

# Support for Auckland communities during COVID-19

*This document is monitored and updated by Healthy Families  
Waitākere. All updates and edits to be sent to  
[Grace.Vujnovich@sportwaitakere.nz](mailto:Grace.Vujnovich@sportwaitakere.nz)*

## **Table of contents**

Food support	3
Community support	3
Rescued food redistribution (to charity)	7
Rough sleep support	8
Seniors support	10
Other support	12
Women's support	12
Men's support	13
Māori support	14
Pasifika support	15
Childcare for essential workers	16
Wellbeing support	17
Community funding	18

# Food support

Agencies and organisations supporting community access food during self-isolation.

If you are feeling unwell or showing any symptoms such as high fever, cough, and/or shortness of breath you must stay home.

*For general enquiries there is a free government helpline 0800 779 997*

TO SUPPORT: The best way to help is to donate financially to any of the services below, particularly the smaller scale banks.

NOTE: Pataka Kai are closed due to difficulty adhering to Ministry of Health Guidelines

## Community support

### Auckland-wide

<b>Salvation Army</b> 0800 53 00 00 to find your local ministry	Food parcel pickup (not accepting walk ins) <ul style="list-style-type: none"> <li>- Client needs to call in advance</li> <li>- They will be given a time to collect</li> <li>- Adhering to Ministry of Health guidelines</li> </ul>
<b>Presbyterian Support Northern</b> 09 309 2054 8 Madeira Lane, Grafton Collections between 11am – 12pm Monday to Friday	Food parcel pickup <ul style="list-style-type: none"> <li>- Completed form needs to be emailed before 10am. <u>No walk ins</u></li> <li>- Collections are one person in, one out</li> </ul>
<b>Foodbank NZ</b> P: 022 045 8184 E: info@foodbank.co.nz W: <a href="http://www.foodbank.org.nz">www.foodbank.org.nz</a>	Food parcel delivery <ul style="list-style-type: none"> <li>- Online only</li> </ul>
<b>The Fono (Pasifika only)</b>	Refer to 13
<b>Auckland City Mission</b> 09 303 9200 Monday – Friday 9.00am – 3.00pm	Pickup food parcels <ul style="list-style-type: none"> <li>- Must call in advance</li> <li>- Will be instructed of day and time to pick up, best to bring ID</li> </ul>

<b>Help needed</b>	Financial donations during this critical time <a href="#">here</a> . Due to pandemic sadly cannot accept donations of food, toiletries or clothing.
<b>Auckland Council</b> 0800 22 22 96 between 7am and 7pm, seven days a week.	Welfare parcels <ul style="list-style-type: none"> <li>- For Aucklanders who: <ul style="list-style-type: none"> <li>o Are unable to afford groceries or are in self-isolation with no access to other support networks</li> <li>o meets the government’s eligibility criteria</li> </ul> </li> <li>- will be couriered a welfare parcel containing items such as dry goods including pasta and rice, tinned vegetables and meats and basic toiletries.</li> </ul>

### West Auckland

<p><b>VisionWest</b> Brook Turner <a href="mailto:brook.turner@visionwest.org.nz">brook.turner@visionwest.org.nz</a> 0800 887 667</p> <p><b>Help needed</b></p>	<p>Delivering food to those who cannot access food themselves*.</p> <ul style="list-style-type: none"> <li>- Adhering to Ministry of Health guidelines</li> </ul> <p>Guiding whānau who can get to supermarket but are required to navigate WINZ food grants.</p> <p>Supporting whānau in isolation through check in calls.</p> <hr/> <p>Notify VisionWest with whānau in need. Excel spreadsheet to include:</p> <ul style="list-style-type: none"> <li>- Name</li> <li>- Address</li> <li>- Phone Number</li> <li>- Number of dependents</li> </ul> <p>Organisations deemed essential with staff able to deliver food parcels need to notify VisionWest:</p> <ul style="list-style-type: none"> <li>- Assigned person</li> <li>- Number of parcels needed per week</li> </ul>
---	---

