

Free

SURVIVAL GUIDE TO WELLINGTON

living in Wellington on a low income



Downtown
Community
Ministry

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



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

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

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

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



Downtown Community Ministry

THE SURVIVAL GUIDE – living in Wellington on a low income

10th Edition 2007

Downtown Community Ministry

Phone: 04 384 7699

Fax: 04 384 7688

Email: office@dcm.org.nz

Website: www.dcm.org.nz

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

Downtown Community Ministry wishes to thank Wellington City Council for its generous support in producing this 2007 edition of the guide.

INTRODUCTION

You have in your hands a treasure, a *Survival Guide to Wellington* for people on a low income.

It is intended as a directory of relevant services, agencies, outlets and information for those with limited means.

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

This is the 10th edition of the *Wellington Survival Guide*. It was originally conceived by Downtown Community Ministry's long-time community worker Pam Whittington QSM.

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

Project Margin, the Street People Project and the Downtown Community Ministry food bank are three key programmes we have developed to address these issues. Project Margin locates suitable housing and assists people to remain housed, the Street People Project offers a banking service with total money management and the food bank identifies the factors contributing towards food bank use, it provides necessary food items and referrals to other appropriate services.

Downtown Community Ministry would like to acknowledge the generous support of Wellington City Council who have partnered with us to produce this new edition. We especially would like to thank Jennifer Rains and the City Communities team.

The *Survival Guide to Wellington* is also available online at www.dcm.org.nz.

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

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A

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

Phone: 04 931 9999
Fax: 04 931 9960
Address: 342–352 Lambton Quay,
Wellington
Website: www.aa.co.nz

Abbat Trust Alcohol and Drug Services (Addictions: Alcohol and Drug, Anger Management, Mental Health Accommodation)

Phone: 04 528 3341
Fax: 04 527 6808
Address: Office – 1/18 Logan Street
Lower Hutt
Email: priston@paradise.net.nz

Emergency housing offering counselling and assessment for people with drug, alcohol and anger problems. Residents live independently and share facilities. Admission by interview. Also teaching work skills.

Accident and Urgent Medical Centre – Wellington (After Hours Medical Centres)

Phone: 04 384 4944
Fax: 04 384 4840
Address: 17 Adelaide Road, Wellington
Email: lyng@wanc.co.nz

This facility offers after hours care to anyone who needs it and is open from 8am–11pm every day of the year.

After Hours Medical Centre Lower Hutt (After Hours Medical Centres)

Phone: 04 567 5345
Fax: 04 567 9909
Address: 729 High Street, Lower Hutt
Email: manager@afterhoursmed.co.nz

This facility is open overnight from 5.30pm–8am weekdays and 24 hours on weekends and public holidays.

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

Phone: 04 528 0111
Fax: 04 527 3139
Address: 12–14 Royal Street, Upper Hutt
Email: uhams@xtra.co.nz

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

After Hours Pharmacy (After Hours Pharmacies)

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

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

Agape Budgeting Service (Budgeting)

Phone: 04 477 3000
Fax: 04 477 3008
Address: PO Box 13107 Johnsonville
Website: www.cbnz.org.nz
Email: agape.budgeting@paradise.net.nz

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

Age Concern Wellington (Seniors)

Phone: 04 499 6646
Fax: 04 499 6645
Address: Room 3, Level 2, Harbour City Centre Building, Panama Street, Wellington
Website: www.ageconcern.org.nz
Email: acwellington@xtra.co.nz

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

Age Concern Wellington Elder Abuse and Neglect Service (Seniors)

Phone: Wellington region: 04 567 4998
Fax: 04 567 4998
Address: 249 Rata Street, Naenae, Lower Hutt; PO Box 35187 Naenae
Website: www.ageconcern.org.nz
Email: eanwgtm@acwellington.org.nz

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

Age Concern Wellington, Porirua, Lower Hutt and Upper Hutt Accredited Visiting Service (Seniors)

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

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

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

Phone: 0800 787 797
Fax: 03 377 5600
Address: First Floor, 215 Gloucester Street Christchurch; PO Box 13496 Christchurch
Website: www.adanz.org.nz
Email: ada@adanz.org.nz
Provides confidential, accurate and impartial information on alcohol and drug issues.

Alcoholics Anonymous General Service Office (Addictions: Alcohol and Drug)

Phone: 04 472 4250,
Helpline: 0800 229 675
Fax: 04 472 4251
Address: Unit 4, Betty Campbell Centre, 2nd Floor, Harbour City Centre, Panama Street, Wellington
Website: www.alcoholics-anonymous.org.nz
Email: nzgsa@xtra.co.nz

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

Amcal Pharmacy Upper Hutt (After Hours Pharmacies)

Phone: 04 528 4808
Fax: 04 528 1440
Address: 53 Main Street, Upper Hutt

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

Awhina Wahine Wellington Inc

Phone: 04 385 3185
Fax: 04 385 3185
Address: Level 2, 17 Haining Street, Te Aro, Wellington; PO Box 9011 Marion Square
Email: awhina-wahine@xtra.co.nz

A women's and whanau counselling service for victims of rape and sexual abuse. We can conduct counselling sessions in our office or through our mobile service. Opening hours are Monday to Friday 8.30am–4.30pm but we can be contacted 24 hours a day, seven days a week.

B

Barnardos Domestic Violence Programme (Family Support)

Phone: 04 569 1204
Fax: 04 569 1165
Address: Level 1, 330 High Street Lower Hutt; PO Box 30 354 Lower Hutt
Website: www.barnardos.org.nz
Email: hutt.amu@barnardos.org.nz

A programme to help children who have

suffered or witnessed domestic violence. Help is also available for their families.

Barnardos Family Support Services Lower Hutt (Family Support)

Phone: 04 569 1204
Fax: 04 569 1165
Address: 330 High Street, Lower Hutt
Website: www.barnardos.org.nz
Email: hutt.amu@barnardos.org.nz

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

Barnardos House Wellington (Family Support)

Phone: 04 382 6702
Fax: 04 382 6700
Address: 85–87 Ghuznee Street, Wellington
Website: www.barnardos.org.nz

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

Base (X) Backpackers (Backpackers and Hostels)

Phone: 04 801 5666 or
freephone 0800 BASE NZ (227 369)
Fax: 04 801 5668
Address: 21–23 Cambridge Terrace, Wellington
Website: <http://www.basebackpackers.com/>
Email: wellington@basepackers.com

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

Beethoven House (Boarding Houses)

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

For travellers only.

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

Phone: 04 529 8108
Fax: 04 529 8106
Address: The Suzanne Aubert Centre,
3 Perry Street, Heretaunga,
Upper Hutt; PO Box 48039
Silverstream
Email: hvbest@xtra.co.nz

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

Birthright (Family Support)

Phone: Lower Hutt: 04 566 7123
Wellington: 04 384 7966
Fax: Lower Hutt: 04 569 3527
Wellington: 04 384 7968
Address: 517 High Street, Lower Hutt;
PO Box 44005; 5th Floor 75
Ghuznee Street, Wellington;
PO Box 706 Wellington
Email: birthright@xtra.co.nz,
birthright.wellington@xtra.co.nz

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

Birthworks (Women's Health)

Phone: 04 802 0771
Address: 51 Ava Street, Petone
Email: slankort@xtra.co.nz

Free midwifery services for the Hutt Valley, with home and hospital births. Birthworks places an emphasis on conventional births but can also do water births.

The Blue Shop (Second Hand Shops)

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

We sell second hands goods, beds, furniture and bookcases and we also accept Work and Income vouchers. Open Monday to Friday 10am–5.30pm and Saturday 10am–4.30pm.

Brooklyn Galleria (Second Hand Shops)

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

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

Buses – See Metlink



Cable Car Museum (Museums and Galleries)

Phone: 04 475 3578
Fax: 04 475 3594
Address: 1 Upland Road, Kelburn,
Wellington (Located at the
top of the Cable Car)
Website: www.cablecarmuseum.co.nz
Email: admin@cablecarmuseum.co.nz

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

Cambridge Hotel (Backpackers and Hostels)

Phone: 04 385 8829
Fax: 04 385 2503
Address: 28 Cambridge Terrace, Wellington
Website: www.cambridgehotel.co.nz
Email: info@cambridgehotel.co.nz

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

Capital City Lodge (Boarding Houses)

Phone: 04 939 7992
Fax: 04 939 7995
Address: 82–88 Hanson Street,
Newtown, Wellington
Email: nick@capitalcity.co.nz

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

Capital Seniors Charitable Trust Inc (Seniors)

Phone: 04 586 5810
Fax: 04 586 5818
Address: 19/41 Barber Grove, Moera,
Lower Hutt
Email: capitalseniors@xtra.co.nz

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

Care NZ (Addictions: Alcohol and Drug)

Phone: 04 385 1517
Fax: 04 385 1516
Address: 1st Floor, 66 Dixon Street,
Wellington
Website: www.carenz.co.nz
Email: wellington@carenz.co.nz

Alcohol and drug counselling services.

The Catacombs Drop in Centre (Drop in Centres)

Phone: 04 385 6144, 04 384 3329

Address: Level 1, 131 Manners Street,
Wellington; PO Box 9463
Marion Square

Email:
catacombsdropincentre@yahoo.com.au

A drop in centre for inner city Wellington residents, including homeless and people in transit, and particularly those in need of a welcoming place to socialise and relax. TV lounge, light reading, hot drinks and a shower. Volunteers always needed; please call/drop in and ask for staff member or volunteer on duty. The centre is for over 18's and is open Monday to Friday 7.30pm–10.30pm, and from 11.00am to 10.30pm Saturday and Sunday.

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

Phone: 04 385 8642

Fax: 04 385 8640

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

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

Child Adolescent and Family Services and Maternal Mental Health (Mental Health Services)

Phone: 04 801 2960

Fax: 04 801 2969

Address: 21 Hania Street, Mount Victoria,
Wellington

Website: www.ccdhb.org.nz

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

Citizens Advice Bureaux (CAB) (General)

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

If they can't help with a particular query they'll find someone who can. No problem is too big or too small. Whether you're about to be thrown out of your flat, need to find local childcare, or want advice on how to deal with a neighbour, a trained CAB volunteer can help you. They'll discuss your options with you and give you contact numbers for any services or organisations that will be able to help you further.

Citizens Advice runs a free phone service for general enquiries **0800 FOR CAB** (0800 367 222).

