

Support for Auckland communities during COVID-19

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Food support

Agencies and organisations supporting community access to food during lockdown.

Some organisations supply food parcels by referral only. This usually means individuals/whānau who have a client relationship with another organisation, the support staff refer their clients on to the organisation providing the food, e.g. Kainga Ora referring families in their social housing to Vision West.

Many smaller food banks do not require referrals but will generally ask you to fill out a form. From there they will liaise with you.

Top tips to accessing emergency food:

- ALWAYS contact a food bank before you go there. Many food banks are delivery-only because of the increased risk of transmission of the Delta variant.
- fill out a form if one is provided - smaller food banks in particular need to prioritise first-timers
- 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 food banks. Go to the organisation's website where donation information is held.

NOTE: Pataka Kai, social supermarkets and community dinners are closed due to difficulty adhering to Ministry of Health Guidelines

West Auckland

Organisation	Support
<p>VisionWest 97 Glendale Road at the Glen Eden Baptist Campus</p> <p>Facebook https://www.facebook.com/VisionWestCommunityTrust</p> <p>www.visionwest.org.nz/patakakai_covid19</p>	<p>For households/whanau</p> <p>Opening hours are 12pm -3pm, Wednesdays and Fridays</p> <ul style="list-style-type: none">- Enter through the Ambler Ave entrance.- ONE key shopper/driver per car- Park in the car park and WAIT in your car.- Please wear a mask and use the contact tracing app.

	<ul style="list-style-type: none"> - Someone will come to your car to collect the necessary information. - Your food will then be placed in the boot of your car; please ensure you have space in your car. - one parcel per car unless you are collecting for your whanau and others. - We have plenty of food supplies so, please be patient and do NOT exit your car. <p>For external organisations</p> <p>All external organisations can collect parcels on Tuesdays or Thursdays to deliver to your whānau as needed.</p> <ul style="list-style-type: none"> - Contact Nathan May on 021 929 398 or via nathan.may@visionwest.org.nz to arrange initial pick-up times. - When arriving on campus stay in your vehicle at all times
<p>The Fono (Pasifika only)</p>	<p>Refer to 13</p>
<p>Salvation Army - welfare centres</p> <p>Waitakere Central - Henderson 7-9 View Road, Henderson Phone: (09) 837 4471 waitakerecentral.corps@salvationarmy.org.nz</p> <p>New Lynn 32 Delta Avenue, New Lynn Phone: (09) 827 3128 newlynn.corps@salvationarmy.org.nz</p>	<p>Call or email your local centre and the team will let you know how they can help you in the safest way possible.</p>
<p>Hope Worldwide</p> <p>0210 254 4023 hopeworldwide@xtra.co.nz www.hopeworldwide.org.nz</p>	<p>Delivery only. Thursday 12pm - 4 pm</p> <ul style="list-style-type: none"> - No referral required. - Need to fill out this form here to ask for a food parcel.

<p>Seed 2 Harvest</p> <p>seedtoharvest15@gmail.com</p> <p>021 678 192</p> <p>https://www.seed2harvest.co.nz/</p> <p>FB</p> <p>https://www.facebook.com/S2Harvest/</p>	<p>Delivery only.</p> <ul style="list-style-type: none"> - No referral required. - Need to fill out this form here to ask for a food parcel
New Lynn, Blockhouse Bay	
<p>Hope Centre Foodbank</p> <p>4109 Great North Road</p> <p>021 0804 8436</p> <p>hopecentrefoodbank@gmail.com</p> <p>FB</p> <p>https://www.facebook.com/encounterhopefoundation/</p>	<p>Open Wednesday Thursday and Friday's from 10am to 2:45pm</p> <ul style="list-style-type: none"> - No referral required. <p>Pickup food parcels (family parcels not available)</p> <ul style="list-style-type: none"> - If someone is at the door, stay in your car until it's your turn - Details will be taken (please 2m away from door), parcel placed outside and door shut before parcel is collected
Massey, West Harbour, Hobsonville, Whenuapai	
<p>Norwest Foodbank</p> <p>foodbank@norwestcaretrust.org.nz</p> <p>021 0863 3785</p> <p>www.norwestcaretrust.org.nz</p>	<p>Delivering food parcels Wednesdays & Fridays</p> <ul style="list-style-type: none"> - Contact by email or phone and one of the Care Crew volunteers will contact you on the nearest Wednesday or Friday.
Te Atatū	
<p>Care Waitākere</p> <p>admin@carewaitakere.org.nz</p> <p>(09) 834 6480, text 021-113-3355</p>	<p>Pickup food parcels on Thursdays</p> <ul style="list-style-type: none"> - Available for those in need (in Te Atatū) who are ineligible for WINZ food grants
Avondale	
<p>Village Community Trust</p> <p>09-826 5427</p> <p>https://www.facebook.com/thevillagecommunityservicetrust/</p>	<p>Contactless pick up service, every Tuesday, Thursday & Friday.</p> <p>NO deliveries will be available. Pick up is from our hub on Rosebank Rd, Avondale.</p> <ul style="list-style-type: none"> - Please click here to apply for a food parcel.

