backpacker's 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

(Second Hand Stores)

These second hand shops stock clothing, books, kitchenware, white ware, 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).

**Shop:** Kilbirnie  
**Phone:** 04 387 1705  
**Address:** Kilbirnie Plaza, Bay Road, Kilbirnie

**Shop:** Miramar  
**Phone:** 04 380 7057  
**Address:** 136 Park Road, Miramar

**Shop:** Paraparaumu  
**Phone:** 04 298 5700  
**Address:** On the corner of the main highway and Ihakara Street

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

### Matua Whangai (Court Support Services)

**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 (Meals Delivered)

**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. Cost of the meal is \$3.70, and delivered at lunchtime by volunteers.

### Mental Health Consumers Union Incorporated – Wellington (Mental Health Services)

**Phone:** 04 473 4433  
**Fax:** 04 473 4434  
**Address:** Community House  
Level 2, 84 Willis Street,  
Wellington; 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.

### Metlink (Public Transport)

#### Catching a Bus

You can plan your journey by either consulting a timetable or by phoning Metlink on 0800 801 700. Metlink is a telephone enquiry service which operates 24 hours seven days a week.

#### Fares

Fares in Wellington are set by Metlink and are based on 'zones'. One zone costs \$1.50, two zones costs \$2.50 and three zones costs \$3.50. There are special bus concession tickets like ten trip tickets, gold passes (\$95) or daytrippers (\$6). There are concessions for school students and senior citizens.

#### After Midnight Fares

The following bus services leave on Saturday and Sunday mornings and on January 1<sup>st</sup> but NOT on public holidays. Some areas are only serviced if you require to be dropped off there so please let the driver know where you want to go.

N1–N6 leave at 1am, 2am and 3am

**N1 Island Bay/Lyall Bay:**

Leaves from James Smiths Corner  
(tickets cost \$4)

**N2 Hataitai/Miramar/Strathmore/Seatoun:**

Leaves from James Smith Corner  
(tickets cost \$4)

**N3 Karori/Northland:**

Leaves from Courtenay Place  
(tickets cost \$4)

**N4 Wadestown/Khandallah:**

Leaves from Courtenay Place  
(tickets cost \$4)

**N5 Newlands/Churton Park/Johnsonville:**

Leaves from Courtenay Place  
(tickets cost \$4)

**N6 Tawa/Porirua/Whitby:**

Leaves from Courtenay Place  
(tickets cost \$8)

**N8 Queensgate/Petone/Wellington:**

Leaves from Queensgate at 1.50am and  
3.20am (tickets cost \$8)

**N22 Wellington/Naenae/Stokes Valley/Upper**

**Hutt:** Leaves from Courtenay Place at 1am,  
2.30am and 4am (tickets cost \$8)

**N66 Wellington/Wainuiomata:** Leaves from  
Courtenay Place at midnight, 1.30am and  
3am (tickets cost \$8)

**N88 Wellington/Eastbourne:** Leaves from  
Courtenay Place at 12.30am, 2am and  
3.30am (tickets cost \$8)

## Mobility Scooters (Wellington City Council)

**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 (Family Support, Support for Women)

**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 (Literacy and ESOL for Adults)

**Phone:** 04 386 3698  
**Fax:** 04 384 6292  
**Address:** 61–63 Taranaki Street 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
- On-going training workshops
- Social events
- Access to teaching resources produced by the national association.

## Museum of Wellington City and Sea (Museums and Galleries)

**Phone:** 04 472 8904

**Fax:** 04 496 1949

**Address:** Queen's 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, Lower Hutt;  
Private Bag 31171 Lower Hutt

**Website:** <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 encouraging lifelong learning.

## Naku Enei Tamariki (Family Support)

**Phone:** Māori Section: 04 939 2232;  
Pakeha and Pacific Sections:  
04 939 9257

**Fax:** Māori Section: 04 939 4640;  
Pakeha and Pacific Sections:  
04 939 9258

**Address:** Māori Section: Kokiri Marae,  
7–9 Barnes Street, Seaview;  
Pakeha 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);  
Pakeha 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 (Addictions: Drug and Alcohol)

**Phone:** 04 801 9933

**Address:** PO Box 9051 Marion Square

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

**Email:** [casc@nzna.org](mailto:casc@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 (Museums and Galleries)

**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 (Museums and Galleries)

**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 1pm–4.30pm.

### National Prostitute's Collective – NPC (Sexual Health Services)

**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 (Community Education)

**Phone:** 04 474 1330  
**Fax:** 04 474 1339  
**Address:** Bracken Road, Newlands;  
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 (Budgeting)

**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 Heights (Backpackers and Hostels)

**Phone:** 04 389 8623  
**Fax:** 04 389 8323  
**Address:** 113 Coromandel Street, Newtown  
**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.

### Newtown Union Health Service

(Low Income Health Services, After Hours Medical Centres)

**Phone:** 04 380 2020  
**Fax:** 04 389 2477  
**Address:** 14 Hall Avenue, Newtown, Wellington;  
PO Box 7267 Newtown

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 2pm–5.30pm, Sunday 2pm–5pm. Also offering on call after hours care (up to 11pm) for its registered patients.

### Ngawari Medical Centre

(Māori Health Services)

**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 Ngawari Hauora Charitable Trust.

### Nga Whakatauki Trust

(Māori Health Services)

**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 whanau 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

(Emergency Accommodation)

**Phone:** 04 385 9546  
**Fax:** 04 385 6797  
**Address:** 304 Taranaki Street, Wellington  
**Contact:** Barry McDonald

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

(Backpackers and Hostels)

**Phone:** 04 978 7800  
**Fax:** 04 978 7810  
**Address:** 118–120 Wakefield Street, Wellington; 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 between 7pm and 8pm.

### NZ Federation of Family Budgeting

Services (Budgeting)

**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 (Translation and Interpreting Services)

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

# O

## The Oasis and Bridge Centre (Addictions: Drug and Alcohol; Gambling)

**Phone:** 04 385 0395  
**Fax:** 04 389 7110  
**Address:** 1<sup>st</sup> Floor, 155 High Street,  
Lower Hutt  
**Email:** [wbridge@nzf.salvationarmy.org.nz](mailto:wbridge@nzf.salvationarmy.org.nz)

Provides alcohol, drug and gambling counselling.

