# Te Whatu Ora Health New Zealand

# Waitematā Community Support



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

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

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

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





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

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## General health services

#### Healthline

www.healthline.co.nz (0800) 611116.

Offers **free** calls for advice and health information from a registered nurse.

Available 24 hours, 7 days a week.

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

**Healthify** <u>www.healthify.nz</u>.Provides **free** access to online, plain language health information and self-care resources.

#### Te Puna Manawa Healthwest

www.healthwest.co.nz (09) 839 7480. Offers free health, social, whānau ora and community support services to Māori, Pacific, children, families and other high-needs populations.

The Fono <a href="www.thefono.org">www.thefono.org</a> (0800) 366 648. Provides <a href="affordable">affordable</a> medical, dental, social, pharmacy, health promotion and education services.

## Whakarongorau Aotearoa

www.homecaremedical.co.nz

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

#### **Age Concern**

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

#### **Asian Health Service**

counselling services.

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

www.asianhealthservices.co.nz (0800)

**La Va** www.leva.co.nz (09) 261 3490. Public, general health and wellbeing for Pasifika communities.

etc.) and public hospitals.

## General health services

#### Neuro connection

www.neuroconnection.org.nz (09) 836 6830. Provides long-term rehabilitation to those with neurological conditions such as Stroke, Parkinson's Disease, Multiple Sclerosis, Cerebral Palsy and Brain Injury. Small cost.

#### Hearing

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

## Your Way Kia Roha

www.yourwaykiaroha.nz

(0800) 008 011. Free hearing therapists offer independent information and support.

# Allergies

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

# After a fall

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

#### **Total Care Health Services**

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

# Equipment

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

## Once you are home:

Care on call <a href="www.careoncall.nz">www.careoncall.nz</a> (0800) 66 44 22. Provides high-quality and personalised home care support services for people of all ages. Funding options available.

# **ACC Support**

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

# **Community services**

#### Free food parcels

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

Vision West <u>www.visionwest.org.nz</u> (0800) 222040.

#### **Salvation Army**

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

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

#### **CARE Waitakere**

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

Community food pantries (Pātaka Kai) <a href="https://www.patakai.co.nz">www.patakai.co.nz</a>

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



#### Waitakere Health Link

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

#### **Community Waitakere**

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

#### Citizen Advice Bureau

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

# Living Essentials

# Give a Kid a Blanket

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

#### Kindness collective foundation.

<u>www.kindness.co.nz</u>.Organisation that provides **free** everyday essentials.

# **Community services**

## Family harm

# Women's Refuge

www.womensrefuge.org.nz (0800)

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

#### Hestia (0800) 321 361

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

# **Family Action**

www.familyaction.org.nz (0800) 833843. Offers a free, safe, confidential and empowering counselling service, refuge and court advocacy.

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

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

# Tu Wahine Trust (09) 8388700

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

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

# Pet support

Pet refuge <u>www.petrefuge.org.nz</u> (0800) 738 733 843. Provides free temporary accommodation for pets affected by domestic violence while their owners secure their safety.

# **Housing Support**

Salvation Army Social Housing

www.salvationarmy.org.nz

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

# **Vision West Housing First**

www.visionwest.org.nz (0800) 222 040 Supports people who have been homeless for over a year.

# **Emergency housing**

#### **Work and Income**

www.workandincome.govt.nz

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

# **Community services**

#### Free transport

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

## **Shuttle Service Age Concern**

www.ageconcern.org.nz

#### (0800) 809 342

Hospital shuttle between North Shore and Waitakere Hospital

# Feeling lonely

**Loneliness NZ** <u>www.loneliness.org.nz</u>. **Free** service promoting public health and social inclusion by supporting those already experiencing loneliness in their life.

# The 60s up Movement of NZ

www.60supmovement.org.nz (09) 238 1457. Low-cost. Has activities such as trips, entertainment, shared & restaurant lunches, speakers, bowls, cards and more.

# **Hospice support**

# **Hospice West Auckland**

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

## **Harbour Hospice**

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

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

# Amitabha Hospice Service Trust

www.amitabhahospice.org (09) 828 3321. Offers free practical home help and compassionate companionship for the elderly and the incurably ill of any age and their families.