<b>The Fono (Pasifika only)</b>	Refer to 13
<b>New Lynn</b>	
<b>Generation Ignite</b> Jo <a href="mailto:jo@generation-i.co.nz">jo@generation-i.co.nz</a>	Drive-through foodbank at 1pm on Fridays at the New Lynn Community Centre, 45 Totara Ave. Operating until 3pm or parcels run out. When receiving a parcel: <ul style="list-style-type: none"> <li>- Stay in your car until you are asked to open boot</li> <li>- There will be a parcel table for those without cars</li> </ul>
<b>Hope Centre Foodbank</b> 021 0804 8436 <a href="mailto:hopecentrefoodbank@gmail.com">hopecentrefoodbank@gmail.com</a> 44H, Unit 4 Portage Road, New Lynn	Pickup food parcels (family parcels not available) <ul style="list-style-type: none"> <li>- If someone is at the door, stay in your car until it's your turn</li> <li>- Details will be taken (please 2m away from door), parcel placed outside and door shut before parcel is collected</li> </ul>
<b>Massey, West Harbour, Hobsonville, Whenuapai</b>	
<b>Nor-West Food Bank</b> Elijah Peters <a href="mailto:thechariotrider@gmail.com">thechariotrider@gmail.com</a>	Delivering food parcels. <ul style="list-style-type: none"> <li>- Adhering to Ministry of Health guidelines</li> </ul>
<b>Help needed</b>	Financial donations to: Norwest Care Trust 12-3085-0032258-00
<b>Te Atatū</b>	
<b>Care Waitākere</b> <a href="mailto:admin@carewaitakere.org.nz">admin@carewaitakere.org.nz</a> (09) 834 6480, text 021-113-3355	Pickup food parcels on Thursdays <ul style="list-style-type: none"> <li>- Available for those in need (in Te Atatū) who are ineligible for WINZ food grants</li> </ul>
<b>Help needed</b>	Donations urgently required <ul style="list-style-type: none"> <li>- account no. is 12 3038 0343475003             <ul style="list-style-type: none"> <li>o (please put 'foodbank' as a reference)</li> </ul> </li> </ul>
<b>Avondale</b>	
<b>Village Community Trust</b> Naylar 0272168941	Delivering food parcels Monday, Wednesday and Friday.

	<ul style="list-style-type: none"> <li>- Call the night before and the team will text time and location for pick up</li> <li>- Adhering to Ministry of Health guidelines</li> </ul>
<b>Henderson, Oratia</b>	
<b>Hoani Waititi Marae</b>	Refer to page 12

## Central Auckland

<b>Hills Church</b> <a href="mailto:office@hillschurch.nz">office@hillschurch.nz</a> Hillsborough Rd	Delivery of food parcels <ul style="list-style-type: none"> <li>- Adhering to Ministry of Health guidelines</li> </ul> Supermarket runs for those who are housebound due to: <ul style="list-style-type: none"> <li>- Age</li> <li>- Lowered immunity</li> <li>- Self-isolation</li> </ul>
<b>St Vincent de Paul (Vinnies)</b> 09 815 6122 auckland@stvinnies.co.nz	Food parcels available <ul style="list-style-type: none"> <li>- Contact between 10am – 3pm Monday - Friday</li> <li>- delivery only</li> </ul>

## South Auckland

<b>The Fono (Pasifika only)</b>	Refer to 13
<b>Pakuranga</b>	
<b>St Marks Church</b> <a href="mailto:stmarks@xtra.co.nz">stmarks@xtra.co.nz</a> 09 576 5296	Food bank and general assistance
<b>Papakura, Manurewa</b>	
<b>Papakura Marae</b> Open Mon-Fri 10am - 2.30pm 09 297 2036	Refer to page 12
<b>Favona, Manukau</b>	
<b>Manukau Urban Māori Authority</b>	Refer to page 12

<p><b>(MUMA)</b>  Open Mon-Fri 10am - 2.30pm  09 297 2036  Open Mon-Fri 10am - 2.30pm  09 297 2036.</p>	
---	--

## Rescued food redistribution

<p><b>Fair Food</b>  <a href="mailto:Info@fairfood.org.nz">Info@fairfood.org.nz</a></p>	<p>Providing rescued food to charities to distribute to community (not in direct contact with community)</p>
<p><b>Help needed</b></p>	<p>Food donations. Food growers, manufacturers and retailers are all urged to donate food provisions.</p>
<p><b>Kiwi Harvest</b>  <a href="mailto:Foodrescue@kiwiharvest.co.nz">Foodrescue@kiwiharvest.co.nz</a></p>	<p>Providing rescued food to charities to distribute to community (not in direct contact with community)</p>
<p><b>Help needed</b></p>	<p>Food donations. Food growers, manufacturers and retailers are all urged to donate food provisions.</p>
<p><b>Everybody Eats</b>  021 856 884</p>	<p>Providing rescued food to charities to distribute to community (not in direct contact with community)</p>
<p><b>Help needed</b></p>	<p>Food donations. Food growers, manufacturers and retailers are all urged to donate food provisions.</p>

# Rough Sleep Support

Supporting people who are homeless or vulnerably housed during COVID-19.