	<ul style="list-style-type: none"> - Choose a date and time and you will receive a text to confirm your time and location
Ranui, Swanson	
Ranui Baptist Community Care 464 Swanson Road 027 261 4330 https://careranui.org.nz/	Open Tuesday and Friday 9.30am – 11.30am <ul style="list-style-type: none"> - Please bring some form of identification and proof of address. - Must live in or near Ranui. - limited food stock
Laingholm	
Laingholm Community Support Email: support@laingholm.net Freephone 0800 007 008 www.laingholm.net	Locals can phone/email to arrange a food parcel delivered free to the gate. Can also arrange shopping and delivery of food for people who are unable to get to the supermarket. Area supported: From Titirangi Roundabout Woodlands Park – Waima - Laingholm – Parau Cornwallis – Huia – Whatipu

Auckland-wide

Organisation	Support
Salvation Army 0800 53 00 00 to find your local ministry	Food parcel pickup (not accepting walk ins) <ul style="list-style-type: none"> - Client needs to call in advance - They will be given a time to collect - Adhering to Ministry of Health guidelines
Presbyterian Support Northern 09 309 2054 8 Madeira Lane, Grafton Collections between 11am – 12pm Monday to Friday	Food parcel pickup <ul style="list-style-type: none"> - Completed form needs to be emailed before 10am. <u>No walk ins</u> - Collections are one person in, one out

Foodbank NZ P: 022 045 8184 E: info@foodbank.co.nz W: www.foodbank.org.nz	Food parcel delivery - Online only
The Fono (Pasifika only)	Refer to 13
Auckland City Mission 09 303 9266 Monday – Friday 9.00am – 3.00pm Help needed	<ul style="list-style-type: none"> - ACM 09 303 9266 and speak to the Crisis Care team. - You will then be given a time to collect from ACM distribution centre at 15 Auburn Street, off Boston road in Grafton. - Everyone must take ID with them. Financial donations during this critical time here . Due to pandemic sadly cannot accept donations of food, toiletries or clothing.
Auckland Council Auckland Emergency Management 0800 22 22 00	<ul style="list-style-type: none"> - call the emergency management free number to discuss options on how to access food and essential goods

Central Auckland

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

	- delivery only
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South Auckland

Organisation	Support
The Fono (Pasifika only)	Refer to 13
Kai Collective https://www.facebook.com/KaiCollectiveProject/	East and South Auckland food support
Manukau Urban Māori Authority (MUMA) Open Mon-Fri 9am - 2.00pm 0800 686232	Located at Nga Whare Waatea Marae – must have photo ID
Supreme Sikh Society 70 Takanini School Rd, Takanini	The food parcels are said to last 3-4 days for a family. Check Facebook page for availability.
Salvation Army Manukau Central Corps 16D Bakerfield Place, Manukau, South Auckland (09) 263 7328 Call centre open Mon - Fri: 10:00-12:00, 1:00-3:00pm	Assistance & Foodbank operating by appointment only, call centre between hours to the left, leave name and number and we will call you back to assist.
Pakuranga	
St Marks Church stmarks@xtra.co.nz 09 576 5296	Food bank and general assistance
Papakura, Manurewa	
Papakura Marae Open Mon-Fri 10am - 2.30pm 09 297 2036	No walk ins. Call and leave msg and you will be called back for a screening.
Manurewa Marae 09 6400821 Facebook page	No walk ins. Due to high demand please fill out this support form if you are whānau living in Manurewa.
United We Stand – Rewa waka of caring	Food parcels, clothing, blankets and kitchenware.