# **Cultural support**

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

Te Hā Oranga <u>www.tehaoranga.co.nz</u> (0800) 698 342. Free services to support total well-being and Whānau Hauora.

#### **Asha Services**

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

# Migrant and ethnic support

Aotearoa Latin American Community www.alacinc.org.nz (09) 636 5313.

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



# **Cancer services and support**

Breast Cancer Foundation NZ

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

Cancer Society <a href="https://www.cancernz.org.nz">www.cancernz.org.nz</a> (0800) 226 237 offers a range of <a href="https://www.cancernz.org.nz">free</a> services to help people with cancer, from nurses support to drivers.

Prostate Cancer Foundation NZ www.prostate.org.nz (0800) 477 678.

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

#### Youth

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

# Mental health services

Anxiety NZ <u>www.anxiety.org.nz</u> (0800) 269 438.

Provides specialist clinical services for all ages, ongoing **free** peer support groups, educational resources, and immediate help via a 24/7 National Helpline. \*Clinical services may be funded for low-income earners and kids.

## Mental health services

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

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

Te Ata\_www.teata.org.nz (09) 8370671.

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

## **Changing Minds**

www.changingminds.org.nz (09) 623 1762. Is a free support service led and operated by people who have navigated their own lived experience journey through mental health and addiction.

**Walsh Trust** <u>www.walsh.org.nz</u> **(0800) 192574.** Provides **free** community-based mental health support and residential services.

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

## Suicide Crisis Helpline

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

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

## Counselling

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

#### The Grief Centre

www.griefcentre.org.nz (09) 418 1457. Provides counselling, bereavement phone support, professional training and community and group support sessions to ensure people are well-supported through their individual grief and loss journey.

#### **Hearts and Minds**

www.heartsandminds.org.nz (09) 441 8989. Is an organisation with an integrated focus on wellbeing. They offers range of free Well-being & resilience courses & groups, which are led by qualified counsellors and therapists. Their support coordinators can also connect you with resources and support best -suited to your needs.

# **Disability Support**

# Independent Living Service <a href="https://www.isnz.org">www.isnz.org</a> (0800) 625100. Supports people with impairments, as well as their families, whānau, and support

## **Disability Connect**

networks.

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

#### **CCS Disability Action**

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

Taikura Trust <a href="www.taikura.org.nz">www.taikura.org.nz</a>
(0800) 824 5872. Free needs assessment and service coordination for disabled people under 65 years who live in Auckland.

#### Vision

#### Blind low vision NZ

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

# Equipment and aids

Ministry of Disabled People

www.whaikaha.govt.nz (0800) 566 601. There is a range of equipment and aids available to support you with communication or daily tasks. Find out about funding for equipment like hearing aids, medical alarms, and glasses, and making changes to your

#### **Social Services**

home or place of work.

## Gambling

Problem Gambling Foundation www.pgf.nz (0800) 664262. Free and confidential support for anyone affected by gambling.

# Alcohol and Drug Services

CADS www.cads.org.nz (09) 845 1818. Runs several free educational and therapeutic groups for people who may have issues with alcohol and drugs or have family and friends who are affected. Cultural services and translators are available.

# **Alcohol and Drug Helpline**

www.alcoholdrughelp.org.nz (0800) 787 797 or text 8681 to speak with a

trained counsellor 24 hours a day, 7-days a week. All calls are **free** and confidential.

# Maternity, Child & Women's Health

## Well Women & Family Trust

www.wellwomenandfamily.co.nz (09) 846 7886. Free nurse-led

organisation. Nurses are highly specialised in cervical screening, sexual health and contraception.

# **Pregnancy support**

#### **Babies Out West**

www.waitakerehealthlink.org.nz/babies -out-west (09) 839 0512. Provides information about free services from pregnancy and childbirth to counselling and parenting education available in West Auckland.

