

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

Social Services in Wellington



Introduction

This is an overview of social service organisations in Wellington.

Wellington City Council was interested in understanding:

- who are the agencies providing social services in Wellington?
- what types of services are provided and what populations are assisted?
- how can the Council, it's partners, and the wider sector use this information to support organisations and the people they serve?

What is a social service?

The New Zealand Productivity Inquiry (2015) defined a social service as:

“Social services are those dedicated to enhancing people’s economic and social well-being by helping them lead more stable, healthy, self-sufficient and fulfilling lives.”

Summary information was gathered from April to October 2018.

It involved two stages:

- stage one - an initial short survey to create a list of non-government community-based organisations that provide social services within Wellington. (Eighty-nine (89) organisations providing 155 services were profiled in this inventory.)
- stage two - an in-depth survey to give more detailed information about services offered, and the demographic make-up of clients. This stage also explored emerging issues for communities and organisations. Thirty-two (32) social service providers contributed to the survey results in face-to-face interviews. Survey participants included community leaders, volunteers and community service workers from large and small organisations.

Services overview

Who are the agencies providing social services in Wellington?

What types of services are provided and what populations are assisted?

Social service organisations provide support for a broad range of issues: housing, homelessness, health, alcohol and drug addiction, financial advice, legal services, violence interventions, ageing populations, youth, refugees, Māori and Pacific Island populations. They include not-for-profit organisations, charities, community groups, and social enterprises.

Service categories

By Service Description

Employment, Education and Training

- Employment Services
- Education and Training

Housing, Homecare and Accommodation

- Foodbank and other Nutritional Support
- Home Care
- Homelessness
- Housing and Accommodation

Health and Disability Support

- Disability and Accessibility Services
- Alcohol and other Drug Services
- General Health Services
- Mental Health Services
- Sexual Health Services

Violence Interventions

- Domestic Violence
- Sexual Violence

General and Community Support

- Advocacy
- Budgeting and Finance
- Cultural Māori
- Cultural Other
- Gender and Sexuality
- General Support
- Legal Services
- Services for Prisoners and their Families
- Referral Services

By Demographic

- Ageing Populations
- Children
- Families
- LGBTA+
- Individuals
- Māori
- Migrants and Refugees
- Pasifika
- Women
- Young People

Organisations, purpose and contact information are provided in Appendix 1. This is a snapshot of services in 2018. It gives a broad insight into what is available in Wellington. Appendix 1 also includes a quick reference list of helplines and web resources (pg 33).

There are additional social support, health, and clubs listings available in the Citizens Advice Bureau Community Directory www.cab.org.nz.

Appendix 2 summarises responses about social outcomes and populations served.

Summary

Wellington City Council set out to profile the social services available in Wellington.

Social service organisations provide a wide range of support for individuals and families:

- employment, education and training
- housing, homecare and accommodation
- health and disability support
- violence interventions
- general and community support (budgeting and legal services as examples)

How can the Council, it's partners, and the wider sector use this information to support organisations and the people they serve?

Detailed survey responses suggest that organisations could benefit from:

- training for skill development and community leadership using a community development approach.
- facilitation of information sessions and forums on seeking and obtaining community resources and funding.
- investigating improvements in information technology to support efficient communication and networking (agile workplaces).

Social service organisations identified collaboration as a core principle for future success. Networking and collaborations across organisations and with governments are critical to generate ideas and enthusiasm within the sector. A collaborative approach is also necessary to further identify and address gaps in services.

“Everybody needs to remember that the focus is to serve the community, we should be working together for betterment for communities we work with.”

Appendix 1: Inventory of Social Service Organisations

Organisation	Contact	Description	Service Area
Access Community Health	Physical Address: Level 4, 106 Jackson Street, Petone, Lower Hutt 5012 Postal address: PO Box 38139, Wellington Mail Centre, Lower Hutt 5045 Email: info@access.org.nz Website: www.access.org.nz	Service description: Home-based healthcare services designed to help people maintain their independence in their homes and communities. Services include: nursing services; personal care services; household assistance. Provider purpose: Access is one of New Zealand's leading healthcare providers, specialising in home-based healthcare and support. We work with the Ministry of Health, DHB and ACC, among others, to support 20,000 people nationwide to live independently in their own homes.	National (all of New Zealand)
Accessible Properties New Zealand Ltd	Physical address: Level 5, 50 Manners Street, Wellington 6011 Postal address: PO Box 1974, Wellington 6140 Email: info@accessibleproperties.co.nz Website: www.accessibleproperties.co.nz	Service description: Providing quality housing for low income earners, or those with a disability. Provider purpose: Providing good quality, affordable homes and property management services to people with disabilities or on low incomes, and the organisations that support them.	Johnsonville (Northern), Miramar (Eastern), Other properties in the Hutt city.
Agape Budgeting Service	Postal address: PO Box 13107, Johnsonville, Wellington 6440 Email: info@agapebudgeting.org.nz Website: www.agapebudgeting.org.nz	Service description: Free budgeting service with aim to teach clients how to budget and control their money. We will work with the client and creditors to repay all the debt the client legally owes. Provider purpose: Free budgeting service with over 40 fully trained budget advisers. We operate throughout the Wellington region in the client's home and from service centres or neutral ground like Citizens Advice Bureaus, libraries.	City wide (all of Wellington City), As far as Upper Hutt, Pukerua Bay
Age Concern Wellington	Physical address: Suite 4, Level 1, Anvil House, 138-140 Wakefield Street, Wellington 6011 Postal address: PO Box 11108 Manners Street, Wellington 6142 Email: communitysupp@acwellington.org.nz Website: www.acwellington.org.nz	Service description: Providing visitors who make regular visits to socially isolated older people in their homes via Age Concern Accredited Visiting Service. Although anyone can access this service, there are eligibility criteria. Other programme include: Steady as you go exercise classes; staying safe driving classes. Provider purpose: Your local Age Concern is your first port of call when you and your family/whanau need information.	City wide (all of Wellington City), As far as Upper Hutt and Whitby
Anxiety Specialists	Physical address: Level 2, Berl House, 108 The Terrace, Wellington 6011 Email: info@anxietyspecialists.co.nz Website: www.anxietyspecialists.co.nz	Service description: Assessment of anxiety and associated difficulties. Followed by effective, evidential treatment for these in pursuit of goals highlighted by the client and their family. Provider purpose: Anxiety impacts upon everyone, directly or indirectly, at some point in our lives. Our vision is to provide quality psychological services to see people living healthy fulfilling lives. What this means is providing effective treatment supported by research, delivered with a warm and empathetic approach, to give people the best means to cope with and recover from anxiety. We specialise in assessing and treating anxiety conditions (e.g. generalised anxiety, panic, performance anxiety, social anxiety and phobias), as well as associated depression. We treat children and adults.	City wide (all of Wellington City)
Argo Trust - Residential and Vocational Support	Physical address: 95 Aro Street, Aro Valley, Wellington 6021 Email: dayna@argo.org.nz Website: www.argo.org.nz	Service description: We provide 24/7 support for the residents of the trust. We believe that disability, no matter how profound should not be an obstacle and that everyone has the right to live a full, exciting and meaningful life. We have a team of staff who provide the highest quality residential service. We also have Club Argo - a day service which focuses on community participation. Provider purpose: The Argo Trust provides a residential and vocational service for people who have an intellectual and physical disability.	Aro Valley (Lambton)
Arthritis New Zealand	Physical address: Level 2, 120 Featherston Street, Wellington 6143 Postal address: PO Box 10020, Wellington 6143 Email: info@arthritis.org.nz Website: www.arthritis.org.nz	Service description: Support services include a national helpline, weekly Facebook Q&A sessions, support groups, and a service for the newly diagnosed. Provider purpose: Arthritis New Zealand facilitates the provision of quality services and programmes, supporting those affected by arthritis through public awareness, information and advice, direct support, promoting the issues affecting people with arthritis and promoting research. From our offices located in Wellington, Auckland and Christchurch, we provide services throughout the country.	City wide (all of Wellington City)

Arts Access Aotearoa	<p>Physical address: Level 3 Toi Poneke Arts Centre, 61-63 Abel Smith Street, Wellington 6011</p> <p>Postal address: PO Box 9828, Wellington 6141</p> <p>Email: info@artsaccess.org.nz</p> <p>Website: www.artsaccess.org.nz</p>	<p>Service description: Arts Access advocates for all people in New Zealand to have access to the arts as participants and audience members. We work to reduce barriers to participate in and access to the arts. Our stakeholders are people with disabilities and impairments and we are also the lead organisation that advocates for the arts to be used for the rehabilitation of prisoners.</p> <p>Our community includes people who are physically impaired or disabled, people with intellectual impairments, sensory and or learning difficulties, people who are deaf and hearing impaired, people who are blind or vision impaired. We work with creatives spaces (community arts organisations) in Wellington to coordinate professional and skills development opportunities for artists and staff and we advocate for their organisational development and provide training opportunities. We also link professional arts organisations with disabled community organisations to improve access to arts venues in order for them to be inclusive of disabled people.</p> <p>Provider purpose: Encouraging and facilitating access to the arts for people with limited access. The organisation believes everyone has the right to create, participate and perform in the arts.</p>	National (all of New Zealand), Regional (all of Wellington Region), City wide (all of Wellington City)
Asian Family Services - Counselling	<p>Physical address: 1st floor/128 Khyber Pass Rd, Grafton, Auckland 1150</p> <p>Email: ivan.yeo@asianfamilyservices.nz or annie.zhang@asianfamilyservices.nz</p> <p>Website: www.asianfamilyservices.nz</p>	<p>Service description: For clients with gambling issues Asian Family Services provides counselling and support for gamblers, family members and anybody who is negatively affected by someone else's problem gambling in the past or at present. This services include one-on-one counselling services, couple counselling, group counselling and other social work services. These services are free for those who have been affected by gambling harm.</p> <p>For clients with non-gambling issues Asian Family Services understand that most migrant families from Asian countries experience a high level of stress in their migration process because of the lack of language proficiency and a different culture from the host society. This situation causes some families serious relationship issues. Some people develop mental health issues such as anxiety and depression. AFS provides two free counselling sessions for those who experience such health issues to help them to manage their difficulties and to succeed in their migration.</p> <p>The languages available in Wellington are English, Mandarin and Japanese.</p> <p>Provider purpose: Asian Family Services provides tailor-made workshops and programs for Asian groups within the community. These programs and workshops have been developed to respond to the demands and requests from migrant communities. Topics include:</p> <ul style="list-style-type: none"> • Positive Parenting Programme (Triple P Parenting) • Communication program for migrant fathers • 'Live well, Study Well' for international students • Wellness Recovery Action Plan (WRAP) for clients with mental health issues • Anger Management Programme • Gambling Prevention Workshop for new migrants or refugees • Living Well Group • 'Bet on Freedom' harm prevention programme for those who want to re-enter Casino after a period of exclusion from Casino in New Zealand. • Prison Work. Gambling Harm Prevention and Reintegration Programme for Asians who are incarcerated. 	City wide (all of Wellington City)
Atareira - Easy Access Housing	<p>Physical address: Level 5, 175 Victoria St, Wellington 6141</p> <p>Email: easyaccesshousing.org.nz</p> <p>Website: www.atareira.org.nz</p>	<p>Service description: Easy Access Housing (EAH) provides a transitional (six-month) or emergency (three-month) shared-housing service for people with mental health of addiction issues which have contributed to them becoming homeless. Intrinsic supports that empower tāngata whaiora to seek and gain longer-term housing is included in the service model that provides a unique approach in Aotearoa/New Zealand.</p> <p>Provider purpose: Homeless Tāngata whaiora are at the very centre of the service that EAH provides.</p>	Regional (all of Wellington Region), City wide (all of Wellington City)
Atareira - Family/Whānau Support Service	<p>Physical address: Level 5, 175 Victoria St, Wellington 6141</p> <p>Email: enquiries@atareira.org.nz</p>	<p>Service description: Atareira provides support to the families and whānau who care for people with mental health and addictions. Family/whānau support groups.</p> <p>Provider purpose: Provides information, support and advocacy to the families and wider whānau of people who experience mental health and addiction issues.</p>	
Better Outcomes New Zealand	<p>Email: betteroutcomesnz@outlook.com</p> <p>Website: www.betteroutcomesnz.co.nz</p>	<p>Service description: Supervising an adult having contact (access) with children - could be judge ordered and court funded, or private, incurring a cost.</p> <p>Provider purpose: A reputable supervised contact, access and change over service. Oranga Tamariki and court approved. A team of qualified and experienced ECE and social work professionals who supervise an adult having contact with a child(ren) to achieve better outcomes.</p>	Regional (all of Wellington Region), as far as Manawatu

BGI	Physical address: 3 Macdonald Crescent, Te Aro, Wellington Postal Address: PO Box 6485 Marion Square Te Aro Wellington 6141 Email: enquires@bgi.org.nz Website: www.bgi.org.nz	Service description: BGI is a youth development organization based in Wellington city. We offer a range of youth programmes including mentoring, youth groups, youth leadership and family support. Provider purpose: Our heart is in developing young people holistically and relationally (physical, psychological, spiritual and social). We engage and collaborate with young people and families, so they achieve their dreams and improve the wellbeing of themselves and others.	Te Aro (Lambton), Wellington Central (Lambton)
Birth Wise Wellington	Physical address: Trinity Union Church Hall, Hall Avenue, Newtown, Wellington 6021 Postal address: 142 Campbell St, Karori, Wellington 6012 Email: enquiries@birthwise.org.nz Website: www.birthwise.org.nz	Service description: Birth Wise run seven week childbirth & early parenting courses for expectant parents, which promotes wellness in pregnancy, natural birth and holistic parenting by empowering women and men to make informed choices. Refresher courses are also offered to parents and partners of those who have already had one child. Birth Wise also run monthly coffee mornings and community events. Provider purpose: Birth Wise offers an antenatal programme and parenting support groups. Birth Wise promotes wellness in pregnancy, natural birth and holistic parenting by empowering women and men to make informed choices.	City wide (all of Wellington City)
Birthright Wellington	Physical address: Upstairs, 89b Thorndon Quay, Pipitea, Wellington 6011 Postal address: PO Box 706, Wellington 6140 Email: info@birthrightwellington.org.nz Website: www.birthright.org.nz	Service description: Birthright Wellington supports children and young people of families that are led by one person. We provide a number of programmes and services that are aimed at improving the well-being of families parenting on their own. We work alongside families offering home-based social work support that recognises the unique and special needs of families parenting alone. We assess the strengths and difficulties of the family, develop goal setting plans and work alongside the family to support implementation. Immediate issues i.e. lack of food, accommodation, unsafe relationships or parenting issues are identified and prioritised. By providing basic needs, information, budgeting, resources and advocacy, we can ensure that we are putting building blocks in place towards improving health, safety, well-being and resiliency. We work collaboratively with other agencies in the community to provide a wrap around service and achieve positive outcomes. Other services include: Confidential, individualized information and support for those affected by family violence; referrals to recognized agencies for specific problems e.g. grief, child abuse, behaviour problems; ongoing education and support groups for parents; newsletters; recycled clothing and household goods; children's variety sponsorship; children and young peoples self esteem programmes. Provider purpose: Birthright was established in 1955. It is a national organisation which works to support, strengthen and advocate for one-parent families. Today NZ census statistics tell us that there has been a 20% increase in the number of one parent families in the last ten years.	City wide (all of Wellington City), Porirua
BUPA Wellington	Physical address: 4 Observatory Close, Whitby 5024 Email: sandi.davison@bupa.co.nz Website: www.bupa.co.nz	Service description: BUPA has residential care homes, retirement villages, rest homes with hospital care, medical alarms, dental and rehabilitation. Specialist services in treating dementia. Provider purpose: Our purpose is to help people live longer, healthier, happier lives. As New Zealand's largest provider of dementia care, Bupa is committed to shaping New Zealand's dementia care and ensuring that people living with dementia lead happier lives, for as long as they can. This is why we are exploring what we can do to help to create dementia-friendly communities, as well as helping people living with dementia in care homes.	Regional (all of Wellington Region)
Capital Development Agency Ltd	Physical address: Level One Munro Bengel House, 104 The Terrace, Wellington 6011 Postal address: PO Box 10380, The Terrace CBD, Wellington 6143 Email: chelsea@cdanz.com or clare@cdanz.com	Service description: 2 week training programme in small business followed by 6 week draft business plan, small business advice and mentoring service. Provider purpose: Provides training and business mentoring to Work and Income clients wishing to apply for Flexi-wage grant and ongoing funding.	City wide (all of Wellington City)
CART - Community Action Youth and Drugs (CAYAD)	Physical address: Level 1, 118 Tory Street, Te Aro, Wellington 6011 Postal address: 19074 Courtney Place, Wellington 6149 Email: info@cart.org.nz Website: www.cart.org.nz	Service description: <ul style="list-style-type: none"> • Developing and improving drug and alcohol policies (e.g. for schools) • Supporting communities to participate in effective public policy development • Building community capacity to help support rangatahi/ youth in education, employment and recreation • Raising awareness and promoting effective strategies to minimise the harms caused by drugs and alcohol • Wakatika Ora • Methamphetamine prevention and addiction • Currently under development: social detox and counselling • E Tu whānau • Family violence prevention Provider purpose: CART's core ethos is to be available to provide support to hard to reach and difficult to deal with communities. This is a population predominantly comprising of Maori who suffer from severe social and economic disadvantages and fall into a number of high risk groups for poor health and nutrition statistics generally arising from self defeating behaviours. We refer to the members of these communities as 'the tribe of Nga Mokai'.	Te Aro (Lambton)

Catholic Social Services - Social Work or Counselling	<p>Physical address: Suzanne Aubert Compassion Centre, Level 1, 132 Tory Street, Wellington 6011</p> <p>Postal address: PO Box 9408, Marion Street, Wellington 6141</p> <p>Email: reception@wn-catholicsocialservices.org.nz</p> <p>Website: www.wn-catholicsocialservices.org.nz</p>	<p>Service description: We provide low cost counselling for individuals, couples and whānau. Support to children and young people - issues such as anger management, grief and loss, peer interaction etc.</p> <p>Provider purpose: Counselling and social work services to those most in need in our community. We support all people regardless of gender, ethnicity.</p>	Regional (all of Wellington Region), City wide (all of Wellington City)
CCS Disability Action	<p>Physical address: Level 3, Systems House, 94 Dixon Street, Te Aro 6011</p> <p>Postal address: PO Box 6349, Wellington 6141</p> <p>Email: christine@cssdisabilityaction.org.nz</p> <p>Website: www.cssdisabilityaction.org.nz</p>	<p>Service description: Mobility Parking Permit Scheme; Supported Lifestyles Service; Early Intervention Service for infants and young children (offered in: Auckland, North Taranaki, Wellington, Nelson, Canterbury, South Canterbury and Otago).</p> <p>The CCS Information Service provides information about disabilities and Disability Awareness programmes in schools and other organisations.</p> <p>Provider purpose: CCS is one of New Zealand's leading providers of support and services to people with disabilities. Services are provided nationally through 16 integrated branches around the country. We are also a leading advocate for the rights of disabled people.</p>	National (all of New Zealand), Regional (all of Wellington Region)
Challenge 2000	<p>Physical address: 1 Wanaka Street, Johnsonville, Wellington</p> <p>Postal address: PO Box 13059, Johnsonville</p> <p>Email: info@challenge2000.org.nz</p> <p>Website: www.challenge2000.org.nz</p>	<p>Service description: Challenge 2000 provides a number of services to young people depending on their individual needs. Also offering youth programmes, social and community work support for families, mentoring, youth justice, community missions, gap year and internships.</p> <p>Other services: Challenge 2000 has youth houses in Island Bay, Lyall Bay and three in Kilbirnie. Our youth houses are made up of older leaders, youth workers and young people who are living away from their whānau to attend College or gain employment. Some of the youth houses are also part of a pilot supported living project funded by the Ministry of Social Development. This project provides young people aged 17-20 with a safe, comfortable space to live while they continue with foundation education, training and/or employment, and develop the essential resources and living skills they need to make a supported transition to independent living.</p> <p>Provider purpose: Challenge 2000 is a professional, innovative, responsive, dynamic and passionate Youth Development, Community and Family Social Work Agency. We work mainly throughout the Wellington region, providing a wide range of services and programmes to children, young people, families and community groups.</p>	Johnsonville, Newlands, Tawa, Linden (Northern), Lyall Bay, Kilbirnie (Eastern), Island Bay (Southern)
Change Makers Refugee Forum	<p>Physical address: Level 1, 203-209 Willis Street, Te Aro Wellington 6011</p> <p>Postal address: PO Box 9186, Marion Square, Wellington 6141</p> <p>Email: info@crf.org.nz</p> <p>Website: www.crf.org.nz</p>	<p>Service description: We represent 14 different refugee-background communities through research, community development and advocacy activities.</p> <p>Other services: Driver training program.</p> <p>Provider purpose: We work towards our vision of New Zealanders from refugee backgrounds participating fully in New Zealand life.</p>	City wide (all of Wellington City), Porirua to Upper Hutt
Citizens Advice Bureau - Johnsonville	<p>Physical address: Johnsonville Community Centre, 1 Frankmoore Avenue, Johnsonville, Wellington 6037</p> <p>Email: johnsonville@cab.org.nz</p> <p>Website: www.cab.org.nz</p>	<p>Service description: We provide information and advice on anything. We host Justices of the Peace and worker's rights service. We are a referral agency for other services. We can help people to navigate government services if required. We have specialist employment and consumer advocates who will take on more in-depth enquiries and can advocate for clients at meetings. We can also advocate for tenants' rights. We refer people to our budget advice service. We offer face to face settlement advice for new migrants. We have access to Language Connect run in 16 different languages.</p> <p>WINZ foodbank offered for Johnsonville area.</p> <p>Provider purpose: Citizens Advice Bureau promotes knowledge and understanding of peoples' rights and responsibilities. It does this through providing the public with a free and confidential service of information, assistance, referral, and advocacy, about any question issue, or problem. It also uses the experience it gains through helping people, to exert a responsible influence on the development of local and national legislation, policies and services so that the wider community benefits. The service is provided by trained volunteers who have access to an extensive range of resources including a comprehensive referral database of local and national organisations. The service can be accessed face to face, over the phone or by email.</p>	Churton Park (Northern), Crofton Downs (Onslow-Western), Johnsonville (Northern), Khandallah (Onslow-Western), Newlands (Northern), Ngaio (Onslow-Western), Paparangi (Northern), Wadestown (Onslow-Western), Wilton (Onslow-Western), South of Tawa as far down as Wilton