## Onslow College (Community Education)

**Phone:** 04 477 1118  
**Fax:** 04 477 1140  
**Address:** Burma Road, Johnsonville;  
PO Box 13906 Johnsonville  
**Website:** [www.onslow.school.nz](http://www.onslow.school.nz)  
**Email:** [commed@onslow.school.nz](mailto:commed@onslow.school.nz)

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

## Operation Jericho (Prisoner Support)

**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.

## Overeaters Anonymous Wellington (Eating Disorders)

**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 (Drop in Centres – Mental Health, Mental Health Services)

**Phone:** 04 382 8885  
**Fax:** 04 382 8632  
**Address:** Pablos: 1st Floor, 250 Cuba Street  
Wellington; 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, to learn and expand their art skills, to build their confidence and increase their independence. We create an environment that acknowledges career, personal and social aspects.

### **Pacific Community Health – Vakaola** (Low Income Health Services)

**Phone:** 04 237 7751  
**Fax:** 04 237 7783  
**Address:** Tavern Lane, Cannon's 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** (Low Income Health Services)

**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 health care for patients. There are registered doctors and nurses onsite 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** (Budgeting)

**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.

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

**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.

### **Past and Present** (Second Hand Shops)

**Phone:** 04 384 1405  
**Address:** 101 Cuba Street, Wellington

Vintage and contemporary second hand clothing and accessories. We accept Work and Income vouchers.

### **Pathways** (Mental Health Accommodation)

**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 & Coast Mental Health Service staff. For more information, and contact details, refer to [www.pathways.co.nz](http://www.pathways.co.nz).

### **Pendennis House – Mihingare o Poneke** (Boarding Houses)

**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

(Advocacy and Advice, Dental, Low Income Health Services)

**Phone:** 04 385 8596  
**Fax:** 04 385 2520  
**Address:** Luke's Lane, Te Aro, Wellington  
(off lower Taranaki Street)  
**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. Low cost health services for members.

## Pilmuir Accommodation

(Backpackers and Hostels)

**Phone:** 04 568 3853  
**Fax:** 04 568 9528  
**Address:** 67 Pilmuir Street, Lower Hutt;  
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 including kitchenettes, showers, baths and TV lounges. Long term stays are preferred and enjoy 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.

## Police Station

**Branch:** **Wellington Central**  
**Phone:** 04 381 2000  
**Fax:** 04 470 1600  
**Address:** Corner Victoria and Harris Streets, Wellington;  
PO Box 693 Wellington

**Branch:** **Wellington City Community Constable – Cuba Street**  
**Phone:** 04 494 3270  
**Fax:** 04 494 3271  
**Address:** James Smith Building, Cuba Street, Wellington;  
PO Box 693 Wellington

**Branch:** **Wellington City Community Constable – Karori**  
**Phone:** 04 381 2000 ext 48330  
**Address:** 154 Karori Road, Wellington;  
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 DONT 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

If you want to make a formal complaint against the Police contact the **Police Complaints Authority** 04 499 2050.

## Pomare Community Health and Social Services (Low Income Health Services)

**Phone:** 04 939 8345

**Fax:** 04 939 8346

**Address:** 55 Farmer Crescent,  
Pomare, Lower Hutt

**Email:**  
pomarecommunityhealth@paradise.net.nz

Covering the Pomare to Taita area open from Monday to Friday 9am–4pm. Providing 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, Porirua;  
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 (Low Income Health Services)

**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.

## Pregnancy Counselling Services (Support for Women, Women's Health)

**Phone:** 04 383 5524

**Address:** PO Box 43112 Wainuiomata

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

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

## Presbyterian Support Central – Home Support (Seniors)

**Phone:** 04 380 2023, 0800 100 277

**Fax:** 04 389 6291

**Address:** C/O Kilmarnock Heights Rest  
Home, 20 Morton,  
Street Berhampore, Wellington

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

We provide a range of services to people who live in their own homes. It is our philosophy to offer people a home care service that enhances daily living and promotes independence, choice and health and empowers people to continue living in their own home.

## Presbyterian Support Central – Social Services (Counselling Services)

**Phone:** 04 528 4164

**Fax:** 04 527 3326

**Address:** PO Box 40330 Upper Hutt  
(Physical address supplied on request)

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

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

We offer counselling for relationship issues, grief, depression, parenting issues, parent and child relationships, adolescent behaviour management, self esteem, phobias and stress. Counselling costs \$50 a session and lasts for one hour.

## Prisoners Aid and Rehabilitation Society (PARS) (Prisoner Support)

**Phone:** 04 384 4906  
**Fax:** 04 384 4218  
**Address:** Level 2, 2 Luke's Lane, Wellington;  
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

**Phone:** 4734360  
**Address:** Level 3 Community House,  
84 Willis St, Wellington  
**Website:** [www.pgfnz.co.nz](http://www.pgfnz.co.nz)

PGFNZ seeks to eliminate the harm caused by gambling by providing counselling and support throughout New Zealand for individuals and families through the development of regulations and standards.

## Public Transport: See Metlink

# Q

## Queen Street Pharmacy Upper Hutt (After Hours Pharmacies)

**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 (Addictions: Smoking)

**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)

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

# R

## Rangataua Mauriora – Alcohol and Drug Services

(Addictions: Alcohol and Drug)

**Phone:** **Wellington:** 04 802 4704;  
**Porirua:** 04 238 4069  
**Fax:** **Wellington:** 04 802 4701;  
**Porirua:** 04 237 6436  
**Address:** 9–11 Frederick Street, Wellington,  
PO Box 6252 Wellington;  
26 Ngatitua Street, Porirua  
**Website:** [www.mauriora.org.nz](http://www.mauriora.org.nz),  
[www.ngatitua.iwi.nz](http://www.ngatitua.iwi.nz)

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

## 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)

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**Name:** 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.

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**Name:** RMS Refugee Resettlement – Hutt Valley  
**Phone:** 04 566 9353  
**Fax:** 04 566 9352  
**Address:** 47 Laings Road, Lower Hutt;  
PO Box 30138 Lower Hutt  
**Website:** [www.rms.org.nz](http://www.rms.org.nz)  
**Email:** [rms-hutt@rms.org.nz](mailto:rms-hutt@rms.org.nz)

Arranges accommodation and food assistance, and links with other services.

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**Name:** RMS Refugee Resettlement – Porirua  
**Phone:** 04 237 7315  
**Fax:** 04 237 4107  
**Address:** Level 4, Pember House,  
16 Hagley Street, Porirua;  
PO Box 50258 Porirua  
**Website:** [www.rms.org.nz](http://www.rms.org.nz)  
**Email:** [rms-porirua@rms.org.nz](mailto:rms-porirua@rms.org.nz)

Arranges accommodation and food assistance, and links with other services.