Their website is www.cab.org.nz

Branch: Aro Valley CAB

Phone: 04 384 2133

Fax: 04 384 2092

Address: Community Centre, 48 Aro Street

Email: cab.arovalley@xtra.co.nz

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

Branch: Eastern Suburbs CAB
Phone: 04 387 3573
Fax: 04 387 9329
Address: 56–58 Bay Road, Kilbirnie
Email: cab.easts@xtra.co.nz

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

Branch: Kapiti CAB
Phone: 04 298 4944
Fax: 04 297 0000
Address: 1st Floor, Coastlands Shoppingtown, Paraparaumu
Email: cab.kapiti@xtra.co.nz

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

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

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

Branch: Porirua CAB
Phone: 04 237 8846
Fax: 04 237 8849
Address: 2nd Floor, Pember House, 16 Hagley Street
Email: cab.porirua@xtra.co.nz

Branch: Upper Hutt CAB
Phone: 04 568 8877
Fax: 04 528 0177
Address: 18 Logan Street
Email: cabuppht@globe.net.nz

Branch: Wellington West CAB
Phone: 04 476 4595
Fax: 04 476 4595
Address: 251 Karori Road
Email: cab.karori@xtra.co.nz

City Gallery Wellington (Museums and Galleries)

Phone: 04 801 3021
Fax: 04 801 3950
Address: Civic Square, Wellington
Website: www.city-gallery.org.nz
Email: citygallery@wmt.org.nz

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

City Housing – Wellington City Council (Low Income Housing)

Phone: 04 801 4034

Fax: 04 801 3031

Address: 101 Wakefield Street,
Wellington City

Website:

www.Wellington.govt.nz/services/housing

Provides stable low rent housing for low income earners. Application form and interview required. There is a waiting list.

(This is not emergency housing.)

The Clubhouse (Drop in Centres – Mental Health)

Phone: 04 389 2740, 04 389 2153

Fax: 04 389 2163

Address: 168 Riddiford Street,
Newtown, Wellington

A drop in centre for mental health consumers. The Clubhouse offers computer classes, a women's group, gym work, pool, music, legal advice and more. Open Monday to Friday 9.30am–3.30pm.

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

Phone: 04 494 9170

Fax: 04 494 9179

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

Website: www.ccdhb.org.nz

Email: cads@ccdhb.org.nz

Provides treatment intervention for people living in the Wellington Region with opioid dependence.

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

Phone: 04 499 2928, 04 460 4460

Fax: 04 472 2320

Address: Level 2, 84 Willis Street
(old Dominion Post Building),
Wellington;
PO Box 24 005, Wellington

Email: lisa@wclc.org.nz

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

Monday – Thursday 5.30pm–7pm

Wednesday 12pm–2pm

Friday 10am–12pm

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

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

Phone: 04 387 1270

Fax: 04 387 1299

Address: 36 Tacy Street, Kilbirnie,
Wellington

Website: www.ccdhb.org.nz

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

**Community Mental Health Team
Wellington – Tory Street Clinic**
(Mental Health Services)

Phone: 04 801 4830
Fax: 04 801 4859
Address: 100 Tory Street, Wellington
Website: www.ccdhb.org.nz

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

**Community Probation Service
– Wellington Area Office**
(Department of Corrections)

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

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

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

Community Work Centre – Wellington
(Department of Corrections)

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

Conservation Information Centre
(Information Centres)

Phone: 04 472 7356
Fax: 04 471 2075
Address: 18–32 Manners Street,
PO Box 10420, Wellington

Website: www.doc.govt.nz
Email: wellingtonvc@doc.govt.nz

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

Courtenay's on Willis
(Drop in Centres – Mental Health)

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

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

Court Liaison Mental Health Service
(Court Support Services)

Phone: 04 918 2471
Fax: 04 918 2477
Address: Kenepuru Hospital,
Raiha Street, Porirua
Website: www.ccdhb.org.nz

Informal psychiatric assessment for defendants.

**Crisis Assessment and Treatment
Team – CATT** (Mental Health Services)

Phone: 04 494 9169
Fax: 04 918 2281
Address: Te Whare O Rangatuhi, Kenepuru
Hospital, Raiha Street, Porirua
Website: www.ccdhb.org.nz

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

Crooked lawyer (Legal Advice)

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

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

Phone: 04 472 9177

Address: Located under St Mary's of the Angels Church, 15 Boulcott Street, Wellington

Morning tea and light lunch only, Monday to Friday 10am–1pm. Grateful for donations in any form (including food – not clothing).

D

Dental and Oral Health Department (Dental)

Phone: 04 385 5967

Fax: 04 385 6265

Address: Wellington Hospital,
Riddiford Street, Newtown,
Wellington

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

Documentation – Department of Internal Affairs

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

Births Deaths and Marriages Department

0800 225 252

Citizenship (NZ) Department

0800 225 151

Passports (NZ) Department

0800 225 050

The Translation Service

0800 872 675 for translations of documents

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

Phone: 04 384 7699

Fax: 04 384 7688

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

Website: www.dcm.org.nz

Email: office@dcm.org.nz

Provides assistance and advocacy for those with backgrounds of homelessness. Places clients into suitable, stable housing and operates a banking and food bank service.



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

Downtown Community Ministry – Street People Project (Budgeting)

Phone: 04 384 7699
Fax: 04 384 7688
Address: Compassion House, Luke's Lane,
Te Aro, Wellington; PO Box 6133
Marion Square
Website: www.dcm.org.nz
Email: office@dcm.org.nz

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

Downtown Wellington Backpackers (Backpackers and Hostels)

Phone: 04 473 8482
Fax: 04 471 1073
Address: 1 Bunny Street, Wellington
Website: www.downtownbackpackers.co.nz
Email: db@downtownbackpackers.co.nz

Male and female four to eight bedroom dormitories, single and twin rooms. Facilities include bar, café, television, internet, kitchen, and bathrooms.

Dress for Success (Support for Women)

Phone: 04 473 2940
Fax: 04 473 2941
Address: Ground Floor Community House,
84 Willis Street, Wellington;
PO Box 2591 Wellington
Website: www.dressforsuccess.org
Email: dfswgtn@xtra.co.nz

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



Easy Access Housing (Mental Health Accommodation)

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

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

Eating Disorder Services (Eating Disorders)

Phone: 04 478 6674
Fax: 04 477 4160
Address: PO Box 13807 Johnsonville
Website: www.eatingdisorders.org.nz
Email: info@eatingdisorders.org.nz

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

Emergency Contacts FOR EMERGENCIES CALL 111

Ambulance, Police, Fire Department:
call 111

Deaf Emergencies Textphone:
call 0800 16 16 16

Wellington Free Ambulance:
call 04 479 2999

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

Poisonous and Hazardous Materials:

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

EVOLVE (Drop in Centres, Youth Health Services)

Phone: 04 801 9150

Fax: 04 801 9157

Address: 5 Eva Street, Wellington

Website: www.evolveoneva.org.nz

Email: evolveoneva@xtra.co.nz

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

Eye Department – Wellington Hospital (Eye Health)

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

Fax: 04 385 5457

Address: Wellington Hospital,
Riddiford Street, Newtown,
Wellington

A referral letter from a doctor is required. Urgent cases are seen on a priority basis within three months, but can take longer for non urgent cases. For acute cases ask to speak with one of the Eye Department

nurses who will be able to advise you or make an appointment. The eye tests are free, but not the glasses. Enquire with Work and Income to see if they can assist with payment.

Ezee Meals (Meals Delivered)

Phone: 04 389 2033

Fax: 04 389 2109

Address: 200 Riddiford Street,
Newtown, Wellington

Website: www.wellingtoncitymission.org.nz

Email: cathy@wgtncitymission.org.nz

Organised through Wellington City Mission. Call us and ask to be connected to Ezee meals (purchases also available direct from the Mission). Pre-cooked frozen meals and desserts are available – delivered to your door. A large main costs \$6, a small main meal costs \$4.00, and dessert costs \$2.50. Delivery costs \$2.



FOOD AT CHRISTMAS

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

Phone: 04 499 3240 (Nov-Jan)
(Aro Valley Community Centre)

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

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

Christmas Dinner – Saint Aidan’s

Phone: 04 499 3240 (Nov-Jan)

Fax: 04 388 9312

Address: 89 Miramar Avenue,
Miramar, Wellington

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

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

Christmas Dinner – Salvation Army Hope Centre

Phone: 04 499 3240 (Nov-Jan)

Fax: 04 389 1130

Address: 26 Riddiford Street,
Newtown, Wellington

Website: www.salvationarmy.org.nz

Email: wellingtoncfs@xtra.co.nz

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

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

Phone: Wellington: 04 499 1992;
Lower Hutt: 04 569 5025;
Porirua: 04 237 8895

Fax: Wellington: 04 499 5587;
Lower Hutt: 04 566 1388;
Porirua: 04 237 7622

Address: Level 6, 35 Victoria Street,
Wellington;
29 Waterloo Road, Lower Hutt;
1 Hartham Place, South Porirua

Website: www.fpanz.org.nz

General sexual and contraception health services.

Fantail Hostel and Home Stay (Backpackers and Hostels)

Phone: 04 528 3222

Fax: 04 528 3223

Address: 592 Fergusson Drive, Upper Hutt

Website: www.fantailhostel.co.nz

Email: info@fantailhostel.co.nz

Fantail Hostel and Home Stay offers all the comforts of home with home cooked meals for anyone looking for long or short term accommodation in Upper Hutt.

Fire Station

website – www.fire.org.nz

Name: Central City

Phone: 04 801 2144

Fax: 04 801 2161

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

Food Banks

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

0800 559 009

Name: Downtown Community Ministry

Phone: 04 384 7699

Fax: 04 384 7688

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

Website: www.dcm.org.nz

Email: office@dcm.org.nz

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

Name: Johnsonville Food Bank
Phone: 04 478 5698; Jan 04 478 8628
Fax: 04 478 5690
Address: Corner Frankmoore Avenue & Moorefield Road Johnsonville
Website: www.cab.org.nz
Email: cab.johnsonville@xtra.co.nz

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

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

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

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

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

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

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

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

Open 9am–11.30am, Monday, Tuesday, Wednesday, Friday. Behind the Hutt City Council building. After your first visit a Work and Income decline letter or referral letter from a budget service or other support agency is required.

Name: Massey at Wellington Students Association (MAWSA)
Phone: 04 801 2540
Fax: 04 801 2541
Address: Level 2 Student Centre, Massey University Entrance E, Tasman Street, Wellington
Website: www.mawsa.org.nz

Open 9am–4pm weekdays for Massey internal students only. Students are entitled to one parcel a year.

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

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



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

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

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

Name: Salvation Army Lower Hutt Community Ministry
Phone: 04 570 0273
Fax: 04 570 0274
Address: Corner Kings Crescent and Cornwall Street, Lower Hutt
Website: www.sacrossroads.org.nz
Email: mission@sacrossroads.org.nz

Open 12pm–2.45pm, weekdays. You will need to bring with you:

- i) if you are working, a bank statement
- ii) if you are on a benefit, a letter from Work and Income stating that you have no entitlements left
- iii) or a letter from a community support worker.

Name: Salvation Army Porirua Community Ministry
Phone: 04 235 6266
Fax: 04 235 6482
Address: Corner Warspite Avenue & Fantame Street, Cannons Creek Porirua
Website: www.salvationarmy.org
Email: porirua_cfs@nzf.salvationarmy.org

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

Name: Salvation Army Tawa
Phone: 04 232 8023
Fax: 04 232 8023
Address: 177 Main Road, Tawa
Website: www.salvationarmy.org.nz
Email: salvation@paradise.net.nz

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

Name: Salvation Army Upper Hutt Community Ministry
Phone: 04 528 6745
Fax: 04 528 6748
Address: 695 Fergusson Drive, Upper Hutt
Website: www.salvationarmy.org.nz
Email: salarmy.upperhuttcorps@xtra.co.nz

Open 9am–12pm, Monday and Wednesday, 10am–2pm Tuesday and Thursday, 10am–3pm Friday. Must live within Upper Hutt boundaries and bring Community Services Card plus proof of address and letters from Work and Income.