Citizens Advice Bureau – Kilbirnie	<p>Physical address: Kilbirnie Community Centre, 56–58 Bay Road, Kilbirnie, Wellington 6021</p> <p>Email: kilbirnie@cab.org.nz</p> <p>Website: www.cab.org.nz</p>	<p>Service description: We provide information and advice on anything. We host Justices of the Peace and worker’s rights service. We are a referral agency for other services. We can help people to navigate government services if required. We have specialist employment and consumer advocates who will take on more in-depth enquiries and can advocate for clients at meetings. We can also advocate for tenants’ rights. We refer people to our budget advice service. We offer face to face settlement advice for new migrants. We have access to Language Connect run in 16 different languages.</p> <p>Kilbirnie has curtain bank drop off for old curtains to be re-used and given to people with financial difficulties in the community, community law clinic second and fourth Wednesday of the month, Thursday night roster of lawyers. Have budgeting advisors based from Kilbirnie CAB. Doing satellite “pop-up” clinics in the area.</p> <p>Provider purpose: Citizens Advice Bureau promotes knowledge and understanding of peoples’ rights and responsibilities. It does this through providing the public with a free and confidential service of information, assistance, referral, and advocacy, about any question issue, or problem. It also uses the experience it gains through helping people, to exert a responsible influence on the development of local and national legislation, policies and services so that the wider community benefits. The service is provided by trained volunteers who have access to an extensive range of resources including a comprehensive referral database of local and national organisations. The service can be accessed face to face, over the phone or by email.</p>	<p>Breaker Bay (Eastern), Hataitai (Eastern), Karaka Bays (Eastern), Kilbirnie (Eastern), Lyall Bay (Eastern), Maupuia (Eastern), Melrose (Eastern), Miramar (Eastern), Moa Point (Eastern), Rongotai (Eastern), Roseneath (Eastern), Seatoun (Eastern), Strathmore Park (Eastern)</p>
Citizens Advice Bureau – Wellington	<p>Physical address: 101 Wakefield Street, Wellington 6011</p> <p>Postal address: PO Box 24093, Wellington 6011</p> <p>Email: wellingtoncentral@cab.org.nz or welcab@cab.org.nz</p> <p>Website: www.cab.org.nz</p>	<p>Service description: We provide information and advice on anything. We host Justices of the Peace and worker’s rights service. We are a referral agency for Dress for Success and the Wellington curtain bank. We can help people to navigate government services if required. We have specialist employment and consumer advocates who will take on more in-depth enquiries and can advocate for clients at meetings. We can also advocate for tenants’ rights. We refer people to our budget advice service. We offer face to face settlement advice for new migrants. We have access to Language Connect run in 16 different languages.</p> <p>Provider purpose: Citizens Advice Bureau promotes knowledge and understanding of peoples’ rights and responsibilities. It does this through providing the public with a free and confidential service of information, assistance, referral, and advocacy, about any question issue, or problem. It also uses the experience it gains through helping people, to exert a responsible influence on the development of local and national legislation, policies and services so that the wider community benefits. The service is provided by trained volunteers who have access to an extensive range of resources including a comprehensive referral database of local and national organisations. The service can be accessed face to face, over the phone or by email.</p>	<p>Aro Valley (Lambton), Brooklyn (Lambton), Mount Cook (Southern), Mount Victoria (Lambton), Oriental Bay (Lambton), Pipitea (Lambton), Te Aro (Lambton), Thorndon (Lambton), Wellington Central (Lambton)</p>
Citizens Advice Bureau – Newtown	<p>Physical address: Newtown Community and Cultural Centre, Corner of Rintoul and Colombo Streets, Newtown, Wellington 6021</p> <p>Postal address: PO Box 7021, Wellington</p> <p>Email: newtown@cab.org.nz</p> <p>Website: www.cab.org.nz</p>	<p>Service description: We provide information and advice on anything. We host Justices of the Peace and worker’s rights service. We are a referral agency for other services. We can help people to navigate government services if required. We have specialist employment and consumer advocates who will take on more in-depth enquiries and can advocate for clients at meetings. We can also advocate for tenants’ rights. We refer people to our budget advice service. We offer face to face settlement advice for new migrants. We have access to Language Connect run in 16 different languages.</p> <p>At the Newtown branch we have a volunteer who is WINZ expert, who does WINZ advocacy. In Newtown we get most of our enquiries around housing including rental and social housing, and Employment.</p> <p>Provider purpose: Citizens Advice Bureau promotes knowledge and understanding of peoples’ rights and responsibilities. It does this through providing the public with a free and confidential service of information, assistance, referral, and advocacy, about any question issue, or problem. It also uses the experience it gains through helping people, to exert a responsible influence on the development of local and national legislation, policies and services so that the wider community benefits. The service is provided by trained volunteers who have access to an extensive range of resources including a comprehensive referral database of local and national organisations. The service can be accessed face to face, over the phone or by email.</p>	<p>Newtown (Southern), Everybody who comes in but mostly Newtown’s surrounding suburbs</p>

Citizens Advice Bureau Wellington West (Karori)	<p>Physical address: Karori Community Centre, 7 Beauchamp Street, Karori, Wellington 6012</p> <p>Email: karori@cab.org.nz</p> <p>Website: www.cab.org.nz</p>	<p>Service description: We provide information and advice on anything. We host Justices of the Peace and worker's rights service. We are a referral agency for other services. We can help people to navigate government services if required. We have specialist employment and consumer advocates who will take on more in-depth enquiries and can advocate for clients at meetings. We can also advocate for tenants' rights. We refer people to our budget advice service. We offer face to face settlement advice for new migrants. We have access to Language Connect run in 16 different languages.</p> <p>Karori has a free legal clinic, and specialist consumer advocacy service. Consumer, employment and WINZ and tenancy specialists across all CAB's for referrals.</p> <p>Provider purpose: Citizens Advice Bureau promotes knowledge and understanding of peoples' rights and responsibilities. It does this through providing the public with a free and confidential service of information, assistance, referral, and advocacy, about any question issue, or problem. It also uses the experience it gains through helping people, to exert a responsible influence on the development of local and national legislation, policies and services so that the wider community benefits. The service is provided by trained volunteers who have access to an extensive range of resources including a comprehensive referral database of local and national organisations. The service can be accessed face to face, over the phone or by email.</p>	<p>Highbury (Lambton), Karori (Onslow-Western), Kelburn (Lambton), Makara (Onslow-Western), Makara Beach (Onslow-Western), Wadestown (Onslow-Western), Wilton (Onslow-Western)</p>
Community Centres	<p>Locations:</p> <p>Aro Valley Community Centre Berhampore Centennial Community Centre Brooklyn Community Centre Churton Park Community Centre Hataitai Community House Island Bay Community Centre Johnsonville Community Centre Karori Community Centre Khandallah Town Hall Cornerstone Community Centre Kilbirnie-Lyall Bay Community Centre Linden Social Centre Miramar and Maupia Community Centre Mt Vic Hub Newtown Community & Cultural Centre Newlands Community Centre Ngā Hau e Whā o Paparāangi Ngaio Town Hall Northland Memorial Community Centre Raukawa Community Centre Seatoun Village Hall & St Christopher's Strathmore Park Community Centre Tawa Community Centre Thistle Hall Community Centre Wadestown Community Centre Vogelmorn Hall</p> <p>Website: www.wellington.govt.nz/services/community-and-culture/community-centres</p>	<p>Service description: Wellington's community centres offer resources, support services and activities to improve the quality of life in our communities. Every community centre offers its own mix of programmes, largely driven by the residents and groups who use them. New groups and ideas are always welcome.</p> <p>Some examples of service areas are:</p> <ul style="list-style-type: none"> • Community building – community liaison meetings, meeting rooms and halls, cultural services and celebrations. • Health and welfare – meals on wheels, exercise programmes, educational courses and elderly services. • Kids and youth – childcare, toy libraries, school holiday programmes and youth services. • Events and activities – social groups and outings, arts and crafts, fairs. • Communication tools – notice boards, newsletters, access to computers and internet, photocopying and faxing. <p>Provider purpose: Community centres support communities, groups, families and individuals to meet their social needs, make the most of their potential and achieve community wellbeing.</p>	<p>City wide (all of Wellington City)</p>
Community Law Wellington & Hutt Valley	<p>Physical address: Southmark House, Level 8, 203 Willis Street, Wellington 6011</p> <p>Postal address: PO Box 24-005, Wellington 6142</p> <p>Email: info@wclc.org.nz</p> <p>Website: www.wclc.org.nz</p>	<p>Service description: Free, confidential legal help. We have daily drop in sessions at our offices, and frequent sessions in suburbs throughout Wellington and the Hutt valley. We have specialist sessions for: employment law advice, advice for women by women, kaupapa Māori legal advice services, refugee and immigration legal advice services. There is also free legal information to read on Community Law's website.</p> <p>Provider purpose:</p> <ul style="list-style-type: none"> • Vision – Those with the least have the same or better access to justice as those with the most • Purpose – Comprehensive solutions that empower individuals, whānau and the community as a whole • Values – An inspiring work environment which enables meaningful, fulfilling work 	<p>City wide (all of Wellington City), Wellington Central (Lambton)</p>
DCM	<p>Physical address: Kirva House, 2 Lukes Lane, Wellington 6011</p> <p>Postal address: PO Box 6133, Marion Square, Wellington 6141</p> <p>Email: office@dcm.org.nz</p> <p>Website: www.dcm.org.nz</p>	<p>Service description: Each week DCM works with some 150 people, supporting them to make dramatic changes in their lives. Most of these meet the New Zealand definition of homelessness or are at risk of homelessness. We work with them to find housing, access their correct benefit entitlements, manage their money, and connect with family and a range of health and other services. We also provide home help in some situations.</p> <p>Other services: Dental Service, GP services, money management services (banking), help sustaining tenancies, food bank, outreach team reaching rough sleepers.</p> <p>Provider purpose: Together we can end homelessness.</p>	<p>Wellington Central (Lambton)</p>

DCM	Physical address: Kirva House, 2 Lukes Lane, Wellington 6011 Postal address: PO Box 6133 Marion Square, Wellington 6141 Email: office@dcm.org.nz Website: www.dcm.org.nz	Service description: Each week DCM works with some 150 people, supporting them to make dramatic changes in their lives. Most of these meet the New Zealand definition of homelessness or are at risk of homelessness. We work with them to find housing, access their correct benefit entitlements, manage their money, and connect with family and a range of health and other services. We also provide home help in some situations. Other services: Dental Service, GP services, money management services (banking), help sustaining tenancies, food bank, outreach team reaching rough sleepers. Provider purpose: Together we can end homelessness	Wellington Central (Lambton)
Dress for Success Wellington	Physical address: Level 4, 53 Boulcott Street, Wellington 6011 Email: reception@ wellingtondressforsuccess.org or wellington@dressforsuccess.org Website: www.wellington. dressforsuccess.org	Service description: We provide each client with professional attire to secure employment, but we are about much more than simply a new outfit. Besides physically equipping the client with apparel and accessories, our programs furnish her with a confidence that she carries forever and the knowledge that she can actively define her life, the direction she takes and what success means to her. Provider purpose: Our vision is a world where women do not live in poverty. We strive for a world where all women are financially independent, are treated with dignity and respect and are directly impacting their lives and those of their families. We aspire to a world that fully harnesses the power of women and recognizes their role in economic sustainability.	City wide (all of Wellington City)
Drugs and Health Development Project (DHDP) (Needle exchange)	Physical address: Ground Floor, 233A Willis Street, Wellington 6011 Postal address: PO Box 6759, Marion Square, Wellington 6141 Email: info@drugsproject.co.nz Website: www.drugsproject.co.nz	Service description: Needle exchange service for people who inject drugs (PWIDS), with 24 hour access to needles, syringes and other safer injecting items via an after hours electronic dispenser with sharps disposal bin. Peer based, confidential service. Advice on safe injecting, harm reduction, prevention of blood borne viruses e.g. hepatitis C, HIV etc. Support for people with (or in treatment for) hepatitis C. Support and referral to complimentary agencies e.g. alcohol and drug services, methadone programme, NA etc. Outreach service for clients who live in rural areas, and have issues with mobility. Provider purpose: We provide harm reduction information, support, advice and a referral for all injecting drug users (including steroid users).	City wide (all of Wellington City), Some pharmacies on board out of the city, in Hutt city, further north.
Dwell Housing Trust	Physical address: Level 5, Century City Tower, 173-175 Victoria Street, Te Aro, Wellington 6011 Postal address: PO Box 24179, Manners Street, Wellington 6142 Email: info@dwell.org.nz Website: www.dwell.org.nz	Service description: We own a number of properties in Wellington City, ranging from apartment units to houses, that we rent at 70% of the market value, and also do social housing rentals. Provider purpose: Dwell Housing Trust provides affordable quality housing for people of need or on low incomes.	City wide (all of Wellington City), Berhampore (Southern), Island Bay (Southern), Kilbirnie (Eastern), Lyall Bay (Eastern), Miramar (Eastern), Newtown (Southern), Wadestown (Onslow-Western), Wellington Central (Lambton)
Elder Family Matters	Physical address: 22 Hatton Street, Karori, Wellington 6012 Postal address: PO Box 17156, Karori, Wellington 6147 Email: admin@elderfamilymatters.org.nz Website: www.elderfamilymatters.co.nz	Service description: We provide: 24 hour care; respite care; dementia care; palliative care; companionship; post hospital support; overnight support; peace of mind for family members. We can support you at home by providing a carer or care team to help you: <ul style="list-style-type: none"> • Safely prepare meals • Maintain social connections and activities • Get out to purchase groceries and run errands • Get to appointments and support you through them • With household tasks • With personal care such as showering • Keep your garden the way you like it Provider purpose: Client and Family Centred care guides our approach to the planning, delivery, and evaluation of care. We acknowledge and embrace the importance of the Client and their family's involvement in the process of decision making and planning for care. The core values of Client and Family Centred Care are: <ul style="list-style-type: none"> • Participation: Clients and family are encouraged and supported to participate in planning and decision making at a level they choose • Collaboration: Clients and family are encouraged to collaborate on quality care improvements through review processes and care plan revision • Dignity & Respect: Client and family values, beliefs, and culture are integrated into the planning and delivery of care. Client and family perspectives and choices are listened to and respected • Information Sharing: We share complete and accurate information with Clients and families that enable informed decision making and planning. 	Regional (all of Wellington Region)

Emerge Aotearoa	<p>Physical address: 71 Port Road, Seaview, Lower Hutt 5010</p> <p>Postal address: PO Box 30229, Central Lower Hutt 5040</p> <p>Email: info@emergeaotearoa.org.nz</p> <p>Website: www.emergeaotearoa.org.nz</p>	<p>Service description: Emerge Aotearoa provides a wide range of community-based mental health, addiction, disability support and social housing services nationwide.</p> <p>Provider purpose: We believe that everyone is capable of living full and rich lives in their communities of choice. In every aspect of our work we are committed to helping our service users be the best they can be. Taking the best of our historical practices we have created an organisation led by the needs of people who use our services - tangata whaiora - and their families/whānau and communities. We know that listening to and acting on the advice provided by people with lived experience helps us deliver services that are real and relevant. We are committed to understanding the needs of Māori, our Treaty partners, as well as Pasifika people and new settlers. Strategic Priorities:</p> <ul style="list-style-type: none"> • Meeting the needs of Māori Tangata Whaiora • Meeting the needs of Pasifika clients • Commitment to Participation of People with Lived Experience and Peer Services • Social Housing Provisions to People with Mental Health and Addiction Issues 	Regional (all of Wellington Region)
Emerge Supported Employment Trust	<p>Physical address: Level 1, 21-29 Broderick Road, Johnsonville 6037</p> <p>Postal address: PO Box 27187, Marion Square, Te Aro, Wellington 6141</p> <p>Email: enquiries@emergetrust.org.nz</p> <p>Website: www.emergetrust.org.nz</p>	<p>Service description: Supported Employment involves career planning, identifying goals, matching skills and strengths with the tasks or roles in a job. Our second step is to work alongside you: Job searching, providing advice on practical issues such as travel and any special equipment you may need in the workplace. We network with local businesses to create jobs that better fit your employment needs. Our third step is to provide ongoing job support: When you have a job we will develop a plan to support you and your employer throughout your employment relationship and we will work with you towards independence and successful career development.</p> <p>Provider purpose: Emerge Supported Employment Trust is a not for profit organisation which provides a range of professional supported employment and transition services for people with disabilities in Wellington. We support successful long term employment outcomes for people with disabilities in the regular workforce. We are a free service to employers offering advice and support to your business and your employees. Our aim is to find you the right person for the job. Emerge's Transition Programme provides a year of support and facilitation for students with experience of disability in their last year of school.</p>	Regional (all of Wellington Region), as far as Upper Hutt & Kapiti
English Language Partners New Zealand Trust	<p>Physical address: Level 5, 186 Willis Street, Te Aro, Wellington 6011</p> <p>Postal address: PO Box 11469, Manners Street, Wellington 6142</p> <p>Email: wellington@englishlanguage.org.nz or natoffice@englishlanguage.org.nz</p> <p>Website: www.englishlanguage.org.nz</p>	<p>Service description: Improve your English language/literacy/numeracy. Free service for permanent residents of New Zealand. For learners who do not read or write well in their first language. Bilingual tutors.</p> <p>Provider purpose: English Language Partners New Zealand is not-for-profit and works with refugees and migrants. We offer a range of English-language programmes delivered by a unique blend of qualified professionals and trained volunteers.</p>	City wide (all of Wellington City), Office in Lower Hutt and Porirua
ESYT	<p>Email: easternsouthernyouthtrust@gmail.com</p> <p>Website: www.esyt.org.nz</p>	<p>Service description: Eastern Southern Youth Trust are a faith-based organisation set up to support youth workers who are journeying with young people and their whānau. Over the last few years there has been an increasingly growing number of young people needing somewhere to live and there is a huge gap in what has been available. In an effort to address this, ESYT has begun a partnership with OT and have 2 residential care homes for young people.</p> <p>Provider purpose: Our aim is to support and enable youth workers to work with young people and their whānau within residential homes and as we work within the Eastern and Southern Suburbs of Wellington. When needs of the young people and whānau are identified we collaborate with others to effectively utilize people and resources - in an effort to create solutions that will last long-term.</p>	Eastern and Southern
Evolve	<p>Physical address: Level 2, James Smith Building, cnr Cuba & Manners Streets, Wellington</p> <p>Postal address: PO Box 9076, Marion Square Wellington 6141</p> <p>Email: reception@evolveyouth.org.nz</p> <p>Website: www.evolveyouth.org.nz</p>	<p>Service description: Evolve is a 'one stop shop' service for young people ages 10-25 years in Wellington. All services are free and confidential. Nurses and doctors provide physical, sexual and mental health care. Social workers and youth workers provide support around accommodation, employment, benefits, youth justice, sexuality and gender, parenting and general wellbeing. Counselling is available via referral from a nurse. Regular groups include young parents', wellbeing, social and youth, anxiety and LGBTIQ support.</p> <p>Provider purpose: The Youth One Stop Shop (YOSS) model is about youth-friendly, holistic and integrated healthcare and social support.</p>	Te Aro (Lambton), Wellington Central (Lambton)

Fairway Resolution	<p>Physical address: Level 4, 142 Lambton Quay, Wellington 6011</p> <p>Postal address: PO Box 2272, Wellington 6140</p> <p>Email: fairwayinfo@fairwayresolution.com</p> <p>Website: www.fairwayresolution.com</p>	<p>Service description: We help families who are in dispute about parenting arrangements through our Family Dispute Resolution service. Family Dispute Resolution (FDR) is a mediation service, helping people discuss care arrangements for children and is available to anyone who has a dispute relating to the care of children. This includes wider family members such as grandparents or extended whānau.</p> <p>FairWay also provides dispute resolution services for customers of ACC, telecommunication companies and financial service providers as well as international students who are in contractual and/or financial disputes with their providers in New Zealand. Access to these independent dispute resolution schemes is free. Additional services include help to retirement villages and residents, building and construction, education, workplaces, and neighbours, among others.</p> <p>Provider purpose: Fairway provides specialist complaint management and dispute resolution services to help people and organisations manage, resolve, learn from and prevent conflicts.</p>	City wide (all of Wellington City)
Family Planning Clinic	<p>Physical address: Margaret Sparrow Clinic, 35-37 Victoria Street, Wellington 6011</p> <p>Postal address: PO Box 11515, Manners Street, Wellington 6142</p> <p>Email: msc@familyplanning.org.nz</p> <p>Website: www.familyplanning.org.nz</p>	<p>Service description: Contraception, Sexually Transmissible Infection checks and treatment, menopause, cervical screening, vasectomy, Pre-Menstrual Syndrome, pregnancy testing and advice and many others.</p> <p>Provider purpose: Family Planning works to promote a positive view of sexuality and to enable people to make informed choices about their sexual and reproductive health and well-being.</p>	Regional (all of Wellington Region), City wide (all of Wellington City)
HealthCare NZ	<p>Physical address: 19-21 Broderick Rd, Johnsonville, Wellington 6037</p> <p>Postal address: PO Box 31082, Lower Hutt</p> <p>Email: wellington@healthcarenz.co.nz</p> <p>Website: www.healthcarenz.co.nz</p>	<p>Service description: Healthcare NZ provides home support and nursing services including: personal care services such as grooming, showering and dressing; household management and home help such as housework, assistance with meal preparation, shopping, mobility; community mental health; nursing care such as post-operative care, wound care, medication management and many other specialised nursing services.</p> <p>Provider purpose: Our specialist services will help you to stay as active and healthy as possible, and able to enjoy the comfort and freedom that comes with living in your own home. The wide range of services are designed to enable you to live your life the way you want to from the security of your own home. Staying in your own home has never been easier!</p>	Regional (all of Wellington Region)
House of Grace	<p>Postal address: PO Box 51184, Tawa, Wellington 5249</p> <p>Email: info@thehouseofgrace.org.nz</p> <p>Website: www.thehouseofgrace.org.nz</p>	<p>Service description: We help pregnant teens prepare for childbirth, raise healthy newborn babies, parent with confidence and stride towards their true potential.</p> <ul style="list-style-type: none"> • Life skills - home management, budgeting, cooking and baking. Take an active role in the daily home routine and learn through hands-on experience. • Parenting skills - learn how to nurture the physical and emotional needs of a newborn. • School education - continue studies at a local school or by correspondence. <p>The House of Grace will help create a practical work or education plan for each girl's future and professional counselling is available to help residents build self-confidence and strengthen relationships.</p> <p>Provider purpose: The House of Grace is a home for pregnant teens. A place to live, learn, prepare for childbirth and make plans for a bright future.</p>	City wide (all of Wellington City)
Ignite Sport	<p>Physical address: Level 1, 7 Britannia St, Petone, Lower Hutt 5012</p> <p>Postal address: PO Box 30051, Lower Hutt 5040</p> <p>Email: info@ignitesport.org.nz</p> <p>Website: www.ignitesport.org.nz</p>	<p>Service description: Youth development programmes in schools and communities, leadership development, sport coaching and internships. Community programmes also serve youth with specific needs: at risk, refugee background, young women, and people with a disability.</p> <p>Provider purpose: Ignite is a volunteer-based youth development organisation offering a unique delivery style. Using sport and recreation to engage, Ignite Sport encourages young people to consider character, values, balance and heart.</p>	Regional (all of Wellington Region), City wide (all of Wellington City)

