

# He Ara Whakamua: A Path Forward

## Mayor's Welfare Fund – A Support Services Guide

Tēnā koe, talofa lava, thank you for engaging with the Mayor's Welfare Fund.

*This guide is for anyone who has reached out to the Mayor's Welfare Fund in Ōtautahi, Christchurch. Whether you're facing financial pressure, struggling with mental health, needing kai, or simply seeking a fresh start, know that you are not alone. There is a village of support here to walk with you, every step of the way.*

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### What is the Mayor's Welfare Fund?

The Mayor's Welfare Fund is a last-resort, emergency financial support for Christchurch residents experiencing hardship. But beyond financial grants, there are many tautoko (support services) that may help to improve your wellbeing and build long-term stability.

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### Budgeting & Financial Mentoring (Akoranga Pūtea)

#### Christchurch City Mission – Financial Mentors

- One-on-one budgeting advice, goal setting, and advocacy
- Help with hardship grants, WINZ communication, KiwiSaver access
- [www.citymission.org.nz](http://www.citymission.org.nz)

#### Christchurch Budget Services Trust (CBST)

- Budget creation, debt planning, negotiation support
- Free and confidential
- [www.christchurchbudget.org.nz](http://www.christchurchbudget.org.nz)

#### Methodist Mission – Dollars & Sense / MoneyMates

- Home visits, group learning (MoneyMates), savings support
- [www.mmsi.org.nz](http://www.mmsi.org.nz)

#### Compassion Trust

- Personal financial coaching, KiwiSaver hardship help
- [www.compassiontrust.org.nz](http://www.compassiontrust.org.nz)

## Kingdom Resources

- Free budgeting advice, debt coaching, WINZ liaison support, group workshops
  - [www.kingdomresources.org.nz](http://www.kingdomresources.org.nz)
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## Redirecting Benefits to Pay Bills

You may be able to set up automatic payments from your benefit to cover rent, power, or other bills. Budget mentors from any of the organisations above can help arrange this with Work & Income (WINZ). This can bring peace of mind and reduce stress.

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## Foodbanks (Kai Banks)

### Christchurch City Mission Foodbank

- Emergency food parcels or self-select kai pantry
- Call 0800 787 855 or 03 365 0635 (Mon–Fri, 9am–3pm)

### Kairos Community Kai

- Weekly food parcels, community connection and shared kai
  - Connected to most food provision agencies across the City & Banks Peninsula.
  - [www.kairosfoodrescue.org.nz/kairos-free-store](http://www.kairosfoodrescue.org.nz/kairos-free-store)
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## Mental Health Support (Hauora Hinengaro)

**Lifeline Aotearoa** – 0800 543 354 or text HELP to 4357

**Need to Talk?** – Call or text 1737 (free 24/7 counselling)

**Depression Helpline** – 0800 111 757 or text 4202

**Youthline** – 0800 376 633 or text 234

**Suicide Crisis Helpline** – 0508 828 865 (TAUTOKO)

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## Quit Smoking Support (Hāpai te Hā)

### Ka Puta Ka Ora – Stop Smoking Canterbury

- Free stop smoking programmes, nicotine patches/gum
- Group support and one-on-one coaches
- [www.kaputakaora.co.nz](http://www.kaputakaora.co.nz)

## **Quitline – Me Mutu**

- Free support or advice for smoking and vaping
  - Contact for a kōrero on 0800 778 778 or text 4006
  - <https://quit.org.nz/>
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## **Anti-Gambling Support (Aukati Petipeti)**

### **Gambling Helpline – 0800 654 655**

- Free, 24/7 confidential help for whānau impacted by gambling harm
- [www.gamblinghelpline.co.nz](http://www.gamblinghelpline.co.nz)

### **Purapura Whetū – Te Huinga Kōtuku**

- Free service dedicated to addressing and supporting individuals who are experiencing the direct or indirect effects of gambling and/or gaming harm.
  - <https://www.pw.maori.nz/te-huinga-kotuku/>
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## **Debt Advice & Financial Workshops**

### **MoneyMates – Group Sessions**

- Learn budgeting, saving, and shared experience with peers
- Available through Methodist Mission and Salvation Army

### **JMS Community Trust**

- One-to-one coaching, debt management
  - Tools for budgeting confidence
  - [www.jmscommunity.org.nz](http://www.jmscommunity.org.nz)
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## **Community and Crisis Services**

### **Christchurch City Mission**

- Housing help, detox services, kai, budgeting, clothing
- Whānau-focused support

### **Salvation Army**

- Emergency assistance, financial mentoring, kai, addiction support
- Also offers furniture and household goods for those in need

## Blanket Banks & Clothing

- Winter support from Mission, St Vincent de Paul, and Salvation Army

## Community Energy Action

- Help with insulation, heaters, energy-saving support
  - [www.cea.co.nz](http://www.cea.co.nz)
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## Discount Healthcare (Hauora)

### Piki Te Ora Health Centre

- Low-cost GP services for low-income or priority whānau

### Community Dental Clinics

- Low-cost dental services through CDHB or mobile outreach
    - *Ask your budget mentor, City Mission, or GP for referrals.*
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## Summary Table

Area of Need	Services
Budgeting & Debt	City Mission, CBST, Methodist Mission, JMS
Bill Payment Help	WINZ Redirection via mentors
Food Support	City Mission, Kairos
Mental Health	Lifeline, 1737, Youthline
Quit Smoking	Ka Puta Ka Ora, Quitline
Gambling Harm	Gambling Helpline, Purapura Whetū
Community Support	Mission, Salvation Army, Blanket Banks, Orange Sky
Energy & Winter Warmth	Community Energy Action
Discount Healthcare	Piki Te Ora, CDHB Dental Clinics

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**Mā te mahi tahi, ka ora ai te iwi – Through working together, the people will thrive.**

Please reach out if you'd like help navigating these services. The Mayor's Welfare Fund team or your caseworker can provide referrals and guidance.

Ngā mihi nui,

**The Mayor's Welfare Fund Team**