Name: Salvation Army Wellington Community Ministry (Newtown)
Phone: 04 389 0594
Fax: 04 389 1130
Address: 26 Riddiford Street, Newtown
Website: www.salvationarmy.org.nz
Email: wellingtoncfs@xtra.co.nz

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

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

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

Name: The Society of Saint Vincent De Paul (Porirua)
Phone: 04 237 5968
Address: 18 Mungavin Avenue, Porirua

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

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

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

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

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

Name: Victoria University of Wellington Students Association (VUWSA)
Phone: Welfare vice president
04 463 6985
Fax: 04 463 6990
Address: Ground Floor, Student Union Building, Victoria University, Kelburn, Wellington
Website: www.vuwsa.org.nz
Email: wvp@vuw.ac.org

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

Name: Wainuiomata Food Bank
Phone: 04 939 0842
Address: 33 Parkway, Wainuiomata
Email: carolynfreedman@hotmail.com

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

Name: Wellington City Mission Food Bank (Newtown)
Phone: 04 389 2033
Fax: 04 389 2109
Address: 200 Riddiford Street, Newtown
Website: www.wgtnctymission.org.nz
Email: enquiries@wgtnctymission.org.nz

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

Name: Wesley Wellington
Mission Porirua

Phone: 04 237 7923

Fax: 04 237 7952

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

Email: wporirua@wesleyca.org.nz

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



Gambling Help Lines

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

Phone: 0800 TO BE HAPPY (862 342)

Fax: 04 473 4890

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

Name: Gambling Debt Helpline

Phone: 0800 654 658

Fax: 09 524 3659

Website: www.gamblingproblem.co.nz

Email: info@gamblingproblem.co.nz

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

Name: Gambling Problem Helpline

Phone: 0800 654 655

Fax: 09 524 3659

Website: www.gamblingproblem.co.nz

Email: info@gamblingproblem.co.nz

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

Name: In Ya Face - Youth Gambling Line

Phone: 0800 654 659

Fax: 09 524 3659

Website: www.gamblingproblem.co.nz

Email: info@gamblingproblem.co.nz

Monday 5pm–8pm. This helpline is especially for youth.

Name: Māori Gambling Helpline

Phone: 0800 654 656

Fax: 09 524 3659

Website: www.gamblingproblem.co.nz

Email: info@gamblingproblem.co.nz

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

Name: Vai Lelei Pasifika
Gambling Helpline

Phone: 0800 654 657

Fax: 09 524 3659

Website: www.gamblingproblem.co.nz

Email: info@gamblingproblem.co.nz

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

H

Housing New Zealand Corporation (Low Income Housing)

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

Hawkestone House (Boarding Houses)

Phone: 04 473 7278
Address: 21 Hawkestone Street,
Thorndon, Wellington

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

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

Phone: 04 920 1800
Fax: 04 920 1808
Address: off Queen Street Car Park
Email:
upperhutthealthcentre@paradise.net.nz

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

Heretaunga College (Community Education)

Phone: 04 939 9370
Fax: 04 939 9371
Address: Ward Street, Upper Hutt
Website: www.heretaunga.school.nz
Email: catereg@heretaunga.school.nz

Running language, computer, personal development and skills based courses.

Branch: Lower Hutt
Phone: 04 439 3011
Fax: 04 569 6769
Address: 73 Queens Drive, Lower Hutt;
PO Box 30246 Lower Hutt_

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

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

Branch: Upper Valley
Phone: 04 439 3010
Fax: 04 567 5223
Address: 1199–1201 High Street, Taita,
Lower Hutt; P O Box 35030
Lower Hutt
Branch: Wellington
Phone: 04 439 3026
Fax: 04 387 1612
Address: Shop 27, Baycourt Bay Road
Kilbirnie; PO Box 14655 Kilbirnie

How Bazaar (Second Hand Shops)

Phone: 04 232 6396
Fax: 04 232 6396
Address: 139 Main Road, Tawa, Wellington
Email: howbazaar@xtra.co.nz

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

Hutt City Council

Phone: 04 570 6666; 0800 488 824
Fax: 04 569 4290
Address: 30 Laings Road, Lower Hutt;
Private Bag 31912 Lower Hutt
Website: www.huttcity.govt.nz
Email: contact@huttcity.govt.nz

Hutt Hospital

Phone: 04 566 6999, Alcohol and Drug Service: 04 570 9801
Fax: 04 570 9001
Address: High St, Lower Hutt,
Private Bag 31-907;
Alcohol and Drug Service:
Ground Floor, Public Trust House,
40–42 Queens Drive, Lower Hutt
Website: www.huttvalleydhb.org.nz
Email: webmaster@huttvalleydhb.org.nz

Open 24 hours.

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

Phone: 04 567 6414
Fax: 04 577 2436
Address: 47 Farmer Crescent, Pomare,
Lower Hutt
Email: huchs.pomare@xtra.co.nz

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

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

Phone: 04 568 6392
Fax: 04 568 2643
Address: 451 Jackson Street, Petone

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

Hutt Valley Community Law Centre (Community Law Centres)

Phone: 04 566 0315
Fax: 04 566 0316
Address: 2nd Floor, Apex House,
Corner Laings Road and
Queens Drive, Lower Hutt;
PO Box 31501 Lower Hutt
Email: centre@huttlaw.org.nz

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



The Inn (Emergency Accommodation)

Phone: 04 384 6759

Fax: 04 384 6115

Address: Supplied on request

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

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

Phone: 04 389 3788, 0800 150 303

Fax: 04 389 5201

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

Email: icmhg@xtra.co.nz

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

**Johnsonville Senior Citizens Inc
(Seniors)**

Phone: 04 934 3613

Address: 22 Omar Street, Khandallah, Wellington

Email: janetandeddie@paradise.net.nz

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



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

Phone: 04 918 2300

Fax: 04 237 2034

Address: Raiha Street, Porirua; PO Box 50215 Porirua

Website: www.ccdhb.org.nz

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

Kenepuru after Hours Pharmacy (After Hours Pharmacies)

Phone: 04 238 9939
Fax: 04 238 9940
Address: C-/ Kenepuru Hospital,
Raiha Street, Porirua

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

Kenepuru Hospital

Phone: 04 237 0179
Fax: 04 237 6015
Address: Raiha Street; PO Box 50215
Porirua
Website: www.ccdhb.org.nz
Email: info@ccdhb.org.nz
Open 24 hours.

Kites (Mental Health Services)

Phone: 04 384 3303
Fax: 04 384 3308
Address: Level 6, West Wing Education
House, 178 Willis Street,
Wellington;
PO Box 9392 Marion Square
Website: www.kites.org.nz
Email: admin@kites.org.nz

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



Laundrettes

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

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

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

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

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

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

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

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

Name: Tunnel 24 Hour Laundrette

Phone: 04 386 4804

Address: 23 Waitoa Road, Hataitai

Name: Waitangirua Laundromat

Phone: 04 235 9445

Address: Waitangirua Mall, Waitangirua

Name: The Wash House

Phone: 04 387 2015

Address: Corner Coutts Street and Onepu Road, Kilbirnie

Legal Services Agency – Wellington Legal Aid Office (Legal)

Phone: 04 472 9040

Fax: 04 472 5250

Address: Level 2 Fulbright New Zealand House 120–124 Featherston Street, Wellington

Website: www.lsa.govt.nz

Wellington Legal Aid Office promotes access to justice and provides legal aid under the Legal Services Act 2000, covering family, criminal, civil, Waitangi, ACC and employment matters. There has to be a case taken to court. People need to fill out an application form.

Levy House (Boarding Houses)

Phone: 04 384 6708

Fax: 09 353 1315

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

Email: pjroche@xtra.co.nz

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

Libraries

Web Access

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

Branch: Central

Phone: 04 801 4040

Fax: 04 801 4047

Address: 65 Victoria Street

Email: Central@wcl.govt.nz

Branch: Brooklyn

Phone: 04 384 6814

Fax: 04 384 2857

Address: Corner Harrison & Cleveland Streets

Email: Brooklyn@wcl.govt.nz

Branch: Cummings Park

Phone: 04 479 2344

Fax: 04 479 4186

Address: 1a Ottawa Road, Ngaio

Email: CummingsPark@wcl.govt.nz

Branch: Island Bay

Phone: 04 383 7216

Fax: 04 383 7215

Address: 167 the Parade, Island Bay

Email: IslandBay@wcl.govt.nz

Branch: Johnsonville

Phone: 04 477 6151

Fax: 04 477 6153

Address: 5 Broderick Road

Email: Johnsonville@wcl.govt.nz

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

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

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

Branch: Miramar
Phone: 04 388 8005
Fax: 04 380 6137
Address: 68 Miramar Avenue
Email: Miramar@wcl.govt.nz

Branch: Newtown
Phone: 04 389 2830
Fax: 04 389 2827
Address: 13 Constable Street
Email: Newtown@wcl.govt.nz

Branch: Ruth Gotlieb
Phone: 04 387 1480
Fax: 04 387 1490
Address: 101 Kilbirnie Crescent
Email: RuthGotlieb@wcl.govt.nz

Branch: Wadestown
Phone: 04 473 5211
Fax: 04 472 5389
Address: Corner Moorhouse Street &
Lennel Road
Email: Wadestown@wcl.govt.nz

Literacy Aotearoa Wellington (Literacy and ESOL for Adults)

Phone: 04 385 2336
Fax: 04 385 2337
Address: 82–88 Dixon Street
(Corner of Victoria Street),
Wellington; PO Box 3180
Wellington
Website: www.literacywellington.org.nz
Email: manager@literacywellington.org.nz

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

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

Phone: 04 237 6009
Fax: 04 237 6012
Address: Pember House,
16 Hagley Street, Porirua

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

Lodge in the City

(Backpackers and Hostels)

Phone: 04 385 8560
Fax: 04 385 8531
Address: 152 Taranaki Street, Wellington
Website: www.lodgeinthecity.co.nz
Email: themanager@lodgeinthecity.co.nz

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



Mahora House

(Mental Health Accommodation)

Phone: 04 387 9676 (office) 04 387 7797
Fax: 04 387 9679
Address: 31 Mahora Street, Kilbirnie, Wellington

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

Mana College (Community Education)

Phone: 04 238 1236
Fax: 04 238 1220
Address: PO Box 50344 Porirua
Website: www.mana.school.nz/community_education.htm
Email: communityed@mana.school.nz

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

Mana Parents Centre

(Family Support, Support for Women)

Phone: 04 237 6262
Address: Level 3, Pember House, 16 Hagley Street, Porirua
Website: www.wnpc.org.nz

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

Maple Lodge

(Backpackers and Hostels)

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

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

Mary Potter Hospice Shops

(Second Hand Stores)

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

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

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

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

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

Matua Whangai (Court Support Services)

Phone: 04 918 8415
Fax: 04 918 4152
Address: Located at Wellington District Court level 2, 45–49 Ballance Street, Wellington

Email: raj@paradise.net.nz;
tukakimillantawhanau@paradise.net.nz

A charitable trust based at Wellington District Court assisting and supporting people inside and outside their court experience. The main kaupapa is Māori and support is for people of all nationalities.