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**Name:** RMS Refugee Resettlement – Wellington  
**Phone:** 04 384 6295  
**Fax:** 04 384 6595  
**Address:** Level 1, 61–63 Taranaki Street,  
Wellington; PO Box 6828  
Marion Square  
**Website:** [www.rms.org.nz](http://www.rms.org.nz)  
**Email:** [rms-wgtn@rms.org.nz](mailto:rms-wgtn@rms.org.nz)

Arranges accommodation and food assistance, and links with other services.

### Richmond Guest House (Boarding Houses)

**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.

### Riddiford Street Hostel (Backpackers and Hostels)

**Phone:** 04 385 5362  
**Fax:** 04 385 5801  
**Address:** Wellington Hospital  
Grounds, Newtown

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 (Boarding Houses)

**Phone:** 04 972 8864; 04 905 8867;  
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 Kilbirnie,  
PO Box 14063 Kilbirnie

**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 to help people pursue lifelong learning.

### Rosemere Backpackers (Backpackers and Hostels)

**Phone:** 04 384 3041

**Fax:** 04 384 3041

**Address:** (off Dixon Street)  
6 MacDonald Crescent, 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 Backpacker's Lodge (Backpackers and Hostels)

**Phone:** 04 385 7872

**Fax:** 04 385 7872

**Address:** 115 Brougham Street,  
Mount Victoria

**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.



### Salvation Army Bridge Centre (Addictions: Alcohol and Drug)

**Phone:** 04 389 6566

**Fax:** 04 389 7110

**Address:** 24 Riddiford Street, Newtown,  
Wellington

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

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

Alcohol and drug rehabilitation programme.

## Salvation Army Court and Prison Service (Court Support Services)

**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.

## Salvation Army Family Stores (Second Hand 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, toys etc.

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**Branch:** Central City

**Phone:** 04 801 5315

**Fax:** 04 801 6474

**Address:** 1 Ghuznee Street, Wellington

**Email:** [collections@salvouth.org.nz](mailto:collections@salvouth.org.nz)

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**Branch:** Johnsonville

**Phone:** 04 477 4869

**Fax:** 04 477 4863

**Address:** 125-137 Johnsonville Road,  
Johnsonville

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**Branch:** Karori

**Phone:** 04 476 0239

**Fax:** 04 476 4387

**Address:** 2 Parkvale Road, Karori

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**Branch:** Kilbirnie

**Phone:** 04 387 7271

**Address:** 4 Coutts Road, Kilbirnie

**Email:**

[kilbirnie\\_corps@nzf.salvationarmy.org.nz](mailto:kilbirnie_corps@nzf.salvationarmy.org.nz)

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**Branch:** Miramar

**Phone:** 04 380 9140

**Fax:** 04 388 8327

**Address:** 63 Miramar Avenue, Miramar

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

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**Branch:** Newtown

**Phone:** 04 389 4583

**Fax:** 04 389 0529

**Address:** 20 Rintoul Street, Newtown

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**Branch:** Petone

**Phone:** 04 568 9613

**Fax:** 04 568 9613

**Address:** 288 Jackson Street, Petone

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**Branch:** Porirua

**Phone:** 04 238 2375

**Address:** 3c Lyttleton Avenue, Porirua

**Email:**

[poriruacorps@nzfsalvationarmy.org.nz](mailto:poriruacorps@nzfsalvationarmy.org.nz)

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**Branch:** Tawa

**Phone:** 04 232 7934

**Address:** 162 Main Road, Tawa

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**Branch:** Wainuiomata

**Phone:** 04 564 4065

**Fax:** 04 564 4065

**Address:** 6 Queen Street, Wainuiomata

### Salvation Army Lower Hutt Community

**Ministry** (Advocacy and Advice,  
Budgeting, Food Banks)

**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 Oasis Centre

(Addictions: Gambling)

**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.nz](mailto:wbridge@nzf.salvationarmy.org.nz)

Offering gambling counselling.

### Salvation Army Porirua Community

**Ministry** (Advocacy and  
Advice, Budgeting, Emergency  
Accommodation, Food Banks)

**Phone:** 04 235 6266 (24 hrs)  
**Fax:** 04 235 6482  
**Address:** Corner Warspite Avenue &  
Fantame Street,  
Cannons Creek, Porirua  
**Website:** [www.salvationarmy.org.nz](http://www.salvationarmy.org.nz)  
**Email:**  
[porirua\\_cfs@nzf.salvationarmy.org.nz](mailto:porirua_cfs@nzf.salvationarmy.org.nz)

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

### Salvation Army Upper Hutt Community Ministry

(Advocacy and Advice, Food Banks)

**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 Wellington Community

**Ministry** (Advocacy and Advice, Drop  
in Centres, Emergency Accommodation,  
Food Banks)

**Phone:** 04 389 0594 (24 hrs)  
**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 which has a shower and towels 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 – Youth Services (Advocacy and Advice)

**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)

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

### Second Treasure Shop (Second Hand Shops)

**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.

### The Senior Centre – Wellington (Seniors, Drop in Centres, Legal)

**Phone:** 04 803 3491  
**Address:** Wellington City Library  
**Email:** [seniorcentre@xtra.co.nz](mailto:seniorcentre@xtra.co.nz)

A drop in centre offering social contact, activities and services for people of the 2<sup>nd</sup> half century. Legal advice is available running every second Thursday from 12.30pm–2pm. Phone for an appointment.

### Seniornet Wellington Inc (Seniors)

**Phone:** 04 473 1510  
**Address:** Level 2, Betty Campbell Centre,  
Harbour City Tower,  
40 Panama Street, Wellington;  
PO Box 10364 Wellington  
**Email:** [seniornet.wgtn@xtra.co.nz](mailto:seniornet.wgtn@xtra.co.nz)

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

### SF Wellington (Mental Health Services)

**Phone:** 04 499 1049  
**Fax:** 04 499 1063  
**Address:** Level 2, QV House, 163  
Thorndon Quay, Thorndon,  
Wellington  
**Email:** [sfwell@xtra.co.nz](mailto:sfwell@xtra.co.nz)

Support information and education for people with schizophrenia and related mental illnesses, and their families.

### Showers – See Public Toilets page 74

### Silverstream Park Christian Centre (Backpackers and Hostels)

**Phone:** 04 563 6376  
**Fax:** 04 563 5284  
**Address:** 3 Reynolds Bach Drive,  
Lower Hutt  
**Website:** [www.staywithus.co.nz](http://www.staywithus.co.nz)  
**Email:** [info@staywithus.co.nz](mailto:info@staywithus.co.nz)

Motels, conferences and events, group accommodation, weddings, and a full catering service.