InsideOUT	<p>Physical address: Level 3 Anvil House, 138 Wakefield Street, Te Aro, Wellington, 6011</p> <p>Email: hello@insideout.org.nz</p> <p>Website: www.insideout.org.nz</p>	<p>Service description: InsideOUT offers education in understanding gender identity in schools, work places and other organisations; and offers a volunteer program for any one under the age of 27.</p> <p>InsideOUT aims to create and provide resources, education, information and other relevant tools which engage youth to effectively set up and maintain queer/ straight alliances in their schools and to take other actions to make their schools safer. Inside out aims to: create alliances where students can socialise in a safe environment; provide support for students who might be facing issues such as bullying; spread awareness about homophobia, biphobia, transphobia, gender identity and sexual orientation issues within the school; run and support campaigns like the Day of Silence and Pink Shirt Day. We have strong networks with other groups and services around the country and are happy to offer support and referrals to other appropriate and local services as best we can.</p> <p>Provider purpose: InsideOUT is a national organisation which works to make Aotearoa a safer place for all young people of minority genders, sexes and sex characteristics. We are passionate about being run for youth, by youth and apply this value to everything we do. We work with young people, whānau, schools, youth service providers and communities to achieve our aims of decreasing and preventing homophobic, biphobic and transphobic bullying, provide safer spaces and generally improving the health and wellbeing of the young people we work with. We are here to support young people with gay, lesbian, bisexual, transgender, intersex, queer, genderqueer, genderfluid, asexual, aromantic, takatapui, whakawahine, tangata ira tane, fa'afafine, mahu, vakasalewalewa, palopa, akava'ine, fakaleiti, fiaffine and fakafifine identities as well as everyone in between, not sure or who prefers a different label or even none at all!</p>	Regional (all of Wellington Region)
Kites Trust	<p>Physical address: 94 Riddiford Street, Newtown, Wellington 6021</p> <p>Postal address: PO Box 9392, Marion Square, Wellington 6141</p> <p>Email: operations@kites.org.nz or buddies@kites.org.nz</p> <p>Website: www.kites.org.nz</p>	<p>Service description: People with a lived experience of mental health distress act as peers or buddies to those currently struggling, provide downloadable resources, training around discrimination and workshops, compassion work, youth peer support service, coffee groups, work with Massey and Victoria University, New Zealand Police training in mental health matters.</p> <p>Provider purpose: Live in a world everybody has equal shot at everything. Reducing discrimination, increasing peers for mental health matters, combating stigma and discrimination, peer support and development.</p>	City wide (all of Wellington City), Wellington Hospital.
Le Va	<p>Physical address: Harakeke House, 15 Ronwood Avenue, Manukau City, Auckland 2104</p> <p>Email: admin@leva.co.nz</p> <p>Website: www.leva.co.nz/our-work/suicide-prevention</p>	<p>Service description: Online resources on suicide prevention for Pasifika whānau, hapu, communities.</p> <p>Provider purpose: Le Va's purpose is to support Pasifika families and communities to unleash their full potential and have the best possible wellbeing outcomes.</p>	National (all of New Zealand)
Life Unlimited Wellington - Hearing Therapy	<p>Physical address: Level 6, Central House, 26 Brandon Street, Wellington 6011</p> <p>Postal address: PO Box 25173, Featherston Street, Wellington 6146</p> <p>Email: info@lifeunlimited.net.nz</p> <p>Website: www.hearingtherapy.co.nz</p>	<p>Service description: Hearing Therapy is a FREE and independent national service that can help you live well with hearing loss, complete a hearing evaluation and discuss your hearing difficulties with you. We can help you use your hearing more effectively.</p> <ul style="list-style-type: none"> • Teach ways of improving your communication skills • Help you use hearing aid(s) to greater effect • Give information about equipment available to assist with daily living, e.g. telephone, television, radio, baby monitor, fire alarm • Teach speech reading and provide auditory training • Offer advice and practical help to people with tinnitus • Provide information about hearing loss and its prevention to professional groups, community organisations and the general public • Provide information about funding options <p>Other services: Education on looking after hearing and outreach clinics.</p> <p>Provider purpose: A free, nationwide service funded by the Ministry of Health to provide support and independent advice for New Zealand residents or citizens, 16 years and over, who experience difficulty communicating effectively because of a hearing impairment.</p>	City wide (all of Wellington City), Porirua and Hutt

Literacy Aotearoa Wellington	Physical address: Level 2, 220 Willis Street, Te Aro, Wellington 6011 Postal address: PO Box 3180, Wellington Email: reception@literacywellington.org.nz or manager@literacywellington.org.nz Website: www.literacywellington.org.nz	Service description: Literacy Aotearoa Wellington's programmes help people improve their literacy including reading, writing, spelling, everyday numeracy and computer skills. LAW offers a number of different programmes to suit each individual's learning needs. On completion of their course or programme with us, many students have gone into employment, further study, become more involved in their communities, taken better care of their health and finances or become more engaged with their children's education. All our programmes are delivered at no cost to the learner. Basic Te Reo, Police preparation course, Drivers License course. Other services: Fine tuning, upskilling. Provider purpose: Literacy changes everything, relationships, and improves quality of life. Literacy Aotearoa is established to develop, promote and deliver accessible, quality literacy services designed to ensure the peoples of Aotearoa are critically literate and able to realise their full social, cultural and economic potential.	City wide (all of Wellington City)
Mary Potter Hospice	Physical address: 48-52 Mein Street, Newtown, Wellington 6021 Postal address: PO Box 7442, Newtown, Wellington 6242 Email: mph@marypotter.org.nz Website: www.marypotter.org.nz	Service description: Multi-disciplinary expertise to assist with physical, emotional, spiritual, or social concerns arising from a terminal illness. Referrals are welcome from all health providers as well as individuals. Referrals will be assessed to determine suitability of the service. All referrals will receive a prompt response. Other services: Palliative care for people with a terminal illness. Provider purpose: We are here to provide the best quality care we can to people living with terminal illness and give their families / whānau the support they need.	City wide (all of Wellington City)
Meals on Wheels	Physical address: Hospital Kitchen Wellington Hospital, Riddiford Street, Newtown, Wellington 6021 Postal address: Private Bag 7902, Newtown, Wellington 6242 Email: bruce.matson@spotless.co.nz	Service description: Provides and delivers hot meals (Mon - Fri) to people who are housebound and unable to cook for themselves. A referral from a doctor, social worker or hospital is needed. Meals are delivered by lunchtime by volunteers. Volunteer drivers needed. Other services: Will deliver meals to people who are recovering from surgery as well. Provider purpose: Meals on Wheels is one of our longest standing and most recognised community activities - and one that is much appreciated by its recipients. More than just a carrier of hot meals, we deliver independence to many elderly and disabled people and those recovering from illness or hospital treatment. But perhaps most importantly, the service provides much needed regular social contact for the Meals on Wheels recipients.	City wide (all of Wellington City)
Mosaic	Physical address: Riddiford House, 94 Riddiford St, Newtown, Wellington 6021 Postal address: PO Box 7682, Newtown, Wellington 6021 Email: enquiries@mosaic-wgtn.org.nz Website: www.mosaic-wgtn.org.nz	Service description: Service for male survivors of sexual abuse. We work with males (16 years plus) who have experienced sexual abuse We host a 24/7 crisis support line - 022 419 3416. Males and their partners, friends and family/whānau can come in for a chat. We also hold weekly peer support groups where guys can discuss any issues they have had arising from sexual abuse, in a safe confidential place, with other guys who have had similar experiences. Provider purpose: To support male survivors of sexual abuse to empower themselves through education, and access to services that facilitate their healing within their families/whānau and communities.	Newtown (Southern)
Mothers Network Wellington	Postal address: PO Box 9600, Marion Square, Wellington 6141 Email: mothersnetwork.wn@xtra.co.nz or mothersnetworknz@gmail.com Website: www.mothersnetwork.org.nz	Service description: 6 week structured discussion groups for mothers. Provider purpose: We run 6 weekly support groups for all Wellington mums! We help mums develop friendships, and coping strategies during what can be a vulnerable and isolating time of life. We have special groups for mums parenting alone, and (paid) working mums. Much more than a coffee group, our groups are all about YOU the mama. We offer babysitters so mum can relax and participate fully in the facilitated discussion. Mothers who have attended our groups say that it increased their confidence and improved their experience of being a mother. We set your group up with a Facebook group and most groups stay in touch beyond the formal sessions, providing mums with a long-term network of support in their local area.	City wide (all of Wellington City)
Multicultural Learning & Support Services (MCLaSS)	Physical address: Ranchhot House, Level 1, 39 Webb Street, Te Aro, Wellington 6141 Postal address: PO Box 27-342, Marion Square, Wellington 6141 Email: office@mclass.org.nz Website: www.mclass.org.nz	Service description: English classes for adult refugees and migrants, at beginner and post-beginner levels. Our General English programme teaches language and knowledge for everyday living in New Zealand; our Workplace Language programme teaches language and skills for job-seeking and success in the workplace. Our employment coaching is a one to one service for migrants who are on a NZ WINZ benefit. Provider purpose: That all refugees and other migrants have access to the language development and learning and employment opportunities that they need to achieve their full social and economic potential; and that cultural and linguistic identity are appreciated as strengths to be encouraged, enjoyed and valued.	Berhampore (Southern), Miramar (Eastern), Newtown (Southern), Wellington Central (Lambton)

Neonatal Trust	Physical address: NICU, Level 4, Wellington Regional Hospital, Riddiford Street, Newtown, Wellington 6021 Email: office@neonataltrust.org.nz Website: www.neonataltrust.org.nz	Service description: We provide support to families of premature or sick full term babies as they make their journey through Neonatal Intensive Care, the transition home, and onwards. Can support via information packs, regular catch ups, playgroups on returning home, ward visits, shop for premature babies, other general support. We are committed to supporting these courageous families, the people who care for them, and partnering with organisations and people who want to support us. We are dedicated to making a difficult start to life that little bit easier. Provider purpose: We provide support to parents in Neonatal Intensive Care Units (NICUs) and Special Care Baby Units (SCBUs). We offer support material, co-ordinate care and support the Units in various ways.	Regional (all of Wellington Region), Newtown (Southern)
New Zealand Aids Foundation Wellington-Awhina Center	Physical address: Level 1, 187 Willis Street, Wellington 6011 Postal address: PO Box 9247, Marion Square, Wellington 6141 Email: contact.awhina@nzaf.org.nz Website: www.nzaf.org.nz	Service description: The New Zealand AIDS Foundation (NZAF) is New Zealand's leading HIV prevention and care organisation. The NZAF provides positive health services to anyone affected by HIV along with HIV prevention programmes to the communities most at risk, as well as research, analysis and policy leadership. We provide: practical HIV support and social work services, including volunteer support services; personal health counselling; sexual health counselling; HIV and syphilis antibody testing; STI screening; prevention promotion. We are a community-centred organisation and are committed to promoting biculturalism and diversity that is representative of Aotearoa. Provider purpose: The New Zealand AIDS Foundation was established to prevent the transmission of HIV and maximise the health and wellbeing of those living with HIV or AIDS.	Wellington Central (Lambton)
New Zealand Prostitutes' Collective (NZPC)	Physical address: Level 4, 204 Willis Street, Te Aro 6011 Email: info@nzpc.org.nz Website: www.nzpc.org.nz	Service description: NZPC can offer information about safe sex practices for work; sexually transmitted infections (STIs), HIV and AIDS; inform you of your rights as a sex worker; teach you how to work safely and inform you about the laws surrounding sex work; inform you of council bylaws and advise where you can work. We also provide information on Occupational Safety and Health, tax, contracts and services. You can drop into a centre where you can receive support, information, New Worker packs, condoms, water based lubes and other safer sex products. We provide free and confidential sexual health clinics for sex workers, referrals onto other sex worker friendly agencies, support with employment issues and disputes and support for people who want to change direction either inside or outside of sex work. Provider purpose: At our core, NZPC works toward securing rights for sex workers. We believe that it is crucial that all sex workers can have control over their working conditions, for their safety, health, and well-being.	Regional (all of Wellington Region)
New Zealand Red Cross Wellington - Pathways to Employment	Physical address: Level 2, 39 Webb Street, Te Aro, Wellington 6011 Email: wellington@redcross.org.nz Website: www.redcross.org.nz	Service description: Our Pathways to Employment programme helps former refugees plan their employment, education, training and career goals and ultimately find work. Our services include: <ul style="list-style-type: none"> • Working with former refugees on an individual basis • Helping to plan employment and career goals • Assessing skills, including English language skills • Helping to choose the best English or further study/training programme for the individual • Assisting with the writing of CV's and cover letters • Helping to make job applications, and coaching in interview skills • Finding work experience • Ensuring that clients understand their contracts, work conditions and obtain their entitlements • Getting assistance from cross-cultural interpreters if necessary • Promoting with employers the benefits of employing former refugees • Continuing to provide support for both the employer and client after placement for 91 days Provider purpose: Give former refugees financial independence and provide them with the opportunity to use their skills and contribute back to their community.	Regional (all of Wellington Region), Wellington Central (Lambton)

New Zealand Red Cross Wellington - Pathways to Settlement	Physical address: Level 2, 39 Webb Street, Te Aro, Wellington 6011 Email: wellington@redcross.org.nz Website: www.redcross.org.nz	<p>Service description: Through our Pathways to Settlement programme we help introduce families to their new home, and make their transition to life in New Zealand as smooth as possible. The programme is about connecting families to their new community. Whether it be introducing them to their neighbours, connecting them to services or showing them how to navigate public transport. With the help of 120 trained staff and 600 volunteers, we support people for up to 12 months after their arrival.</p> <p>The services we offer include:</p> <ul style="list-style-type: none"> • Settlement Support - practical support with day-to-day settling into the community. • Settlement planning with families - long term thinking and planning. • Orientation information sessions - tools needed to navigate life in a new community. • Community integration - linking former refugee families to their wider communities. <p>Provider purpose: Pathways to Settlement programme help introduce families to their new home, and make their transition to life in New Zealand as smooth as possible.</p>	Regional (all of Wellington Region), Wellington Central (Lambton)
New Zealand Red Cross Wellington - Refugee Trauma Recovery	Physical address: Level 2, 39 Webb Street, Te Aro, Wellington 6011 Email: wellington@redcross.org.nz Website: www.redcross.org.nz	<p>Service description: Our Refugee Trauma Recovery service allows our clients to talk in confidence with a professional who understands their challenges. Our team supports former refugees to restore well-being, cope more effectively and regain control of their lives. Our team is made up of psychologists, psychotherapists, counsellors, a social worker and a psychiatrist. We provide screening, assessment, treatment, therapy, care coordination and onward referral. We work closely with other professional agencies to provide holistic support to clients. We also provide capacity building to other organisations on request. The Refugee Trauma Recovery service is available to anyone from a refugee background who is experiencing psychological difficulties resulting from trauma. These services are completely free of charge, as are interpreters that can be provided where necessary. Clients participate in Refugee Trauma Recovery services on an entirely voluntary basis and are able to opt out at any time.</p> <p>Provider purpose: Our Refugee Trauma Recovery service provides clinical and therapeutic support to former refugees who have experienced torture and/or trauma. Our service is available to children, young people and adults.</p>	Regional (all of Wellington Region), Wellington Central (Lambton)
Newtown Budgeting & Advocacy Services Inc	Physical address: Level 1, Riddiford House, 94 Riddiford Street, Newtown, Wellington 6021 Email: newtownbudget@xtra.co.nz Website: www.newtownbudget.org.nz/Silverstripe	<p>Service description: We provide one on one sessions with individuals and families to help them with financial worries and financial crisis. Clients usually have low incomes or on a benefit, we can advise access to further help through WINZ or more affordable housing.</p> <p>We also work with groups provide tailor made sessions related to the group that we are presenting to. These sessions are interactive and focus on the important issues related to the work we do with clients. The sessions include demonstrating the use of a budget worksheet and going through the options of what to do when people are in financial crisis or simply wanting to look at ways to manage their money better. We often work with groups that have English as a second language and use visual aids as well as interpreting in these situations.</p> <p>Provider purpose: Providing free, confidential, non judgmental and culturally aware budgeting advice to individuals and families to help them to resolve their own financial problems and develop their own budgeting skills. Community Education about budgeting is available for groups.</p>	Newtown (Southern)
Ngāti Kahungunu ki Poneke Community Services - Kahungunu Whānau Services	Physical address: LG Building Level 5, 35 Victoria Street, Wellington 6011 Postal address: PO Box 27412, Marion Square, Wellington 6141 Email: web-inquiry@nkkp.org.nz or bernice@nkkp.org.nz Website: www.nkkp.org.nz	<p>Service description: We offer a range of social and community services including: education, self-empowerment, men's and women's programmes, mentoring for youth, services for the homeless, Whānau Ora, domestic violence programmes. We use tikanga and kaupapa Māori to guide and to enhance what we do.</p> <p>Other services: Whānau Ora provider in Wellington</p> <p>Provider purpose: We provide manaaki, tautoko and awahi for whānau. We aim to support whānau that they may build their own strategies, develop effective tools and find solutions that address their own needs. We work with individuals and whānau groups.</p>	Wellington Central (Lambton)

Night Shelter	Physical address: 304 Taranaki Street, Mount Cook, Wellington 6011 Email: info@wellingtonnightshelter.org.nz Website: wellingtonnightshelter.org.nz	Service description: The Wellington Night Shelter (WNS) is a Wellington-based charity providing accommodation for men experiencing homelessness. The Night Shelter offers two styles of accommodation. The Crisis Accommodation comprises of 23 cubicle spaces designed to provide men with a safe, secure space to spend the night, with access to shared shower and laundry facilities, hot drinks and basic kai. The Emergency Accommodation has 22 individual bedrooms, with shared bathrooms, shared kitchen and shared social spaces that can be accessed for up to 3 months. All guests of the Night Shelter can access the social worker, night supervisors, coordinators and manager for support, advice and information. We are open 7 days a week, every day of the year. Please note the Crisis Accommodation is available on a 'first come first served' basis. Provider purpose: Providing emergency and transitional accommodation for the homeless community of Wellington.	Mount Cook (Lambton)
Open Home Foundation	Physical address: 119 Queens Drive, Level 2, Lower Hutt Postal address: PO Box 44-057, Lower Hutt Email: wellington@ohf.org.nz Website: www.ohf.org.nz	Service description: Social work support of caregivers and whānau carers; prevention of entry into care; family reunification services and general foster care. Provider purpose: A Christian community response, Open Home Foundation provides social work services to Oranga Tamariki who may offer these to families.	Regional (all of Wellington Region)
Pablos Art Studios Incorporated	Physical address: 189 Vivian Street, Te Aro, Wellington, 6011 Postal address: PO Box 9720, Wellington 6141 Email: pablos@pablosart.org.nz Website: www.pablosart.org.nz	Service description: Pablos Art Studios provide a place for individuals to access, at no cost, creative opportunities such as art workshops, individual tuition, discussion and critique groups and exhibition opportunities. We provide free access to professional tuition and one to one creative development for people who have a lived experience of mental ill health. We function as a place where individuals can use art as a way to maintain and improve their general wellbeing. We accommodate all skill levels and work with a range of broad ranges and backgrounds to address the creative needs of the individual. All tutors are professionally trained and are practicing artists and designers. Workshops include contemporary painting techniques, experimental drawing, graphic design, sculpture and art history and critique discussions. We also invite local artists from the wider community to run specialised workshops in the studio. As well as gaining confidence in their own art practice, artists get opportunities to run their own workshops and exhibit and sell their work in ROAR! Gallery. Provider purpose: Pablos Art Studios aim to empower artists and connect them to their own skills and abilities as well as to their community. We encourage community participation and work to keep individuals well through art. We are fully inclusive and provide a space where people can connect to one another, fight social isolation and heal through creative expression.	City wide (all of Wellington City), Porirua and The Hutt
PACT - Adult Community Support	Physical address: 31-33 Kings Crescent, Lower Hutt 5010 Postal address: PO Box 31187, Lower Hutt 5040 Email: reception@pactgroup.co.nz Website: www.pactgroup.co.nz	Service description: We provide help for adults, who are living in the community and who have mental illness or an intellectual disability. We support people to reach their goals, whether that is learning a new daily living skill, tapping into social networks in the community, assisting with housing, or exploring work or study options. People set the goal - we are there to help. We also offer specialist Māori community support in Dunedin and Pacific community support in Wellington. Provider purpose: We provide support to anyone with a need so they can lead fulfilling lives in the community.	City wide (all of Wellington City)
PACT - Alcohol and other Drug Community Support (Adults)	Physical address: 31-33 Kings Crescent, Lower Hutt 5010 Postal address: PO Box 31187, Lower Hutt 5040 Email: reception@pactgroup.co.nz Website: www.pactgroup.co.nz	Service description: We help people with addiction issues in Wellington find accommodation, employment and training. We can also assist with financial support, health, fitness, nutrition, quitting smoking, and relationship and family issues as well as liaising with other agencies. Other services: Gambling Service available in Wellington. Provider purpose: We provide support to anyone with a need so they can lead fulfilling lives in the community.	City wide (all of Wellington City)
PACT - Employment & Vocational Services	Physical address: 31-33 Kings Crescent, Lower Hutt 5010 Postal address: PO Box 31187, Lower Hutt 5040 Email: reception@pactgroup.co.nz Website: www.pactgroup.co.nz	Service description: Our employment and vocational services staff help people develop a personal plan, build self-confidence and gain motivation. We also support people to develop communication skills, learn to work with others and link with other agencies where necessary. We determine barriers to employment and identify practical steps to finding a job. We can help people find suitable training as well as voluntary and paid work. Once people are in work, we can support them in the workplace. Through all of this we focus on people's strengths and help them develop and maintain natural supports, therefore increasing their participation in the community. Provider purpose: We provide support to anyone with a need so they can lead fulfilling lives in the community.	City wide (all of Wellington City)