Meals on Wheels (Meals Delivered)

Phone: 04 918 6014
Fax: 04 385 5404
Address: Wellington Hospital, Newtown, Wellington

A referral from your doctor, social worker, or from the hospital is needed to receive a hot meal delivered daily – Monday to Friday. Cost of the meal is \$3.70, and delivered at lunchtime by volunteers.

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

Phone: 04 473 4433
Fax: 04 473 4434
Address: Community House
Level 2, 84 Willis Street,
Wellington; PO Box 11262
Wellington
Email: mail@wmhcu.org.nz

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

Metlink (Public Transport)

Catching a Bus

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

Fares

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

After Midnight Fares

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

N1–N6 leave at 1am, 2am and 3am

N1 Island Bay/Lyall Bay:

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

N2 Hataitai/Miramar/Strathmore/Seatoun:

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

N3 Karori/Northland:

Leaves from Courtenay Place
(tickets cost \$4)

N4 Wadestown/Khandallah:

Leaves from Courtenay Place
(tickets cost \$4)

N5 Newlands/Churton Park/Johnsonville:

Leaves from Courtenay Place
(tickets cost \$4)

N6 Tawa/Porirua/Whitby:

Leaves from Courtenay Place
(tickets cost \$8)

N8 Queensgate/Petone/Wellington:

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

N22 Wellington/Naeana/Stokes Valley/Upper

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

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

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

Mobility Scooters (Wellington City Council)

Phone: 04 499 4444

Fax: 04 801 3138

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

Email: info@wcc.govt.nz

The scooters are available to anyone who has limited mobility, from wheelchair users to the elderly. You're even eligible with a broken leg. Scooters can be collected from four different locations:

Freyberg Pool 139 Oriental Parade
04 499 4444

Wellington City Council
101 Wakefield Street 04 499 4444

Wellington Botanic Garden
Treehouse Visitor Centre and the Begonia
House 04 499 1400

Fergs Kayaks
Shed 6, Queens Wharf 04 499 8898
Book by phone with these numbers or
email or fax the Council requesting use of
a mobility scooter.

Mothers Alone (Family Support, Support for Women)

Phone: 04 385 0505

Fax: 04 801 6966

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

Website: www.wgtnywca.org.nz

Email: jennifer@wgtnywca.org.nz

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

Multicultural Services Centre (Literacy and ESOL for Adults)

Phone: 04 386 3698
Fax: 04 384 6292
Address: 61–63 Taranaki Street Wellington
Website: www.msc.wellington.net.nz
Email: multicultural@xtra.co.nz

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

The five agencies are:

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

MCLaSS Adult ESOL Literacy Courses:

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

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

Phone 04 384 3693 ext 201 or 203 for information.

Job Brokering and Career Coaching

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

For Learners

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

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

For Tutors

- An initial training course leading to the NZQA approved Certificate in ESOL Home Tutoring
- A library of resources for using with learners
- Regular contact with coordinators
- Tutor support meetings
- Newsletters
- On-going training workshops
- Social events
- Access to teaching resources produced by the national association.

Museum of Wellington City and Sea (Museums and Galleries)

Phone: 04 472 8904

Fax: 04 496 1949

Address: Queen's Wharf;
PO Box 893 Wellington

Website: www.museumofwellington.co.nz

Email:
museum@museumofwellington.co.nz

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

N

Naenae College (Community Education)

Phone: 04 569 2236

Fax: 04 567 3009

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

Website: <http://www.naenae-college.school.nz/comedu/index.htm>

Email: naenaecollege@xtra.co.nz

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

Naku Enei Tamariki (Family Support)

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

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

Address: Māori Section: Kokiri Marae,
7–9 Barnes Street, Seaview;
Pakeha and Pacific Sections:
25 Peterkin Street,
Windgate Lower Hutt

Website: Māori Section: www.kokiri.org.nz;

Email: Māori Section:
netmaori@kokiri-hauora.org.nz;
Pakeha section:
net.pakeha@ihug.co.nz

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

Narcotics Anonymous (Addictions: Drug and Alcohol)

Phone: 04 801 9933

Address: PO Box 9051 Marion Square

Website: www.nzna.org

Email: casc@nzna.org

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

National Archives (Museums and Galleries)

Phone: 04 499 5595
Fax: 04 495 6210
Address: 10 Mulgrave Street,
Thorndon, Wellington
Website: www.archives.govt.nz
Email: reference@archives.govt.nz

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

National Library Gallery (Museums and Galleries)

Phone: 04 474 3000
Fax: 04 474 3035
Address: Corner of Molesworth and
Aitken Streets, Wellington
Website: www.natlib.govt.nz
Email: information@natlib.govt.nz

Open weekdays 9am–5pm, Saturday 9am–4.30pm, Sunday 1pm–4.30pm.

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

Phone: 04 382 8791
Fax: 04 801 5690
Address: 202 Willis Street, Wellington;
PO Box 11412 Manners Street
Website: www.nzpc.org.nz
Email: pcdp@globe.nz

A community based organisation with a focus on sex workers. We have a free clinic.

Newlands College Community Learning Centre (Community Education)

Phone: 04 474 1330
Fax: 04 474 1339
Address: Bracken Road, Newlands;
PO Box 26079 Newlands
Website: www.comed.newlands.school.nz
Email: comed@newlands.school.nz

Short term courses for lifelong learning.

Newtown Budgeting and Advocacy Services Inc (Budgeting)

Phone: 04 389 8121
Fax: 04 389 1130
Address: 26 Riddiford Street, Wellington
Email: newtownbudget@actrix.gen.nz

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

Newtown Heights (Backpackers and Hostels)

Phone: 04 389 8623
Fax: 04 389 8323
Address: 113 Coromandel Street, Newtown
Email: nhl@xnet.co.nz

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

Newtown Union Health Service

(Low Income Health Services, After Hours Medical Centres)

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

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

Ngawari Medical Centre

(Māori Health Services)

Phone: 04 389 1155
Fax: 04 389 1100
Address: 16 Donald Mclean Street,
Newtown, Wellington
Website: www.ngawari.com
Email: manager@ngawarimc.co.nz

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

Nga Whakatauki Trust

(Māori Health Services)

Phone: 04 801 8155
Fax: 04 801 8155
Address: Level 5, Home Loan Building,
84–88 Dixon Street, Wellington;
PO Box 24154 Manners Street
Email: nwki@xtra.co.nz

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

Night Shelter

(Emergency Accommodation)

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

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

Nomads Capital

(Backpackers and Hostels)

Phone: 04 978 7800
Fax: 04 978 7810
Address: 118–120 Wakefield Street,
Wellington; PO Box 11247
Wellington
Website: www.nomadscapital.com
Email: info@nomadscapital.com

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

NZ Federation of Family Budgeting

Services (Budgeting)

Phone: 04 471 1420
Fax: 04 471 1490
Address: Level 2, Betty Campbell Centre,
Harbour City Tower,
40 Panama Street, Wellington
Website: www.familybudgeting.org.nz
Email: enquiries@familybudgeting.org.nz

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

NZ Translation Centre Ltd
(Translation and Interpreting Services)

Phone: 04 384 5047, 04 801 4814
Fax: 04 384 8554
Address: 68 Dixon Street, Wellington
Website: www.nztranslation.co.nz
Email: sales@nztrans.co.nz

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

O

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

Phone: 04 385 0395
Fax: 04 389 7110
Address: 1st Floor, 155 High Street,
Lower Hutt
Email: wbridge@nzf.salvationarmy.org.nz

Provides alcohol, drug and gambling counselling.

Onslow College
(Community Education)

Phone: 04 477 1118
Fax: 04 477 1140
Address: Burma Road, Johnsonville;
PO Box 13906 Johnsonville
Website: www.onslow.school.nz
Email: commed@onslow.school.nz

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

Operation Jericho (Prisoner Support)

Phone: 04 529 8674
Fax: 04 528 5439
Address: PO Box 40657 Upper Hutt
Website: www.pfnz.org.nz
Email: oj@pfnz.org.nz

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

Overeaters Anonymous Wellington
(Eating Disorders)

Phone: 04 384 8821
Website: www.oaregion10.org

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

P

Pablos Art Studio and ROAR! Gallery
(Drop in Centres – Mental Health,
Mental Health Services)

Phone: 04 382 8885
Fax: 04 382 8632
Address: Pablos: 1st Floor, 250 Cuba Street
Wellington; PO Box 9720
Wellington;
ROAR!: 55 Abel Smith Street,
Wellington
Website: www.pablosart.org.nz
Email: pablos@pablosart.org.nz

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

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

Pacific Community Health – Vakaola (Low Income Health Services)

Phone: 04 237 7751
Fax: 04 237 7783
Address: Tavern Lane, Cannon's Creek, Porirua
Email: tevita@vakaola.org.nz

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

Pacific Health Service Wellington (Low Income Health Services)

Phone: 04 388 7071
Fax: 04 388 7081
Address: 412 Broadway, Strathmore, Wellington
Email: valerie@phswgtn.org.nz

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

Pacific Island Budget Service (Budgeting)

Phone: 04 389 8167
Fax: 04 389 6708
Address: Corner Rintoul and Colombo Streets Newtown, Wellington
Email: pbfst@hotmail.com

A Pacific budgeting, family and advocacy service.

Parents Legal Information Line on School Issues (Legal)

Phone: 0800 499 488
Fax: 04 472 2320
Website: www.communitylaw.org.nz

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

Past and Present (Second Hand Shops)

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

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

Pathways (Mental Health Accommodation)

Website: www.pathways.co.nz

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

Pendennis House – Mihingare o Poneke (Boarding Houses)

Phone: 04 472 0562
Address: 15 Burnell Avenue, Thorndon, Wellington

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

People's Centre – Wellington

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

Phone: 04 385 8596
Fax: 04 385 2520
Address: Luke's Lane, Te Aro, Wellington
(off lower Taranaki Street)
Website: www.wellingtonpeoplescentre.wellington.net.nz
Email: reception@wpc.net.nz

Offers health services, including medical, dental, massage, counselling, and podiatry. Also offers advocacy service for benefit rights issues. Low cost health services for members.

Pilmuir Accommodation

(Backpackers and Hostels)

Phone: 04 568 3853
Fax: 04 568 9528
Address: 67 Pilmuir Street, Lower Hutt;
PO Box 45011 Lower Hutt
Email: wellingtonymca@ymca.org.nz

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

Police

WEBSITE – www.police.govt.nz

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

For non-urgent service phone your local Police Station.