### The Society of Saint Vincent De Paul Shops (Second Hand 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.

**Branch:** Newtown  
**Phone:** 04 389 7122  
**Fax:** 04 389 7129  
**Address:** 207 Riddiford Street, Newtown  
**Website:** [www.svdp.wellington.net.nz](http://www.svdp.wellington.net.nz)

**Branch:** Petone  
**Phone:** 04 568 6408  
**Fax:** 04 568 6408  
**Address:** 316 Jackson Street, Petone

**Branch:** Porirua  
**Phone:** 04 237 5968  
**Address:** 18 Mungavin Avenue, Porirua

**Branch:** Stokes Valley  
**Phone:** 04 563 9278  
**Address:** 3 Scott Court, Stokes Valley

**STOP – Wellington** (Counselling Services, Sexual Health Services)

**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**  
(Budgeting, Drop in Centres)

**Phone:** 04 388 2776  
**Fax:** 04 388 5086  
**Address:** 108 Strathmore Avenue,  
Strathmore, Wellington  
**Email:** [fbc@paradise.net.nz](mailto:fbc@paradise.net.nz)

Free confidential budgeting service and also providing a weekly drop in centre for youth

every Monday 6.30–9pm and 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**  
(Low Income Health Services)

**Phone:** 04 388 5086  
**Fax:** 04 388 5086  
**Address:** 108 Strathmore Avenue,  
Strathmore, Wellington

The clinic meets Monday 9.30am–11.30am and Wednesday 9am–12pm. People need to be members of Newtown Union Health Service. The cost is free for children aged 0–16 otherwise the cost is \$10.

**Suzanne Aubert Compassion Centre**  
(Meals at Drop in Centres)

**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 8am–8.45am, dinner 4.45pm–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 holds a monthly gathering for seniors.



Breakfast and dinner is provided at the Compassion Centre's soup kitchen everyday.

# T

## 247 Cuba Shop (Second Hand Shops)

**Phone:** 04 384 9919

**Address:** 247 Cuba Street, Wellington

Clothing and other second hand goods.

## Taita College (Community Education)

**Phone:** 04 939 8728

**Fax:** 04 939 8730

**Address:** 188 Eastern Hutt Road,  
Lower Hutt

**Website:**

<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 Marama (Drop in Centres – Mental Health)

**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)

Open Monday 9am–4pm, Tuesday to Thursday 9pm–5pm.

Activity and drop in centre for mental health consumers. Arts programme includes bone carving, painting, drawing, pottery etc.

Courses run on Fridays in art space and in house. Bookings required for these – no drop in on Fridays.

## Taranaki 217 (Backpackers and Hostels)

**Phone:** 0800 482 726

**Fax:** 04 382 8620

**Address:** 217 Taranaki Street, Wellington;  
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 (Low Income Health Services)

**Phone:** 04 385 0255

**Fax:** 04 385 0935

**Address:** 331 Willis Street, Te Aro;  
PO Box 27506 Marion Square

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

Doctor available Monday to Friday 9am–4.30pm, appointment necessary. Inner city residents only with community services cards.



Doctor Duncan Baird of Te Aro Health Centre in discussion with patient.

### **Te Ata Hou** (Community Education)

**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 Ngawari Hauora Charitable Trust** (Māori Health Services)

**Phone:** 04 383 9690  
**Fax:** 04 383 9695  
**Address:** 7 Trent Street (downstairs)  
Island Bay; PO Box 20–037  
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** (Museums and Galleries)

**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 from 10am–6pm and Thursdays 10am–9pm. People can choose to give a donation for their time spent at Te Papa.

### **Te Ratonga Ture Community Law Centre** (Community Law Centres)

**Phone:** 04 473 1249  
**Fax:** 04 473 1781  
**Address:** Level 5, 139 Featherston Street,  
Wellington;  
PO Box 134 Wellington  
**Email:** [reception@ture.org.nz](mailto:reception@ture.org.nz)

Offering free legal services to Māori, whanau 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** (Mental Health Accommodation)

**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 Whanau Kotahi Ora** (Māori Health Services)

**Phone:** 04 237 6700  
**Fax:** 04 237 6701  
**Address:** Rimu Villa Porirua Hospital  
Complex, Hassell Road,  
Porirua; 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 health care for our patients.

### **Te Whare Marie – Specialist Māori Mental Health Services** (Mental Health Services)

**Phone:** 04 918 2901  
**Fax:** 04 918 2900  
**Address:** Pukepiro Centre, Kenepuru Hospital Campus Porirua; 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.

### **Toilets – see Public Toilets page 74**

### **Toi Poneke – Wellington Arts Centre** (Museums and Galleries)

**Phone:** 04 385 1929  
**Fax:** 04 385 3987  
**Address:** 61 Abel Smith Street, Te Aro  
**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.

### **Trade and Exchange Magazine** (Second Hand Shops)

**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.

### **The Translation Service – Department of Internal Affairs** (Translation and Interpreting Services)

**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** (Second Hand Shops)

**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** (Information Centres)

**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)

Open Monday to Friday 9am–4pm. Shop open in the Begonia House on the weekends. Open 9am–4pm winter, 9am–5pm in summer.

# U

## Unite Union (Advocacy and Advice)

**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,  
Upper Hutt; Private Bag 907  
Upper Hutt  
**Website:** [www.upperhuttcity.com](http://www.upperhuttcity.com)  
**Email:** [askus@uhcc.govt.nz](mailto:askus@uhcc.govt.nz)

## The Urgent Pharmacy – Lower Hutt (After Hours Pharmacies)

**Phone:** 04 939 6777  
**Address:** Level 1/ 141, 729 High St,  
Lower Hutt

Monday to Friday 6pm–11pm, weekends and public holidays 9am–11pm.

# V

## Vehicle Testing New Zealand (Drivers Licences)

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.

### Branch: VTNZ (Vehicle Testing New Zealand) – Wellington Central

**Phone:** 04 384 6995  
**Fax:** 04 384 9243  
**Address:** 190 Tory Street; PO Box 9449  
Marion Square  
**Website:** [www.vtnz.co.nz](http://www.vtnz.co.nz)

### Branch: VTNZ – Thorndon

**Phone:** 04 471 2930  
**Fax:** 04 471 2950  
**Address:** 162 Thorndon Quay,  
Thorndon, Wellington

## Vibe (Youth Health Services)

**Phone:** Lower Hutt: 04 566 0525,  
Upper Hutt: 04 528 6261

**Fax:** 04 586 2054

**Address:** 12 Daly Street, Lower Hutt;  
PO Box 31126 Lower Hutt;  
2 Sinclair Street, Upper Hutt;  
PO Box 31126 Lower 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 including a youth worker, social worker, and a youth transition service. See the website or call for opening hours.

