

Wellington City Council (WCC) Welfare Referral Directory

This Welfare Referral Directory contains information about welfare services available for people residing in the Wellington City Council area, including contact details and referral information (see [appendix](#) for map of WCC area).

The purpose of this document is to provide referral options when assessing welfare needs of individuals. It was created by WCC's Emergency Welfare Team during the COVID19 response to assist with meeting people's welfare support needs.

Local, regional, and national services are included which may provide different levels of service depending on their type of service and service areas. We recommend providing multiple avenues for assistance when more than one referral option is available.

In COVID-19 Alert Level 2 and lower, WCC Emergency Welfare is returning to standard operations for emergencies. This involves providing emergency accommodation, food, and welfare support in the event of evacuations or other Civil Defence emergencies.

What COVID-19 related assistance can the WCC Emergency Welfare Team provide?

Under Alert Level 2 and lower, WCC Emergency Welfare is no longer providing direct assist for accommodation or food. WCC Emergency Welfare can assist with:

- Information and referral – accessing information about available services and their support options. Where possible we maintain current key contacts and messaging from welfare organisations.
- Advocacy – e.g. supporting access to services if people aren't able to access these independently.

For other welfare related needs, refer to the table below for a list of recommended referral pathways.

Contacting the WCC Welfare Team:

Welfare line: **04 801 3683** (staffed 9am – 4:30pm Mon – Fri).

For all other non-urgent or after hours requests email CD.Welfare@wcc.govt.nz, for urgent requests call the WCC Contact Centre on **04 499 4444**.

For suggested edits to this document, email changes to CD.Welfare@wcc.govt.nz.

Individual's concerns	Referral options
They or someone else has COVID-19 symptoms, or they are concerned about being exposed to COVID-19	0800 358 5453 (Healthline) OR GP (call before going in)
Temporary accommodation	<p><u>MBIE Temporary Accommodation Service</u> 0508 754 163</p> <p>Operates 24 hours / 7 days a week.</p> <p>The MBIE Temporary accommodation Service (TAS) can assist you to find temporary accommodation if you:</p> <ul style="list-style-type: none"> • Have a COVID-19 case in your household and need to self-isolate away from them. • Are a close contact of a COVID-19 case and need to self-isolate away from vulnerable household members. • Are leaving a border quarantine/self-isolation facility but can't return home (e.g. due to availability of travel). • Are stranded in New Zealand and can't access other welfare support. <p>See temporaryaccommodation.mbie.govt.nz/covid-19 for more information.</p> <p>OR</p> <p><u>Work and Income (WINZ) Emergency Housing</u> 0800 559 009</p> <p>Operates 7am-6pm Mon – Fri, and 8am-1pm Sat.</p> <p>WINZ emergency housing can assist you to find accommodation if you:</p> <ul style="list-style-type: none"> • Have nowhere to stay tonight or over the next 7 days.

Individual's concerns	Referral options
	<ul style="list-style-type: none"> • Have high needs which require wrap around services. <p>Need to speak to someone in your language? See the WINZ languages line page for details.</p> <p>WINZ Emergency Housing more information: www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing</p> <p>OR</p> <p><u>Wellington City Council Emergency Welfare</u> 04 801 3683 CD.Welfare@wcc.govt.nz</p> <p>Operates Mon – Fri 9am – 4:30pm.</p> <p>Wellington City Council Emergency Welfare can assist you with accommodation support if you:</p> <ul style="list-style-type: none"> • Are a foreign national who is not eligible for WINZ/MSD support. Limited to 2/3 nights until MBIE is able to take-over. • People experiencing another kind of emergency e.g. evacuation from flooding or fire. <p>After hours: for non-urgent requests email CD.Welfare@wcc.govt.nz. For urgent after hours requests, call the WCC Contact Centre 04 499 4444.</p>
Food parcels / packages	<p><u>Wellington City Mission</u> (04) 245 0900 enquiries@wgtncitymission.org.nz</p> <p>Operates Mon – Thurs 9am – 3:30pm, Fri 10:30am – 3:30pm.</p> <p>If you need immediate or ongoing food assistance, Wellington City Mission Foodbank can help to relieve your</p>