PACT - Improving Mental Health - Prisons	Physical address: 31-33 Kings Crescent, Lower Hutt 5010 Postal address: PO Box 31187, Lower Hutt 5040 Email: reception@pactgroup.co.nz Website: www.pactgroup.co.nz	Service description: We support prisoners who are serving a custodial sentence. We have clinical staff based at Hawke's Bay, Whanganui, Manawatu and Rimutaka (Upper Hutt) Prisons. Staff work as part of the multidisciplinary prison health teams, drawing up treatment plans for prisoners and working with them to achieve those plans. Provider purpose: We provide support to anyone with a need so they can lead fulfilling lives in the community.	City wide (all of Wellington City)
PACT - Individually Funded Service	Physical address: 31-33 Kings Crescent, Lower Hutt 5010 Postal address: PO Box 31187, Lower Hutt 5040 Email: reception@pactgroup.co.nz Website: www.pactgroup.co.nz	Service description: If you have individualised funding through the Ministry of Health or choose to purchase services yourself, PACT is able to tailor support to suit you. Provider purpose: We provide support to anyone with a need so they can lead fulfilling lives in the community.	City wide (all of Wellington City)
PACT - Live-In Alcohol and Other Drug Programme (Adults)	Physical address: 31-33 Kings Crescent, Lower Hutt 5010 Postal address: PO Box 31187, Lower Hutt 5040 Email: reception@pactgroup.co.nz Website: www.pactgroup.co.nz	Service description: Our live-in programme in Wellington runs for 8-10 weeks and is abstinence based. While with us, clients attend the education and group therapy CareNZ Intensive Outpatient programme. Under supervision, clients also attend appointments with other health practitioners (if/when required) and organised house activities including gym, Narcotics Anonymous and Alcoholics Anonymous. Provider purpose: We provide support to anyone with a need so they can lead fulfilling lives in the community.	City wide (all of Wellington City)
PACT - Pacific Cultural Navigation Service	Physical address: 31-33 Kings Crescent, Lower Hutt 5010 Postal address: PO Box 31187, Lower Hutt 5040 Email: reception@pactgroup.co.nz Website: www.pactgroup.co.nz	Service description: Our Pacific Navigation Team in Wellington ensures people receive support that reflects who they are as a person and a people. We provide support with family, housing, education, employment and accessing financial or social/health services. Our skilled and compassionate Pacific navigators work with people to identify their needs and develop goals to support them to achieve great outcomes. We can provide support individually or in groups and wherever needed, whether that is in people's own homes or in the wider community, e.g. churches and social events etc. Provider purpose: We provide support to anyone with a need so they can lead fulfilling lives in the community.	City wide (all of Wellington City)
PACT - Supported Accommodation Service	Physical address: 31-33 Kings Crescent, Lower Hutt 5010 Postal address: PO Box 31187, Lower Hutt 5040 Email: reception@pactgroup.co.nz Website: www.pactgroup.co.nz	Service description: Our supported accommodation services are for people with a physical and/or intellectual disability who can benefit from staff support in a home with other flatmates or in their own flat. We have a variety of homes (everything from one-bedroom flats to family-style homes) with staffing to suit people's needs (e.g. daytime staffing, overnight staffing). We support clients with daily living skills, setting and reaching goals and being as independent as possible - whether that's learning new skills in the home or working toward living more independently. People with mental health issues and/or disability who live independently in the community sometimes need time out. Planned and crisis respite care is provided in a home-like settings, providing a safe place to de-stress. Where there is a crisis situation, respite can be provided at short notice. We also provide respite for people who are eligible for carer support. Provider purpose: We provide support to anyone with a need so they can lead fulfilling lives in the community.	City wide (all of Wellington City)
PACT - Youth Community Support	Physical address: 31-33 Kings Crescent, Lower Hutt 5010 Postal address: PO Box 31187, Lower Hutt 5040 Email: reception@pactgroup.co.nz Website: www.pactgroup.co.nz	Service description: Our youth community support workers get to know young people in their own home/community and support them to achieve their goals. They work alongside the young person (and their case manager where relevant) and help them maintain or improve their mental health, self-esteem and social skills. People might need support to find a job or figure out what there is to do in their community. We can help them develop routines for each day that include activities like school, sports, youth groups, craft. Our team has input and oversight from registered clinicians. Support is provided by trained mental health support workers. Provider purpose: We provide support to anyone with a need so they can lead fulfilling lives in the community.	City wide (all of Wellington City)

PACT - Youth Services AOD & Youth Navigator Service	<p>Physical address: 31-33 Kings Crescent, Lower Hutt 5010</p> <p>Postal address: PO Box 31187, Lower Hutt 5040</p> <p>Email: reception@pactgroup.co.nz</p> <p>Website: www.pactgroup.co.nz</p>	<p>Service description: Youth Alcohol and Drug Counselling Support Service (mental health, alcohol and other drugs). Our qualified, youth-friendly alcohol and drug counsellors work around the greater Wellington region providing 1:1 counselling or group sessions to youth aged between 10 and 19. We are based in many schools, as well as other community centres and services and also have clients see us on site.</p> <p>Our AOD counsellors provide a free and confidential service which includes: assessments of alcohol or drugs and mental health, counselling, education, harm reduction and relapse prevention strategies. We are client centred and support our youth to achieve their goals.</p> <p>Youth Navigator Service (youth mentoring, alcohol and other drugs) Our youth-friendly support workers, journey alongside our young people in the community to set and achieve their goals, helping to provide meaningful activities, strengthening relationships and connections in their community.</p> <p>Provider purpose: We provide support to anyone with a need so they can lead fulfilling lives in the community.</p>	City wide (all of Wellington City)
PACT - Intensive Monitoring Corrections	<p>Physical address: 31-33 Kings Crescent, Lower Hutt 5010</p> <p>Postal address: PO Box 31187, Lower Hutt 5040</p> <p>Email: reception@pactgroup.co.nz</p> <p>Website: www.pactgroup.co.nz</p>	<p>Service description: This is a new service for Pact and is for high-risk offenders with multiple and complex integrative and rehabilitative needs. The people in this service benefit from Pact's approach to support.</p> <p>Provider purpose: We provide support to anyone with a need so they can lead fulfilling lives in the community.</p>	City wide (all of Wellington City)
Pathways	<p>Physical address: Level 2, 181 Thorndon Quay, Pipitea, Wellington 6011</p> <p>Postal address: PO Box 7443, Newtown, Wellington 6242</p> <p>Email: wellington@pathways.co.nz</p> <p>Website: www.pathways.co.nz</p>	<p>Service description: Pathways provides a range of community-based mental health, addiction and wellness services. Most of our services are accessed via a referral from a community mental health team at your local District Health Board.</p> <p>Services include:</p> <ul style="list-style-type: none"> • Mobile Wellbeing Support • Residential Based Recovery • Wellbeing Respite • Wellbeing Programmes <p>Provider purpose: We're passionate about supporting people with experience of mental illness or addictions - we've been dedicated to it for more than 25 years. Every year we support around 5000 people, all around New Zealand, to live well in the communities of their choice.</p>	City wide (all of Wellington City)
Plunket	<p>Physical address: 40 Mercer Street, Wellington 6011</p> <p>Postal address: PO Box 5474, Lambton Quay, Wellington 6145</p> <p>Email: plunket@plunket.org.nz</p> <p>Website: www.plunket.org.nz</p>	<p>Service description: We provide a caring, professional well child and family-whānau service. Also a toll free telephone support service staffed by specially trained Plunket nurses to respond to caregivers' concerns on child health and parenting (0800 933 922).</p> <p>Provider purpose: Plunket is a national not-for-profit organisation, community-owned and governed. We are committed to providing universal access to services for all children and families regardless of ethnicity, location or ability to pay. This is at the heart of who we are and is essential to provide a positive environment for parents.</p> <p>Around a quarter of all New Zealand children live in poverty. That's why we're doing the things we're doing - to improve the lives of those babies, children and communities missing out under our old way of working.</p>	Regional (all of Wellington Region)
Plunket Clinic Kelburn/Northland	<p>Physical address: 5 Kowhai Road, Northland, Wellington 6012</p> <p>Postal address: PO Box 5474, Lambton Quay, Wellington 6145</p> <p>Email: plunket@plunket.org.nz</p> <p>Website: www.plunket.org.nz</p>	<p>Service description: Our service offers Well Child Health Assessments, support and advice for parents to assist them in caring for their children and families.</p> <p>Provider purpose: Plunket believes in supporting the development of healthy families. All families with children under age five are welcome to use Plunket services.</p>	Kelburn (Lambton), Northland (Onslow-Western)
Plunket Clinic Brooklyn & Kingston	<p>Physical address: St Benards School, 40 Taft Street, Brooklyn, Wellington 6021</p> <p>Postal address: PO Box 5474, Lambton Quay, Wellington 6145</p> <p>Email: plunket@plunket.org.nz</p> <p>Website: www.plunket.org.nz</p>	<p>Service description: Our service offers Well Child Health Assessments, support and advice for parents to assist them in caring for their children and families.</p> <p>Provider purpose: Plunket believes in supporting the development of healthy families. All families with children under age five are welcome to use Plunket services.</p>	Brooklyn (Lambton)

Plunket Clinic Hataitai	Physical address: 112 Waipapa Road, Hataitai, Wellington 6021 Postal address: PO Box 5474, Lambton Quay, Wellington 6145 Email: plunket@plunket.org.nz Website: www.plunket.org.nz	Service description: Our service offers Well Child Health Assessments, support and advice for parents to assist them in caring for their children and families. Provider purpose: Plunket believes in supporting the development of healthy families. All families with children under age five are welcome to use Plunket services.	Hataitai (Eastern)
Plunket Clinic Island Bay	Physical address: 61 Freyberg Street, Lyall Bay, Wellington 6022 Postal address: PO Box 5474, Lambton Quay, Wellington 6145 Email: plunket@plunket.org.nz Website: www.plunket.org.nz	Service description: Our service offers Well Child Health Assessments, support and advice for parents to assist them in caring for their children and families. Provider purpose: Plunket believes in supporting the development of healthy families. All families with children under age five are welcome to use Plunket services.	Island Bay (Southern)
Plunket Clinic Johnsonville	Physical address: 19 Rotoiti Street, Johnsonville, Wellington 6037 Postal address: PO Box 5474, Lambton Quay, Wellington 6145 Email: plunket@plunket.org.nz Website: www.plunket.org.nz	Service description: Plunket provides Well Child and family-whānau health support services with free home and clinic visits. Your first visit will be before your baby is 6 weeks old (handing over from your Lead Maternity Carer). Johnsonville Plunket offer a Saturday clinic once a month. Provider purpose: Plunket believes in supporting the development of healthy families. All families with children under age five are welcome to use Plunket services.	Johnsonville (Northern)
Plunket Clinic Karori	Physical address: 277 Karori Road, Karori, Wellington 6012 Postal address: PO Box 5474, Lambton Quay, Wellington 6145 Email: plunket@plunket.org.nz Website: www.plunket.org.nz	Service description: Our service offers Well Child Health Assessments, support and advice for parents to assist them in caring for their children and families. Also a toll free telephone support service staffed by specially trained Plunket nurses to respond to caregivers' concerns on child health and parenting (0800 933 922). Provider purpose: Plunket believes in supporting the development of healthy families. All families with children under age five are welcome to use Plunket services.	Karori (Onslow-Western)
Plunket Clinic Khandallah	Physical address: 8A Ganges Road, Khandallah, Wellington 6035 Postal address: PO Box 5474, Lambton Quay, Wellington 6145 Email: plunket@plunket.org.nz Website: www.plunket.org.nz	Service description: Our service offers Well Child Health Assessments, support and advice for parents to assist them in caring for their children and families. Provider purpose: Plunket believes in supporting the development of healthy families. All families with children under age five are welcome to use Plunket services.	Khandallah (Onslow-Western)
Plunket Clinic Kilbirnie/ Newtown	Physical address: 620 Evans Bay Parade, Kilbirnie, Wellington 6021 Postal address: PO Box 5474, Lambton Quay, Wellington 6145 Email: plunket@plunket.org.nz Website: www.plunket.org.nz	Service description: Our service offers Well Child Health Assessments, support and advice for parents to assist them in caring for their children and families. Provider purpose: Plunket believes in supporting the development of healthy families. All families with children under age five are welcome to use Plunket services.	Kilbirnie (Eastern), Newtown (Southern)
Plunket Clinic Miramar	Physical address: 20A Park Road, Miramar Wellington 6022 Postal address: PO Box 5474, Lambton Quay, Wellington 6145 Email: peninsulaplunket@gmail.com Website: http://www.plunket.org.nz	Service description: Our service offers Well Child Health Assessments, support and advice for parents to assist them in caring for their children and families. Provider purpose: Plunket believes in supporting the development of healthy families. All families with children under age five are welcome to use Plunket services.	Miramar (Eastern)
Plunket Clinic Ngaio	Physical address: 65 Ottawa Road, Ngaio, Wellington 6035 Postal address: PO Box 5474, Lambton Quay, Wellington 6145 Email: plunket@plunket.org.nz Website: www.plunket.org.nz	Service description: Our service offers Well Child Health Assessments, support and advice for parents to assist them in caring for their children and families. Provider purpose: Plunket believes in supporting the development of healthy families. All families with children under age five are welcome to use Plunket services.	Ngaio (Onslow-Western)
Plunket Clinic Tawa	Physical address: 2 Linden Ave, Tawa, Wellington 5028 Postal address: PO Box 5474, Lambton Quay, Wellington 6145 Email: plunket@plunket.org.nz Website: www.plunket.org.nz	Service description: Our service offers Well Child Health Assessments, support and advice for parents to assist them in caring for their children and families. Provider purpose: Plunket believes in supporting the development of healthy families. All families with children under age five are welcome to use Plunket services.	Tawa (Northern), Linden Kenepuru

Plunket Clinic Wadestown	Physical address: 117 Wadestown Road, Wellington 6012 Postal address: PO Box 5474, Lambton Quay, Wellington 6145 Email: plunket@plunket.org.nz Website: www.plunket.org.nz	Service description: Our service offers Well Child Health Assessments, support and advice for parents to assist them in caring for their children and families. Provider purpose: Plunket believes in supporting the development of healthy families. All families with children under age five are welcome to use Plunket services.	Wadestown (Onslow-Western)
Pregnancy Counselling Services	Postal address: PO Box 938, Hamilton 3240 Email: pregnancycounsellinginfo@gmail.com Website: www.pregnancycounselling.org.nz	Service description: Free counselling by phone or in person when facing an unintended pregnancy. Friendly, positive, emotional and practical support; advice for evaluating alternatives, solutions to problems of accommodation, education, legal aid, medical care and maternity requirements. Provider purpose: Free confidential 24 hour service for anyone involved in a worrying pregnancy or distressed after an abortion.	National (all of New Zealand)
Pregnancy Help	Physical address: 139B Main Road, Tawa, Wellington 5028 Postal Address: 139B Main Road, Tawa Wellington 5028 Email: greatwgt@pregnancyhelp.org.nz Website: www.pregnancyhelp.org.nz	Service description: <ul style="list-style-type: none"> • Practical assistance with clothing and equipment for the baby, as well as maternity clothes • Free telephone number for telephone support • Referral service to other agencies • Information and advice during pregnancy and early childhood • Nappy Bank • Hutt Valley Clinic - Avalon Provider purpose: Pregnancy Help supports the wellbeing of pregnant and recently pregnant women, parents, caregivers and their families/whanau by providing information and practical assistance during pregnancy and early childhood.	Regional (all of Wellington Region), Tawa (Northern)
Presbyterian Support Central - Enliven Positive Ageing Service	Physical address: 3-5 George Street, Thorndon, Wellington 6011 Postal address: PO Box 12706, Thorndon, Wellington 6144 Email: enliven@psc.org.nz Website: www.psc.org.nz/enliven	Service description: We offer: boutique and vibrant retirement villages; welcoming elder-directed rest homes and hospitals; respite and social clubs (day activity programmes) for older people living in their own homes; residential care, respite and day programmes for people living with dementia; other health services, including provision of continence products and tai chi classes. Provider purpose: Through our Enliven services we provide a full range of services that support people to maintain their independence and live fulfilling lives. Our philosophy recognises that people need to maintain control over their lives, wherever they live and whatever their age. We can support you to thrive, not just survive, with personalised programmes designed to help you achieve the goals that are important to you.	Johnsonville (Northern), Karori (Onslow-Western), Tawa (Northern)
Presbyterian Support Central - Family Works	Physical address: Level 1, 3-5 George Street, Thorndon, Wellington 6011 Postal address: PO Box 12706, Thorndon, Wellington 6144 Email: familyworks@psc.org.nz Website: www.psc.org.nz/family-works	Service description: Services provided include: social work, counselling, Family Dispute Resolution, parenting programmes and support, restorative justice, Out of Gate: community reintegration, social workers in schools in Porirua Wellington, and support for people who have experienced family violence. Provider purpose: Family Works is a family-focused social service agency. We support and empower children, teens, families, whanau and communities to thrive and reach their full potential. Our vision is for Aotearoa New Zealand to be the best place in the world to grow up a place where children, families and whanau truly flourish.	Regional (all of Wellington Region)
Problem Gambling Foundation	Physical address: Level 5, 148 Cuba Street, Wellington Postal address: PO Box 6506, Marion Square, Wellington 6141 Email: help@pgf.nz Website: www.pgf.nz	Service description: The foundation is committed to health promotion that contributes to safer gambling practices through community education and the development of regulations and standards. Counselling is confidential and free of charge to the gambler, their family and others affected by problem gambling. We also have support groups. Provider purpose: The mission is building healthy communities together, free from gambling harm.	National (all of New Zealand), City wide (all of Wellington City)
Redwood Club	Physical address: 83 Redwood Avenue, Tawa, Wellington 5028 Postal address: PO Box 51219, Tawa, Wellington 5249 Email: redwoodclub@inspire.net.nz	Service description: The club provides daycare for people suffering from all forms of dementia and / or disabilities, who are being cared for at home by their families; thus providing the caregiver with much needed respite from a 24 hour caring role. Transport is provided. Activities vary from gentle exercises, dancing, Music Therapy, word games, crossword puzzles, indoor bowls etc. There is an outing each afternoon. Morning tea, midday dinner and afternoon tea is provided. Provider purpose: The Redwood Club was established in 1989 and is administered by the Redwood Daycare Charitable Trust. It provides a happy, caring and safe environment for members of the community who require the stimulation and support of a balanced daycare programme. The club is a non profit organisation using a combination of professional staff and volunteers.	Tawa (Northern)