Police Station

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

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

Branch: Wellington City Community Constable – Karori
Phone: 04 381 2000 ext 48330
Address: 154 Karori Road, Wellington;
PO Box 693 Wellington

Police Advice

If the Police:

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

NEVER ...

- admit anything
- sign anything
- make a statement

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

Police Complaints Authority

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

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

Phone: 04 939 8345

Fax: 04 939 8346

Address: 55 Farmer Crescent,
Pomare, Lower Hutt

Email:
pomarecommunityhealth@paradise.net.nz

Covering the Pomare to Taita area open from Monday to Friday 9am–4pm. Providing free social services and health education courses. We can refer people to certain services.

Porirua City Council

Phone: 04 237 5089

Fax: 04 237 6384

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

Website: www.pcc.govt.nz

Email: enquiries@pcc.govt.nz

Porirua Union and Community Health Service (Low Income Health Services)

Phone: 04 237 4207

Fax: 04 237 9747

Address: 221 Bedford Street,
Cannons Creek, Porirua

Email: puchs@xtra.co.nz

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

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

Phone: 04 383 5524

Address: PO Box 43112 Wainuiomata

Email: pcswellington@paradise.net.nz

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

Presbyterian Support Central – Home Support (Seniors)

Phone: 04 380 2023, 0800 100 277

Fax: 04 389 6291

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

Website: www.psc.org.nz

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

Presbyterian Support Central – Social Services (Counselling Services)

Phone: 04 528 4164

Fax: 04 527 3326

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

Website: www.psc.org.nz

Email: upperhuttss@psc.org.nz

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

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

Phone: 04 384 4906
Fax: 04 384 4218
Address: Level 2, 2 Luke's Lane, Wellington;
PO Box 9491 Wellington
Website: www.wnpars.org.nz
Email: wgtnpars@xtra.co.nz

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

Problem Gambling Foundation

Phone: 4734360
Address: Level 3 Community House,
84 Willis St, Wellington
Website: www.pgfnz.co.nz

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

Public Transport: See Metlink

Q

Queen Street Pharmacy Upper Hutt (After Hours Pharmacies)

Phone: 04 528 5858
Fax: 04 528 5858
Address: 35 Queen Street, Upper Hutt
Email: qsp.uh@xtra.co.nz
Open 9am–9pm every day.

Quitline (Addictions: Smoking)

Phone: 0800 778 778
Fax: 04 470 7632
Address: PO Box 12605 Wellington
Website: www.quit.org.nz
Email: quit@quit.org.nz

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

R

Rangataua Mauriora – Alcohol and Drug Services

(Addictions: Alcohol and Drug)

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

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

Refugee Services

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

Name: Refugees as Survivors Centre – Wellington
Phone: 04 384 7279
Fax: 04 384 6292
Address: 61–63 Taranaki Street, Wellington;
PO Box 6187 Marion Square
Website: www.wellington-ras.org.nz
Email: wnras@xtra.co.nz

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

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

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

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

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

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

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

Richmond Guest House (Boarding Houses)

Phone: 04 939 4567
Fax: 04 939 4569
Address: 116 Brougham Street,
Mount Victoria, Wellington
Website: www.richmondguesthouse.co.nz
Email: richmnoquesthouse@paradise.net.nz

Bed and breakfast, 14 rooms with ensuites.

Riddiford Street Hostel (Backpackers and Hostels)

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

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

Rintoul Lodge (Boarding Houses)

Phone: 04 972 8864; 04 905 8867;
lodge number – 04 389 6410

Address: 30 Rintoul Street,
Newtown, Wellington

Email: pathol@paradise.net.nz

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

Rongotai College (Community Education)

Phone: 04 939 3056

Fax: 04 939 3060

Address: 170 Coutts Street Kilbirnie,
PO Box 14063 Kilbirnie

Website: www.rongotai.school.nz

Email: comed@rongotai.school.nz

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

Rosemere Backpackers (Backpackers and Hostels)

Phone: 04 384 3041

Fax: 04 384 3041

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

Website: www.backpackerswellington.co.nz

Email: rosemerebp@yahoo.com

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

Rowena's Backpacker's Lodge (Backpackers and Hostels)

Phone: 04 385 7872

Fax: 04 385 7872

Address: 115 Brougham Street,
Mount Victoria

Website: www.wellingtonbackpackers.co.nz

Email:
rowenas@wellingtonbackpackers.co.nz

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



Salvation Army Bridge Centre (Addictions: Alcohol and Drug)

Phone: 04 389 6566

Fax: 04 389 7110

Address: 24 Riddiford Street, Newtown,
Wellington

Website: www.salvationarmy.org.nz

Email: wbridge@nzf.salvationarmy.org.nz

Alcohol and drug rehabilitation programme.

Salvation Army Court and Prison Service (Court Support Services)

Phone: 04 918 8063, 027 448 1506

Fax: 04 918 8098

Address: Located at level 2,
Wellington District Court

Website: www.salvationarmy.org.nz

Email:

Helen_spargo@nzf.salvationarmy.org

Contact: Major Helen Spargo

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

Salvation Army Family Stores (Second Hand Stores)

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

Branch: Central City

Phone: 04 801 5315

Fax: 04 801 6474

Address: 1 Ghuznee Street, Wellington

Email: collections@sal youth.org.nz

Branch: Johnsonville

Phone: 04 477 4869

Fax: 04 477 4863

Address: 125–137 Johnsonville Road,
Johnsonville

Branch: Karori

Phone: 04 476 0239

Fax: 04 476 4387

Address: 2 Parkvale Road, Karori

Branch: Kilbirnie

Phone: 04 387 7271

Address: 4 Coutts Road, Kilbirnie

Email:

kilbirnie_corps@nzf.salvationarmy.org.nz

Branch: Miramar

Phone: 04 380 9140

Fax: 04 388 8327

Address: 63 Miramar Avenue, Miramar

Email: office@theshed.org.nz

Branch: Newtown

Phone: 04 389 4583

Fax: 04 389 0529

Address: 20 Rintoul Street, Newtown

Branch: Petone

Phone: 04 568 9613

Fax: 04 568 9613

Address: 288 Jackson Street, Petone

Branch: Porirua

Phone: 04 238 2375

Address: 3c Lyttleton Avenue, Porirua

Email:

poriruacorps@nzfsalvationarmy.org.nz

Branch: Tawa

Phone: 04 232 7934

Address: 162 Main Road, Tawa

Branch: Wainuiomata

Phone: 04 564 4065

Fax: 04 564 4065

Address: 6 Queen Street, Wainuiomata

Salvation Army Lower Hutt Community Ministry (Advocacy and Advice, Budgeting, Food Banks)

Phone: 04 570 0273
Fax: 04 570 0274
Address: Corner of King Crescent and Cornwall Street, Lower Hutt
Website: www.salvationarmy.org.nz
Email: mission@sacrossroads.org.nz

Budgeting and advocacy advice.

Salvation Army Oasis Centre (Addictions: Gambling)

Phone: 04 389 6566
Fax: 04 389 7110
Address: 22 Riddiford Street, Newtown, Wellington
Website: www.salvationarmy.org.nz
Email: wbridge@nzf.salvationarmy.org.nz

Offering gambling counselling.

Salvation Army Porirua Community Ministry (Advocacy and Advice, Budgeting, Emergency Accommodation, Food Banks)

Phone: 04 235 6266 (24 hrs)
Fax: 04 235 6482
Address: Corner Warspite Avenue & Fantame Street, Cannons Creek, Porirua
Website: www.salvationarmy.org.nz
Email: porirua_cfs@nzf.salvationarmy.org.nz

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

Salvation Army Upper Hutt Community Ministry (Advocacy and Advice, Food Banks)

Phone: 04 528 6745
Fax: 04 528 6748
Address: 695 Fergusson Drive, Upper Hutt
Website: www.salvationarmy.org.nz
Email: salarmy.upperhuttcorps@xtra.co.nz

Social assistance for anyone who needs it.

Salvation Army Wellington Community Ministry (Advocacy and Advice, Drop in Centres, Emergency Accommodation, Food Banks)

Phone: 04 389 0594 (24 hrs)
Fax: 04 389 1130
Address: 26 Riddiford Street, Newtown, Wellington
Website: www.salvationarmy.org.nz
Email: wellingtoncfs@nzf.salvationarmy.org.nz

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

Salvation Army – Youth Services (Advocacy and Advice)

Phone: 04 384 6119
Fax: 04 384 6115
Address: Level 1, 1 Ghuznee Street,
Wellington
Website: www.salvationarmy.org.nz

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

Second Treasure Shop (Second Hand Shops)

Phone: 04 383 8824
Address: Landfill Road, off Happy Valley
Road between Brooklyn and
Owhiro Bay, Wellington

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

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

Phone: 04 803 3491
Address: Wellington City Library
Email: seniorcentre@xtra.co.nz

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

Seniornet Wellington Inc (Seniors)

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

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

SF Wellington (Mental Health Services)

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

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

Showers – See Public Toilets page 74

Silverstream Park Christian Centre (Backpackers and Hostels)

Phone: 04 563 6376
Fax: 04 563 5284
Address: 3 Reynolds Bach Drive,
Lower Hutt
Website: www.staywithus.co.nz
Email: info@staywithus.co.nz

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

The Society of Saint Vincent De Paul Shops (Second Hand Shops)

The Society of Saint Vincent De Paul gives practical help to anyone who is needy.

The Society also has shops around the Wellington area selling a wide range of household goods and clothing.

Branch: Newtown
Phone: 04 389 7122
Fax: 04 389 7129
Address: 207 Riddiford Street, Newtown
Website: www.svdp.wellington.net.nz

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

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

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

STOP – Wellington (Counselling Services, Sexual Health Services)

Phone: 04 566 4745
Fax: 04 569 5556
Address: PO Box 45109 Epuni, Lower Hutt

Support for those that have sexually offended and their families.

**Strathmore Park Community Base/
Eastern Suburbs Budget Service**
(Budgeting, Drop in Centres)

Phone: 04 388 2776
Fax: 04 388 5086
Address: 108 Strathmore Avenue,
Strathmore, Wellington
Email: fbcb@paradise.net.nz

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

every Monday 6.30–9pm and a homework study programme every Monday, Wednesday and Thursday, after school to 5.30pm – cost \$2 per child per week. Also offering holiday programmes and advocacy support referrals.

Strathmore Community Health Centre
(Low Income Health Services)

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

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

Suzanne Aubert Compassion Centre
(Meals at Drop in Centres)

Phone: 04 385 9299
Fax: 04 384 9769
Address: 132 Tory Street, Wellington
Website: www.compassion.org.nz
Email: compassion.centre@hoc.org.nz

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



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

T

247 Cuba Shop (Second Hand Shops)

Phone: 04 384 9919

Address: 247 Cuba Street, Wellington

Clothing and other second hand goods.

Taita College (Community Education)

Phone: 04 939 8728

Fax: 04 939 8730

Address: 188 Eastern Hutt Road,
Lower Hutt

Website:

<http://www.taita.school.nz/index2.html>

Email: trish@taita.school.nz

Committed to personal and educational development.

