

Te Whatu Ora
Health New Zealand

Waitematā Community Support



Non-profit organisations play a vital role in building healthy communities by providing critical services that contribute to keeping people healthy and on their feet.

Thanks to the combination of strong community relationships and intimate local knowledge, these organisations often understand better than anyone else their communities' needs and the best ways to meet them.

Many non-profit organisations are here to support you with practical advice and guidance after you have left the hospital.

This booklet is meant as guidance. Most of the services you can find in this booklet are **free or low-cost**. There will be many more organizations out there that are not covered in this booklet. Please refer to websites like www.heartsandminds.org.nz and www.waitakerehealthlink.org.nz



We would like to thank **Waitakere Health Link** for their support in this booklet.



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General health services

Healthline

www.healthline.co.nz (0800) 611 116.

Offers **free** calls for advice and health information from a registered nurse. Available 24 hours, 7 days a week.

Healthpoint www.healthpoint.co.nz is an online health information website about healthcare providers, referral expectations, services offered and common treatments.

Te Puna Manawa Healthwest

www.healthwest.co.nz (09) 839 7480.

Offers **free** health, social, whānau ora and community support services to Māori, Pacific, children, families and other high-needs populations.

The Fono www.thefono.org (0800) 366

648. Provides **affordable** medical, dental, social, pharmacy, health promotion and education services.

La Va www.leva.co.nz 09 261 3490.

Public, general health and wellbeing for Pasifika communities.

Whakarongorau Aotearoa

www.homecaremedical.co.nz

(09) 354 7774. Running **free** to the public, virtual health, mental health, and social services - available 24 hours a day, 7 days a week.

Age Concern

www.ageconcernauckland.org.nz (09) **4894975.** **Free** health promotion activities that provide knowledge on health and wellbeing topics. Also offer counselling services.

Asian Health Service

www.asianhealthservices.co.nz (0800)

88 88 300800 88 88 30. Offers **free** information on NZ health & disability services, incl. National Screening Services and immunization. AHS provides Asian Patient Support Service, Asian Mental Health Service, and 24/7 WATIS interpreting service for appointments at local primary health providers (GPs, etc.) and public hospitals.



General health services

Hearing

Deaf Aotearoa www.deaf.org.nz
(0800) 33 23 22. Provides **free** knowledge, information, resources and skills. With these, Deaf people are able to independently manage events in their own lives.

Your Way Kia Roha

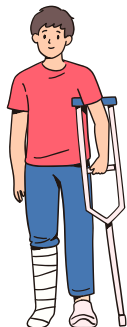
www.yourwaykiaroha.nz
(0800) 008 011. **Free** hearing therapists offering independent information and support.

Allergies

Allergy NZ www.allergy.org.nz (0800) 340 800. **Free** Information, education, support and advocacy to manage allergies.

After a fall

Enliven www.enlivennorthern.org.nz
(0800) 365 4836. Enliven maximises the independence of older people and those living with disabilities or injuries.
Funded after referral GP or need assessor.



Total Care Health Services

www.totalcarehealth.co.nz (09) 630 1630. Has nurses who will deliver professional treatment whether you need simple wound care assistance or complex care **funded for 65 years and older, Disability Support Services or ACC.**

Equipment

ACC Equipment www.acc.co.nz (0800) 101 996 If ACC covers your injury, they can help if you need aids or equipment, like crutches, a wheelchair, hearing aids, glasses or artificial limbs.

Once you are home:

Care on call www.careoncall.nz
(0800) 66 44 22. Provides high-quality and personalised home care support services for people of all ages. **Funding options available.**

ACC Support

ACC www.acc.co.nz (0800) 101996 .If ACC covers your injury, you may be able to get support to help around your home.

Community services

Free food parcels

Find below a list of places to get **free** food parcels.

Vision West www.visionwest.org.nz
(0800) 222040.

Salvation Army
www.salvationarmy.org.nz (0800) 53
0000.

Food from Auckland City Mission
www.aucklandcitymission.org.nz
(0800) 223 663.