## Victim Support (Court Support Services)

**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 (Community Education)

**Phone:** 04 463 6556

**Fax:** 04 463 6550

**Address:** Rutherford House,  
23 Lambton Quay,  
Wellington; Freepost 93822

**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 (Backpackers and Hostels)

**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 (Drop in Centres – Mental Health)

**Phone:** 04 499 1030

**Fax:** 04 499 1082

**Address:** Level 4, Community House,  
84 Willis Street, Wellington;  
PO Box 11706 Wellington

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

**Email:** [vincentsartworkshop@xtra.co.nz](mailto:vincentsartworkshop@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.



Whare Melaugh is all concentration at Vincents art workshop.

## Volunteer Hutt Valley (Volunteering)

**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 from 9:30am–2:30 pm.

## Volunteer Porirua (Volunteering)

**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 from 9:30am–2:30pm.

## Volunteer Wellington (Volunteering)

**Phone:** 04 499 4570  
**Fax:** 04 499 3907  
**Address:** Level 3, Community  
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.



## Wainuiomata Citizens Advice Service (Advocacy and Advice, General)

**Phone:** 04 564 8364, 04 564 5282  
**Address:** Wainuiomata Community Centre,  
1A Queen Street, Wainuiomata;  
PO Box 43055 Wainuiomata

Free, impartial and confidential service, information, advocacy and support.

## Wainuiomata Budgeting Service Trust (Advocacy and Advice, Budgeting)

**Phone:** 04 564 9050  
**Address:** Wainuiomata Community Centre,  
1A Queen Street, Wainuiomata;  
PO Box 43199 Wainuiomata

Providing budget advice, advocacy and mediation between clients and government departments, courts, and creditors.

## Warmline (Mental Health Services)

**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 between 7pm–1am.

## **WEAV – Wellington Ending Abuse and Violence** (Anger Management)

**Phone:** 04 384 8275  
**Fax:** 04 384 8270  
**Address:** Level 6, Outside 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/whanau and the community. Provides a youth programme teaching the use of non violent communication and how to live in a healthy whanau environment.

## **Webbpackers** (Backpackers and Hostels)

**Phone:** 04 803 3237  
**Fax:** 04 803 3967  
**Address:** 72 Webb Street, Wellington; PO Box 38409 Wellington  
**Website:** [www.webbpackers.co.nz](http://www.webbpackers.co.nz)  
**Email:** [webbpackers@hotmail.com](mailto:webbpackers@hotmail.com)

A small quiet hostel with dormitories, doubles and singles. Female only rooms can be arranged. Offering all of the expected hostel facilities.

## **Wellington City Council**

**Phone:** 04 499 4444 (24 Hours)  
**Fax:** 04 801 3138  
**Address:** 101 Wakefield Street, Wellington; 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 Interpreting Service** (Translating and Interpreting Services)

**Phone:** 04 494 4444  
**Address:** 101 Wakefield Street, Wellington  
**Website:** [www.wellington.govt.nz](http://www.wellington.govt.nz)

Come in to any 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**

(Advocacy and Advice, Budgeting, Drop in Centres, Food Banks, Second Hand Shops, Seniors)

**Phone:** 04 389 2033  
**Fax:** 04 389 2109  
**Address:** 200 Riddiford Street, Newtown, Wellington; 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 and sells second hand furniture and general clothing for children and adults. People can also have a shower for 50 cents. Open every day from 9am–4pm.

## **Wellington City Mission – Budget Advice**

**Phone:** 04 389 2033  
**Fax:** 04 389 2109  
**Address:** 200 Riddiford Street, Newtown, Wellington; 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,  
Wellington; PO Box 7477  
Wellington South  
**Website:** [www.wellingtoncitymission.org.nz](http://www.wellingtoncitymission.org.nz)  
**Email:** [cathy@wgtncitymission.org.nz](mailto:cathy@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,  
Wellington; 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 Independence

**Phone:** 04 389 2033  
**Fax:** 04 389 2109  
**Address:** 200 Riddiford Street, Newtown,  
Wellington; PO Box 7477  
Wellington South  
**Website:** [www.wellingtoncitymission.org.nz](http://www.wellingtoncitymission.org.nz)

A 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 Interpreting Services

**Phone:** 04 384 2265  
**Fax:** 04 384 6292  
**Address:** Level One, 61–63 Taranaki Street,  
Wellington; PO Box 6472  
Marion Square  
**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 clearly convey a message  
to a speaker of another language.

### Wellington Free Ambulance (WFA) (Emergency Contacts)

**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 Wellington  
Free Ambulance (WFA) is the only recognised  
free ambulance service in a major  
New Zealand city and 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.

## Wellington Housing Trust (Low Income Housing)

**Phone:** 04 384 4854  
**Fax:** 04 384 4692  
**Address:** Office is located on 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 (Information Centres)

**Phone:** 04 473 3753  
**Fax:** 04 473 3927  
**Address:** 280–292 Lambton Quay,  
Wellington; Private Bag  
Cable Car Lane  
**Website:** [www.travelaotearoa.co.nz](http://www.travelaotearoa.co.nz)  
**Email:** [tourist.info@itwgtgtn.co.nz](mailto:tourist.info@itwgtgtn.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 (Information Centres)

**Phone:** 04 802 4860  
**Fax:** 04 802 4863  
**Address:** Civic Square, Corner Victoria and  
Wakefield Streets, Wellington  
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 Sexual Abuse Help Foundation (Counselling Services, Sexual Health Services)

**Phone:** 04 499 7530 (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 (Sexual Health Services)

**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.

### Wellington Women's Health Collective – (Women's Health)

**Phone:** 04 499 7709  
**Fax:** 04 499 9968  
**Address:** Level 4, Community House,  
84 Willis Street, Wellington  
**Email:** [www.hc@xtra.co.nz](mailto:www.hc@xtra.co.nz)

Free support, counselling, and health information for women. Free condoms and free pregnancy tests. Also women's comments file on doctors, counsellors, and other health professionals. Open Monday, Thursday, Friday, 10.30am–3.00pm – Tuesday, Wednesday 10am–4pm.