Take 5 and Te Whare Marama (Drop in Centres – Mental Health)

Phone: 04 569 3162

Fax: 04 569 3170

Address: 212 Knights Road, Lower Hutt

Website: www.take5.org.nz

Email: t5twm@xtra.co.nz

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

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

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

Taranaki 217 (Backpackers and Hostels)

Phone: 0800 482 726

Fax: 04 382 8620

Address: 217 Taranaki Street, Wellington;
PO Box 9239 Marion Square

Website: www.taranaki217.co.nz

Email: info@taranaki217.co.nz

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

Te Aro Health Centre (Low Income Health Services)

Phone: 04 385 0255

Fax: 04 385 0935

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

Email: tearohealth@xtra.co.nz

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



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

Te Ata Hou (Community Education)

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

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

Te Ngawari Hauora Charitable Trust (Māori Health Services)

Phone: 04 383 9690
Fax: 04 383 9695
Address: 7 Trent Street (downstairs)
Island Bay; PO Box 20–037
Newtown
Website: www.ngawari.com
Email: ngawari@paradise.net.nz

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

Te Papa Tongarewa (Museums and Galleries)

Phone: 04 381 7000
Fax: 04 381 7070
Address: 55 Cable Street, Wellington
Website: www.tepapa.govt.nz
Email: mail@tepapa.govt.nz

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

Te Ratonga Ture Community Law Centre (Community Law Centres)

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

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

Te Roopu Whakapakari Ora Trust (Mental Health Accommodation)

Phone: 04 478 6243
Provides supported accommodation for mental health consumers as well as support for consumers living in the community. Priority is given to Māori.

Te Whanau Kotahi Ora (Māori Health Services)

Phone: 04 237 6700
Fax: 04 237 6701
Address: Rimu Villa Porirua Hospital
Complex, Hassell Road,
Porirua; PO Box 53016 Porirua
Email: wairakau@xtra.co.nz

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

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

Phone: 04 918 2901
Fax: 04 918 2900
Address: Pukepiro Centre, Kenepuru Hospital Campus Porirua; PO Box 50233 Porirua
Website: www.ccdhb.org.nz

Clinical expertise in a cultural setting emphasising tikanga Māori and whanaungatanga for Māori.

Toilets – see Public Toilets page 74

Toi Poneke – Wellington Arts Centre (Museums and Galleries)

Phone: 04 385 1929
Fax: 04 385 3987
Address: 61 Abel Smith Street, Te Aro
Email: artscentre@wcc.govt.nz

Facilities include a gallery for the exhibition and sale of works, artist studios, teaching and meeting spaces, soundproofed studios for music rehearsal, theatre rehearsal space, a project room for short-term projects, a photography dark room and offices for arts organisations.

Trade and Exchange Magazine (Second Hand Shops)

Phone: 04 939 0999
Fax: 04 939 0666
Website: www.te.co.nz

A low cost magazine that advertises private sales. The magazine is available wherever newspapers are sold. Adverts are free to place.

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

Phone: 0800 872 675, 04 470 2920
Fax: 04 470 2921
Address: Level 13, Prime Property Tower, 86–90 Lambton Quay; PO Box 805 Wellington
Website: www.translate.govt.nz
Email: translate@parliament.govt.nz

Providers of translation service to people, businesses and organisations in New Zealand since 1949.

Trains – See Metlink

Trash Palace (Second Hand Shops)

Phone: 04 237 6440
Fax: 04 237 6445
Address: Before Spicer Landfill, Broken Hill Road, Porirua
Website: www.trashpalace.co.nz
Email: tp.supervisor@xtra.co.nz

Open Monday to Friday 8:30am–5pm, weekends and public holidays 9am–5pm. Free pick up twice a year of discarded homeware for people living in Porirua City.

Tree House Visitor Centre, Wellington Botanic Garden (Information Centres)

Phone: 04 499 1400
Fax: 04 499 1903
Address: 101 Glenmore Street, Northland, PO Box 2199 Wellington
Website: www.wbg.co.nz
Email: treehouse@wcc.govt.nz

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

U

Unite Union (Advocacy and Advice)

Phone: 04 385 2529
Fax: 04 385 2528
Address: 307 Willis Street, Wellington
Website: www.unite.org.nz
Email: grace.millar@unite.org.nz

A 'trade union' for low income workers providing advocacy for people on a low wage.

Upper Hutt College (Community Education)

Phone: 04 526 9693
Fax: 04 528 2491
Address: Upper Hutt College,
Moonshine Road, Upper Hutt
Website: www.upperhutt.school.nz
Email: office@upperhutt.school.nz

With something for everyone there are plenty of reasons to get involved in courses at Upper Hutt College.

Upper Hutt City Council

Phone: 04 527 2169
Fax: 04 528 2652
Address: Civic Administration Building,
838–842 Fergusson Drive,
Upper Hutt; Private Bag 907
Upper Hutt
Website: www.upperhuttcity.com
Email: askus@uhcc.govt.nz

The Urgent Pharmacy – Lower Hutt (After Hours Pharmacies)

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

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

V

Vehicle Testing New Zealand (Drivers Licences)

Vehicle Testing New Zealand provides services for motorists including testing for warrants of fitness, pre purchase inspections on vehicles, vehicle registrations and certificates of fitness (for different classes of vehicles and road user charges).
Phone your nearest branch for opening hours as these differ.

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

Phone: 04 384 6995
Fax: 04 384 9243
Address: 190 Tory Street; PO Box 9449
Marion Square
Website: www.vtnz.co.nz

Branch: VTNZ – Thorndon

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

Vibe (Youth Health Services)

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

Fax: 04 586 2054

Address: 12 Daly Street, Lower Hutt;
PO Box 31126 Lower Hutt;
2 Sinclair Street, Upper Hutt;
PO Box 31126 Lower Hutt

Website: www.vibe.org.nz

Email: info@vibe.org.nz

Free confidential health and support service for people aged 10–24. We have a nurse clinic, GPs and social support services including a youth worker, social worker, and a youth transition service. See the website or call for opening hours.

Victim Support (Court Support Services)

Phone: 0800 VICTIM (0800 842 846)
(04 474 8862 – National Office)

Fax: 04 495 3076

Address: Ground Floor, 180 Molesworth Street, Wellington

Website: www.victimsupport.org.nz

Email: victim@xtra.co.nz

Provides 24 hour emotional support, personal advocacy and information to all people affected by crime and trauma throughout New Zealand.

Victoria University of Wellington – Community Education (Community Education)

Phone: 04 463 6556

Fax: 04 463 6550

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

Website: www.ceed.vuw.ac.nz

Email: ceed@vuw.ac.nz

Office hours are 9am–5pm, Monday to Friday.

Villa Court Porirua (Backpackers and Hostels)

Phone: 04 237 0135

Fax: 04 237 0136

Address: Old Hospital Grounds, Porirua

Website: www.villacourt.co.nz

Email: acadme@paradise.net.nz

Villa Court Porirua has single and double rooms with shared facilities. Residents are mostly students, but accommodation is open to anyone. Five minutes walk from Porirua railway station and shopping centre. ID required.

Vincents Art Workshop (Drop in Centres – Mental Health)

Phone: 04 499 1030

Fax: 04 499 1082

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

Website: www.vincents.co.nz

Email: vincentsartworkshop@xtra.co.nz

A free workshop for all people, with special focus on the needs of mental health consumers. Thursdays are women only days. The workshop offers affordable evening life drawing classes twice a week, and a dark room for hire. There are also Tuesday morning structured and tutored workshops. Hours vary, ring for details.



Whare Melaugh is all concentration at Vincents art workshop.

Volunteer Hutt Valley (Volunteering)

Phone: 04 566 6786
Fax: 04 568 5966
Address: Level 2, The ISP Centre,
14 Laings Road, Lower Hutt

Website:

www.volunteerwellington.org.nz/lhutt

Email: lhutt@volunteerwellington.org.nz

The office is open every Monday, Wednesday and Friday from 9:30am–2:30 pm.

Volunteer Porirua (Volunteering)

Phone: 04 237 5355
Fax: 04 237 4107
Address: Level 2 Pember
House 16 Hagley Street, Porirua

Website:

www.volunteerwellington.org.nz/porirua

Email:
porirua@volunteerwellington.org.nz

The office is open every Monday, Wednesday and Friday from 9:30am–2:30pm.

Volunteer Wellington (Volunteering)

Phone: 04 499 4570
Fax: 04 499 3907
Address: Level 3, Community
84 Willis Street, Wellington
Website: www.volunteerwellington.org.nz
Email: vw@volunteerwellington.org.nz

Try Volunteering! The centre offers unpaid opportunities that can help you further your interests and goals. Phone for an appointment.



Wainuiomata Citizens Advice Service (Advocacy and Advice, General)

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

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

Wainuiomata Budgeting Service Trust (Advocacy and Advice, Budgeting)

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

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

Warmline (Mental Health Services)

Phone: 0800 200 207
Fax: 04 801 8509
Address: PO Box 6516 Wellington

A Wellington telephone peer support service for people who use mental health services. Operating Tuesday to Sunday between 7pm–1am.

WEAV – Wellington Ending Abuse and Violence (Anger Management)

Phone: 04 384 8275
Fax: 04 384 8270
Address: Level 6, Outside House, 61–63 Taranaki Street, Wellington
Website: www.weav.org.nz
Email: weav@xtra.co.nz

Works towards stopping violence and abuse in family/whanau and the community. Provides a youth programme teaching the use of non violent communication and how to live in a healthy whanau environment.

Webbpackers (Backpackers and Hostels)

Phone: 04 803 3237
Fax: 04 803 3967
Address: 72 Webb Street, Wellington; PO Box 38409 Wellington
Website: www.webbpackers.co.nz
Email: webbpackers@hotmail.com

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

Wellington City Council

Phone: 04 499 4444 (24 Hours)
Fax: 04 801 3138
Address: 101 Wakefield Street, Wellington; PO Box 2199 Wellington
Website: www.Wellington.govt.nz
Email: info@wcc.govt.nz

Wellington City Council Interpreting Service (Translating and Interpreting Services)

Phone: 04 494 4444
Address: 101 Wakefield Street, Wellington
Website: www.wellington.govt.nz

Come in to any Council Service Centre and tell the council officer your name and the language you speak and wait for the officer to contact an interpreter. They will arrange a three-way telephone conversation between you, the interpreter and the relevant council officer.

Wellington City Mission

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

Phone: 04 389 2033
Fax: 04 389 2109
Address: 200 Riddiford Street, Newtown, Wellington; PO Box 7477 Wellington South
Website: www.wgtncitymission.org.nz
Email: enquiries@wgtncitymission.org.nz

Advocacy and social advice for youth, single adults, families and the elderly. Wellington City Mission also offers entitlement advice for Work and Income and sells second hand furniture and general clothing for children and adults. People can also have a shower for 50 cents. Open every day from 9am–4pm.