CARE Waitakere
www.carewaitakere.org.nz (09) 834
6480.

Community food pantries (Pātaka Kai)
www.patakai.co.nz

You can check your **local churches** for food parcels also.

Waitakere Health Link

www.waitakerehealthlink.org.nz (09)
839 0512. **Free** service fosters collaborative relationships between communities and healthcare providers.

Community Waitakere

www.communitywaitakere.org.nz (09)
838 7903. Is committed to creating, educating and advocating for healthy environments.

Citizen Advice Bureau

www.cab.org.nz. **Free** service helping people to understand their rights and obligations.

Living Essentials

Give a Kid a Blanket

www.giveakidablanket.co.nz
badwakk@xtra.co.nz. **Free** objects of warmth including blankets, duvets, bedding, clothing and self-care essentials.

Kindness collective foundation.

www.kindness.co.nz. Organisation that provides **free** everyday essentials.



Community services

Family harm

Women's Refuge

www.womensrefuge.org.nz (0800)

733 843. **Free** support for women and children experiencing family violence.

Hestia (0800) 321 361

(24/7 Crisis Line) provides **free** comprehensive family violence services for women and children who have experienced, or are experiencing, abuse in their homes and live in the Hibiscus Coast and Rodney region.

Family Action

www.familyaction.org.nz (0800)

833843. Offers a **free**, safe, confidential and empowering counselling service, refuge and court advocacy.

Shine www.2shine.org.nz (0508)

744633. **Free** helpline calls for anyone worried about their friend, family member, child, own situation or anyone they know who might be experiencing domestic violence.

Tu Wahine Trust (09) 8388700

Provides **free** counselling, therapy and support to Māori women, children and families affected by violence and abuse.

Proactive www.proactive4health.co.nz
(0800) 868259 **Free** support for injury (ACC Sensitive Claims).

Pet support

Pet refuge www.petrefuge.org.nz

(0800) 738 733 843. Provides **free** temporary accommodation for pets affected by domestic violence while their owners secure their safety.

Housing Support

Salvation Army Social Housing

www.salvationarmy.org.nz

(0800) 530000. Provides long-term rental housing to individuals and families.

Vision West Housing First

www.visionwest.org.nz (0800) 222 040

Supports people who have been homeless for over a year.

Emergency housing

Work and Income

www.workandincome.govt.nz

If you need immediate assistance with housing for tonight, please ring **(0800) 559 009** or call your closest branch office.



Community services

Free transport

St John NZ www.stjohn.org.nz (0800) 785 646. The St John Health Shuttle is a koha-based community service that transports people to health-related visits and then brings them home again.

Shuttle Service Age Concern

www.ageconcern.org.nz

(0800) 809 342

Hospital shuttle between North Shore and Waitakere Hospital

Feeling lonely

Loneliness NZ www.loneliness.org.nz.

Free service promoting public health and social inclusion by supporting those already experiencing loneliness in their life.

The 60s up Movement of NZ

www.60supmovement.org.nz (09) 238

1457. Low-cost. Has activities such as trips, entertainment, shared & restaurant lunches, speakers, bowls, cards and more.

Hospice support

Hospice West Auckland

hwa.org.nz (0800) 8349755. Provides **free** specialist palliative care and holistic support to improve the quality of life for people living in the wider West Auckland community and their loved ones with life-limiting illnesses.

Harbour Hospice

www.harbourhospice.org.nz (09) 486 1688

Provides **free** specialist, palliative care for families and whānau living in the Hibiscus Coast, North Shore and Warkworth /Wellsford communities.

Amitabha Hospice Service Trust

www.amitabhahospice.org (09) 828

3321. Offers **free** practical home help and compassionate companionship for the elderly and the incurably ill of any age and their families.



Cultural support

Asian Health Line

(0800) 888830 The Asian Health Line is a **free** service to help the Asian community access information and advice about health services in New Zealand.

Te Hā Oranga www.tehaoranga.co.nz

(0800) 698 342. **Free** services to support total well-being and Whānau Hauora.