Salvation Army - Family Tracing	Physical address: 204 Cuba Street, Te Aro 6011 Postal address: PO Box 6015, Marion Square, Wellington 6141 Email: family_tracing@nzf.salvationarmy.org Website: www.salvationarmy.org.nz	Service description: Family Tracing Service traces missing relatives. The service does not search for fathers not named on the enquirer's birth certificate, friends and acquaintances (except in exceptional circumstances), people to be contacted about legal matters, or for genealogical reasons. Addresses are not disclosed without the consent of the relative being traced. Provider purpose: The Family Tracing Service helps to trace missing relatives (18 years of age and over) who have lost touch with their family members, and works towards reunion and/or reconciliation when appropriate.	National (all of New Zealand)
Salvation Army Wellington Community Ministries -Accommodation	Physical address: 22-26 Riddiford Street, Newtown, Wellington 6021 Email: wellington_cm@nzf.salvationarmy.org Website: www.salvationarmy.org.nz	Service description: If you and your family are facing housing difficulties we may be assist you by accommodating you in one of our houses while supporting you to find more permanent accommodation. If an adult in your family has intellectual disability needs and is looking for supported accommodation we may be able assist you. Provider purpose: The Salvation Army's Wellington Community Ministries (CM) is a grouping of community services situated throughout the South East Wellington suburbs. Our aim is to give you a helping hand so you can gain a greater level of control over your life.	City wide (all of Wellington City)
Salvation Army Wellington Community Ministries - Community Finance (No interest or low interest StepUP loans)	Physical address: 4 Normanby St, Newtown, Wellington 5021 Email: wellington_cm@nzf.salvationarmy.org Website: www.salvationarmy.org.nz	Service description: The Salvation Army Community Finance offers affordable loans for approved people on a low income (defined as eligible for a Community Services Card - other conditions also apply). It provides safer borrowing to support employment, build financial literacy, and help improve quality of life. Things that Community Finance loans are typically used for include buying or repairing a vehicle, furniture, white ware, medical, dental and funeral expenses, education costs and other things. Please note that the loans are not available for debt consolidation, general shopping, or paying rent and bills. Community Finance Workers will work with borrowers throughout the life of their loan, monitoring repayments and providing support and financial education. Two types of loans are available: 1. No Interest Loan (NILS) of up to \$1000 for a maximum of 12 months. 2. Low-interest StepUP loans from \$1000 to \$5000 at 6.99% for a maximum of 36 months. Provider purpose: The Salvation Army's Wellington Community Ministries (CM) is a grouping of community services situated throughout the South East Wellington suburbs. Our aim is to give you a helping hand so you can gain a greater level of control over your life.	Newtown (Southern)
Salvation Army Wellington Community Ministries - Community Support for Seniors	Physical address: 4 Normanby St, Newtown, Wellington 6021 Primary email: wellington_cfs@nzf.salvationarmy.org Website: www.salvationarmy.org.nz	Service description: Giving support to elderly people, many of whom are living alone, through linking them with volunteers who will regularly visit and help connect them to various activities or services. This ranges from visits to check their physical and social wellbeing, to assisting with shopping, taking them to doctor appointments and advocating for government services. Awesome Seniors is our social group for seniors. Provider purpose: The Salvation Army's Wellington Community Ministries (CM) is a grouping of community services situated throughout the South East Wellington suburbs. Our aim is to give you a helping hand so you can gain a greater level of control over your life.	Wellington Central (Lambton)
Salvation Army Wellington Community Ministries - Counselling Service	Physical address: 4 Normanby St, Newtown, Wellington 6021 Email: wellington_cfs@nzf.salvationarmy.org Website: www.salvationarmy.org.nz	Service description: Providing low-cost individual, couples or family counselling for a wide range of issues. Provider purpose: The Salvation Army's Wellington Community Ministries (CM) is a grouping of community services situated throughout the South East Wellington suburbs. Our aim is to give you a helping hand so you can gain a greater level of control over your life.	Newtown (Southern)
Salvation Army Wellington Community Ministries - Drop In Centre	Physical address: 4 Normanby St, Newtown, Wellington 6021 Email: wellington_cm@nzf.salvationarmy.org Website: www.salvationarmy.org.nz	Service description: Providing a safe, clean, warm, non-threatening and relaxing meeting point for a variety of people, including those living in boarding houses and flats who might be socially isolated. Provider purpose: The Salvation Army's Wellington Community Ministries (CM) is a grouping of community services situated throughout the South East Wellington suburbs. Our aim is to give you a helping hand so you can gain a greater level of control over your life.	Newtown (Southern)
Salvation Army Wellington Community Ministries - Food Parcels	Physical address: 4 Normanby St, Newtown, Wellington 6021 Email: wellington_cm@nzf.salvationarmy.org Website: www.salvationarmy.org.nz	Service description: Our Community Ministries centres provide individuals and families with food parcels. Provider purpose: The Salvation Army's Wellington Community Ministries (CM) is a grouping of community services situated throughout the South East Wellington suburbs. Our aim is to give you a helping hand so you can gain a greater level of control over your life.	Newtown (Southern)

Salvation Army Wellington Community Ministries - Social Housing for Seniors	Physical address: 4 Normanby St, Newtown, Wellington 6021 Email: wellington_cfs@nzf.salvationarmy.org Website: www.salvationarmy.org.nz	Service description: Salvation Army Social Housing provides properties for those over 55 years of age who are looking to rent within a community. Many SASH properties are in villages and so they provide a safe community feel. Our Mission and Tenant Support Officers provide pastoral and property management services for our tenants. Provider purpose: The Salvation Army's Wellington Community Ministries (CM) is a grouping of community services situated throughout the South East Wellington suburbs. Our aim is to give you a helping hand so you can gain a greater level of control over your life.	Lyall Bay (Eastern), Newtown (Southern)
Salvation Army Wellington Community Ministries - Wellington Bridge	Physical address: 219 Riddiford Street, Newtown, Wellington 6021 Email: wbridge@nzf.salvationarmy.org Website: www.salvationarmy.org.nz	Service description: We provide a safe, integrated, high quality treatment service to people whose lives have been affected by the harmful use of, or dependency on alcohol or drugs. You will be supported, challenged and encouraged to make positive changes in your life so that you can find hope, direction, peace and stability. Our program will give you: <ul style="list-style-type: none"> • a personal recovery plan • tools to identify your triggers • skills to deal with trigger situations • community and/or residential options available Provider purpose: The Salvation Army's Wellington Community Ministries (CM) is a grouping of community services situated throughout the South East Wellington suburbs. Our aim is to give you a helping hand so you can gain a greater level of control over your life.	Newtown (Southern)
Salvation Army Wellington Community Ministries - Wellington Oasis	Physical address: 219 Riddiford Street, Newtown, Wellington 6021 Email: wbridge@nzf.salvationarmy.org Website: www.salvationarmy.org.nz	Service description: Our centres provide free consultation and interventions for gamblers and their partners, affected family members and others affected by problem gambling. Provider purpose: The Salvation Army's Wellington Community Ministries (CM) is a grouping of community services situated throughout the South East Wellington suburbs. Our aim is to give you a helping hand so you can gain a greater level of control over your life.	Newtown (Southern)
Sexual Abuse Prevention Network	Physical address: Level 2, Southmark House, 203-209 Willis Street, Wellington Postal address: PO Box 11731, Manners Street, Wellington 6142 Email: admin@sexualabuseprevention.org.nz Website: www.sexualabuseprevention.org.nz	Service description: Sexual Abuse Prevention Network is a collaboration of Wellington Rape Crisis, Wellington Sexual Abuse HELP and WellStop. We provide education, professional development training, advice and consultancy services to assist organisations to prevent sexual harassment and other forms of sexual harm and to build positive healthy relationships and cultures. Sexual Abuse Prevention Network works with schools, workplaces and community groups to educate and create open dialogues about sexual harm and healthy relationships. Provider purpose: The Network was founded on a joint commitment to the prevention of sexual violence from a community development perspective, focusing specifically on education and preventative strategies for youth that promote healthy sexuality. Our primary objective is to coordinate and support effective primary prevention initiatives alongside complementary community groups, agencies, and networks on a local and national level.	City wide (all of Wellington City)
Shakti Community Council Inc - Shakti Ethnic Women's Support Group Wellington	Physical address: Level 1, Room 18, 94 Riddiford Street, Newtown 6021 Postal address: PO Box 11925, Manners Street 6142 Email: wlg@shakti.org.nz Website: shakti-international.org	Service description: Initially set up as a policy and advocacy office, this centre, driven by demand, has diversified into providing home-based as well as emergency and casework related services to victims of violence in the region including a refuge. Counselling (not mental health), MOJ help, pick up service, emergency housing. Provider purpose: Working to end violence & discrimination against women of colour. Advocating that culture is no excuse for abuse.	Regional (all of Wellington Region), Newtown (Southern)
Shift	Postal address: PO Box 11395 Manners Street Wellington 6142 Email: hello@shift.org Website: www.shiftnz.org	Service description: Fun, social, and low cost activities for young women to move more and be inspired. Offering events and workshops in schools, school holidays, an annual leadership conference, and mentoring. Provider purpose: Improving the wellbeing of young women aged 12-20 years through physical activity and empowerment. We do this by: Increasing Awareness of wellbeing through education and role modelling; Reducing Barriers to participation by providing fun, social, low cost physical activity and sport opportunities; Empowering Young Women by inspiring and growing leaders to create change in their own communities.	Regional (all of Wellington Region), City wide (all of Wellington City)
Skylight Trust	Physical address: Level 3, 5-7 Vivian Street, Te Aro, Wellington 6011 Postal address: PO Box 7309, Newtown, Wellington 6242 Email: info@skylight.org.nz Website: www.skylight.org.nz	Service description: We offer resources, programmes, training, support groups, and counselling for children, young people, family/whānau and individuals who are experiencing any kind of grief or loss and trauma. When working with children we have a family-centred approach, which means we include parents or caregivers and family members in the process when appropriate. Our counsellors also work with adults who are going through difficult times and challenging life situations either individually or as a family. Provider purpose: The right help at the right time in the right way. Skylight is a national not for profit trust that supports children, young people and their whānau to navigate through tough times by building resilient individuals and communities.	Regional (all of Wellington Region), City wide (all of Wellington City)

Soup Kitchen	<p>Physical address: 132 Tory Street, Te Aro, Wellington 6011</p> <p>Email: soup@compassion.org.nz</p> <p>Website: www.soupkitchen.org.nz/locations/compassion-soup-kitchen</p>	<p>Service description: We welcome all who'd like to come for a meal, open for breakfast and dinner Monday – Saturday. We invite you to sit down and enjoy your meal in the dining room. We also offer tea and coffee, as well as fresh bread and fruit during the meal service. Breakfast at the Soup Kitchen is free. Dinner costs \$2 per person. If you are having trouble finding enough money to buy meals at the Soup Kitchen, please speak to one of our staff to discuss your options.</p> <p>Other Services: We have a very good knowledge of services available in Wellington and can actively help you access them. We have a Clothing Room, where you can buy good second hand clothing for a small koha, and we can provide some items to help you set up a flat. We also have a community garden that anyone can work in.</p> <p>Provider purpose: Vision: To touch all of life with the compassion of God. The concept of 'all of life' refers to people and also extends to include all living things. We endeavour to be mindful of the compassion of God in our own lives, and to touch the lives of the people with whom we come into contact with this compassion. In the context of the wider living world we are conscious of our responsibilities and the impact of our actions on the earth's resources, so for example we seek to minimise waste and enable others to share their surplus, whether of food, clothes or other resources. People of many different ethnicities and cultural and religious backgrounds work and volunteer at the Centre, or use the Centre's services.</p> <p>Mission: To support people in need to live with dignity in the community We seek to provide support to people in need, which includes those who are marginalised through such things as mental health issues, addictions, homelessness and poverty. We also seek to provide support to people in need because of social isolation, limited social skills, limited education, and in times of crisis.</p> <p>We seek to provide services in a way that is respectful and honours the dignity of the individual and encourages growth and development.</p> <p>We seek to build community, celebrate the Soup Kitchen community and promote access to services, participation in the wider community and engagement in meaningful and productive activities.</p>	Te Aro (Lambton)
St Vincent de Paul Society	<p>Physical address: Ozanam House, 207 Riddiford Street, Newtown, Wellington 6021</p> <p>Postal address: PO Box 7319, Newtown, Wellington 6242</p> <p>Email: info@vinnieswgt.nz</p> <p>Website: www.vinnies-wellington.org.nz</p>	<p>Service description: Social worker to work with clients – advice, advocacy, support; free food parcels, clothing, furniture; help connect people to accommodation. Cloth nappies, baby bedding and clothes for babies up to six months through its pregnancy support program. Home support programme to assist elderly and people with disabilities enjoy a quality of life and independence.</p> <p>Provider purpose: Newtown centre has an experienced social worker to work with clients including, advocacy, and other general support.</p>	City wide (all of Wellington City), Newtown (Southern)
Strengthening Families	<p>Physical address: 3 McDonald Crescent, Te Aro, Wellington</p> <p>Postal address: PO Box 6485, Wellington 6141</p> <p>Email: enquires@bgi.org.nz or lee@bgi.org.nz</p> <p>Website: www.bgi.org.nz/Programmes/StrengtheningFamilies</p>	<p>Service description: Strengthening Families is a process that coordinates services so that families can achieve their goals. Strengthening Families can be accessed by anyone who has a child/children aged 18 or under, and families working with, or needing support from two or more agencies.</p> <p>Provider purpose: Its goal is to meet the needs of families, children, and young people by delivering a more co-ordinated service across the health, education, welfare and related services in the Wellington area.</p>	City wide (all of Wellington City)
Talking Works	<p>Website: www.talkingworks.co.nz</p>	<p>Service description: talkingworks is a nationwide directory of professional counsellors, psychotherapists, and psychologists to connect you to a practitioner that best suits your individual needs</p> <p>Provider purpose: My vision is to create a resource for clients and the public, full of high quality information about psychological theories and therapies. Alongside this, I want to provide a user-friendly Internet directory of counsellors, psychotherapists and psychologists to give clients easy access to information about services in your area.</p>	National (all of New Zealand), City wide (all of Wellington City)
Te Aro Health Centre Trust	<p>Physical address: 331 Willis Street, Wellington 6011</p> <p>Postal address: PO Box 27506, Marion Square, Wellington 6141</p> <p>Email: reception@tearohealth.org.nz</p>	<p>Service description: Medical Centre. Must have a community services card to enrol, not currently taking new enrolments.</p> <p>Provider purpose: Medical Centre for people on a low income living in Wellington.</p>	Wellington Central (Lambton), Inner city suburbs

Te Ora Hou - Wellington East	Physical address: Miramar and Maupia Community Centre, 27 Chelsea St, Miramar 6022 Email: teorahou@gmail.com Website: www.tohwe.org.nz	Service description: Weekly youth and intermediate programmes, holiday programmes, and outdoor activities and sport. We provide support by facilitating youth, family and community involvement in local projects, and we also provide support to resource projects to get off the ground. Provider purpose: Te Ora Hou Wellington East is a group of people, mostly Māori and Pasifika, committed to the holistic development of young people, their whānau and communities. We are involved in a wide variety of youth and community development initiatives at a local, regional, and national level. Te Ora Hou Wellington East is affiliated to Te Ora Hou Aotearoa – a national network of organisations with a similar kaupapa.	Miramar (Eastern)
Te Rūnanga o Toa Rangatira Incorporated	Physical address: 22 Ngāti Toa Street, Takapūwāhia, Porirua 5024 Postal address: PO Box 50355, Porirua 5024 Email: takapuwahia.medicalcentre@oratoa.co.nz Website: www.ngatitooa.iwi.nz	Service description: <ul style="list-style-type: none"> • ORA TOA Primary Health Provider (PHO) • ORA TOA Medical Centres • ORA TOA Dental Service • ORA TOA Health Unit - Community Health Services • ORA TOA Tamariki Ora Wellchild Service • KAHA TOA Gym • ORA TOA Disability • ORA TOA Mauriora <p>There is a housing and family conference service available. There is a Whanau Ora programme available to whanau in the community. Tamariki Ora is also a programme available to whanau.</p> <p>Provider purpose: Te Runanga o Ngati Toa Rangatira support service will help whanau and individuals to lead secure, healthy lives by providing wraparound services to address the needs of people in the community.</p>	Regional (all of Wellington Region), City wide (all of Wellington City), Based in Porirua – can travel to Wellington City depending on circumstances
Te Whare Roki Roki Māori Women's Refuge	Physical address: 264 Cuba Street, Wellington 6142 Postal address: PO Box 24319, Manners Street, Wellington 6142 Email: twr@maoriwomensrefuge.org.nz Website: www.wellingtonwomensrefuge.co.nz Call: 0800REFUGE	Service description: Safe house accommodation for those whose safety is at risk in the community. Information, advocacy, support, counselling. Provider purpose: We support Māori women and children who experience domestic violence. We run domestic violence programmes for women and children who experience domestic violence and are available for public awareness presentations and community education workshops. Te Whare Roki operates a 24/7 crisis line and provides community and residential advocacy and support. 0800REFUGE (733843) 24/7 crisis line.	City wide (all of Wellington City)
Te Whariki Takapou	Email: tewhariki@tewhariki.org.nz Website: www.tewhariki.org.nz	Service description: We are a cloud-based organisation and most of services can be accessed through our website www.tewhariki.org.nz. <ul style="list-style-type: none"> • Kura Kaupapa Māori programmes: Te Reo Māori sexuality education programme • Matauranga Māori relating to Māori sexual and reproductive health • Mana Tangata Whenua: National Guidelines for sexual and reproductive health promotion with Māori • Research projects <p>Provider purpose: Te Whariki Takapou provides Māori sexual and reproductive health promotion services. We work with organisations in the health, education and research sectors to improve the sexual and reproductive health of rangatahi, whanau, and Māori communities. Our team is located around the country and we work collaboratively using internet-based technologies.</p>	National (all of New Zealand), Regional (all of Wellington Region)
The Family Space	Physical address: 33 Park Road, Miramar, Wellington Postal address: PO Box 15-099, Miramar Email: info@thefamilyspace.org.nz Website: www.thefamilyspace.org.nz/home	Service description: The Family Space aims to support and strengthen families via playgroups, workshops, parenting courses, and offering individual support. Other services include: Toolbox Parenting Courses on early years, middle years, or teenage years; informal parenting and family seminars on topics such as budgeting, eczema etc.; social nights for Mums and family nights where families could relax together in an informal and fun environment. Provider purpose: The Family Space is all about supporting families in the Miramar community. With its focus on building relationships, The Family Space provides a warm, friendly environment where family life is encouraged and nurtured.	Miramar (Eastern)

The Free Store	<p>Physical address: 211 Willis Street, Te Aro, Wellington 6011</p> <p>Postal address: PO Box 11724, Manners Street, Te Aro, Wellington 6142</p> <p>Email: storemanager@thefreestore.org.nz or benjamin@thefreestore.org.nz</p> <p>Website: www.thefreestore.org.nz</p>	<p>Service description: We freely redistribute quality, fresh surplus food from Wellington's eateries directly to those in need of it. Everyone is welcome.</p> <p>Provider purpose: It is a travesty that people in our neighbourhood go hungry when there is perfectly edible food that is wasted. The Free Store ensures that our inner-city dwelling friends have access to quality food where cost isn't a barrier. No questions asked and no strings attached. Anyone is welcome to partake in the bounty. The Free Store is an inclusive space built on a foundation of mutual respect, generosity and friendship.</p>	Te Aro (Lambton)
Vincents Art Workshop Incorporated	<p>Physical address: Willis Street Village, 5/148 Willis Street, Wellington 6011</p> <p>Postal address: PO Box 11706, Wellington 6142</p> <p>Email: vincentsartworkshop@xtra.co.nz</p> <p>Website: www.vincents.co.nz</p>	<p>Service description: Vincents is a creative space where people with a mental illness or a disability and anyone from the wider community of Wellington can explore their creative self expression. We provide an art space, art materials and equipment, together with a high standard of art, craft and construction tuition - and, importantly, a supportive structured workshop with skilled tuition in particular techniques or mediums. There are three art studios and at least two art tutors offer support every day. There is an art gallery which holds regular exhibitions of people's art works. Services at Vincents are free of charge. Some (like life drawing) have a small charge and, of course, donations are always very welcome.</p> <p>Provider purpose: Vincents operates on a holistic health philosophy where focus is on potential and ability rather than disease and disability. We believe that all people have a right to artistic and creative expression - everyone is creative in some way and acceptance of the value of one's own creativity is something to be nurtured. Vincents offers a working model of the philosophy of inclusion.</p>	City wide (all of Wellington City), Lower Hutt, Porirua, if they can afford to visit us, they are very welcome.
Wellelder Counselling Trust	<p>Physical address: 94 Riddiford Street, Newtown, Wellington 6021</p> <p>Email: administrator@wellelder.nz or manager@wellelder.nz</p> <p>Website: www.wellelder.nz</p>	<p>Service description: A community trust providing specialist counselling for older people (60+, or 55+ for Māori/Pasifika) from Wellington through to Kāpiti. We counsel individuals, couples or family/whanau at centres in Newtown, Johnsonville, Porirua and Paraparaumu. Home visits can be provided if mobility is an issue for clients. Also run discussion groups, training and research.</p> <p>Provider purpose: WellElder provides specialist community-driven counselling service for older people that is part of a proactive and protective approach to the emotional and mental good health of older people.</p>	City wide (all of Wellington City)
Wellington After-Care	<p>Physical address: Level 1, James Smith Corner, 49-61 Cuba Street 6011</p> <p>Postal address: PO Box 11737, Manners Street Centre 6142</p> <p>Email: manager@wgtnaftercare.org.nz</p> <p>Website: www.wgtnaftercare.org.nz</p>	<p>Service description: Day Centre for people with intellectual and physical disabilities to relax and be the best people they can be. We support people to enjoy active participation in their communities, to learn new skills and build meaningful relationships with others. We offer a range of services for disabled adults which provide appropriate learning programmes, activities, and support, based on expressed client needs; to encourage independence and a better quality of life in the areas of home, work and leisure.</p> <p>Provider purpose: To improve the lives of people with disabilities by supporting their choices of where they live, learn, work and play.</p>	Regional (all of Wellington Region), City wide (all of Wellington City)
Wellington City Mission - Mission for Families	<p>Physical address: 19 Gordon Place, Newtown 6021</p> <p>Postal address: PO Box 7477, Newtown, Wellington 6242</p> <p>Email: olivia@wgtncitymission.org.nz or enquiries@wgtncitymission.org.nz</p> <p>Website: www.wellingtoncitymission.org.nz/index.php/contact-us</p>	<p>Service description: Assistance for young parents with children aged under 16 years old. Circumstances vary hugely but many have poor living conditions, abusive or unreliable spousal relationships, and little local family support.</p> <p>The programme provides early intervention and support for these families throughout the Greater Wellington region through household assistance, advocacy, guidance, social work, and parenting and life-skills. Typically a family will come to us either through another agency or self-referral. After assessing their circumstances, key problems and potential solutions, one of our social workers will begin working regularly with them - often in the client's own home. In the short-term we help families get by day-to-day - providing food parcels, general household items and furniture (especially for babies), and helping them find suitable accommodation as needed. We have developed strong working relationships with external agencies, and can advocate for our clients in situations they may find difficult, for example in working with government agencies and other organisations.</p> <p>To achieve enduring change, MFF equips clients by providing education through our internal services including Mission for Independence's Financial Mentoring service. We also collaborate with several external social agencies and networks, such as the Strengthening Families process.</p> <p>Provider purpose: OUR MISSION Together we stand with those in desperate need. We provide immediate relief and pathways to enable long term wellbeing.</p>	Newtown (Southern)