### Wellink Clean Team – Green Team (Mental Health Services)

**Phone:** 04 387 4997  
**Fax:** 04 387 4996  
**Address:** 27 Queens Drive, Kilbirnie,  
Wellington; 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 (Mental Health Accommodation)

**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).

### Wesley Inner City Counselling Service (Counselling Services)

**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.

### Whanau Family Support Services Trust (Advocacy and Advice)

**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 planning, dealing with creditors, money management, communication and record keeping skills. Also provides teaching in literacy and numeracy with kaumatua support.

**The W.H.A.T. – Wellington Housing Association of Tenants** (Advocacy and Advice, Low Income Housing)

**Phone:** 04 384 1419

**Fax:** 04 842 5054

**Address:** 312 Taranaki Street, Te Aro

We act as a mediator between Wellington City Council housing tenants and City Housing to deal with unresolved issues AFTER they have already been taken to the tenancy manager. The office is open Monday to Friday 10am–12pm.

**Whitireia Community Law Centre**  
(Community Law Centres)

**Phone:** 04 237 6811

**Fax:** 04 237 6816

**Address:** 3<sup>rd</sup> Floor, Pember House,  
16 Hagley Street, Porirua

**Email:** [commlaw@wnc.quik.co.nz](mailto:commlaw@wnc.quik.co.nz)

Open Monday–Thursday 9am–5pm, Friday 9am–4pm. Free legal advice.

**Wildlife House Backpackers**  
(Backpackers and Hostels)

**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**  
(Boarding Houses)

**Phone:** 04 384 5950

**Address:** 33 Brougham Street,  
Mount Victoria, Wellington

**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.

**The Women's Centre – Lower Hutt**  
(Support for Women, Women's Health)

**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.

**Women's Refuges in the Wellington Region**  
(Emergency Accommodation)

Women's Refuge provides a safe house for women and children escaping domestic violence. Women's Refuge also provides referral and/or support to sympathetic lawyers, court, police and doctors. Women's Refuge gives support in applying for benefits, housing and budgeting advice. Transport, childcare, phone support and information are also provided.

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**Name:** **Wellington Women's Refuge**

**Phone:** 04 939 0455

**Fax:** 04 939 0458

**Address:** PO Box 16079 Wellington

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**Name:** **Te Whare Roki Roki (Wellington Māori Women's Refuge)**

**Phone:** 04 380 0917

**Fax:** 04 383 7031

**Address:** PO Box 7245 Wellington South

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**Name:** **Hutt Valley Refuge Services**

**Phone:** 04 917 9850

**Fax:** 04 570 0832

**Address:** 29 Waterloo Road, Lower Hutt

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**Name:** Kokiri (Hutt Valley Māori Women's Refuge)  
**Phone:** 04 917 9850  
**Fax:** 04 560 4676  
**Address:** 57 Oxford Terrace, Lower Hutt

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**Name:** Porirua Women's Refuge  
**Phone:** 04 234 6118  
**Fax:** 04 234 6119  
**Address:** PO Box 50495 Porirua

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**Name:** Te Whare Tiaki (Porirua Māori Women's Refuge)  
**Phone:** 04 237 7027  
**Fax:** 04 237 7028  
**Address:** PO Box 50178 Porirua

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**Name:** Kapiti Women's Refuge  
**Phone:** 04 297 2595, 0292 972 959  
**Fax:** 04 297 2595  
**Address:** PO Box 451 Paraparaumu

## Work and Income

Work and Income is a service of the Ministry of Social Development offering a single point of contact for New Zealanders needing:

- work-search support
- income support
- in-work support.

Work and Income helps job seekers and pays income support on behalf of the Government. For more information visit [www.workandincome.govt.nz](http://www.workandincome.govt.nz).

### 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.

To arrange a time to talk to a case manager in the locations below, or for general enquiries call 0800 559 009.

## Key Work and Income Service Centres

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**Name:** Work and Income – Johnsonville Service Centre  
**Fax:** 04 477 9161  
**Address:** 33–38 Johnsonville Road; PO Box 13459 Johnsonville

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**Name:** Work and Income – Kilbirnie Service Centre  
**Fax:** 04 387 2471  
**Address:** 32–34 Bay Road; PO Box 14437 Wellington

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**Name:** Work and Income – Newtown Service Centre  
**Fax:** 04 389 5806  
**Address:** 156–158 Riddiford Street; PO Box 16010 Wellington

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**Name:** Work and Income – Wellington Service Centre  
**Fax:** 04 918 0170  
**Address:** 235 Willis Street; PO Box 11511 Wellington



The courtyard outside Downtown Community Ministry's groundfloor offices in Lukes Lane.

# SURVIVAL GUIDE ADVICE

## ACCOMMODATION

### Flatting – Setting Up A Flat Or A House

#### Questions to ask

- Does it have smoke alarms?
- Are there enough smoke alarms?
- Is there any dampness anywhere?
- Do all the windows open and shut properly?
- Is the heating and cooking gas or electricity?
- Are there any electrical fittings in need of repair?
- Are all the exits accessible in case of fire or earthquake?
- Has the meter reading and the date you took over the tenancy been recorded?

### Renting Accommodation

#### Questions to ask

Before deciding on which type of accommodation best suits you, we suggest you check out the following:

- The price?
- What is provided?
- Are local calls free?
- Are meals included?
- Are visitors allowed?
- What day is rent due?
- Does it have a fridge?
- Are there any house rules?
- Is there a laundry service?
- Do you have to pay a bond?
- Is there a TV room or lounge?

- Is there a kitchen you can use?
- Do they provide sheets, towels?
- Do you have to pay key money?
- How much has to be paid in advance?
- Is there a phone in the room, or lounge?
- If long term, how much notice is needed?
- Does it have lockers for safe food storage?
- Is there a reduction in the weekly rate for a long term stay?

If you find a place that sounds like it is suitable, go and have a look.

## BANKING OMBUDSMAN

A free service to help people sort out their problems with banks phone **0800 805 950** or visit: [www.bankombudsman.org.nz](http://www.bankombudsman.org.nz).

## BUYING A CAR

If you're thinking of buying a car privately you can phone Vehicle Information Report to find out about:

- Ownership history
- Money owing on the vehicle
- Whether or not it has been stolen
- Full vehicle description
- The odometer reading at the time of its WOF with VTNZ
- If it was imported as a damaged vehicle

Phone **0800 843 847** or visit [www.vir.co.nz](http://www.vir.co.nz).  
CHECKS COST \$25.

## COMMUNITY SERVICES CARDS

Community Services Cards are granted through Work and Income New Zealand.

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.

