



MEDIA PACK

WHAKAMARU.

4-8 Oxford Terrace, Mount Cook, Wellington

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Operational 24/7 for those in need of support, Whakamaru is re-shaping the way our community cares for itself.



AN INTRODUCTION TO

WHAKAMARU.

'Whakamaru' is the name given to us by mana whenua. It means 'to shelter, safeguard and protect'.

What is Whakamaru?

Whakamaru is a transformational community facility for everyone in Wellington. It is home to 35 long-term transitional housing apartments, Wellington City Mission's network of support services and Craig & Gail's Café, a welcoming community hub where there is no 'us and them'.

Operational 24/7 for those in need of support, Whakamaru is re-shaping the way our community cares for itself. With care and community at its core, the following pages provide an overview of Whakamaru's offering to the people of Wellington.

"In the year of the Wellington City Mission's 120th Anniversary, Whakamaru represents a vital evolution in our services and an important milestone in our history. Whakamaru provides care and support for those who need it, but it also acts as a community hub for everyone in our region."

"The recent increase in demand for our services shows us there is a critical need for us all to re-think how we 'do community'. Whakamaru is re-shaping how Wellingtonians support and care for each other, bringing us all together under one roof and eliminating the divide between 'us and them'."



Ngā manaakitanga

Murray Edridge
Wellington City Missioner
He Manu Taupua

CARE.

Building a community where there is no 'us and them', a network of support services is available to everyone who steps through the doors of Whakamaru, as well as the residents housed within. These services include:



Long Term Transitional Housing: Whakamaru provides a safe and supportive long term transitional home for those experiencing homeless, or those at risk of homelessness.

35 apartments will house either individuals or families, forming the foundations from which we deliver our wrap around support and community services. The purpose of this wrap-around support is to help our whānau reach a place where they are able to successfully transition to permanent housing. At Whakamaru, we work collaboratively with our residential and community services teams, delivering the appropriate and necessary support options available to our whānau. Staff are present on site at all times – 24 hours of the day, 7 days a week, 365 days a year.



Social Supermarket: The Wellington City Mission's established Social Supermarket has moved with us from Newtown to Whakamaru. The Social Supermarket provides food for people who need it, when they need it, in a manner that prioritises dignity and choice. The Social Supermarket also becomes a mechanism for engaging shoppers in other support services that may be helpful.



Community Practitioners: Everyone's circumstances are unique – that's why our Community Practitioners have a wide array of skills. We have social workers, counsellors, addiction support workers and financial mentors – all providing support across areas such as housing, income, health, education and whānau support. Our team also provides advocacy to outside organisations and agencies where needed, in order to help people achieve positive outcomes.



The Whakamaru Crisis Recovery Café: Our Crisis Recovery Café is a community-based mental health crisis prevention and response service in a non-clinical, café-style environment. The café provides immediate support to individuals and whānau in mental distress who are not at immediate risk of harm to self or others. Our people and whānau-centred service aims to increase early access to mental health support in the Wellington region in a safe and reassuring environment. The crisis café provides trauma-informed care through one-to-one peer support, de-escalation, safety planning and by providing access to digital mental health services.



Laundry and amenities: At Whakamaru, everyone has access to dignified options for showering, laundry and toilet facilities. These amenities are available to all, 24 hours a day. They will act as a catalyst to engage in our community and, when needed, our support services.



Medical Centre: Ora Toa operate their medical practice within Whakamaru, providing a variety of services to their patients. We are working together with them to support the community.

COMMUNITY.

As well as being a place of support for those who need it, Whakamaru is a vibrant community hub where the people of our city can come together, regardless of life circumstance. Whakamaru has been designed with various spaces and features that help us achieve this purpose:



Craig and Gail's Café: Whakamaru is a hub for our whole community, and Craig and Gail's café is at the heart of that hub. Serving high quality food and excellent coffee, Craig and Gail's operates under a 'contribute-what-you-can' model. The model means those who can't afford to pay can enjoy a koha meal, while those who can afford to contribute are able to provide kai and companionship to others.

A welcoming and inclusive café for everyone, our manuhiri, and indeed any member of the public, can enjoy Craig and Gail's for as long as they want during opening hours. The space provides opportunities for people to strike up unlikely connections and friendships with people who they wouldn't usually connect with. Open Monday to Saturday, we also occasionally have live music and karaoke on the stage.



Meeting Spaces: Well-equipped meeting rooms make Whakamaru a centre for collaboration, with rooms available for booking at no cost for the wider Wellington community. In the course of people carrying out their business within Whakamaru, we are bringing different communities across Wellington together under the same roof.



The Chapel: Our Chapel, open 24/7, is for all people. As well as offering a place of prayer for all faiths, it is a place where people can seek solace, or just be still and reflect.



Bump Spaces: As well as being home to 35 transitional housing apartments, Whakamaru is home to the Wellington City Mission's offices and associated staff. There are 'bump spaces' throughout the building wherein staff, volunteers, residential whānau and other guests can informally connect with each other, promoting a wider sense of community within the building.



SOME FREQUENTLY ASKED QUESTIONS.



Where is Whakamaru?

4-8 Oxford Terrace, Mount Cook. A short walk from our previous site in Newtown, Oxford Terrace is located off Adelaide Road near the Basin Reserve.

Who lives at Whakamaru?

All ages and genders are catered for at Whakamaru.

We have the ability to support women, new mothers and families, as well as 18-24 year olds of all genders who are homeless or in unsafe housing situations. The Wellington City Mission is working to ensure that the community living at Whakamaru is balanced, and that Whakamaru is addressing needs within the community.

How does the café work? Can I come to the café and get a free meal?

Anyone is welcome at Craig and Gail's café. The café operates under a 'contribute what you can' model, meaning visitors can enjoy a koha meal if they are unable to pay. Menu items have a designated price, and we encourage those who can afford to pay to do so, but it is not a requirement. Customers who are able to do so also have the opportunity to contribute more, effectively paying it forward to provide free meals for others.

Can anyone just use the laundry and showers?

Yes, the service is open to anyone. With a 24/7 presence on-site, staff and volunteers manage the laundry service and showers. Showers are cleaned after every use with professional cleaners regularly monitoring them.

I notice that Whakamaru is open 24/7. What happens if someone turns up at 2am asking for support?

The Whakamaru Crisis Recovery Café provides immediate support to individuals and whānau in mental distress who are not at immediate risk of harm to self or others.

Whakamaru is for the community and designed as a place that can provide support whenever a person needs it. With staff on-site 24/7, those who are working overnight will be trained in safety planning, de-escalation, listening, and creating a safe space for people who need support.