<p>Wellington City Mission - Mission for Independence</p>	<p>Physical address: 19 Gordon Place, Newtown 6021</p> <p>Postal address: PO Box 7477, Newtown, Wellington 6242</p> <p>Email: olivia@wgtncitymission.org.nz or enquiries@wgtncitymission.org.nz</p> <p>Website: www.wellingtoncitymission.org.nz</p>	<p>Service description: People in distress due to unemployment, debt, accommodation issues and social isolation often access our Mission for Independence (MFI) programme. Many are minimum-wage workers, single-income earners or beneficiaries who find themselves unable to meet basic living costs.</p> <p>Our Drop-in Centre (DIC), Foodbank, Community Services Advocate (CSA) and Financial Mentoring services are all elements of the programme. The DIC is a place that provides hot meals and shelter and fosters social connection for a variety of people. The Foodbank offers immediate assistance, but also helps relieve a major stress as clients focus on achieving positive long-term outcomes. The CSA connects people with the services they need, and Financial Mentoring (which offers budgeting advice and Total Money Management) provides people with assistance and education to move to sustainable financial management.</p> <p>When someone first asks The Mission for help, one of MFI's services is often their first connection point. Crucially, this service can form the gateway for people to access other Mission programmes and services - to identify their underlying issues, and discuss options and possibilities to address them - and get on track to a positive future. MFI also offers holistic support to the wide range of clients across all The Mission's programmes, for example Mission for Families.</p> <p>We recognise and value meaningful activities that give people a sense of belonging and achievement - such as employment, formal qualifications, volunteer work and other community participation. Through education and engagement, people are empowered to make the choices and changes that will help them live independently - not in isolation, but with more productive and sustainable self-management.</p> <p>Provider purpose: OUR MISSION Together we stand with those in desperate need. We provide immediate relief and pathways to enable long term wellbeing.</p>	<p>Newtown (Southern)</p>
<p>Wellington City Mission - Mission for Seniors</p>	<p>Physical address: 19 Gordon Place, Newtown 6021</p> <p>Postal address: PO Box 7477, Newtown Wellington 6242</p> <p>Email: vicki@wgtncitymission.org.nz or enquiries@wgtncitymission.org.nz</p> <p>Website: www.wellingtoncitymission.org.nz</p>	<p>Service description: Enhancing fullness of life, dignity and respect for older people with health, disability or social isolation issues.</p> <p>MFS provides a unique relationship with older people by taking a person-centred holistic approach. Our home visiting team of qualified and experienced social and case workers walk alongside seniors by acting as an information and problem solving resource. A strengths-based approach is used for helping older people to feel empowered so they can recognise their aspirations, capacities, barriers, options, and resources to improve their quality of life. They are supported to make positive changes to their well-being and to become interdependent with their community, which enables them to remain in their own home for as long as possible.</p> <p>Initially we assist with prioritising the goals and how changes can be made. This might mean helping people to gain their rightful entitlements and connecting them with the services they need. If appropriate, family and friends are included in the journey. Transition support is also given when living alone at home is no longer practical or safe. By showing seniors the options that are available to them, they're able to live a fuller life.</p> <p>Provider purpose: OUR MISSION Together we stand with those in desperate need. We provide immediate relief and pathways to enable long term wellbeing.</p>	<p>Newtown (Southern)</p>
<p>Wellington City Mission - Mission for Youth</p>	<p>Physical address: 19 Gordon Place, Newtown 6021</p> <p>Postal address: PO Box 7477, Newtown, Wellington 6242</p> <p>Email: fay@wgtncitymission.org.nz or enquiries@wgtncitymission.org.nz</p> <p>Website: www.wellingtoncitymission.org.nz/index.php/contact-us</p>	<p>Service description: Mission for Youth (MFY) provides a comprehensive Alternative Education and life-skills programme for disaffected young people. We aim to provide them with a place of belonging, which offers opportunities to master skills and encourages self-reliance, motivation and generosity. Typically our rangatahi are aged between 13 and 16, and have often grown up experiencing family disruption, violence, abuse, mental health issues, or drug and alcohol addiction. Through counselling, personal support, advocacy and mentoring, some of Greater Wellington's 'high-risk' youth can address underlying issues in a safe environment. Simultaneously, they work to achieve NCEA qualifications, learn new academic and social skills, and build positive relationships.</p> <p>Students work through personal plans tailored to their strengths, interests and needs, to achieve meaningful academic and social goals, and lasting transformation. With the encouragement and guidance of youth workers, they work through important issues and explore future possibilities. We also collaborate with a range of external community services and specialists for more comprehensive support; these include Oranga Tamariki, alcohol and drug counsellors, Police Youth Aid, and health education providers.</p> <p>Provider purpose: OUR MISSION Together we stand with those in desperate need. We provide immediate relief and pathways to enable long term wellbeing.</p>	<p>Newtown (Southern)</p>

Wellington Homeless Women's Trust	Postal address: PO Box 1784, Wellington 6140 Email: enquiries.whwt@gmail.com or Manager@Homeless.org.nz Website: www.whwt.kiwi/services	<p>Service description: We provide our tenants with up to three months accommodation while they work towards personal independence in a supportive environment. The women we support throughout our programme are offered individual help based on their specific needs and goals. The Trust's role is to ensure that each woman has access to the necessary support services. These may include access to doctors, drug and alcohol treatment, mental and social health care if needed. This support is designed to help the women transition into feeling more confident about their situation and move into safe and sustainable accommodation without relapsing back into homelessness. To provide this support, the Trust works in partnership with local agencies working in the social support sector.</p> <p>Provider purpose: Wellington Homeless Women's Trust is a volunteer run charity dedicated to making a difference within our community by providing support and accommodation to homeless women in central Wellington, NZ. These women are in vulnerable positions and have nowhere to call home. They come to us needing hands-on support and a safe environment to rebuild their lives.</p> <p>Homelessness is caused by many overwhelming issues, which is why Wellington Homeless Women's Trust works in collaboration with many social services to provide the necessary support to the women who go through our three month programme. We do everything we can to equip each individual with the skills and opportunity needed to move into long-term housing, while maintaining a positive and sustainable lifestyle.</p>	Wellington Central (Lambton)
Wellington Jewish Care of the Aged Society - Wellington Jewish Aged Care Service	Physical address: 60 Webb Street, Wellington 6011 Email: jewishcarewellington@gmail.com Website: www.wjcas.org.nz	<p>Service description: Our community workers will:</p> <ul style="list-style-type: none"> • Visit people in their homes or rest homes, for social and practical assistance • Arrange appointments and assessments for our clients • Liaise with family, Rabbis, medical staff, lawyers and organisations • Arrange transport by taxi or volunteers for our clients to attend social and cultural events facilitated by WJCAS • Provide a range of mobility aids available for loan to clients <p>Provider purpose: WJCAS is a trust, established to aid, care for and promote the welfare and health of aged or infirmed Jewish persons within the wider Wellington Jewish community. These services are now community based, reaching our clients in their own homes and elsewhere in the community</p>	City wide (all of Wellington City)
Wellington Rape Crisis Inc - Rape Crisis Centre	Physical address: Level 2, Southmark House, 203-209 Willis Street, Wellington 6011 Postal address: PO Box 11731, Manners Street, Wellington 6142 Email: support@wellingtonrapecrisis.org.nz or office@wellingtonrapecrisis.org.nz Website: www.wellingtonrapecrisis.org.nz	<p>Service description:</p> <ul style="list-style-type: none"> • Support: We have two support workers who can provide free support and advocacy, either on the phone, face to face or by email. We have a drop in space between 9.30am-4.00pm Monday - Friday. • Counselling: We have two ACC accredited counsellors • Prevention Education: We are part of the Wellington Sexual Abuse Network, a collaboration that provides sexual violence prevention programmes. <p>Provider purpose: Support for survivors of rape and sexual abuse, their families, whānau and friends.</p>	City wide (all of Wellington City)
Wellington Sexual Abuse HELP Foundation	Physical address: Education House, Level 7, 178-182 Willis Street, Te Aro 6011 Postal address: PO Box 11160, Manners Street, Wellington 6142 Email: info@wellingtonhelp.org.nz Website: www.wellingtonhelp.org.nz	<p>Service description: We work with individuals, families and other support networks to raise awareness of sexual violence and reduce its impacts on our families and community. We do this through:</p> <ul style="list-style-type: none"> • counselling • 24/7 crisis intervention • prevention, education and professional development programmes • cooperation with other service providers, both government and non government <p>If you are a parent or partner of someone who has been abused, then you can refer that person to us too. You just need their permission.</p> <p>Provider purpose: Our Vision: A Wellington free from sexual violence.</p>	Regional (all of Wellington Region)
Wellington Sexual Health Service	Physical address: 275 Cuba Street (clinic), Te Aro, Wellington 6011 Postal address: PO Box 6890, Marion Square, Te Aro Email: sexualhealth@compasshealth.org.nz Website: www.compasshealth.org.nz/HealthServices/SexualHealthMedicine.aspx	<p>Service description: Specialising in sexual health - includes testing and treatment for all STI's and specialist medical care by referral. Our nurse advice line can be accessed M-T-Th-F 9-10:30am.</p> <p>We do not provide contraception or smears. If you require these services contact your GP or Family Planning. Many GPs are able to provide free sexual health services for individuals under 19 years of age.</p> <p>Provider purpose: You can be seen by the Wellington Sexual Health Service primary care clinics without a referral from your General Practitioner (GP) - i.e.: routine screening, STI symptoms.</p>	City wide (all of Wellington City)

Wellington Victim Support	Physical address: Wellington Central Police Station, 3rd Floor, 39 Victoria Street, Wellington Postal address: PO Box 693, Wellington Email: Liz.maclean@victimsupport.org.nz Website: www.victimsupport.org.nz	Service description: Emotional and practical support to people who have been hurt by crime and other trauma, primarily death or assault. Also includes referral to other support services and advocacy for the rights of victims. Provider purpose: Victim Support is an independent incorporated society that provides a free 24/7 community response to help victims of serious crime and trauma. Volunteers are at the heart of our service. This support helps victims find strength, hope and safety in the face of grief and trauma at what may be the worst time of their life.	Regional (all of Wellington Region), City wide (all of Wellington City)
Wellington Women's Health Collective	Physical address: Level 5, 175 Victoria Street, Wellington 6011 Postal address: PO Box 11731, Wellington 6142 Email: info@wwhc.org.nz Website: www.wwhc.org.nz	Service description: <ul style="list-style-type: none">• Free pregnancy testing and condoms• Drop in for support and information• Free counselling for women on low incomes Other services: Counselling and support for women; mental and emotional health. Provider purpose: We are committed to actively creating a healthier society by empowering and supporting women to make informed choices about their physical, mental and emotional health. We are a generalist service aimed at enhancing the social and emotional health of women in Wellington.	Te Aro (Lambton), Wellington Central (Lambton)
Wellington Women's House	Email: margaretspeirs@wwbh.org.nz or house@wwbh.org.nz Website: www.wwbh.org.nz	Service description: The house in Mount Victoria offers home comforts and is close to the city. There are sixteen rooms (please note, we do not provide very short-term stays), a shared lounge, and a kitchen where the women do their own cooking. The women provide just their food, soap, and personal effects – the house provides the rest. A manager ensures things run smoothly. The house is for women who: <ul style="list-style-type: none">• Are low income• In transition• Can live independently safely Provider purpose: Wellington Women's House is a non-religious, women-centred organisation. The house is open to women of all backgrounds.	City wide (all of Wellington City)
Wellington Women's Refuge	Physical address: Level 1, 264 Cuba Street, Wellington 6011 Postal address: PO Box 11985, Manners Street, Wellington 6142 Email: advocate@wwr.org.nz Website: www.wellingtonwomensrefuge.co.nz	Service description: We provide a 24 hour emergency safe-house accommodation for women and children escaping family violence. We provide a 24-hour 7-day a week crisis line staffed by a paid and volunteer support workers. Provider purpose: Support, information and advocacy for women and children experiencing domestic violence. Domestic violence involves one person dominating and controlling another person in a relationship, can include a range of power and control tactics which may not always involve physical violence. We are a free and accessible service; we take self-referrals as well as referrals from agencies, Police, family and friends. We provide: <ul style="list-style-type: none">• A safe and non-judgmental environment where you can be supported to make decisions for your future.• A confidential listening ear to talk through your situation and options.• Referrals as required and support at appointments such as the police, lawyers, court hearings, housing and Work & Income.• Community office open 9-5 weekdays.• 24-hour access to safe-house accommodation for those whose safety is at risk in the community.	National (all of New Zealand), City wide (all of Wellington City)
WellStop	Physical address: 21-23 Andrews Ave, Lower Hutt Postal address: PO Box 31316, Lower Hutt 5040 Email: enquiries@wellstop.org.nz Website: www.wellstop.org.nz	Service Description: <ul style="list-style-type: none">• Adult and Family Services – We provide assessment and a range of treatment services to adults who have engaged in harmful sexual behaviour or who have thoughts of doing so. We work with a range of people including those with learning/intellectual disability. We also provide support and education to families.• Youth Services – We provide assessment and a range of treatment services to young people who have engaged in concerning or harmful sexual behaviour. This service supports young people aged 13-17 years to change their behaviour so they are able to live a healthy life in the community. We work with the families of young people to support this change.• Children's Services – We provide assessment and a range of treatment services to children aged 5-12 years who have concerning sexualised behaviours and their families. This service aims to work closely with the child's family, building on strengths within the child and their family. Services include Child Therapy, Family Therapy and Child and Family Education.• Sexual Harm Crisis Support Services – Crisis support services are delivered in a community setting to people who have been affected by sexual harm. Services are for adults (18 and over), with capability to also support their families and whānau in the context of supporting the primary adult victim/survivor. Provider purpose: WellStop is a community-based organisation that aims to prevent sexual abuse. Our ambition is of communities free from harmful sexual behaviour. We work proactively with partners in the community to achieve this ambition	Regional (all of Wellington Region), City wide (all of Wellington City)

Wesley Central Action - PCOMS & CDOI Training and Implementation	Physical address: Epworth House, 75 Taranaki Street, Te Aro, Wellington 6141 Postal address: PO Box 9932, Te Aro, Wellington 6141 Email: info@wesleyca.org.nz Website: www.wesleyca.org.nz	<p>Service description: The Partners for Change Outcome Management System (PCOMS) incorporates CDOI (Client Directed Outcome Informed) and is a robust and evidenced based Quality Improvement Programme. PCOMS benefits the client, the worker and the organisation by ensuring focus on the key predictors of client outcomes and engagement. PCOMS:</p> <ul style="list-style-type: none"> • Uses simple sliding scales to solicit client feedback on factors proven to predict success, regardless of treatment model or the presenting problem • Provides objective, quantifiable data on the effectiveness of providers and systems of care. • Provides a formalised mechanism for client preferences to guide the choice of intervention. <p>In four randomised clinical trials (RCT) conducted by the clinical developer, Dr. Barry Duncan, and researchers at the Heart and Soul of Change Project (https://heartandsoulofchange.com). PCOMS was shown to significantly improve effectiveness in real clinical settings as well as substantially reducing costs related to length of treatment and provider productivity. Training and consultation available by an accredited PCOMS trainer.</p> <p>Provider purpose: WCA is a social services provider in the Wellington, Porirua and Kapiti and Hutt regions providing a wide range of services including counselling/ foster care/older persons support/community development and social enterprise/ family start/Social Workers in Schools/youth leadership/teen parent and family social work/sustainable tenancies support.</p>	City wide (all of Wellington City)
Wesley Community Action - Elder Care Abuse Service	Physical address: 75 Taranaki Street, Te Aro, Wellington 6011 Postal address: PO Box 9932, Te Aro, Wellington 6141 Email: info@wesleyca.org.nz Website: www.wesleyca.org.nz 0800 3266 865 Crisis line 24/7	<p>Service description: Our team of social workers provide support, advocacy, and a path to safety for elders experiencing harm across the Wellington region. We address all forms of mistreatment of older people and help them to negotiate a path to safety. Anyone can refer.</p> <p>Provider purpose: WCA is a social services provider in the Wellington, Porirua, Kapiti and Hutt regions providing a wide range of services including counselling/ foster care/older persons support/community development and social enterprise/ family start/Social Workers in Schools/youth leadership/teen parent and family social work/sustainable tenancies support.</p>	Regional (all of Wellington Region), City wide (all of Wellington City)
Wesley Community Action - Foster Care Te Waka Kotahi	Physical address: 75 Taranaki Street, Te Aro, Wellington 6141 Postal address: PO Box 9932, Te Aro, Wellington 6141 Email: info@wesleyca.org.nz Website: www.wesleyca.org.nz	<p>Service description: Providing a safe supporting environment and foster parenting for young people aged 12-17 who for a variety of reasons are no longer able to live at their original home. The young people are referred to Wesley through Oranga Tamariki.</p> <p>Provider purpose: WCA is a social services provider in the Wellington, Porirua, Kapiti and Hutt regions providing a wide range of services including counselling/ foster care/older persons support/community development and social enterprise/ family start/Social Workers in Schools/youth leadership/teen parent and family social work/sustainable tenancies support.</p>	City wide (all of Wellington City)
Wesley Community Action - Good Cents	Physical address: 75 Taranaki Street, Te Aro, Wellington 6141 Postal address: PO Box 9932, Te Aro, Wellington 6141 Email: info@wesleyca.org.nz Website: www.wesleyca.org.nz	<p>Service description: WCA's Good Cents initiative assists families struggling financially, particularly those impacted by high interest loans. This programme assists financial literacy, and empowers participants to be in more control of their finances.</p> <p>Provider purpose: WCA is a social services provider in the Wellington, Porirua, Kapiti and Hutt regions providing a wide range of services including counselling/ foster care/older persons support/community development and social enterprise/ family start/Social Workers in Schools/youth leadership/teen parent and family social work/sustainable tenancies support.</p>	Regional (all of Wellington Region), City wide (all of Wellington City)
Wesley Community Action - Incredible Years	Physical address: 75 Taranaki Street, Te Aro, Wellington 6141 Postal address: PO Box 9932, Te Aro, Wellington 6141 Email: info@wesleyca.org.nz Website: www.wesleyca.org.nz	<p>Service description: The Ministry of Education Incredible Years programme is facilitated by WCA in Porirua and is designed to support and help develop parenting skills.</p> <p>Provider purpose: WCA is a social services provider in the Wellington, Porirua, Kapiti and Hutt regions providing a wide range of services including counselling/ foster care/older persons support/community development and social enterprise/ family start/Social Workers in Schools/youth leadership/teen parent and family social work/sustainable tenancies support.</p>	City wide (all of Wellington City)
Wesley Community Action - Te Waka Kotahi (family homes) - Te Whare Whakapakari	Email: SPackman@wesleyca.org.nz Website: www.wesleyca.org.nz	<p>Service description: Medium - long term placements for teenagers under Oranga Tamariki Custody.</p> <p>Provider purpose: WCA is a social services provider in the Wellington, Porirua, Kapiti and Hutt regions providing a wide range of services including counselling/ foster care/older persons support/community development and social enterprise/ family start/Social Workers in Schools/youth leadership/teen parent and family social work/sustainable tenancies support.</p>	City wide (all of Wellington City)

Wesley Community Action - Wesley Porirua Community Pantry and Foodbank	Physical address: 75 Taranaki Street, Wellington 6141 Postal address: PO Box 9932, Te Aro, Wellington 6141 Email: info@wesleyca.org.nz Website: www.wesleyca.org.nz	Service description: Providing food parcels for those in need. The Community Pantry is also linked to a Community Garden where recipients donate their labour to tend the garden and in return receive fresh vegetables and fruit. From humble origins with just one garden, the community garden has in turn created over 40 other residential gardens. Provider purpose: WCA is a social services provider in the Wellington, Porirua and Kapiti and Hutt regions providing a wide range of services including counselling/ foster care/older persons support/community development and social enterprise/ family start/Social Workers in Schools/youth leadership/teen parent and family social work/sustainable tenancies support.	City wide (all of Wellington City)
Wesley Community Action - Wesley Supported Independent Living Programme for Older Persons	Physical address: 75 Taranaki Street, Te Aro, Wellington 6141 Postal address: PO Box 9932, Te Aro, Wellington 6141 Email: info@wesleyca.org.nz Website: www.wesleyca.org.nz	Service description: WCA's Older Persons Team supports older persons in their own homes who may be socially isolated, have health issues, housing issues, or family challenges. WCA supports up to 75 older persons in their own homes with case work support in the areas of Wellington, Hutt Valley and Kapiti. Referrals must come through Care Coordination Services. Provider purpose: WCA is a social services provider in the Wellington, Porirua, Kapiti and Hutt regions providing a wide range of services including counselling/ foster care/older persons support/community development and social enterprise/ family start/Social Workers in Schools/youth leadership/teen parent and family social work/sustainable tenancies support.	National (all of New Zealand), City wide (all of Wellington City)
Wise Group - Workwise	Physical address: 181 Thorndon Quay, Pipitea, Wellington 6011 Postal address: PO Box 7443, Wellington South 6242 Email: wellington@workwise.org.nz Website: www.workwise.org.nz	Service description: Workwise can help if you are: <ul style="list-style-type: none"> • an employer looking to employ a new staff member • someone looking to return to work after experience of mental illness • a clinician or case manager looking to refer someone who needs help returning to work • anyone looking for information about mental health issues in the workplace. Provider purpose: We work with people who are facing personal or health challenges and support them to return to or stay in employment. Our philosophy is based around a holistic approach to employment. We know that having a paid, meaningful job plays a crucial role in helping people live happy, healthy lives. We're committed to helping people find the right role to suit their skills, experience and dreams – and helping them to keep it.	City wide (all of Wellington City)
Workbridge Incorporated	Physical address: Level 4, Dell EMC, 5 Willeston Street, Wellington 6011 Postal address: PO Box 2560, Wellington 6140 Email: national@workbridge.co.nz Website: www.workbridge.co.nz	Service description: Workbridge provides a professional employment service for people with disabilities and health conditions where the effects are likely to last more than six months, including people who have lived with the long-term effects of injury and illness. Workbridge also works with members of the Deaf community. Workbridge administers support funds (www.supportfunds.co.nz) on behalf of the Ministry of Social Development. This funding is available to help with additional costs directly relating to a person's disability when in work or training. Provider purpose: Workbridge is a professional employment service for people with all types of disabilities and health conditions. We work at no cost for jobseekers and employers to match people to the right job.	Regional (all of Wellington Region)
Zeal	Physical address: 55 Cuba Street, Level 1, James Smith Building, Wellington Postal address: PO Box 11724, Manners Street, Wellington 6142 Email: welly@zeal.nz Website: www.zeal.nz/wellington	Service description: We run afterschool hangs, creative programmes and all ages gigs, as well as our Creative Studio and social enterprise cafe, Stories. Provider purpose: To provide every young New Zealander with the opportunity to discover, express and develop their unique creativity.	Te Aro (Lambton), Wellington Central (Lambton)