## Auckland-wide

<b>Auckland City Mission</b>	Ongoing checks on health and wellbeing, alongside providing essential supplies including: <ul style="list-style-type: none"> <li>- Food</li> <li>- Clothing</li> </ul> Conducted over the phone and in person <ul style="list-style-type: none"> <li>- Adhering to Ministry of Health Guidelines</li> </ul>
<b>Kāhui Tū Kaha</b> 0800 855 755	Shelter and mental health support

## West Auckland

<b>Waitākere Salvation Army</b> Jason Dilger <a href="mailto:Jason_Dilger@nzf.salvationarmy.org">Jason_Dilger@nzf.salvationarmy.org</a> 09-837 4471	Supporting rough sleepers with: <ul style="list-style-type: none"> <li>- Food parcels</li> <li>- Emergency accommodation</li> </ul>
<b>Help needed</b>	Face masks and hand sanitiser for staff  Donate food through purple bins at Countdown
<b>VisionWest</b> 09 818 0700 (housing)	Supporting with emergency accommodation
<b>Housing First</b> 09 531 4040	Emergency accommodation

### Public toilets still open

- 31 Railside Ave, Henderson
- Tui Glen Reserve, Henderson
- Glenmall Place, Glen Eden
- Olympic Park, New Lynn



## Central Auckland

<p>Merge Café Merge Community, Street Reach and Navigators</p> <p>453 Karangahape Road, Auckland Central</p>	<p>Food parcels, shelter, and more</p> <p>Available between 10:30 and 11:30, Monday to Friday, for peer support relating to housing and benefits.</p>
--	---

### Public toilets still open

- Victoria Park
- 62 High Street (Victoria St carpark)
- Wellesley Street West (Bledisloe)
- Pitt Street (Beresford Square)
- 20 Fort Street
- Myers Park
- Western Park, Ponsonby
- Auckland Domain Grandstand
- Wesley Community Centre carpark
- Keith Hay Park, Mt Roskill
- Pt England Reserve
- Potters Park, Balmoral
- 4a Bellwood Avenue, Mt Eden

## South Auckland

<p><b>Link People</b> 0800 932 432</p>	<p>Emergency accommodation and service navigation</p>
--	---

### Public toilets still open

- Behind the library in Manurewa
- Hayman Park, Manukau
- Mangere Town Centre, 121 Bader Dr
- Toilet Shower Block Ambury Park
- Ngāti Otara Park, Otara
- Central Park, Papakura
- Tamakae Reserve, Waiuku



# Seniors Support

Supporting seniors in self-isolation during COVID-19.

## Auckland-wide

<b>Age Concern</b> Central & West Auckland – 820 0184 Counties Manukau – 279 4331 North Shore – 489 4975	Multiple forms of support are offered <ul style="list-style-type: none"> <li>- Medical</li> <li>- Social wellbeing</li> <li>- Food</li> </ul>
<b>Red Cross</b>	Meals on wheels. Need a referral from GP.
<b>Help needed</b>	Meals on wheels drivers - apply <a href="#">here</a>
<b>St Johns Caring Caller</b> 0800 000 606	Phone call support for those in isolation
<b>Help needed</b>	Become a caring caller - 0800 000 606
<b>Office for Seniors</b> Call or text 1737	Available for a chat during self-isolation
<b>Grey Power</b> 0800 473 979	
<b>Moa Lunches</b> Covid-19 Care Packages for elderly	South, West and Central deliveries <ul style="list-style-type: none"> <li>- Essential meals</li> <li>- Personal hygiene supplies</li> <li>- Delivered to your doorstep</li> </ul> <p>Please register senior citizens in need:  <a href="mailto:admin@moalunches.co.nz">admin@moalunches.co.nz</a></p>

## South Auckland

<b>Pakuranga</b>	
<b>St Marks Church</b> <a href="mailto:stmarks@xtra.co.nz">stmarks@xtra.co.nz</a> 09 576 5296	Food bank, general support

# Budget and Financial Support

If you've been affected by COVID-19, you may be eligible for financial support. You may be self-isolating at home, or your work may be affected.