Wellington City Mission – Budget Advice

Phone: 04 389 2033
Fax: 04 389 2109
Address: 200 Riddiford Street, Newtown, Wellington; PO Box 7477 Wellington South
Website: www.wgtncitymission.org.nz
Email: enquiries@wgtncitymission.org.nz

Services include complete money management (the Mission controls all expenditure), money in money out (the Mission receives the money from Work and Income and administers the account), and advice where financial progress is monitored and tracked over a period of time. Interviews are required.

Wellington City Mission Drop in Centre Newtown

Phone: 04 389 2033
Fax: 04 389 2109
Address: 200 Riddiford Street, Newtown,
Wellington; PO Box 7477
Wellington South
Website: www.wellingtoncitymission.org.nz
Email: cathy@wgtncitymission.org.nz

Free soup and bread at lunch Monday to
Friday 10am–2pm.

Wellington City Mission – Mission4Seniors

Phone: 04 389 2033
Fax: 04 389 2109
Address: 200 Riddiford Street, Newtown,
Wellington; PO Box 7477
Wellington South
Website: www.wgtncitymission.org.nz
Email: sheila@wgtncitymission.org.nz

This mission includes a home visiting
service; support for caregivers; advocacy
to facilitate income support, health care
and other social services, regular social
gatherings, hospital visiting, and Ezee meals.

Wellington City Mission – Mission for Independence

Phone: 04 389 2033
Fax: 04 389 2109
Address: 200 Riddiford Street, Newtown,
Wellington; PO Box 7477
Wellington South
Website: www.wellingtoncitymission.org.nz

A work skills centre, for craft and workshop
tuition, as well as other employment related
services. The City Mission assists people
to manage their affairs so they can live
within their means and move on to being
independent.

Wellington Community Interpreting Services

Phone: 04 384 2265
Fax: 04 384 6292
Address: Level One, 61–63 Taranaki Street,
Wellington; PO Box 6472
Marion Square
Website: www.wcis.org.nz
Email: wcis@xtra.co.nz

We can provide an interpreter to be with you
when you need to clearly convey a message
to a speaker of another language.

Wellington Free Ambulance (WFA) (Emergency Contacts)

Phone: 04 499 9909
Fax: 04 499 3777
Address: PO Box 601 Wellington
Website: www.wellingtonfreeambulance.org.nz
Email: info@wfa.org.nz

IN AN EMERGENCY CALL 111. The Wellington
Free Ambulance (WFA) is the only recognised
free ambulance service in a major
New Zealand city and has been assisting the
people of greater Wellington since 1927.

An Incorporated Society run by its own board
of management, WFA is an essential service
provider for the community, committed to
providing the highest quality clinical care
in emergency situations, pre-hospital care,
rescue and transport services.

Wellington High School (Community Education)

Phone: 04 385 8919
Fax: 04 802 7679
Address: CEC, Wellington High School,
PO Box 4035 Wellington
Website: www.cecwellington.ac.nz
Email: cec@whs.school.nz

Currently we run over 250 courses and employ over 150 tutors. Check out our website to browse through courses.

Wellington Hospital

Phone: 04 385 5999,
Alcohol and Drug Service:
04 494 9170
Fax: 04 385 5856,
Alcohol and Drug Service:
04 494 9179
Address: Riddiford Street, Newtown,
Private Bag 7902
Wellington South
Website: www.ccdhb.org.nz
Email: info@ccdhb.org.nz

Open 24 hours.

Wellington Housing Trust (Low Income Housing)

Phone: 04 384 4854
Fax: 04 384 4692
Address: Office is located on level 9,
173–175 Victoria Street,
Wellington
Website: www.wht.org.nz
Email: info@wht.org.nz

Long term rentals for people on a low income. Properties have two to five bedrooms.

Wellington Information and Tourist Centre (Information Centres)

Phone: 04 473 3753
Fax: 04 473 3927
Address: 280–292 Lambton Quay,
Wellington; Private Bag
Cable Car Lane
Website: www.travelaotearoa.co.nz
Email: tourist.info@itwgtgtn.co.nz

Open seven days Monday to Thursday
8.30am–6pm, Friday 8.30am–7pm, Saturday
9am–5pm, Sunday 10am–6pm. Your Ticketek
and travel bookings outlet.

Wellington i-SITE Visitor Centre (Information Centres)

Phone: 04 802 4860
Fax: 04 802 4863
Address: Civic Square, Corner Victoria and
Wakefield Streets, Wellington
PO Box 11007 Wellington
Website: www.wellingtonnz.com
Email: supervisors@wellingtonnz.com

Open everyday except Christmas Day.
Weekdays 8.30am–5.30pm, except Thursdays
opening at 9.30am. December to April open
until 6.30pm. Weekends and public holidays:
9am–4.30pm (May to November), 9am–
5.30pm (December to April).

Wellington Sexual Abuse Help Foundation (Counselling Services, Sexual Health Services)

Phone: 04 499 7530 (office),
04 499 7532 (24 hour crisis line)
Fax: 04 499 7533
Address: Level 2, James Smith Building,
55 Cuba Street, Wellington
Email: info@wellingtonhelp.org.nz

Support and counselling for those who have
been raped or sexually abused (24 hours).

Wellington Sexual Health (Sexual Health Services)

Phone: 0800 188 881,
04 385 9879 (office)
Fax: 04 384 4840
Address: 17 Adelaide Road,
Newtown, Wellington
Website: www.wipa.org.nz

Free, confidential treatment and advice.
Ring for this free service in your area.

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

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

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

Wellink Clean Team – Green Team (Mental Health Services)

Phone: 04 387 4997
Fax: 04 387 4996
Address: 27 Queens Drive, Kilbirnie,
Wellington; PO Box 6516
Wellington
Website: www.wellink.org.nz
Email: green.team@xtra.co.nz

Light commercial cleaning, employment specifically for people with a mental health disability. There are a variety of work opportunities for people. Most are garden based – lawn mowing, section, maintenance etc. Phone to arrange an interview.

Wellink Trust (Mental Health Accommodation)

Phone: 04 801 8500
Fax: 04 801 8509
Address: Main Office at Level 2,
203–209 Willis Street, Wellington
Website: www.wellink.org.nz
Email: info@wellink.org.nz

Provides supported accommodation for mental health consumers (referrals from District Health Board service co-ordination only).

Wesley Inner City Counselling Service (Counselling Services)

Phone: 04 384 7695
Fax: 04 382 9708
Address: 75 Taranaki Street, Te Aro,
Wellington; PO Box 6133
Marion Square
Email: secretary@wesleychurch.org.nz

A low cost one-on-one counselling service for everyone regardless of background. Please call for more information.

Whanau Family Support Services Trust (Advocacy and Advice)

Phone: 04 570 6020
Fax: 04 570 0722
Address: Level 1, 330 High Street,
Lower Hutt
Email: whanaugroup@xtra.co.nz

Services include, referral for budgeting planning, dealing with creditors, money management, communication and record keeping skills. Also provides teaching in literacy and numeracy with kaumatua support.

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

Phone: 04 384 1419

Fax: 04 842 5054

Address: 312 Taranaki Street, Te Aro

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

Whitireia Community Law Centre
(Community Law Centres)

Phone: 04 237 6811

Fax: 04 237 6816

Address: 3rd Floor, Pember House,
16 Hagley Street, Porirua

Email: commlaw@wnc.quik.co.nz

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

Wildlife House Backpackers
(Backpackers and Hostels)

Phone: 04 381 3899

Fax: 04 381 3898

Address: 58 Tory Street, Wellington

Website: www.wildlifehouse.co.nz

Email: info@wildlifehouse.co.nz

There are four and six bedroom dormitories with a number of female dormitories.

Women's Boarding House – Wellington
(Boarding Houses)

Phone: 04 384 5950

Address: 33 Brougham Street,
Mount Victoria, Wellington

Email: wwbh@xtra.co.nz

Women only boarding house with single rooms with shared facilities. This boarding house provides safe, secure and reasonably priced accommodation for women on low incomes or in periods of transition.

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

Phone: 04 569 2711

Fax: 04 570 2820

Address: 186 Knights Road, Lower Hutt

Email: wmmcentre@ihug.co.nz

We have workshops, courses, counselling and support for women.

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

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

Name: **Wellington Women's Refuge**

Phone: 04 939 0455

Fax: 04 939 0458

Address: PO Box 16079 Wellington

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

Phone: 04 380 0917

Fax: 04 383 7031

Address: PO Box 7245 Wellington South

Name: **Hutt Valley Refuge Services**

Phone: 04 917 9850

Fax: 04 570 0832

Address: 29 Waterloo Road, Lower Hutt

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

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

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

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

Work and Income

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

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

Work and Income helps job seekers and pays income support on behalf of the Government. For more information visit www.workandincome.govt.nz.

Counselling Allowance

Work and Income can offer people a counselling allowance if they need counselling but have difficulty paying for it. To find out more call **0800 559 009** or talk to your GP or counsellor.

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

Key Work and Income Service Centres

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

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

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

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



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

SURVIVAL GUIDE ADVICE

ACCOMMODATION

Flating – Setting Up A Flat Or A House

Questions to ask

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

Renting Accommodation

Questions to ask

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

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

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

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

BANKING OMBUDSMAN

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

BUYING A CAR

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

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

Phone **0800 843 847** or visit www.vir.co.nz.
CHECKS COST \$25.

COMMUNITY SERVICES CARDS

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

A Community Services Card can help you and your family with the costs of health care. You'll pay less on doctors' fees and prescriptions – simply by showing your card.

You must be on a low to middle income to get a Community Services Card.

How to Apply

- Call Work and Income on 0800 999 999
- Ask at any Work and Income Service Centre for an application form
- Download a form from www.workandincome.govt.nz
- Pick up a form from your family doctor or local pharmacy.

FURTHER LEGAL ADVICE

Consumer Issues

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

A Consumer's Rights when Buying Goods

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

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

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

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

Duty solicitor

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

Legal Aid

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

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

Trespass Notices

If you want to legally ban someone from your premises you can issue them with a trespass notice. You can draw this up yourself or you can get a template of a trespass notice as well as further advice from the Community Law Centre, Victim Support, the Police or a Citizens Advice Bureau.

JUSTICES OF THE PEACE (JPs)

Justices of the Peace can do the following:

- Witness documents
- Certify copies
- Take declarations, affidavits or affirmations
- Issue search warrants
- Hear summary offences
- Preside over preliminary hearings
- Conduct traffic courts
- Hear bail applications and requests for remands and adjournments.

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

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

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

For more information visit www.jpfed.org.nz.

LEISURE

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

The Botanic Garden

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

101 Glenmore Street, Thorndon 04 499 1400.

Free Films

The Film Archive, corner of Ghuznee Street and Taranaki Street (downstairs). Free viewings of New Zealand films, documentaries and other archival material. Select from among 20,000 videos and DVDs and view on one of their terminals. Open 12pm–5pm Monday to Saturday. There are also free screenings in the theatrettes upstairs daily from 12pm–6pm. To find out more visit www.filmarchive.org.nz.

Free Walks and Tours

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

The Over 50s Outings

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

Saint Andrew's on the Terrace Free Lunchtime Concerts

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

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

Tours of Parliament

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

Town Belt, Reserves and Walkways

Walk through Wellington’s beautiful parks and discover picturesque views, stunning flora and fauna and some early history of the area.