Helplines

Helplines	Contact	Description	Service Area
1737	Call or text: 1737 Website: www.1737.org.nz	1737 is New Zealand's National Mental Health and Addiction Helpline, providing confidential and free access to trained counsellors 24/7.	National (all of New Zealand), City wide (all of Wellington City)
0800 WHAT'S UP	Call: 0800 WHAT'S UP (0800 942 8787) Physical address: Barnardos House, Level 3, 181 Vivian Street, Te Aro, Wellington 6011 Postal address: PO Box 6434, Wellington 6141 Email: whatsup@barnardos.org.nz Website: www.whatsup.co.nz	Service description: 0800 WHAT'S UP is a free counselling helpline and online chat service for children and teenagers. It's staffed by trained counsellors. Our counsellors help callers find their own solutions to their problems, equipping them with the tools they need to deal with situations now and in the future. 0800 WHAT'S UP allows repeat callers to choose to speak to the same counsellor each time, helping them to build rapport and confidence. Also includes helpful tips for kids, teens and family, if you don't feel like talking right now. Provider purpose: A safe place for you to talk about anything at all (run by Barnardos www.barnardos.org.nz).	National (all of New Zealand), City wide (all of Wellington City)
Bullying Free NZ	Website: www.bullyingfree.nz/students	This website offers a range of resources and information for young people and schools.	National (all of New Zealand), City wide (all of Wellington City)
Drug and Alcohol Helpline	Call: 0800 787 797	This helpline provides friendly and non-judgmental information, advice and guidance to help with your own drinking or drug use, or to assist you in understanding and caring for someone impacted by alcohol or other drugs.	National (all of New Zealand), City wide (all of Wellington City)
It's Not OK	Call: 0800 456 450 Website: areyouok.org.nz	It's Not OK is a community-driven campaign aiming to reduce family violence in New Zealand. The service provides support and resources to help victims and aggressors that need help or want to change their behaviours.	National (all of New Zealand), City wide (all of Wellington City)
Kidsline	Call: 0800 KIDSLINE Website: www.lifeline.org.nz/services/kidsline	Kidsline is a child and young person dedicated helpline.	National (all of New Zealand), City wide (all of Wellington City)
Lifeline (Presbyterian Support Northern NGO)	Call: 0800 Lifeline Email: info@lifeline.org.nz Physical address: 95 Great South Road, Epsom, Auckland, 1051 Postal address: PO Box 74-010, Greenlane, Auckland, 1546 Website: www.lifeline.org.nz	Service description: Lifeline provides access to specialist counselling services for issues such as relationship and work problems, grief, abuse, loneliness, bullying, mental health and suicide. The helpline is free, confidential and available 24/7. Other services: training for workplaces and specialist counselling Provider purpose: People have someone who will listen, to turn to when in distress.	National (all of New Zealand), City wide (all of Wellington City)
Parent Help Wellington	Call: 0800 568 856 Physical address: Level 4, 173-175 Victoria Street, Wellington 6011 Postal address: PO Box 11 837 Manners Street Wellington 6011 Email: info@parenthelp.org.nz Website: www.parenthelp.org.nz	Service Description: Integrated parenting support service with Helpline 0800 568 856 for all parenting issues; face to face therapy; parenting education programmes; individual parenting skills sessions or facilitated groups for community agencies, kindergartens, schools; information, advice and advocacy. We offer support in times of crisis as well on ongoing support. Self referrals accepted. Provider purpose: Helping parents build strong and resilient whānau.	City wide (all of Wellington City)
Samaritans	Call: 0800 726 666 Physical address: Basement of St Pauls Cathedral, Wellington 6011 Postal address: PO Box 12100, Molesworth Thorndon, Wellington 6144 Email: wellington@samaritans.org.nz Website: www.samaritans.org.nz	Service description: A voluntary 24 hour telephone service. Callers can talk anonymously and in confidence. The Samaritans is a service which, at some particular moment in our lives, any one of us might be glad to turn to. All sorts of people call Samaritans - men and women, young and old, gay and straight. They come from all walks of life - all ethnic backgrounds, occupations, religions and levels of education. Provider purpose: Provides confidential emotional support 24/7 to those experiencing loneliness, depression, despair, distress or suicidal feelings. We offer sympathetic, caring and confidential support to people from all walks of life.	National (all of New Zealand), Wellington Central (Lambton)

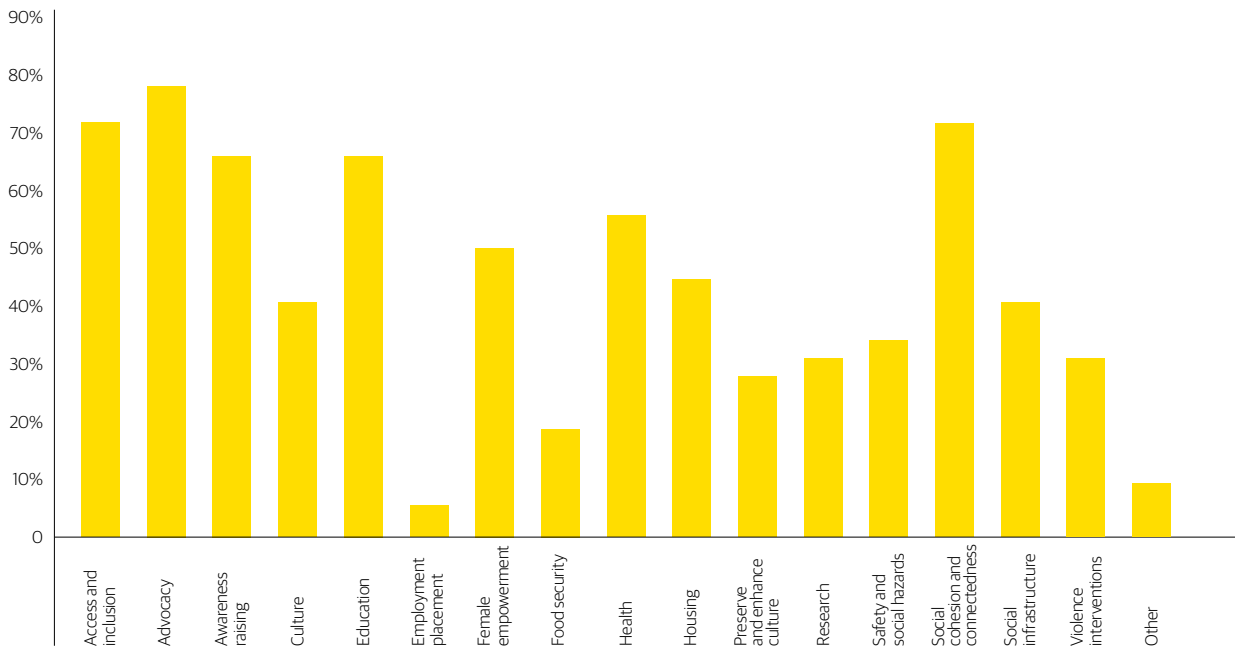
Sexual Harm Helpline	Call: 0800 044 344 Text 4334 Website: www.safetotalk.nz	This support service provides male survivors of sexual abuse a confidential and free helpline and webchat that can be accessed 24/7. NZ govt site	National (all of New Zealand), City wide (all of Wellington City)
Suicide Crisis Helpline	Call: 0508 TAUTOKO or 0508 828 865 Website: www.lifeline.org.nz/services/suicide-crisis-helpline	0508 TAUTOKO is a free service available 24/7 that is operated by experienced counsellors who have undergone advanced suicide prevention training. If you or someone you know, may be thinking about suicide call the Suicide Crisis Helpline.	National (all of New Zealand), City wide (all of Wellington City)
The Lowdown (MOH & HPA)	Call: 0800 111 757 txt 5626 Website: thelowdown.co.nz	Service description: The Lowdown is a website to help young New Zealanders recognise and understand depression or anxiety. The Lowdown is full of ideas and people who can help them get unstuck and get to a better place. There's information about issues young adults often face and tips for building healthy behaviours and mental wellbeing. Also includes videos of 13 real young people telling their stories and a moderated forum for young people with peer-to-peer support. Provider purpose: Through encouraging early recognition and help for depression or anxiety we intend to reduce the impact depression or anxiety has on the lives of young New Zealanders, now and throughout their adult lives.	National (all of New Zealand), City wide (all of Wellington City)
Youthline Wellington Incorporated	Call: 0800 376 633 Free text: 234 Postal address: PO Box 1059, Wellington 6140 Email: talk@youthline.co.nz or office.wgtn@youthline.co.nz Website: www.wellington.youthline.co.nz	Service description: <ul style="list-style-type: none">• Free, confidential, non judgemental helpline service; through phone, text, email and webchat.• Youthline education visits to schools and communities - these services are often requested by community organisations, government departments and schools and are tailored to meet specific needs of these groups. They include workshops on cyber-bullying, internet safety, anger management, goal setting, well-being, stress and pressure, communication skills and body image.• Personal development and training of new volunteers.• Evening bi-monthly Educational Workshops for our volunteers and other interested community groups.• Youth Development Programme for Year 13 Gateway students who are interested in a career in the social services sector. The programme aims to develop: self awareness, self management, communications skills and relationship skills.• Run stalls at events and expos in the community. Provider purpose: Every young person in NZ has somewhere to turn to for support. We are an organisation of enthusiastic and dedicated volunteers, who work to provide a safe, youth-centred service that supports and empowers people.	National (all of New Zealand), City wide (all of Wellington City)

Appendix 2: Summary of in-depth survey responses

Following are summaries of intended social outcomes, populations served, and emerging issues in the social services sector.

Service objective

Does your service objective include any of the following?



Organisations were asked to indicate the service objective for each service they provide. Advocacy was the highest rated response at 78%, followed by Access and inclusion, and Social cohesion and connectedness at 72%. Awareness raising and Education also scored highly at 66%. Health was indicated at 56%, followed by Female empowerment at 50%. Many respondents commented throughout the survey about the large amount of resources they expend trying to help clients find housing; it is indicated highly at 44%.

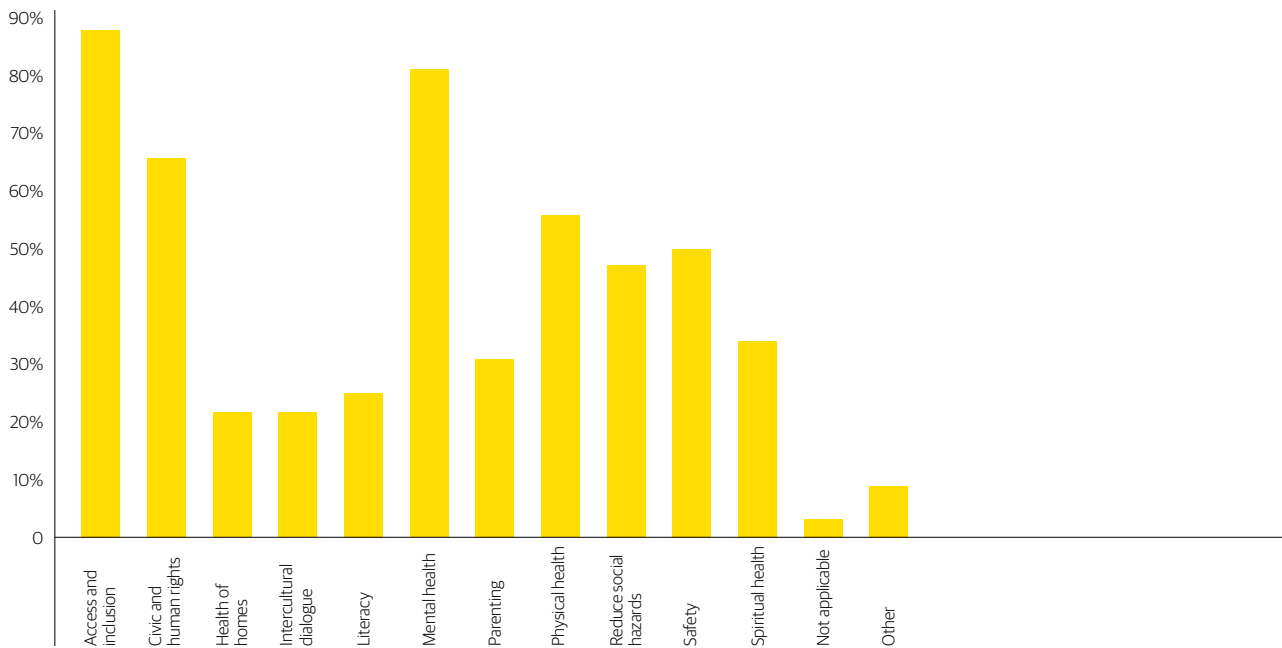
Service objective

Does your service objective include any of the following?

78%	72%	66%	56%	50%
Advocacy	Social cohesion and connectedness	Awareness raising	Health	Female empowerment
	Access and inclusion	Education		

Improving social outcomes

Does your service improve any of the following?



Organisations were asked whether their services improved certain social outcomes. Access and inclusion is an important outcome for a high number of social services, with 88% of respondents naming it as a priority. Mental health is also an issue for many, with 81% naming this response. Civic and human rights scored at 66% with Physical health scoring 56%.

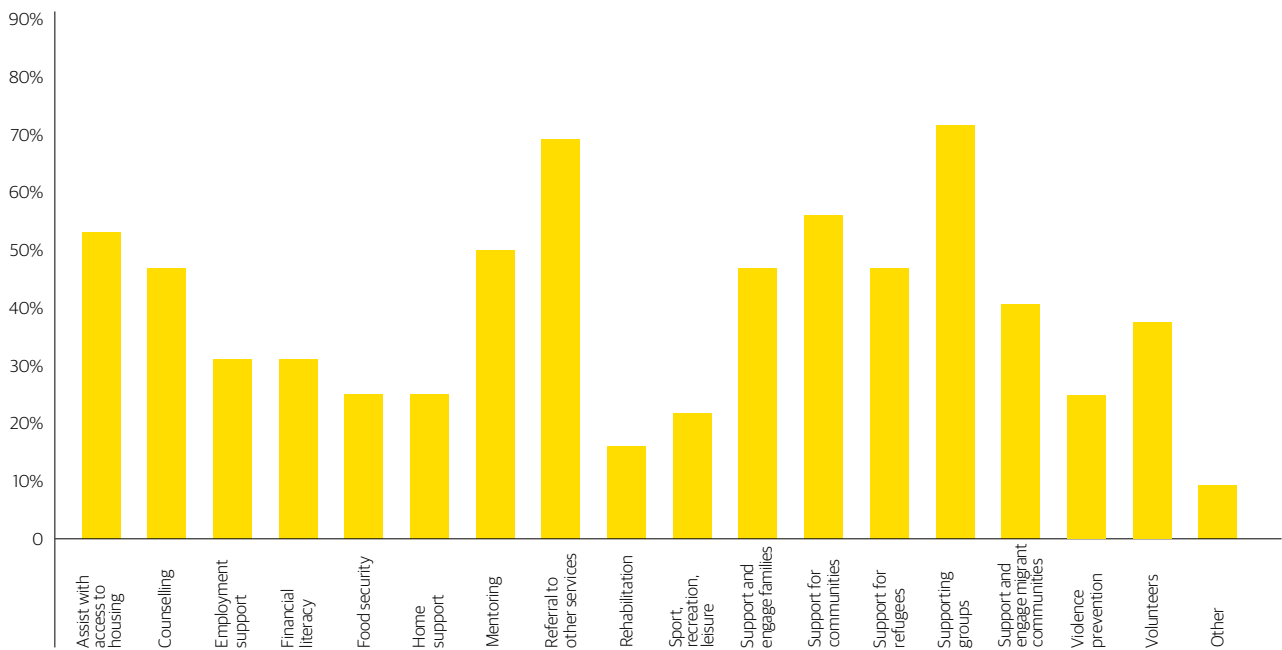
Improving social outcomes

Does your service improve any of the following?

88%	81%	66%	56%	50%
Access and inclusion	Mental health	Civic and human rights	Physical health	Safety

Service contribution to social outcomes

Does your service involve any of the following?



The survey also asked organisations about the types of services provided for improved social outcomes. Referral was indicated at 69% which suggests that providers are willing to refer clients to specialist services or services which fall outside of their remit. The next highest response was for Volunteers. Support for communities achieved 56% of responses, suggesting that providers are well aware of the importance of social connectedness for their individual clients. Assist with access to housing was indicated in 53% of responses, a common issue that was raised by most providers, regardless of their core purpose or mission. Mentoring, Support and engage families and Support for refugees were indicated in the 40%-50% range.

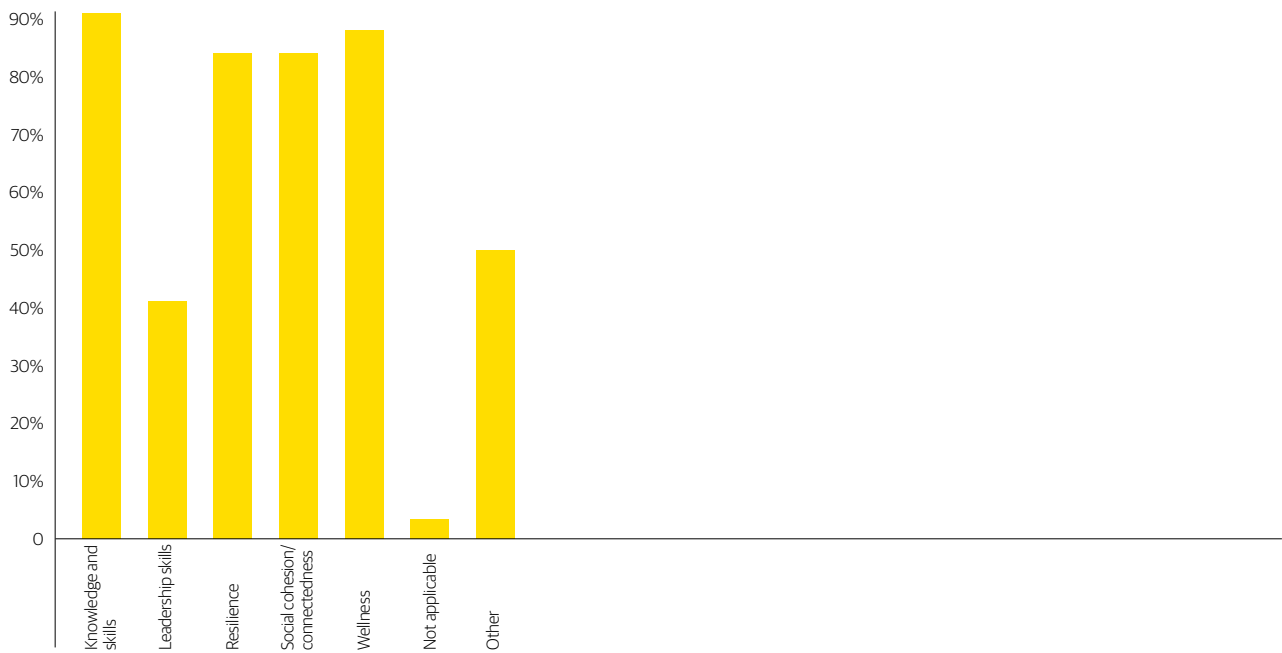
Service contribution to social outcomes

Does your service involve any of the following?

69%	63%	56%	53%	50%
Referral	Volunteers	Support for communities	Assist with access to housing	Mentoring

Growing knowledge and skills

Does your service involve strengthening any of the following for your clients?



Organisations were asked whether their services involved strengthening clients’ knowledge and skills, leadership skills, resilience, social cohesion and connectedness, and wellness. The data indicates growing client Knowledge and skills as the largest response at 91%. Wellness achieved a response of 88% with Resilience and Social connectedness both indicated at 84%. Growing leadership skills was not a major consideration for most organisations as the result for this response was a mere 41%.

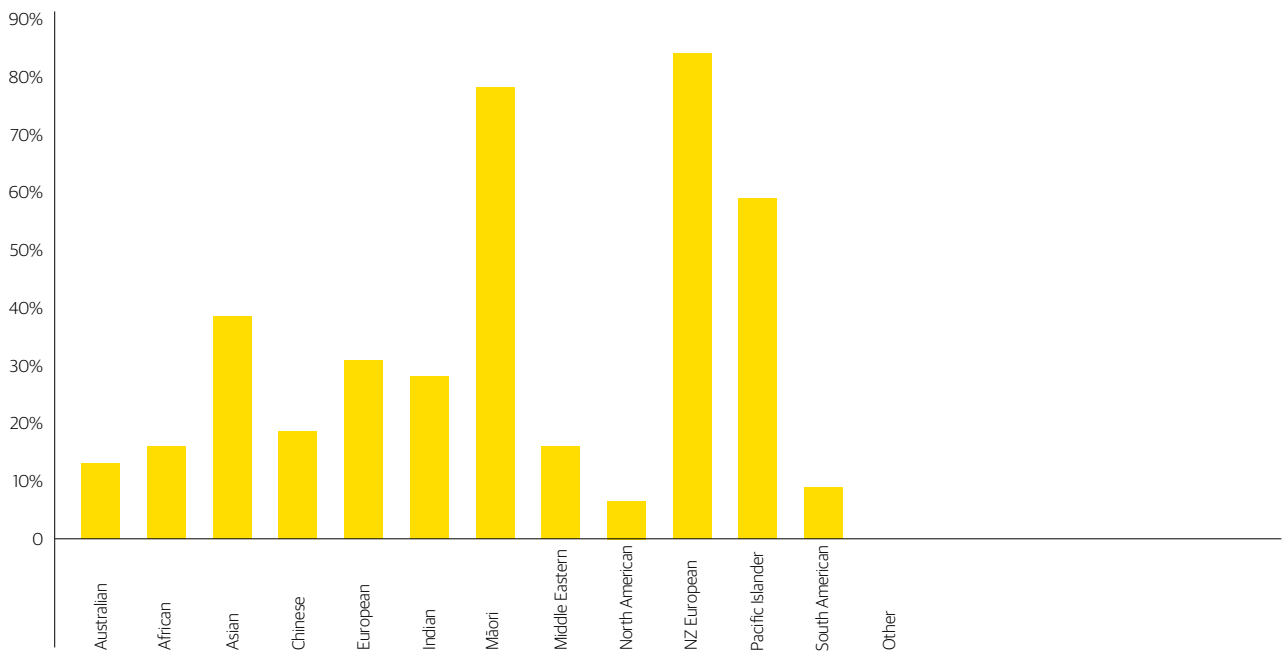
Growing knowledge and skills

Does your service involve strengthening any of the following for your clients?

