

## General Practitioner Services

▶ For Emergency Medical Attention  
**White Cross Emergency**  
52 St Lukes Rd, Ph: 815 3111

**Roskill Union and Community Health**  
1492 Dominion Road Extension, Mt Roskill  
Ph: 629 2872

**Peoples Centre Medical and Dental Services**  
33 Wyndham St, Auckland Central, Ph: 302 2496

## Dental Services

**Please note:**  
*Take a letter from the Refugee Status Branch to explain your status in order to receive free care*

▶ For Emergency Dental Attention  
**White Cross Emergency**  
52 St Lukes Rd, Ph: 815 3111

## Mental Health

**Auckland Refugees as Survivors Centre**  
Assessment and counselling for people from refugee backgrounds  
Mangere Refugee Resettlement Centre  
251 Massey Rd, Ph: 270 0870

**Auckland Healthcare Mental Health Services in**  
▶ **Central Auckland Healthcare Services**  
**Crisis 24 Hour Answer Service 0800 800 717**  
**St Lukes Community Mental Health Centre**  
615 New North Rd, Morningside, Ph: 845 0940

▶ **West Auckland Crisis Care**  
**Community Assessment and Treatment Team**  
Ph: 822 8500/8600

▶ **South Auckland Crisis Care**  
**Community Assessment and Treatment Team**  
Ph: 270 4742

▶ **North Shore Crisis Care**  
**Community Assessment and Treatment Team**  
Ph 486 1491

## Social Support Services

**Auckland Refugee Council Inc**  
**(Auckland Refugee Centre)**  
▶ 4 Warnock St, Grey Lynn, Ph: 378 7434  
PO Box 78024, Grey Lynn, Auckland  
Provides accommodation and support services including help with welfare for residents at Avondale Hostel. English classes, referral to other agencies and general support are also available. Information and advocacy (not legal) are provided at Warnock Street offices.

**Auckland Regional Migrant Services**  
▶ Three Kings Plaza, 532 Mt Albert Rd, Mt Roskill  
Ph: 625 2440  
▶ 6 Osterley Way, Manukau Ph: 263 5490  
Information & advice, referral to other community groups and organisations for support.

**New Zealand Red Cross**  
▶ Ph: 0800 733 276  
Family tracing and Red Cross message services. International document transfers. International health/medical reports. International Community of the Red Cross (ICRC) Travel Documents.

**Salvation Army Community Services**  
▶ 403 Mt Albert Road, Mt Roskill, Ph: 620 7088  
▶ 7-9 View Rd, Henderson, Ph: 837 4471  
Foodbank (available only when WINZ is unable to provide assistance), counselling, furniture, advocacy

**Reunity Trust**  
▶ 40 Sefton Avenue, Grey Lynn Ph: 376 4768  
Support group for asylum seekers. Assistance with accommodation and employment.

**Auckland City Mission**  
▶ 140 Hobson Street Ph: 379 2395  
Crisis Care services (Central and South Auckland)  
Emergency assistance with food, clothing and basic furniture, referral and advocacy by social work team, drop-in for homeless and people in boarding house accommodation. Foodbank available for emergency food supplies.

**Auckland Regional Public Health Service**  
Rātonga Hauora ā Iwi o Tamaki Makaurau



Working with the people of Auckland, Counties Manukau and Waitemata

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# Services for Asylum Seekers

## Hospitals and Public Health Services

### Please note:

*All Hospital and Public Health service have trained interpreters available free of charge.*

### Public Health Screening

A Public Health Services medical examination is recommended for people applying for refugee status in New Zealand

▶ Ph: 09 276 6719 for an appointment

### Auckland Sexual Health Service

Provides a free and confidential service for advice and information about sexual health. Sexual health checks and treatment.

3<sup>rd</sup> Floor, Building 7, Greenlane Hospital

▶ Ph: 09 630 9770

### CART (Community Aids Resource Team)

Assistance with health, welfare & immigration for people affected by HIV and AIDS

Level 6, Support Building, Auckland Hospital, Grafton

▶ Ph: 375 7077

## Public Hospitals

### Please note:

*When attending public hospitals please bring a letter from the Refugee Status Branch to explain your status to obtain free care*

▶ **Central Auckland**

### Auckland Hospital

50 Park Rd, Ph: 307 4949

### Starship Hospital (for Children)

50 Park Rd, Ph: 307 4949

### Green Lane Hospital

Greenlane West Rd, Epsom, Ph: 307 4949

▶ **West Auckland**

### Waitakere Hospital

Lincoln Rd, Henderson, Ph: 839 0000

▶ **South Auckland**

### Middlemore Hospital

Hospital Rd, Otahuhu, Ph: 276 0000

▶ **North Auckland**

### North Shore Hospital

124 Shakespeare Rd, Takapuna, Ph: 486 8900

## Immigration

### Department of Labour Refugee Status Branch

Level 12, 280 Queen St

Makes decisions on applications for refugee status in New Zealand.

All enquiries, please phone the Call Centre,

Ph: (09) 914 4100 or 0508 55 88 55

(Interpreters available).

## Accommodation

### Auckland Refugee Council Inc

#### Auckland Refugee Centre

Provides accommodation and support services including help with welfare for residents at Avondale Hostel. English classes, referral to other agencies and general support are also available.

▶ 4 Warnock Street, Grey Lynn, Ph 09 378 7434

### Auckland Latin American Community Inc Hostel

The House of Friends, emergency shelter for all asylum seekers, Social services, advocacy support, referrals for health, education, employment, English classes, cultural support and counselling.

▶ 37-39 Selwyn Street, Onehunga Ph 09 636 531

## Advocacy and Representation

Legal Aid is available for refugee claimants. This means that the government will make a financial grant to a lawyer for a case that has merit. You should talk to a lawyer to discuss your eligibility for legal aid.

## Welfare Benefits

### Work and Income NZ (WINZ)

To make an appointment for income support **contact the Call Centre, Ph: 0800 559 009**

Please bring an interpreter if needed or one will be provided if unable to. WINZ needs two days notice for this to be arranged.

### Please note:

*Please bring a Certificate of Identification and a letter from the Refugee Status Branch to explain your status in order to make an application for income support.*

## Learning English Language

**You may apply to the Department of Work and Income for free English language classes or you may apply at the following institutes:**

### Please note:

*Please take a letter from Refugee Status Branch to explain your status.*

### Auckland University of Technology (AUT)

#### School of Languages

▶ 59-67 Wellesley St East

Auckland Central

Ph: 917 9999

### Unitec Institute of Technology

▶ 139 Carrington Rd, Mt Albert

Private Bag 92025

Auckland

Ph: 849 4180

### Home Tutors

▶ West ph: 846 0398

▶ Central ph: 523 0071

▶ North Shore ph: 489 2078

▶ South ph: 278 9099

English language skills and social support for effective resettlement of adult refugees and asylum seekers. Provision for learners includes one to one tutoring, social language groups and classes for specific purposes.

## Education for Children and Young People

The children and young people of families who are asylum seekers are entitled to free education in New Zealand primary and secondary schools.

### Please note:

*When enrolling children and young people in schools please bring a letter from the Refugee Status Branch to explain your status in order to obtain free education.*