Individual's concerns	Referral options
	<p>stress short-term and help you achieve positive long-term outcomes.</p> <p>OR</p> <p><u>St Vincent de Paul (Vinnies)</u> 04 389 7122 info@vinnieswgtm.org.nz</p> <p>For emergency food packages (pick up only). Contact St Vincent de Paul (Vinnies).</p> <p>OR</p> <p><u>Salvation Army Wellington</u> Text name, email, and postcode to 4114 wellington.foodbank@salvationarmy.org.nz</p> <p>For an emergency food parcel from Salvation Army contact the salvation Army food back. Pick up only.</p> <p>OR</p> <p><u>Tawa/Linden ONLY: St. Anne's Pantry</u> 0800 367 222 Email porirua@cab.org.nz</p>
<p>Assistance with grocery delivery or medicine pick up</p>	<p><u>(Over 65 only): Age Concern</u> 0800 652 105 info@ageconcernwellington.org.nz</p> <p>Call line operates: Mon – Fri 9am – 4pm.</p> <p>Age Concern can connect seniors who need help with shopping or medicine pick up with volunteers in their area to ensure they are able to stay safe at home.</p> <p>Contact Age Concern to find out more.</p>

Individual's concerns	Referral options
Pre-existing health or disability needs (other than access to medical supplies)	<p>The organisation that usually supports them.</p> <p>OR</p> <p><u>Needs Assessment Coordination Service (NASC)</u></p> <p>For people living with a disability who may struggle to recall the name of a service, contact the NASC:</p> <p>Wellington – Capital & Coast Capital Support Phone: 04 230 6400 Email: capitalsupport@ccdhb.org.nz</p> <p>Lower Hutt & Upper Hutt – Hutt Valley L.I.F.E. Unlimited Phone: 04 569 3102 Email: referrals@lifeunlimited.net.nz</p>
Financial needs	<p><u>Work and Income (WINZ)</u> 0800 559 009</p> <p>Operates Mon – Fri 7am – 6pm, Sat 8am – 1pm.</p> <p>If you've lost your job or had your hours reduced you may be able to get a benefit or some other financial help from Work and Income.</p> <p>There is help available for urgent costs like: food, accommodation, emergency medical treatments, and health travel costs.</p> <p>Call the WINZ line or check the Work and Income website workandincome.govt.nz/products/a-z-benefits/covid-19-support for more details about support.</p> <p>OR</p> <p><u>MoneyTalks - free and confidential budgeting advice</u> Call 0800 345 123, or text 4029 help@moneytalks.co.nz</p> <p>Operates Mon – Sat 7am – 10pm.</p>

Individual's concerns	Referral options
	<p>MoneyTalks is a helpline which provides free and confidential budgeting advice to individuals, family and whānau.</p> <p>Call, email, or text them to talk to a financial mentor. See moneytalks.co.nz or sorted.org.nz for more information on budgeting resources.</p> <p>OR</p> <p><u>Wellington City Council Emergency Welfare</u> 04 801 3683 CD.Welfare@wcc.govt.nz</p> <p>Operates Mon – Fri 9am – 4:30pm.</p> <p>For individuals who are unable to access financial assistance from WINZ, contact Wellington City Council Emergency Welfare.</p> <p>After hours: for non-urgent requests email CD.Welfare@wcc.govt.nz. For urgent after hours requests, call the WCC Contact Centre 04 499 4444.</p>
<p>Mental Health & Addiction</p> <p>Talking to a counsellor about the mental health of themselves or someone else as a result of COVID-19.</p>	<p><u>Need to talk? Helpline 1737</u> Call or text 1737. Operates 24/7.</p> <p>Are you feeling anxious or just need someone to talk to? Call or text 1737 to talk to a trained councillor for free.</p> <p><u>Alcohol Drug Helpline</u> 0800 787 797 or text 8681 alcoholdrughelp.org.nz</p> <p><u>Gambling Helpline NZ</u> 0800 654 655 or text 8006 (multiple languages) gamblinghelpline.co.nz</p> <p><u>QuitLine</u> 0800 778 778 or text 4006 quit.org.nz</p>
Family Violence	<u>Emergency Services</u>

Individual's concerns	Referral options
	<p>111</p> <p>If someone is in immediate danger, call 111.</p> <p>OR</p> <p><u>Helplines</u></p> <p>Your service may already have a process for assisting people that are experiencing or concerned about family violence. If that isn't the case, the following helplines are available:</p> <p>If you're unsure / general</p> <ul style="list-style-type: none"> • It's Not Okay: 0800 456 450 or website: areyouok.org.nz. To find out about local services or how to help someone else. • Te Rito Network: teritowellington.org.nz (provides a localised directory of organisations involved in reducing and preventing family violence). • Wellington Victim Support: 0800 842 846. <p>Women</p> <ul style="list-style-type: none"> • Women's Refuge: 0800 733 843 or website: womensrefuge.org.nz Wellington Woman's Refuge: (04) 473 6280. • Te Whare Rokiroki Refuge (Māori women's refuge): 04 802 5898. • Shakti: 0800 742 584 (24hours). For migrant and refugee women. • Shine domestic abuse services: 0508 744 633 (9am and 11pm). 2shine.org.nz <p>Sexual harm</p>