## FURTHER LEGAL ADVICE

### Consumer Issues

For general consumer information and advice consumers can contact one of the Citizens Advice Bureaux. These are voluntary organisations providing free, confidential information and advice to anyone about any query or problem.

### A Consumer's Rights when Buying Goods

If you buy goods or pay to have work done, you have the right to expect:

- Labels, advertisements and statements by traders to be correct
- The goods you have bought will do the job you bought them for
- The goods will last a reasonable length of time
- The goods to be repaired or replaced free of charge if faulty

- A full refund for a seriously faulty product
- An acceptable standard of work.

If any of these do not happen, you can get help from a Citizens Advice Bureau or an organisation like the Community Law Centre.

### Duty solicitor

There is a duty solicitor available every morning at the District Court. It is recommended to arrive before the court opening time, to see the duty solicitor. This person can speak on your behalf in 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.

### 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.

## JUSTICES 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 12pm–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 Citizen's Advice Bureau to find the JP closest to you.

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

## LEISURE

Find out about Wellington's heritage and public art; check out the town belt and reserves. Maps of these walks are available at the Information Centre in Civic Square, and on information stands around the city.

### The Botanic Garden

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

101 Glenmore Street, Thorndon 04 499 1400.

### Free Films

The Film Archive, corner of Ghuznee Street and Taranaki Street (downstairs). 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. Open 12pm–5pm Monday to Saturday. There are also free screenings in the theatrettes upstairs daily from 12pm–6pm. To find out more visit [www.filmarchive.org.nz](http://www.filmarchive.org.nz).

### Free Walks and Tours

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

### The 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 Citizen's Advice Bureau on 04 384 2133.

### Saint Andrew's on the Terrace Free Lunchtime Concerts

Every Wednesday 12.15–1.00 pm. Young performers and professional musicians take part in our concert series (March to early December). Bring your lunch.

Donation appreciated to help with costs. To join the Wednesday Lunchtime Concert email group, and for information about lunchtime concert performance opportunities, please contact Lunchtime Concerts Organizer [celia.lampe@paradise.net.nz](mailto:celia.lampe@paradise.net.nz) or phone 04 472 9211.

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## Tours of Parliament

Weekdays the tours leave on the hour from 10am–4pm. Saturdays and public holidays 10am–3pm. Sundays 12pm–3pm. Tours take one hour. Call 04 471 9999 for more information.

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## 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.

## LOANS

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### Warning!!!

- Talk to a Citizens Advice Bureau or Budget Advice Service before taking out a loan with a finance company.
- Beware of advertisements for “Easy Money”. They could cost you more than you think.
- Don’t list as security things such as your house and car that are worth more than the actual loan.

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## Work and Income Loans

Here are some of the items for which Work and Income may consider granting a loan if you don’t have the means to pay for an essential item or service:

School uniforms, dentures, glasses, hearing aids, school stationery, attendance at funerals and tangihanga, fire loss or burglary, telephone installation, clothing, electricity and gas, tenancy bonds, arrears and advances of rent, car repairs, travel for stranded people, washing machines or fridges, furniture.

There are two main types of loans available.

**1. Advance Payment of Benefit:** for people receiving some level of main benefit (excluding student allowances but including people on National Superannuation).

**2. Recoverable Assistance Payments:** for people not receiving a main benefit (ie people on ACC, student allowance, low income workers and self employed).

In both cases there are limits on the amount someone can get at any one time and, as a rule both have to be paid back, at the most, within two years.

In both cases you must provide information about your cash assets and, for the Recoverable Assistance Payments, about your income. You have to demonstrate you don’t have your own means to pay for the item or service required.

The main difference between the two is that an Advance Payment of Benefit by law can be paid to meet any immediate need (although in practice there is a list of things for which it is usually granted).

For Recoverable Assistance on the other hand there is a specific list of items and services for which this can be paid.

### Ten handy hints about dealing with Work and Income

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#### 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. Work and Income staff sometimes lose documents and then claim they have never received them. As a result of this they may cut off your benefit or not start it from the correct date. If you keep copies of date-stamped documents, you can use them as proof if there is any dispute.

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#### 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 both for one-off assistance like food grants, and for supplementary benefits like Disability Allowance and Special Benefit.

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#### 3. If you are on a Disability Allowance use the same chemist

If you are getting a Disability Allowance it is best to go to the same chemist all the time. That way 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 twelve month period you will need to go to each one in order to get a record of all your prescription fees.

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#### 4. Get it in writing

When you want to apply for assistance, it is always best to 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.

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#### 5. Same day service for emergency assistance

When you need assistance for an emergency, like a Food Special Needs Grant, Work and Income are required to see you on the day in question. You do not need to make an appointment to see your own case manager. Instead go to your nearest service centre and tell the receptionist you need a “food grant”. You should be put into a queue to see the next available case manager. 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.

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#### 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 a year (the twelve months prior to the year you apply for the grant). However, this limit can be exceeded in exceptional circumstances. If you have reached your limit, you can also apply for an advance for food (which you have to pay back).

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## 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 earnings before tax on a weekly basis. There are different rules for different benefit types. For example, your Accommodation Supplement and Special Benefit are reduced immediately you start earning, whereas your main benefit is not affected until after you earn \$80 before tax. There are also some exemptions which may apply, particularly if you are on an Invalid's Benefit.

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## 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, child care 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.

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## 9. Special Benefit

If you are having trouble making ends meet from week to week, whether a beneficiary, on NZ Super, ACC, or working, you may be eligible for a Special Benefit to top up your weekly income so that you can pay your regular living expenses. The best way to find out is to make an appointment through the Work and Income call centre to apply for Special Benefit.

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## 10. You don't have to take "No" for an answer!

Most decisions by Work and Income staff 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.

## TENANCY ISSUES

**Tenancy Services** – advice for all matters relating to tenancy (8.30am to 4.30pm) 0800 836 262.

**Bond Centre** – information for all matters relating to bond payments and requirements 0800 737 666.

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## General Tenancy Information

### Looking for a Place to Live?

- try local newspaper in the 'To Let' and 'Flatmates Wanted' sections, (Wednesday and Saturday)
- try putting an advert in your local dairy window, or on supermarket notice boards
- try asking friends, or work colleagues, sometimes they can come up with a place
- try Wellington City Council and Housing New Zealand for cheaper long term housing
- try 'Accommodation Rental' in the Yellow pages
- try flat renting/letting agencies and real estate agents. These places usually charge you once you have found a place. Fee charges can be up to one or two weeks rent.