## Auckland-wide

<b>Work and income</b> 0800 559 009	<ul style="list-style-type: none"> <li>- would like assistance</li> <li>- aren't sure if you can get assistance</li> <li>- are struggling to support yourself, or your family</li> </ul>
<b>Childcare for essential workers</b>	Refer to page 14
<b>The Fono (Pasifika only)</b>	Refer to 13
<b>WINZ Wage Subsidy Line</b> 0800 40 80 40	

## West Auckland

<b>Henderson Budget Service</b> 09 836 4141 (answering machine) 021 239 5386 or 027507760	Now conducting free budget advice over the phone.
<b>McIntosh Dental</b> 43 Lincoln Road, Henderson 09 837 2598 open provisionally 8-1pm 7 days	Emergency dental work.
<b>Vision West Budgeting service</b> 09 8180714 or 027 808 5770	Helping you manage your personal finances

# Women's Support

NZ domestic violence and sexual violence crisis response services, are essential services so are continuing to operate during the COVID-19 lockdown at Alert Level 4.

## Auckland-wide

<p><b>Women's Refuge</b>  <a href="mailto:info@refuge.org.nz">info@refuge.org.nz</a>          Crisis line 0800REFUGE</p> <p>Send confidential messages through the Shielded Site feature on major websites such as The Warehouse.</p>	<p>Is an essential service and will be minimising face to face contact (telephone and online guidance will be used whenever possible) in order to keep everyone safe.</p> <p>To find your nearest refuge:  <a href="https://womensrefuge.org.nz/contact-us/find-your-local-refuge/">https://womensrefuge.org.nz/contact-us/find-your-local-refuge/</a></p>
<p><b>Help needed</b></p>	<p>To support women you are concerned about:</p> <ul style="list-style-type: none"> <li>- Help them to feel less isolated by setting up regular times to talk to you and to others.</li> <li>- Agree on a 'code word' in advance. If they message you that word, you can call the police and ask them to check on them.</li> <li>- Ask them if they have the essential things they need (such as food, medication, and sanitary items) and help them to get them. Some abusive people will withhold these items.</li> <li>- Encourage them to get in touch with Women's Refuge if they feel unsafe</li> <li>- If there is an emergency, and someone is being hurt or threatened, ring Police on 111</li> </ul> <p>Financial donation  <a href="https://womensrefuge.org.nz/make-a-donation/">https://womensrefuge.org.nz/make-a-donation/</a></p>

## West Auckland

<p><b>VisionWest (counselling services)</b>          818 0760 or email  <a href="mailto:counselling@visionwest.org.nz">counselling@visionwest.org.nz</a></p>	<p>Counselling services being offered via online or phone.</p>
--	--

	<p>If you are not currently a client and would like to receive counselling:</p> <ul style="list-style-type: none"> <li>- Contact the Counselling Team by phone or email (left)</li> <li>- Supply your name, phone number and email (if possible) and indicate how you would prefer to engage in your counselling session: phone, Skype, Microsoft Teams, Facebook Messenger etc.) The Counselling Team's preferred platform is Microsoft Teams as it is more secure. Please ensure that you have downloaded the relevant app to your phone or computer so that you are ready to go.</li> <li>- The administrator will be in touch to discuss more details.</li> <li>- You will be allocated to the first available and most suitable counsellor.</li> </ul> <p>Note: there is a cost involved.</p>
<p><b>Women's Centre Waitākere</b> 09-838 6381 <a href="mailto:info@womenscentre.org.nz">info@womenscentre.org.nz</a></p>	<ul style="list-style-type: none"> <li>- Counselling support to women with dependent children and women who are in or have been in family violence situations.</li> </ul>

## Men's Support

NZ domestic violence and sexual violence crisis response services, are essential services so are continuing to operate during the COVID-19 lockdown at Alert Level 4.

### Auckland-wide

<p><b>He Waka Tapu</b> 0800 HeyBro</p>	<p>This number is setup for men who feel they're going to harm a loved one or whanau member.</p>

# Māori Support

Supporting Māori communities and businesses during COVID-19.