## Pregnancy Help Auckland

www.pregnancyhelp.org.nz (09) 373 2599. Provides free, client-focused practical assistance, information and advice during pregnancy and early childhood

# **Parenting Support**

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

Real Parents <u>www.realparents.org.nz</u> (021) 712 173. Real Parents is made up of real and upbeat professionals who love helping parents find their confidence and enjoy their kids.

#### Parent Aid Waitakere

www.parentaidwaitakere.co.nz (09)

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

**Plunket** www.plunket.org.nz (0800) 933922. Free support service for the health and wellbeing of tamariki under five and their whānau.

# Parent to parent

www.parent2parent.org.nz (0508) 236 236. Free service connecting and supporting parents with disabled kids.



#### Youth

#### Health

The Youth Health Hub

Waitakere <u>www.healthwest.co.nz</u> (09)

8397480.

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

**Kidney Kids** www.kidneykids.org.nz **(0800) 215 437** gives **free** support to children, their families and whānau with kidney disease.

# Help and Counselling

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

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

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

# Job support

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

**Vision West** <u>www.visionwest.org.nz</u> **(0800) 900 026**. Gives **free** support to youth out of unemployment and journey with them on the pathway to a brighter future.



# Men's health

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

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

# Counselling

Man Alive <a href="www.manalive.nz">www.manalive.nz</a> (0800) 826 3672. Counselling for men by men free group programme (1 on 1 has a fee)

# **Connecting families**

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

# **Big Brother Big Sister**

 $\underline{www.bigbrothersbigs is ters.org.nz}.$ 

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

#### Older adults

## **Aged Concern**

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

# Selwyn Centre

www.selwynfoundation.org.nz

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

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

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



# Long term conditions

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

#### **Diabetes New Zealand**

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

#### **Heart Foundation**

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

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

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

## **Altogether Autism**

<u>www.altogetherautism.org.nz</u> (0800) 273 463. Offers free autism information and advisory service.

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

#### ME Auckland

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

#### MS Auckland

www.msakl.org.nz (09 845 5921) Free services to support people affected by Multiple Sclerosis. Services include in person visits, advice, education, support groups, peer support program, online webinars, advocacy and referrals.



# Long term conditions

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

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

# **Auckland Kidney Society**

www.kidneysociety.co.nz (0800) 235

**711. Free** services help people find their way towards living well with chronic kidney disease. Experienced staff and volunteers are at hand with ideas, advice, and practical help.

# Kidney Health NZ

www.kidney.health.nz (0800) 543639. Provides free education and support on kidney disease, resources for treatment, management, and coordination of research, advocacy for prevention, and organ donation.

**AphasiaNZ** <u>www.aphasia.org.nz</u> **(0508) 274 274.Free** support services, to people affected by aphasia after stroke, head injury, brain tumour.

# **Rainbow support**

#### Youth

Rainbow Youth www.ry.org.nz Provides strengths-based peer support that considers hauora, resilience, cultural identities, and individual journeys.

InsideOUT Kōaro www.insideout.org.nz 027 331 4507 is a national charity providing free education, resources, consultation, and support for anything concerning rainbow and takatāpui communities

#### All Ages

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

Rainbow Path <a href="www.rainbowpathnz.com">www.rainbowpath@protonmail.com</a>. Is a free advocacy and peer support group for the rights of Rainbow refugees and asylum seekers living in New Zealand.

# F'ine Pasifika Aotearoa www.finepasifika.org.nz

**info@finepasifika.org.nz** Enhancing the mana of Pacific Rainbow LGBTQIA+ MVPFAFF+ communities in Auckland.



# Finances and budget services

# North Harbour Budgeting Service www.nhbudgeting.org.nz (0800)

**159158. Free** and confidential service helping you with your finances

# The Salvation Army Budgeting Service www.salvationarmy.org.nz

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

#### Care Waitakere Trust

www.carewaitakere.org.nz

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

# Free legal advice

# **Waitemata Community Law Centre**

www.waitematalaw.org.nz

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

#### **Court Service for Victims**

www.justice.govt.nz

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

# Enduring Power of Attorney www.justice.govt.nz

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



# Te Whatu Ora

**Health New Zealand** 

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