Asha Services

www.asianfamilyservices.nz **(0800) 862 342.** Asian Family Services (AFS) provides **free** professional, confidential, nationwide face-to-face or telephone counselling support to Asian people who are affected by gambling harm or mental health-related issues in New Zealand.

Migrant and ethnic support

Aotearoa Latin American Community

www.alacinc.org.nz **(09) 636 5313.**

Free services provider that supports migrants and refugees, mainly from Latin America, throughout their settlement process in New Zealand.

Cancer services and support

Breast Cancer Foundation NZ

www.breastcancerfoundation.org.nz

(0800) 226 8773. Gives **free** support (incl. peer support) to patients recovering from treatment and those living long-term with breast cancer.

Cancer Society www.cancernz.org.nz

(0800) 226 237 offers a range of **free** services to help people with cancer, from nurses support to drivers.

Prostate Cancer Foundation NZ

www.prostate.org.nz **(0800) 477 678.**

Provides **free** holistic support services and information resources for men, and their families.

Youth

Canteen www.canteen.org.nz

(0800) 2268 336. Provides **free** support services for 13-24 year old's, dealing with their own cancer, their parents or or sibling's cancer or the death of a parent or sibling.



Mental health services

Le Va www.leva.co.nz (09) 261 3490.

Free services that deliver mental health, addiction and suicide prevention.

Te Ata www.teata.org.nz (09) 8370671.

Free peer-led community support centre for the West Auckland community. It offers educational, recreational and social support services to people diagnosed with mental health disorders.

Changing Minds

www.changingminds.org.nz (09) 623

1762. Is a **free** support service led and operated by people who have navigated their own lived experience journey through mental health and addiction.

Walsh Trust www.walsh.org.nz (0800)

192574. Provides **free** community-based mental health support and residential services.

Lifeline www.lifeline.org.nz

(0800) 543 354. **Free** 24-hour helplines for many kinds of issues including emotional and psychological distress, anxiety, depression, relationship and family problems, domestic violence and abuse, work and financial issues.

Suicide Crisis Helpline

If you or someone you know is in a crisis and needs immediate help, reach out to the **Suicide Crisis Helpline** at www.lifeline.org.nz or call **(0508)**

828865. This **free** community helpline is staffed by a highly trained team that is available 24/7.

Counselling

1737 www.1737.org.nz Are you feeling stressed or just need someone to talk to. **Free** call or text 1737 anytime 24 hours- a -day. You will talk to a trained counsellor or peer support worker.

The Grief Centre

www.griefcentre.org.nz (09) 418 1457.

Provides counselling, bereavement phone support, professional training and community and group support sessions to ensure people are well-supported through their individual grief and loss journey.

Hearts and Minds

www.heartsandminds.org.nz (09) 441

8989. Is an organisation with an integrated focus on wellbeing. They offers range of **free** Well-being & resilience courses & groups, which are led by qualified counsellors and therapists. Their support coordinators can also connect you with resources and support best -suited to your needs.

Disability Support

Independent Living Service

www.isnz.org (0800) 625100. Supports people with impairments, as well as their families, whānau, and support networks.

Disability Connect

www.disabilityconnect.org.nz (09) 636 0351. Is a **free** disability information advisory service that also runs support groups and workshops.

CCS Disability Action

www.ccsdisabilityaction.org.nz (0800) 227 2255. Provides support, advocacy and information for people with a disability.

Taikura Trust www.taikura.org.nz

(0800) 824 5872. **Free** needs assessment and service coordination for disabled people under 65 years who live in Auckland.

Vision

Blind low vision NZ

www.blindlowvision.org.nz (0800) 243 333. **Free** service (except equipment) supporting people with no- or limited useful sight that makes doing day-to-day tasks a challenge.



Equipment and aids

Ministry of Disabled People

www.whaikaha.govt.nz (0800) 566 601.

There is a range of equipment and aids available to support you with communication or daily tasks. Find out about funding for equipment like hearing aids, medical alarms, and glasses, and making changes to your home or place of work.