2 McCannelly St – Old Auto one shop next to Dominos. Open everyday from 8.30am.	Must wear a mask when entering the drop in. Food parcels will be handed at the door. One person at a time.
Favona, Manukau	
	Refer to page 12
Otara, Papatoetoe	
The Otara Kai Village In front of Jetts Gym Otara Town Centre	require proof of ID
Otara Food Bank Shop 3, 46 Fair Mall Place Check Facebook page for more details	Register on Otara Health Charitable Trust on https://tinyurl.com/y5ny7vdx . This link is only open on Wednesdays from 9am. This link will stay activated until the maximum allocation is reached (then the link will be deactivated again until the next Wednesday). Each request is for the FRIDAY of that week. If you try the link and it is unavailable, that means it is CLOSED.
South Auckland Christian Foodbank Contact Ian on 0508 242643 or 0274771092 or ian@sacfb.org.nz	Same day delivery of food parcels.
Otahuhu	
St Vincent de Paul Society 47 Station Rd 09 2704088 or 0800680090 auckland@vinnies.co.nz	Monday, Wednesday, Friday mornings 9:30 am-12:30 pm. Pick up only. Delivery reserved only for urgent and most vulnerable families - these are assessed case by case.
Otahuhu Salvation Army 09 2765793 or 09 3797615 or 0800530000 Otahuhu.corps@salvationarmy.org.nz	
Wiri	
Rawiri Community House Check FB page for updates 09 2638202	Pick up at community house. First in, first served. Bring own bags.

liz@rawiri.org 1 Rata Vine Drive Wiri	

Rescued food redistribution

Organisation	Support
Fair Food Info@fairfood.org.nz	Providing rescued food to charities to distribute to community (not in direct contact with community)
Help needed	Food donations. Food growers, manufacturers and retailers are all urged to donate food provisions.
Kiwi Harvest Foodrescue@kiwiharvest.co.nz	Providing rescued food to charities to distribute to community (not in direct contact with community)
Help needed	Food donations. Food growers, manufacturers and retailers are all urged to donate food provisions.
Everybody Eats 021 856 884 Help needed	Providing rescued food to charities to distribute to community (not in direct contact with community)
	Food donations. Food growers, manufacturers and retailers are all urged to donate food provisions.

Rough Sleep Support

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

Auckland-wide

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

West Auckland

Organisation	Support
Waitākere Salvation Army Jason Dilger Jason_Dilger@nzf.salvationarmy.org 09-837 4471	Supporting rough sleepers with: <ul style="list-style-type: none">- Food parcels- Emergency accommodation
Help needed	Face masks and hand sanitiser for staff Donate food through purple bins at Countdown
VisionWest Phone: 09 818 0706 housingfirst@visionwest.org.nz	Supporting with emergency accommodation
Housing First 09 531 4040	Emergency accommodation

Public toilets still open

- 31 Rainside Ave, Henderson
- Tui Glen Reserve, Henderson
- Glenmall Place, Glen Eden

- Olympic Park, New Lynn

Central Auckland

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

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

Organisation	Support
Link People 0800 932 432	Emergency accommodation and service navigation

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

Organisation	Support
Age Concern Central & West Auckland – 820 0184 Counties Manukau – 279 4331 North Shore – 489 4975	<ul style="list-style-type: none">- Elder Abuse & Neglect Response Service- Practical Assistance to get groceries & collect prescriptions- Welfare Phone Calls for lonely & isolated older people- Dedicated Asian (Chinese) Services providing support in Mandarin & Cantonese
Red Cross	Meals on wheels. Need a referral from GP.
Help needed	Meals on wheels drivers - apply here
St Johns Caring Caller 0800 000 606	Phone call support for those in isolation
Help needed	Become a caring caller - 0800 000 606
Office for Seniors Call or text 1737	Available for a chat during self-isolation
Grey Power 0800 473 979	
Moa Lunches Covid-19 Care Packages for elderly	South, West and Central deliveries <ul style="list-style-type: none">- Essential meals- Personal hygiene supplies- Delivered to your doorstep <p>Please register senior citizens in need: admin@moalunches.co.nz</p>

South Auckland

Organisation	Support
Pakuranga	
St Marks Church stmarks@xtra.co.nz 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

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

West Auckland

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

Dental support

If you or your child in pain, or you have immediate concerns about their teeth, please phone one of the following clinics:

Auckland

Organisation	Support
Glenfield Intermediate 09 444 6160	Emergency dental work.
Point England 09 570 4309	Emergency dental work.
Brown's Road 09 264 0047	Emergency dental work.
Pukekohe Intermediate 09 237 1070	Emergency dental work.

West Auckland

Organisation	Support
McIntosh Dental 43 Lincoln Road, Henderson 09 837 2598 open provisionally 8-1pm 7 days	Emergency dental work.
Henderson Intermediate 09 838 9751	Emergency dental work.