91%	88%	84%	84%	41%
Knowledge and skills	Wellness	Social cohesion/connectedness	Resilience	Leadership skills

Ethnicity of clients

Main ethnicity of clients.



New Zealand European (Pakeha) at 84% and Māori at 78% are overwhelmingly the largest groups of ethnicities that are accessing social services in Wellington. Pacific Islander was indicated at 59%. The Asian demographic was indicated at 38%.

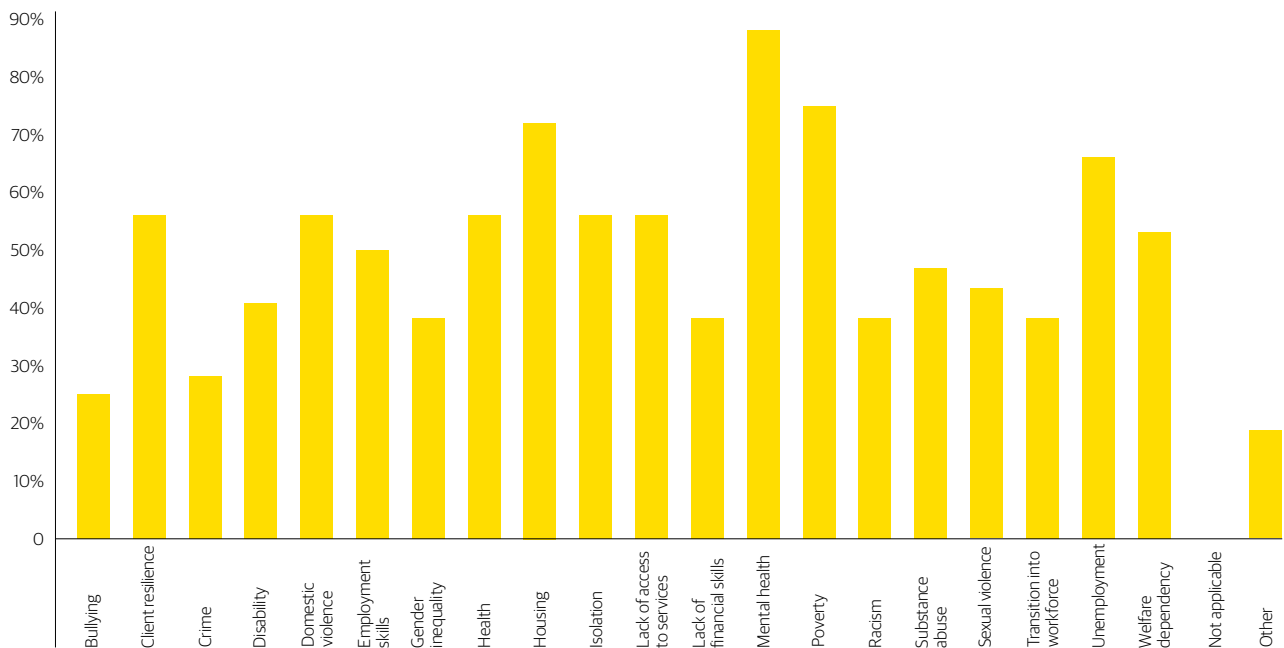
Ethnicity of clients

Main ethnicity of clients.

84%	78%	59%	38%	31%
NZ European	Māori	Pacific Islander	Asian	European

Community challenges

What do you see as the top challenges in the communities you work with?



The organisations talked about the interrelationship of these challenges; that none are experienced in isolation. The complexity of one challenge can tip the scale for another to create a cascade of issues for individuals, their families and the community. By far, the highest rated challenge was Mental health which was 88%. Poverty was indicated at 75% and Housing at 72%. Unemployment was indicated at 66%. Health, Domestic violence, Client resilience, and Isolation scored the same at 56%. Lack of access to services was also indicated by 56% of respondents. This is not the same as ‘lack of services’. There are a plethora of reasons that clients are not benefitting from the available social services.

Organisations talked about the lack of information about other services available in Wellington, and most organisations provided more than was expected from their core mission. Several organisations indicated problems with accessing immediate services, in particular: mental health, alcohol and other drug services, and access to housing. Resourcing for violence interventions was uniformly reported to be strained in the face of increasing numbers of clients presenting to services.

“80% of clients have some underlying mental health issue, whether it be big or small.”

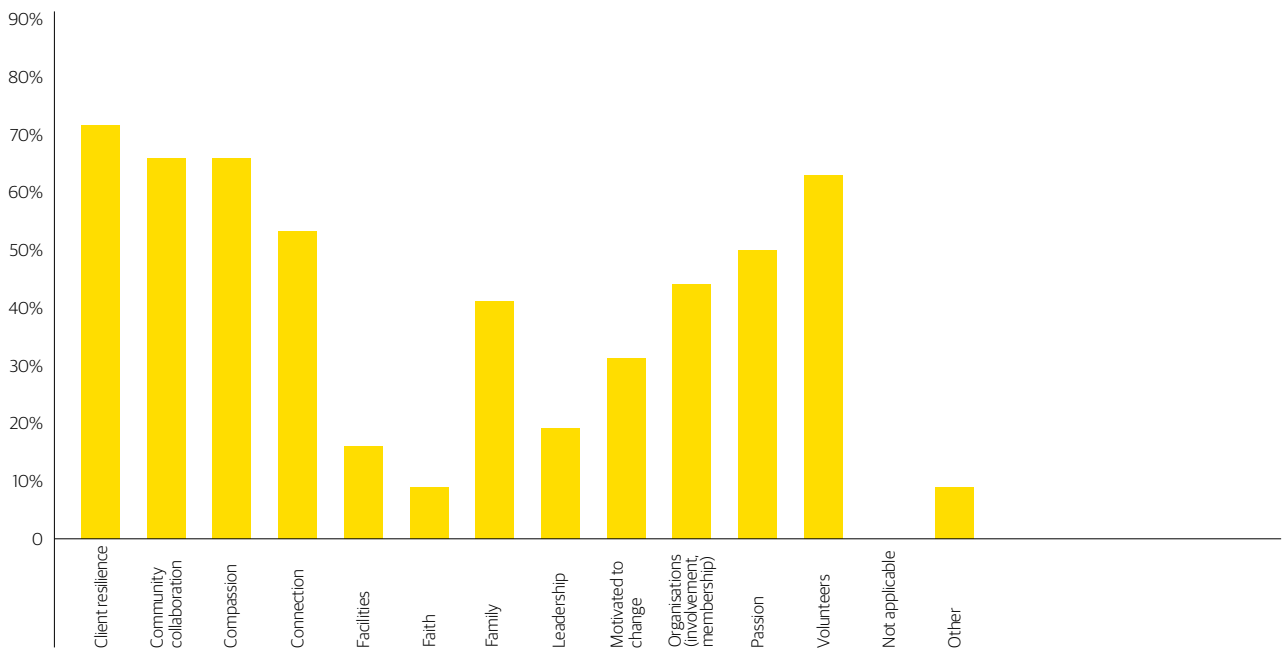
Community challenges

What do you see as the top challenges in the communities you work with?

88%	75%	72%	66%	56%
Mental Health	Poverty	Housing	Unemployment	Health
				Domestic violence
				Client resilience
				Isolation

Community strengths

What are the top strengths in the communities you work with?



Client resilience, Volunteers, Community collaboration and Compassion experienced within the community all scored highly at greater than 60%. Connection and Passion were close to 50% of responses. Other responses that cited client strengths included Support from friends/peers, and Individuals are good at what they do.

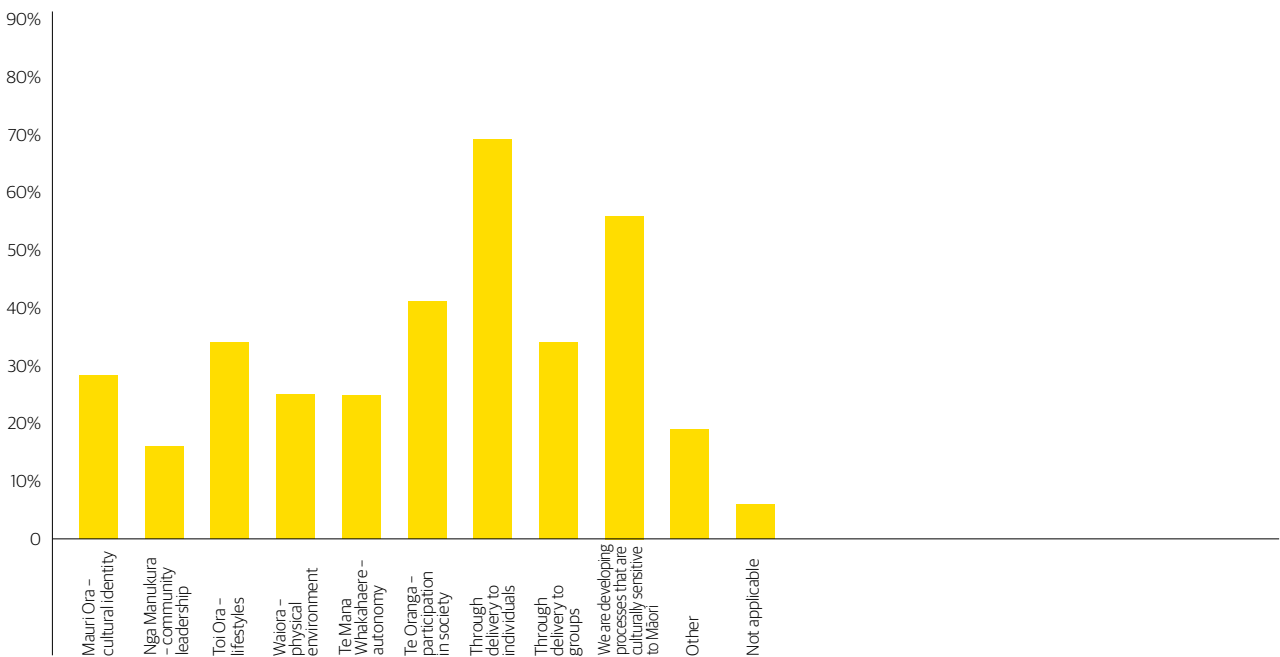
Community strengths

What are the top strengths in the communities you work with?

72%	66%	63%	53%	48%
Client resilience	Community collaboration	Volunteers	Connection	Passion
	Compassion			

Improving Māori outcomes

Does your service improve Māori Outcomes?



Organisations were asked a set of questions regarding their services’ contribution to outcomes for Māori, based on a Kaupapa Māori approach. The six pillars of Māori wellness according to Whanau Ora were listed as intended outcomes. Delivery to individuals was indicated at 69% and Developing culturally appropriate processes scored 56%. Whanau ora pillars mostly scored lower than 40%, possibly because there is a lack of awareness in the sector about these performance indicators.

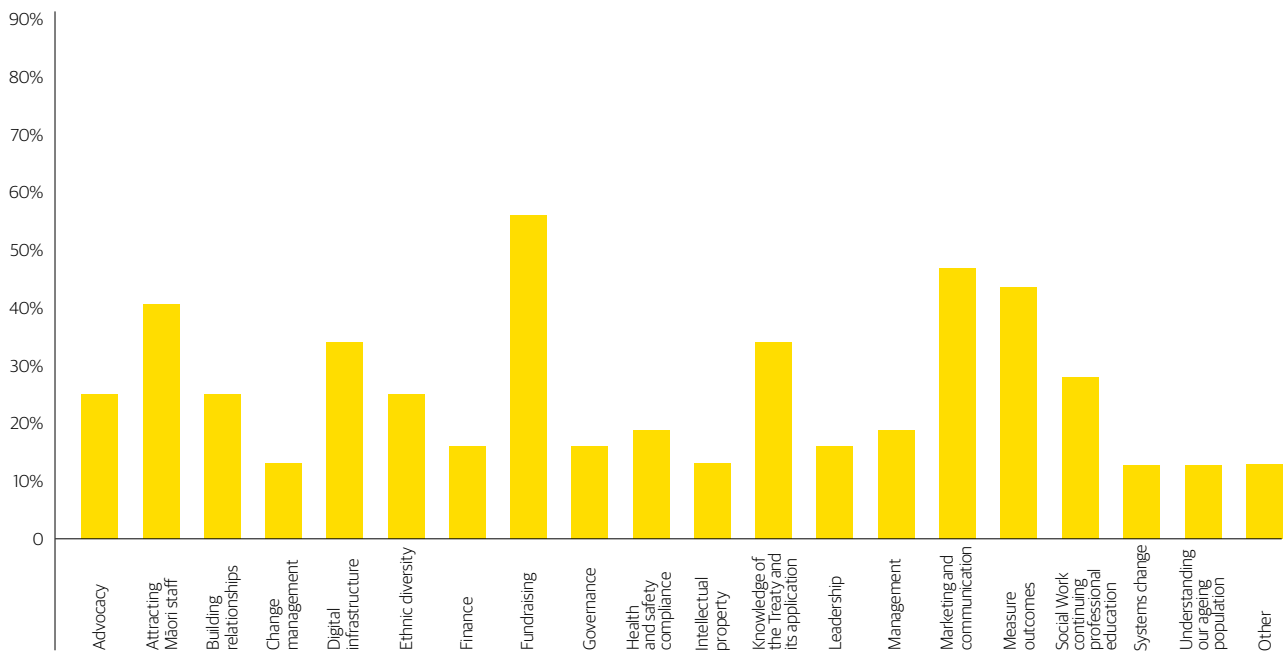
Improving Māori outcomes

Does your service improve Māori Outcomes?

69%	56%	41%	34%	28%
Through delivery to individuals	Developing culturally appropriate processes	Te Oranga participation in society	Through delivery to groups	Mauri Ora: Cultural identity

Capacity within the social sector

In what areas does your organisation require capacity building?



When organisations were asked about what they needed in terms of capacity building, they indicated Fundraising at 56%. Marketing and communication (47%) and Measure outcomes (44%) were additional capability needs. Attracting Māori staff at was indicated at 41%. Digital infrastructure and Knowledge of the Treaty and its applications both scored at 34%.

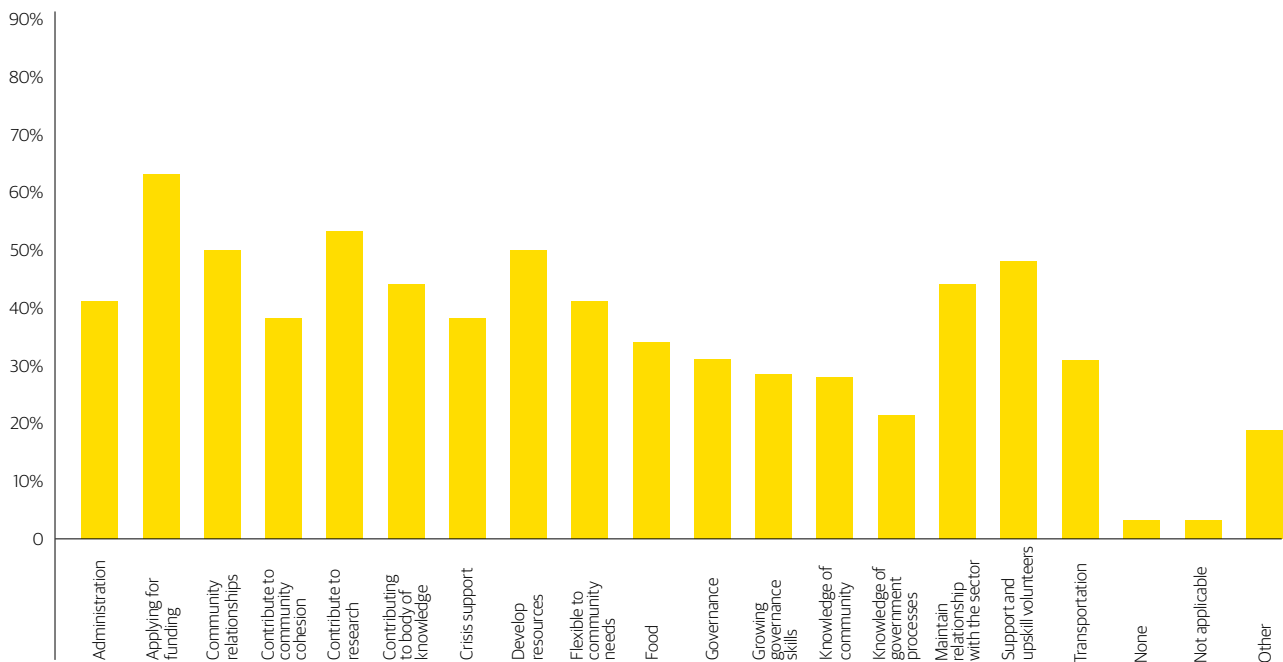
Capacity within the social sector

In what areas does your organisation require capacity building?

56%	47%	44%	41%	34%
Fundraising	Marketing and communication	Measure outcomes	Attracting Māori staff	Digital infrastructure
				Knowledge of the Treaty and its application

Work that is not funded

What sort of things do you do that are not part of your core mission?



Organisations were asked about the work they did that was not funded. Applying for funding scored highest at 63%. Support and upskill volunteers and Contribute to research were both indicated with 53%. Develop resources and Community relationships both scored at 50%.

Some organisations mentioned things that were not on the list of offered options. Many mentioned the changes in the way the sector works, such as organisations now offering wraparound support to clients. They might be funded to focus on a particular area but find they cannot address issues in isolation. Other responses for services offered over and above the core mission were:

- analysis of data - other service products
- triage mental health services

- law reform
- crisis work when other interventions aren't successful
- social work provision to families and the elderly

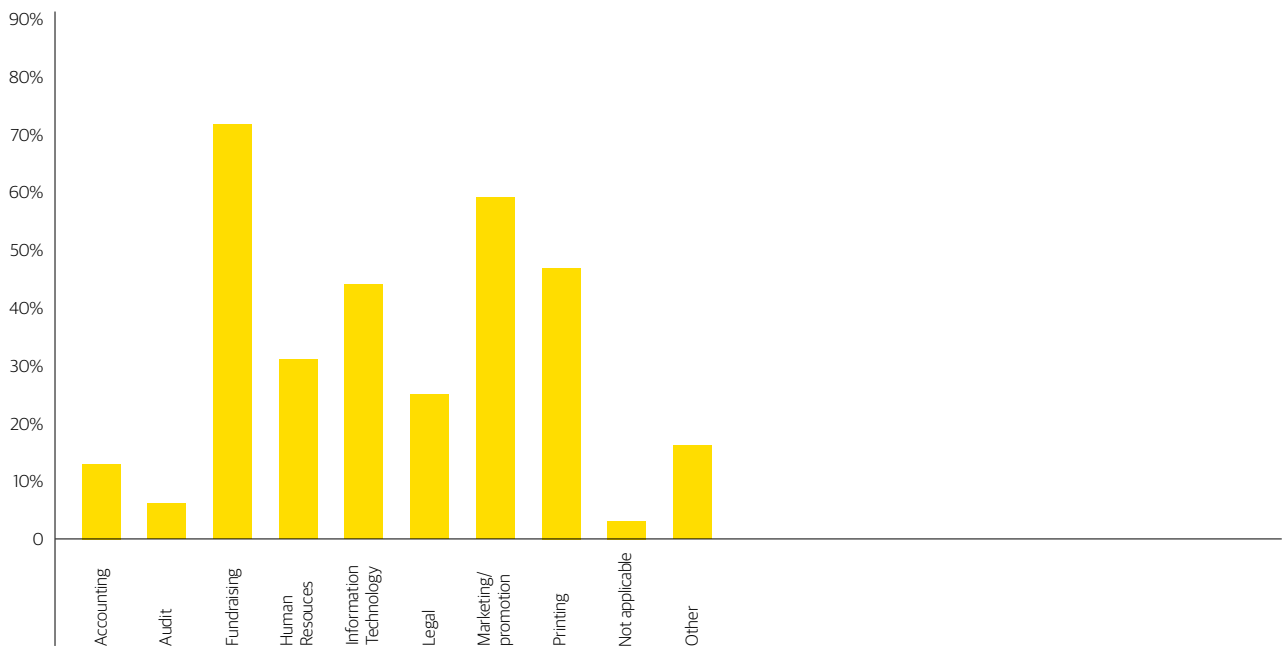
Work that is not funded

What sort of things do you do that are not part of your core mission?

63%	53%	50%	44%	41%
Applying for funding	Support and upskill volunteers	Develop resources	Maintain relationships with the sector	Flexible to community needs
	Contribute to research	Community relationships	Contributing to body of knowledge	Administration

Organisational support

What type of support would your organisation benefit from?



When asked what type of support they would benefit from, once again Fundraising scored highest at 72%. It is difficult to ascertain whether this response relates to benefitting from resources to raise funds or whether there was generally a shortfall in funding. Marketing and promotion also scored highly at 59%, followed by Printing at 47% and Information technology at 44%.

Organisational support

What type of support would your organisation benefit from?

72%	59%	47%	44%	31%
Fundraising	Marketing and promotion	Printing	Information Technology	Human Resources