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### Moving in Costs

The cost for a tenant moving into a rental place can be very high. A landlord can legally ask for two weeks rent in advance, up to four weeks rent as a bond, plus any agents or lawyers fees involved. Some landlords may accept a 'drip feed' for bond payments, so it pays to ask.

## Bond

This is money that a Landlord can ask tenants to pay when they move into a house or flat. The bond is held to cover any unpaid rent, damage to the flat (if it is the tenant's fault), or any other claim.

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.

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## 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.

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## Mediation

The best way to solve problems is to talk about them. The earlier you talk to your landlord, the earlier you can sort out any problems.

### Try Mediation

This is a way to help tenants and landlords solve their problems. A mediator is an independent person who helps you both discuss the problem.

## Why Mediation?

- this leaves you free to choose your own solution
- 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.

## Cost of Mediation

- \$20.00

## Mediation Procedure

- Telephone Tenancy Services to request a mediation application form
- Pay \$20.00 at the nominated bank on the application form
- Return the form to the nearest Tenancy Service
- Wait approximately seven days to be contacted.

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## Repairs

Landlords are responsible for maintaining the premises. Tenants should notify their landlord if repairs are needed. If you have difficulties getting the repairs done, you should contact Tenancy Services.

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## 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.

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## 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.

## WELLINGTON CITY BYLAWS

**For more information go to: [www.Wellington.govt.nz](http://www.Wellington.govt.nz) or call Wellington City Council on 499 4444.**

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## 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.

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## Central City Liquor Ban

There is a bylaw prohibiting the consumption and possession of open alcohol in public places (including vehicles) within the central area of the city during the following times:

- **Thursday, Friday and Saturday evenings** – from 5pm–8am the following day
- **Christmas Eve and New Year's Eve** – from 5pm–8am the following day.

The 'central area' includes the central city – extending from the waterfront at Kaiwharawhara to the Basin Reserve and including the Stadium, Lambton Quay, parts of Thorndon, Manners and Cuba Malls, and Courtenay Place.

## TELEPHONE HELP FOR TIMES OF CRISIS

### **Aids Hot-Line**

0800 802 437

### **Alcoholics Anonymous**

0800 AA WORKS

(0800 229 675)

### **The Alcohol Help Line**

0800 787 797

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

04 384 8275

### **Child Abuse Prevention Services**

04 801 2704/0800 228 737

### **Child, Youth and Family**

0508 326 459

### **Gambling Problem Helpline**

0800 654 655

### **Gay/Lesbian Switchboard**

04 473 7878

### **Healthline (Including Well Child Advice)**

0800 611 116

### **Help Foundation** (24 hrs for rape issues)

04 499 7532

### **Hutt Valley Stopping Violence Centre** (for violent men)

04 570 0772

### **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

**Business Line:** 04 473 5358

### **Samaritans**

04 473 9739

0800 726 666

### **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

#### **Youthline**

0800 37 66 33 / 04 382 8828

## PUBLIC TOILETS

### **Showers**

There is a shower located in the changing rooms in Anderson Park Sports Pavilion and are 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 Drop in Centres:

- **Salvation Army Hope Centre**
- **Wellington City Mission**
- **The Catacombs**

## PUBLIC TOILETS

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	One shower in the male room and one in the female room	No	7am–9pm
<b>Berhampore</b> – 33 Luxford St	No	Yes	24 hours
<b>Berhampore</b> Golf Links – Adelaide Rd	No	No	7am–9pm
<b>Brooklyn</b> – Central Park, 65 Ohiro Rd	No	No	7am–9pm
<b>Brooklyn</b> – 44 Jefferson St	No	Yes	24 hours
<b>City</b> – Aro St Park, 60 Aro St	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 St/ Manners St	No	Yes	Monday to Thursday: 7.30am–6pm Friday: 7.30am–7pm Saturday: 8.am–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	One shower in the male room and one in the female room	No	7am–9pm
<b>Hataitai</b> – Taurima St	No	Yes	7am–9pm

Location	Shower	Disabled Access	Open Hours
<b>Island Bay</b> – Medway St/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 Rd	No	Yes	24 hours
<b>Johnsonville</b> – Broderick Rd	No	Yes	24 hours
<b>Karori</b> – Cemetery, Rosehaugh Rd	No	No	7am–9pm
<b>Karori</b> – Karori Rd, 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 Rd, top of Cable Car	No	Yes	6am–10pm
<b>Khandallah</b> – Woodmancote Rd	No	No	7am–9pm
<b>Khandallah</b> – Ganges Rd	No	Yes	24 hours
<b>Kilbirnie</b> – 56 Bay Rd	No	Yes	7am–9pm
<b>Lambton</b> – Bowen St	No	Yes	24 hours
<b>Lyll 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 Rd	No	No	During special events

Location	Shower	Disabled Access	Open Hours
<b>Miramar</b> – Worsler Bay – Awa Road	No	Yes	24 hours
<b>Miramar</b> – polo ground, 20A Park Rd	No	No	During special events
<b>Miramar</b> – cnr Miramar Ave/ Park Rd	No	Yes	7am–9pm
<b>Mornington</b> – 42 Quebec St	No	No	24 hours
<b>Newlands</b> – Newlands Mall, McMillan Ct	No	No	7am–9pm
<b>Newtown</b> – 9 Constable St	No	Yes	24 hours
<b>Ngaio</b> – Collingwood St	No	Yes	24 hours
<b>Northland</b> – Randwick Rd	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 Changing rooms closed 1 June – 31 August
<b>Seatoun</b> – Churchill Park, 2 Marine Pde	No	Yes	Monday to Wednesday: 24 hours Thursday to Sunday: 7am–9pm
<b>Seatoun</b> – 23 Dundas St	No	Yes	24 hours
<b>Seatoun</b> – Seatoun Park, Ludlam St	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>Location</b>	<b>Shower</b>	<b>Disabled Access</b>	<b>Open Hours</b>
<b>Worser Bay</b>	No	Yes	24 hours. Changing rooms closed 1 June – 31 August
<b>Tawa</b> – Grasslees Reserve, Davies St	No	No	7am–9pm
<b>Tawa</b> – Willowbank Reserve and play area, Taylor Rd	No	No	7am–9pm
<b>Wadestown</b> – Wadestown Rd/Cecil Rd	No	Yes	24 hours
<b>Wilton</b> – Otari-Wilton's Bush Info Centre, 160 Wilton Rd	No	Yes	7am–9pm
<b>Wilton</b> – Otari-Wilton's Bush picnic area, 160 Wilton Rd	No	No	24 Hours