- The City to Sea Walkway guides you along part of the Town Belt from the Botanic Garden, through parts of historic Aro Valley, Newtown, Berhampore and Island Bay.
- The Northern Walkway guides you along part of the Town Belt from Johnsonville to the Botanic Garden.
- The Southern Walkway guides you along the Town Belt from Oriental Parade to Island Bay.

LOANS

Warning!!!

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

Work and Income Loans

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

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

There are two main types of loans available.

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

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

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

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

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

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

Ten handy hints about dealing with Work and Income

1. Make a copy of all documents you give to Work and Income.

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

2. Keep receipts

Keep receipts, bills and other documents relating to your costs so that you can prove what you spend your money on from week to week. These are important to support applications both for one-off assistance like food grants, and for supplementary benefits like Disability Allowance and Special Benefit.

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

If you are getting a Disability Allowance it is best to go to the same chemist all the time. That way it is easier to get a print-out of all your prescription charges if your Disability Allowance is being reviewed. If you have been to more than one chemist in a twelve month period you will need to go to each one in order to get a record of all your prescription fees.

4. Get it in writing

When you want to apply for assistance, it is always best to fill in an application form, even if your case manager tells you beforehand that you are not eligible. A written application provides a clear record that you have applied, and Work and Income should send you a letter

telling you the reasons why you have been declined and informing you of your right to review the decision. Although spoken requests for assistance can also count as valid applications, they are much harder to prove. It can also be useful to keep notes of discussions you have had with your case manager or Work and Income call centre staff.

5. Same day service for emergency assistance

When you need assistance for an emergency, like a Food Special Needs Grant, Work and Income are required to see you on the day in question. You do not need to make an appointment to see your own case manager. Instead go to your nearest service centre and tell the receptionist you need a “food grant”. You should be put into a queue to see the next available case manager. Remember to take your receipts in order to show how you spent your last pay (benefit or wages) and a record of your bank balance.

6. Food grants

Special Needs Grants for food are not an entitlement. To qualify for a food grant, you need to meet certain conditions. The main ones are:

- having no food
- having no money to buy food because you used it for an ‘essential expense’.

Usually there is a limit to the total amount of food grants you can receive in a year (the twelve months prior to the year you apply for the grant). However, this limit can be exceeded in exceptional circumstances. If you have reached your limit, you can also apply for an advance for food (which you have to pay back).

7. Part time work and your benefit

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

8. People in full-time work can also get assistance from Work and Income

There are a range of benefits, grants and loans which are available to low-and middle-income workers. There is provision for ongoing assistance to help with things like accommodation costs, health and disability expenses, child care costs, travel to work, and other regular and essential household expenses, as well as for one-off grants or loans for emergencies or immediate and essential needs.

9. Special Benefit

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

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

Most decisions by Work and Income staff can be reviewed. Applications for review of a decision have to be made in writing and, unless there is a good reason, within three months of your receiving notification of a decision. If you wish to review a decision, but are unsure how to go about it, you may

wish to contact a local benefit advocacy service for free advice and support.

TENANCY ISSUES

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

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

General Tenancy Information

Looking for a Place to Live?

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

Moving in Costs

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

Bond

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

Under the '*Residential Tenancies Act 1986*' the law requires that a landlord who charges a bond must lodge it with the Bond Centre within 23 working days. The landlord does not have to ask for a bond, but can legally charge up to four weeks rent for a bond.

Rent Increases

Under the '*Residential Tenancies Act 1986*' rent increases are allowed under the following conditions:

- 60 days (two months) written notice by the landlord must be given before putting up the rent.
- 180 days (six months) is the length of time rent cannot be increased from either the start of the tenancy, or from the time of the last rent increase. This means that rent can only be increased every six months, if the standard two months written notice is given by the landlord.

Mediation

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

Try Mediation

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

Why Mediation?

- this leaves you free to choose your own solution
- it avoids unnecessary legal hassles
- it doesn't require a lawyer
- it is quick, fair and simple
- it is confidential
- it is binding.

When you have come to an agreement, the mediator will put the agreement in writing and give copies to both people. The agreement is binding and legally enforceable.

Cost of Mediation

- \$20.00

Mediation Procedure

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

Repairs

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

Landlords Right of Entry

- 48 hours notice must be given by the owner or agent, if they want to inspect the premises
- 24 hours notice must be given by the owner or agent for emergencies and urgent repairs.

Ending a Tenancy

- 21 days written notice must be given by a tenant
- 90 days written notice must be given by the landlord
- 42 days written notice may be given by the landlord if the property has been sold, the premises are required for the landlord, or landlord's family to live in, or the property is customarily required for an employee of the landlord as included on the Tenancy Agreement.

WELLINGTON CITY BYLAWS

For more information go to: www.Wellington.govt.nz or call Wellington City Council on 499 4444.

Camping in Public Places

Anyone wanting to camp in a public place needs permission from the Council. There needs to be special reasons for camping in public places.

Central City Liquor Ban

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

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

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

TELEPHONE HELP FOR TIMES OF CRISIS

Aids Hot-Line

0800 802 437

Alcoholics Anonymous

0800 AA WORKS

(0800 229 675)

The Alcohol Help Line

0800 787 797

Anger Management/Wellington Ending Abuse and Violence

04 384 8275

Child Abuse Prevention Services

04 801 2704/0800 228 737

Child, Youth and Family

0508 326 459

Gambling Problem Helpline

0800 654 655

Gay/Lesbian Switchboard

04 473 7878

Healthline (Including Well Child Advice)

0800 611 116

Help Foundation (24 hrs for rape issues)

04 499 7532

Hutt Valley Stopping Violence Centre (for violent men)

04 570 0772

Narcotics Anonymous

04 801 9933

National Poisons Centre

0800 764 766

Parent Help

04 499 9994

04 802 5767

Plunket

0800 933 922

Rape Crisis

Support line: 04 473 5357

Business Line: 04 473 5358

Samaritans

04 473 9739

0800 726 666

Toughlove

09 624 4363

Victim Support

0800 VICTIM (0800 842 846)

Women's Refuge

Wellington Central:

04 473 6280,

380 0917

Porirua: 04 237 7027

Lower Hutt: 04 917 9850

Youthline

0800 37 66 33 / 04 382 8828

PUBLIC TOILETS

Showers

There is a shower located in the changing rooms in Anderson Park Sports Pavilion and are available during the week 7am–9pm. These have traditionally been left open during the day even when there are no changing room bookings so they can be used by lunchtime runners. Showers are also available at some public toilets and the following Drop in Centres:

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

PUBLIC TOILETS

To report damaged facilities or maintenance issues, contact the Council on 499 4444.

Location	Shower	Disabled Access	Open Hours
Balaena Bay – Evans Bay Parade	One shower in the male room and one in the female room	No	7am–9pm
Berhampore – 33 Luxford St	No	Yes	24 hours
Berhampore Golf Links – Adelaide Rd	No	No	7am–9pm
Brooklyn – Central Park, 65 Ohiro Rd	No	No	7am–9pm
Brooklyn – 44 Jefferson St	No	Yes	24 hours
City – Aro St Park, 60 Aro St	No	Yes	7am–9pm
City – Civic Centre	No	Yes	6am–9pm
City – Courtenay Place	No	Yes	One cubicle 24 hours (temporary during upgrade)
City – Te Aro Park, Dixon St/ Manners St	No	Yes	Monday to Thursday: 7.30am–6pm Friday: 7.30am–7pm Saturday: 8.am–4pm Sunday: 10am–4pm One 24 hour cubicle
Evans Bay – Boat Marina	No	No	8am–9pm
Hataitai Beach – Evans Bay Parade	One shower in the male room and one in the female room	No	7am–9pm
Hataitai – Taurima St	No	Yes	7am–9pm

Location	Shower	Disabled Access	Open Hours
Island Bay – Medway St/The Parade	No	Yes	24 hours
Island Bay – surf club	No	No	7am–9pm Closed over winter
Island Bay – Shorland Park, Park Rd	No	Yes	24 hours
Johnsonville – Broderick Rd	No	Yes	24 hours
Karori – Cemetery, Rosehaugh Rd	No	No	7am–9pm
Karori – Karori Rd, next to Karori Library	No	Yes	7am–9pm
Kelburn – play area, Botanic Garden	No	No	7am–9pm
Kelburn – Main Garden, Botanic Garden	No	Yes	7am–9pm
Kelburn , Rose Garden, Botanic Garden	No	Yes	7am–9pm
Kelburn – Upland Rd, top of Cable Car	No	Yes	6am–10pm
Khandallah – Woodmancote Rd	No	No	7am–9pm
Khandallah – Ganges Rd	No	Yes	24 hours
Kilbirnie – 56 Bay Rd	No	Yes	7am–9pm
Lambton – Bowen St	No	Yes	24 hours
Lyll Bay – surf club	No	Yes	7am–9pm Changing rooms closed 1 June – 31 August
Makara Beach	No	Yes	Winter: 7am–6pm Summer: 7am–9pm
Miramar – Miramar Park, 17 Darlington Rd	No	No	During special events

Location	Shower	Disabled Access	Open Hours
Miramar – Worsler Bay – Awa Road	No	Yes	24 hours
Miramar – polo ground, 20A Park Rd	No	No	During special events
Miramar – cnr Miramar Ave/ Park Rd	No	Yes	7am–9pm
Mornington – 42 Quebec St	No	No	24 hours
Newlands – Newlands Mall, McMillan Ct	No	No	7am–9pm
Newtown – 9 Constable St	No	Yes	24 hours
Ngaio – Collingwood St	No	Yes	24 hours
Northland – Randwick Rd	No	Yes	24 Hours
Oriental Bay – band rotunda	No	Yes	7am–9pm
Oriental Bay Beach	No	Yes	Winter: 7am–7pm Summer: 7am–9pm
Princess Bay – 501 Queens Drive	No	No	Winter: 7am–7pm Summer: 7am–9pm
Queens Drive	No	No	24 hours Changing rooms closed 1 June – 31 August
Seatoun – Churchill Park, 2 Marine Pde	No	Yes	Monday to Wednesday: 24 hours Thursday to Sunday: 7am–9pm
Seatoun – 23 Dundas St	No	Yes	24 hours
Seatoun – Seatoun Park, Ludlam St	No	No	During special events
Strathmore , Broadway	No	Yes	24 hours
Tawa – next to Tawa Library	No	Yes	7am–10pm

Location	Shower	Disabled Access	Open Hours
Worser Bay	No	Yes	24 hours. Changing rooms closed 1 June – 31 August
Tawa – Grasslees Reserve, Davies St	No	No	7am–9pm
Tawa – Willowbank Reserve and play area, Taylor Rd	No	No	7am–9pm
Wadestown – Wadestown Rd/Cecil Rd	No	Yes	24 hours
Wilton – Otari-Wilton's Bush Info Centre, 160 Wilton Rd	No	Yes	7am–9pm
Wilton – Otari-Wilton's Bush picnic area, 160 Wilton Rd	No	No	24 Hours