## Auckland-wide

<b>Pou Whakarae</b> <a href="mailto:AKGEOCpouwhakarae@aucklandcouncil.govt.nz">AKGEOCpouwhakarae@aucklandcouncil.govt.nz</a>	<p>Pouwhakarae sits within Auckland Emergency Management's Coordinated Incident Management System.</p> <p>Pou Whakarae will support the distribution of health related information to Māori and coordinate non health related activity for Māori communities.</p>
<b>St Johns Caring Caller</b> 0800 000 606	Phone call support for those in isolation
<b>Kāhui Tū Kaha</b> 0800 855 755	Shelter and mental health support

## West Auckland

<b>Waitematā DHB</b>	TBC
<b>Waipareira</b>	TBC
<b>Hoani Waititi</b> <a href="mailto:Maraeshane.white@hoaniwaititi.co.nz">Maraeshane.white@hoaniwaititi.co.nz</a> 0272212010	Food and hygiene parcels to start being delivered early April.

## South Auckland

Papakura	
<b>Papakura Marae</b> Open Mon-Fri 10am - 2.30pm 09 297 2036	Food parcel delivery - Adhering to Ministry of Health guidelines
Favona, Manukau	
<b>Manukau Urban Māori Authority (MUMA)</b> Open Mon-Fri 10am - 2.30pm	Food parcel pickup - Must bring ID

<p>09 297 2036 Open Mon-Fri 10am - 2.30pm 09 297 2036.</p>	<p>- Wait in car until instructed by team</p>
--	---



# Pasifika support

Supporting Pasifika communities and businesses during COVID-19.

## Auckland-wide

<p><b>The Fono</b> Ana <a href="mailto:ana.aitcheson@thefono.org">ana.aitcheson@thefono.org</a> 021956633</p>	<p>Relief packages are available and will be calculated on a per family basis to enable the purchase of:</p> <ul style="list-style-type: none"><li>● 'preparedness packages' (for vulnerable families), and/or</li><li>● 'hardship packages' (where families are affected directly by infection (including self-isolation), or from the economic impact of COVID-19) for a period of 14 days</li></ul> <p>The funding support can be for household items, food and other supplies to sustain a family for 14 days, and can include items such as:</p> <ul style="list-style-type: none"><li>● Pre-made food parcels and food vouchers.</li><li>● Payment for essential utilities because of income reduction.</li><li>● Support to work and study from home.</li><li>● Medical costs.</li></ul>
<p><b>St Johns Caring Caller</b> 0800 000 606</p>	<p>Phone call support for those in isolation</p>
<p><b>Pasifika Futures (national and regional)</b></p>	<p>Contact information can be found <a href="#">here</a></p>

# Childcare for essential workers

To ensure essential workers can access care for their children if needed, the Government has agreed that a range of large home-based providers will provide additional support.

## Requirements:

Copy of your confirmation letter or other ID ready to be emailed though at the time of enquiry.

## Auckland-wide

<b>Home Grown Kids</b> <a href="mailto:admin@edubase.co.nz">admin@edubase.co.nz</a> or <a href="mailto:info@hgk.co.nz">info@hgk.co.nz</a>	Home-based providers
<b>Barnados</b> <a href="mailto:covid19enquiries@barnardos.org.nz">covid19enquiries@barnardos.org.nz</a>	Home-based providers
<b>PORSE</b> 0800 023 456	Home-based providers

# Wellbeing support

Emergencies are usually unexpected, sudden and overwhelming. It's natural to feel emotionally and physically drained.

You're not alone in this and you don't need to cope on your own. Friends and family members not affected by the event can help you cope.

You can get more help and information from:

- your GP or local community health centre
- Youthline 0800 376 633 [www.youthline.co.nz](http://www.youthline.co.nz)
- Rural Support Trust 0800 RURAL HELP
- Need To Talk by calling or texting 1737
- in an emergency always call 111

# Community Funding

## COVID-19 Community Awareness and Preparedness Grant Fund

As part of the Government's response to COVID-19, new funding is being prioritised to support community efforts on the ground. We recognise there are community groups and individuals doing critical work in the fight against COVID-19. This funding will allow them to continue to support their communities and help them through challenges they may face in the coming months.

Find out more [here](#).