Social Services

Gambling

Problem Gambling Foundation

www.pgfnz.org (0800) 664262. **Free** and confidential support for anyone affected by gambling.

Alcohol and Drug Services

CADS www.cads.org.nz (09) 845 1818.

Runs several **free** educational and therapeutic groups for people who may have issues with alcohol and drugs or have family and friends who are affected. Cultural services and translators are available.

Alcohol and Drug Helpline

www.alcoholdrughelpline.org.nz (0800) 787 797 or text 8681 to speak with a trained counsellor 24 hours a day, 7-days a week. All calls are **free** and confidential.

Maternity , Child & Women's Health

Well Women & Family Trust

www.wellwomenandfamily.co.nz

(09) 846 7886. Free nurse-led organisation. Nurses are highly specialised in cervical screening, sexual health and contraception.

Pregnancy support

Babies Out West

www.waitakerehealthlink.org.nz/babies-out-west

(09) 839 0512. Provides information about **free** services from pregnancy and childbirth to counselling and parenting education available in West Auckland.

Pregnancy Help Auckland

www.pregnancyhelp.org.nz **(09) 373**

2599. Provides **free**, client-focused practical assistance, information and advice during pregnancy and early childhood.

Parenting Support

Brainwave Trust www.brainwave.org.nz

(09) 528 3981. Offers **free** info sessions from two hours to a full day designed to help parents and whānau understand what children need for the best start in life.

Real Parents www.realparents.org.nz

(021) 712 173. Real Parents is made up of real and upbeat professionals who love helping parents find their confidence and enjoy their kids.

Parent Aid Waitakere

www.parentaidwaitakere.co.nz **(09)**

8364122. Provide **free** in-home childcare and helping service for parents and caregivers in times of illness, accidents, stress or another emergency.

Plunket www.plunket.org.nz **(0800)**

933922. **Free** support service for the health and wellbeing of tamariki under five and their whānau.

Parent to parent

www.parent2parent.org.nz **(0508) 236**

236. **Free** service connecting and supporting parents with disabled kids.



Youth

Health

The Youth Health Hub

Waitakere www.healthwest.co.nz (09) 8397480.

North Shore: <https://www.cab.org.nz> (0800) 562 023. **Free** health service to young people aged 12-24 years, offering general youth health clinics by appointment throughout the week.

Help and Counselling

Youthline www.youthline.co.nz (0800)276633. **Free** helpline service (text, phone, web chat & email) and face-to-face counselling services.

Altered High www.alteredhigh.com (027) 462 4580. **Free** and confidential, youth-friendly counselling for people with any kind of substance use or who are affected by someone else's use.

The lowdown www.thelowdown.co.nz (04)917 0060. **Free** support here for your hauora, identity, culture and mental health.

Job support

Zeal www.zeal.nz (0800) 346393. Skill development programmes for young people to set them up for job opportunities.

Rainbow support

Youth

Rainbow Youth www.ry.org.nz

Provides strengths-based peer support that considers hauora, resilience, cultural identities and individual journeys.

All Ages

Outline www.outline.org.nz (0800) 6885463. Is a **free** all -ages support group for the rainbow community, their whānau and those questioning.



Men's health

Better Blokes www.betterblokes.org.nz (0800) 448484. **Free** support service for the recovery of male survivors of sexual abuse through the provision of peer-to-peer support services.

ASHS www.ashs.org.nz (0800) 739 432. Auckland Sexual Health Service is a specialist service offering **free** and confidential sexual health care.

Counselling

Man Alive www.manalive.nz (0800) 826 3672. Counselling for men by men **free** group programme (1 on 1 has a fee)

Connecting families

Grandfriends www.grandfriends.nz (09) 947 5815. **Free** service connecting retired families with young families. Grandfriends provide a 'people' solution to loneliness and a much-needed additional support network for those with young families.

Big Brother Big Sister

www.bigbrothersbigsisters.org.nz. **Free** service supporting long-term, consistent and meaningful mentoring relationships between young people and caring adult volunteers in Auckland.