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

Organisation	Support
<p>Women's Refuge info@refuge.org.nz 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: https://womensrefuge.org.nz/contact-us/find-your-local-refuge/</p>
<p>Help needed</p>	<p>To support women you are concerned about:</p> <ul style="list-style-type: none"> - Help them to feel less isolated by setting up regular times to talk to you and to others. - 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. - 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. - Encourage them to get in touch with Women's Refuge if they feel unsafe - If there is an emergency, and someone is being hurt or threatened, ring Police on 111 <p>Financial donation https://womensrefuge.org.nz/make-a-donation/</p>
<p>Family Action office@familyaction.org.nz</p>	<p>Offering crisis support and counselling by telephone</p>

West Auckland

Organisation	Support

<p>VisionWest (counselling services) 818 0760 or email counselling@visionwest.org.nz</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"> - Contact the Counselling Team by phone or email (left) - 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. - The administrator will be in touch to discuss more details. - You will be allocated to the first available and most suitable counsellor. <p>Note: there is a cost involved.</p>
<p>Women's Centre Waitākere 09-838 6381 info@womenscentre.org.nz</p>	<ul style="list-style-type: none"> - Counselling support to women with dependent children and women who are in or have been in family violence situations.

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

Organisation	Support
<p>He Waka Tapu 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

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

West Auckland

Organisation	Support
Waipareira 0800 924 942 https://www.facebook.com/TePaeHerengaotamaki/	Working under the Whānau Ora Te Pae Herenga o Tāmaki collective including kai parcels, hygiene packages and PPE.
Hoani Waititi Marae shane.white@hoaniwaititi.co.nz 0272212010	

South Auckland

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

<p>Open Mon-Fri 10am - 2.30pm 09 297 2036 Open Mon-Fri 10am - 2.30pm 09 297 2036.</p>	<p>- Wait in car until instructed by team</p>
<p>Te Whare Ruruhau o Meri Trust 19 Lambie Drive Contact: 2702631</p>	<p>Supporting whanau impacted by violence – Teleconference or Video Conference Chaplain Services Provided- Teleconference or Video conference (Karakia, Tangi and Care calls) Kai Packages – for whanau who are struggling as a once off supply Supports for whanau for loss of income as result of lockdown.</p>

Asian Support

Auckland-wide

Organisation	Support
Asian Family Services https://www.asianfamilyservices.nz/ 0800 862 342 The helpline is available from Monday to Friday 9am–8pm.	Free, professional and confidential support for people who speak Cantonese, Mandarin, Korean, Vietnamese, Japanese, Thai and Hindi languages. If you wish to speak to a counsellor or if you are feeling distressed or anxious due to COVID-19 please call the Asian Helpline
Age Concern Central & West Auckland – 820 0184 Counties Manukau – 279 4331 North Shore – 489 4975	Dedicated Asian (Chinese) Services providing support in Mandarin & Cantonese

Pasifika support

Supporting Pasifika communities and businesses during COVID-19.

Auckland-wide

Organisation	Support
<p>The Fono Ana ana.aitcheson@thefono.org 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">• 'preparedness packages' (for vulnerable families), and/or• '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 <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">• Pre-made food parcels and food vouchers.• Payment for essential utilities because of income reduction.• Support to work and study from home.• Medical costs.
<p>St Johns Caring Caller 0800 000 606</p>	<p>Phone call support for those in isolation</p>
<p>Pasifika Futures (national and regional)</p>	<p>Contact information can be found here</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

Organisation	Support
Home Grown Kids admin@edubase.co.nz or info@hgk.co.nz	Home-based providers
Barnados covid19enquiries@barnados.org.nz	Home-based providers
PORSE 0800 023 456	Home-based providers

Wellbeing support

Auckland-wide

Organisation	Support
<p>Supporting Families NZ Free phone: 0800 732 825 Phone: 09 378 9134 Mon-Fri 8.30 am - 5.00 pm</p> <p>Email: admin.auckland@sfnz.org.nz Web: supportingfamilies.org.nz</p>	<p>We support families and whānau to provide the best possible quality of life and recovery to their loved one who has a mental illness and to their own self care.</p> <p>We are open to any self referral by email or telephone.</p> <p>It can be hard looking after families and whānau experiencing mental illness, especially at times like these, so let's pull together and help each other.</p> <p>Our Support Workers are still available and ready to provide free support, information and advocacy for you via phone, zoom or email.</p> <p>They are working from home each day, so don't hesitate to reach out to us.</p> <p>If you call us and the phone is engaged, please leave a message for us and we will get back to you as soon as we can.</p>
<p>Clearhead https://www.clearhead.org.nz/</p>	<p>Clearhead is a virtual wellbeing assistant who will help you with learning about COVID-19 and your mental health. Available for free, 24/7.</p>

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

- 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](#).