Individual's concerns	Referral options
	<ul style="list-style-type: none"> • Safe to Talk: Sexual harm helpline. Call 0800 044334, text 4334, or email support@safetotalk.nz. Website: safetotalk.nz • Rape Crisis: 0800 88 33 00 • Wellington Sexual Abuse Help: 04 499 7532 <p>Men</p> <ul style="list-style-type: none"> • Hey Bro helpline: 0800 439 276. hewakatapu.org.nz/services/0800-hey-bro Supporting men to be free from violence. • Mosaic: 022 419 3416 or 04 389 5050 (24 hours). Peer support and counselling for males who have experienced trauma and sexual abuse. <p>Children & Youth</p> <ul style="list-style-type: none"> • Oranga Tamariki: 0508 326 459. For concerns about children and young people. Website: orangatamariki.govt.nz/worried-about-a-child-tell-us Email: contact@ot.govt.nz1737 • Youthline: Call 0800 376 633 or free text: 234. Website: youthline.co.nz Email: talk@youthline.co.nz <p>Older Adults</p> <ul style="list-style-type: none"> • Elder Abuse Helpline: 0800 32 668 65 (24 hours)
Healthy Housing Problems (warm, dry, safe, not crowded)	<p><u>Sustainability Trust</u> 0508 78 78 24 customercare@sustaintrust.org.nz</p> <p>Operates: Mon – Fri 8:30am – 4:30pm.</p>

Individual's concerns	Referral options
	<p>Sustainability Trust is a social enterprise which provides free assessments and advice on everything from heating and insulation, to lightning and energy use.</p> <p>Sustainability Trust offers free advice and home assessments on how to improve conditions in your home through their Healthy Homes programme, and subsidised services for those who meet eligibility criteria (e.g. Community Services Card).</p> <p>Contact them or see https://sustaintrust.org.nz/healthy-homes-smart-homes for details.</p>
<p>Pet or livestock concerns (other than associated with accommodation needs)</p>	<p><u>MPI Animal Welfare</u> 0800 008 333 info@mpi.govt.nz</p> <p>Operates 24/7.</p> <p>If you are concerned about an animal's welfare phone the Ministry for Primary Industries (MPI) on 0800 008 333.</p>
<p>Legal Assistance</p>	<p><u>Community Law Wellington and Hutt Valley</u> 04 499 2928 (general), 04 460 4461 (immigration advice) info@wclc.org.nz</p> <p>Community Law Wellington and Hutt Valley provide free legal help and advice. communitylaw.org.nz/centre/wellington-hutt-valley</p> <p>For information on the help they provide see communitylaw.org.nz/free-legal-help</p> <p>For general legal advice, leave a detail phone message at 04 499 2928. For immigration legal advice, leave a detailed message at 04 460 4461.</p> <p>OR</p> <p><u>Citizens Advice Bureau</u> 0800 367 222</p> <p>The Citizens Advice Bureau is a free information and advice service. Call them on 0800 367 222 or find your local CAB cab.org.nz/find-a-cab</p>

Individual's concerns	Referral options
	<p>OR</p> <p><u>YouthLaw Aotearoa (young people under 25)</u> 0800 884 529</p> <p>Operates Mon – Fri 10am – 4pm.</p> <p>YouthLaw Aotearoa is a free community law centre for children and young people nationwide. We provide free legal services to anyone aged under 25 who are unable to access legal help elsewhere, or those acting on their behalf.</p> <p>See youthlaw.co.nz for more information.</p>
Transport	<p><u>Metlink Total Mobility</u> 0800 801 700</p> <p>Metlink Total Mobility subsidises door-to-door transport for disabled people who cannot independently use public transport services, all or some of the time.</p> <p>Contact Metlink to apply, or if you are supported by a Total Mobility Support Agency apply through them. See metlink.org.nz/getting-around/accessibility-guide/total-mobility/ for a full list of agencies.</p>
Everything else	<p><u>General COVID-19 helpline</u> 0800 779 997</p>

Appendix: Map of Wellington City Council (WCC) Area