Older adults

Aged Concern

www.ageconcernauckland.org.nz (09) 489 4975. **Free** visiting service provides regular visits to older people who would like more company, to reduce social isolation.

Selwyn Centre

www.selwynfoundation.org.nz (0800) 30 1234. Offers social activities, gentle exercise, a varied events programme laughter and fun, morning/ afternoon tea, and practical advice for a **small fee**.

Elder net www.eldernet.co.nz/making-life-easier/services NZ's most comprehensive listing of home help and other support services.

Senior Line

www.seniorline.org.nz (0800) 725 463. **Free** information service to help older people and their whānau navigate the health system.



Long term conditions

Asthma NZ www.asthma.org.nz
(09) 623 0236. **Free** education, training and support to individuals with asthma/COPD and their families.

Diabetes New Zealand
www.diabetes.org.nz (0800) 342 238.
Free nursing service representing and supporting people with diabetes.

Heart Foundation
www.heartfoundation.org.nz
(0800) 863 375. Connects with communities across the country, providing **free** support, care and advice to people and their families affected by heart disease.

Stroke Foundation www.stroke.org.nz
(0508) 272 467. **Free** critical services to stroke survivors and their families / whānau and carers to achieve the best possible outcomes for recovery.

Parkinson NZ www.parkinsons.org.nz
(0800) 473 4636. **Free** nursing services range from home visits, exercise sessions, social and support groups, advice, advocacy and referrals.

ADHD NZ www.adhd.org.nz (09) 625 1754. **Free** support for ADHD community by providing practical information and support.

Altogether Autism
www.altogetherautism.org.nz (0800) 273 463. Offers **free** autism information and advisory service.

Dementia NZ www.dementia.nz (0800) 444 776. Provides advocacy and access to information and support to people and their families with dementia.

ME Auckland
www.meaukland.org.nz (0800) 632 553. Our client support coordinators provide **free** assistance to Aucklanders, their carers, family and others in the community affected by supporting people with ME/CFS, Long Covid and related conditions.

Epilepsy NZ www.epilepsy.org.nz
(0800) 37 45 37. Provides **free** support programmes for people and families living with epilepsy.

Auckland Kidney Society
www.kidneysociety.co.nz (0800) 235 711. **Free** services help people find their way towards living well with chronic kidney disease. Experienced staff and volunteers are at hand with ideas, advice and practical help.

Finances and budget services

North Harbour Budgeting Service

www.nhbudgeting.org.nz (0800)

159158. Free and confidential service helping you with your finances

The Salvation Army Budgeting Service

www.salvationarmy.org.nz

(09) 4412554 ext 2. Free advisors help people devise workable budgets and provide guidance on planning for the future.

Care Waitakere Trust

www.carewaitakere.org.nz

(09) 834 6480 free budgeting advice from trained financial mentors.

Free legal advice

Waitemata Community Law Centre

www.waitematalaw.org.nz

0800 529 463. Free legal help to people who are most in need in Waitākere, North Shore and Rodney.

Court Service for Victims

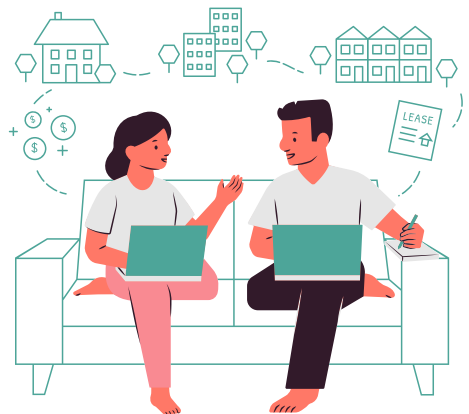
www.justice.govt.nz

(0800) 650654. Free victim advisor with help to court cases.

Enduring Power of Attorney

www.justice.govt.nz

(0800) 268 787. An Enduring Power of Attorney (EPA) is a legal document that allows individuals to grant another person the authority to manage their personal affairs or property if they become unable to do so themselves. This important arrangement ensures that someone trusted is empowered to handle their matters effectively.





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