

wellingtoncitymission

HEI WHAKAMARU O TE KOROWAI
O TE PANEPANE O TE IKA A MAUI



Empowerment. Transformation. *Fullness of Life.*

MEDIA PACK

WHAKAMARU



4-8 Oxford Terrace, Mount Cook, Wellington

Opened in October 2024, Whakamaru is a transformational community facility for everyone in the Greater Wellington region.

Whakamaru is home to the Wellington City Mission's holistic network of support services, as well as 35 transitional housing apartments and a vibrant community hub in Craig & Gail's Café.

Those who enter the building in search of support are met without judgement, and all services are provided in a way that prioritises dignity and respect. Together, through care and community at Whakamaru, we help people towards empowerment, transformation and fullness of life. This media pack contains key information about this community hub for Wellington.

Get in touch with us:

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CRAIG & GAIL'S CAFÉ

Serving high quality food and excellent coffee, Craig & 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 will be able to provide kai to others.

A welcoming and inclusive café for everyone, all manuhiri can enjoy Craig and Gail's for as long as they want during opening hours. The space also acts as a catalyst for people to engage with further support services.

The café is open during the following hours: Monday – Friday: 7:30am – 3pm, Saturday: 8am – 3pm



SOCIAL SUPERMARKET

Open to whānau in the region in need of some extra help, our Social Supermarket operates and feels like any supermarket.

Providing an alternative to the traditional food parcel model, shoppers at the Social Supermarket can select free groceries from a wide range of products – from fresh produce, to period products.

Over 150 households shop every week using a simple points system based on family-size, ensuring dignity, choice, and nourishment for all.

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COMMUNITY SUPPORT SERVICES

Predominantly based here at Whakamaru, our team of Community Support workers provide personalised care that meets each person's needs. Whatever form that support takes, it's always delivered with dignity, respect, and without judgement. Our team have expertise in different areas, offering care through social work, counselling, financial mentoring, advocacy and addiction support.



PEER SUPPORT

Our Peer Support Workers are often the first point of contact for our manuhiri at Whakamaru. They use their own lived experience of challenges such as mental distress, addiction, homelessness or other significant life experiences, to walk alongside people as they navigate their own journey.

Peer Support Workers build authentic relationships with our manuhiri based on mutual respect, empathy and the belief that recovery and wellbeing are possible for everyone. They will then support people to identify their own strengths, make informed choices and take the next steps that are right for them.



KUA MĀKONA I WHAKAMARU, OUR CRISIS RECOVERY CAFÉ

Operating within Craig & Gail's Café, Kua Mākona i Whakamaru is our crisis recovery café. It is a safe, supportive space for anyone experiencing a crisis or emotional distress.

Open between 11am-11pm, Thursday to Sunday, Kua Mākona i Whakamaru provides an alternative that eases pressure on clinical emergency care.

Our trained kaitiaki and peer-support workers offer empathy, understanding, and a sense of community in a non-clinical environment.



SUPPORTED TRANSITIONAL HOUSING

Whakamaru is home to 35 Supported Transitional Housing apartments, suitable for both individuals and families. Catering primarily for 18-25 year olds, a place to live is partnered with wrap-around support at Whakamaru.

We help our rangatahi find stability, work/study, a community around them, and a permanent place to live after their time living with us.



FREE DENTAL SERVICE

Designed with people at its centre, the Whakamaru Dental Clinic offers free, trauma-informed dental care. Oral health is a key component of overall wellbeing, yet for many people it is often overlooked or out of reach. The Whakamaru Dental Service, which is operated by professional Ora Toa dentists, has been created to meet this need.

The service runs every Tuesday, Wednesday and Thursday, with appointments available by referral only.



ORA TOA'S MEDICAL CENTRE

Ora Toa operate their medical practice on the first floor of Whakamaru, providing a variety of services to their patients. We work together with them to support the community.

Ora Toa's operating hours can be found online, via their own website and search engine listings.



LAUNDRY AND SHOWERS

Manuhiri have access to dignified options for showering, laundry and toilet facilities at Whakamaru. These amenities can be used by anyone. They also act as a catalyst to engage in our community and, when needed, our support services.



BOOKABLE MEETING ROOMS

Well-equipped meeting rooms, including a 20 seater boardroom, make Whakamaru a centre for collaboration. Rooms are available for booking for anyone in the wider Wellington community.



THE CHAPEL

Our 24/7 chapel is an welcoming space for all people, regardless of faith.

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SOME FREQUENTLY ASKED QUESTIONS



Where is Whakamaru?

4-8 Oxford Terrace, Mount Cook, Wellington 6021

What are the Whakamaru opening hours?

Different services within Whakamaru open and close at different times. See below for details:

- **Craig and Gail's Café Opening Hours:**
Mon – Fri: 7:30am – 3pm, Sat: 8am – 3pm
- **Kua Mākona i Whakamaru Opening Hours:**
Open between 11am-11pm, Thursday to Sunday
- **Social Supermarket Opening Hours** (By appointment only):
Mon – Fri: 9:30am – 4pm, Sat: Closed
- **Laundry & Shower Opening Hours:**
Internal Shower: Mon – Fri: 9am – 4pm, Sat: 9am – 3pm
External Shower: Open 24/7 Laundry: Mon – Fri 9am – 4pm

Who is living at Whakamaru?

The transitional housing at Whakamaru caters primarily for rangatahi - young people under the age of 25.

We will 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 will work 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, external shower can always be made available, and the laundry service is available to anyone during opening hours. Showers will be cleaned after every use with professional cleaners regularly monitoring them.

I notice that Kua Mākona i Whakamaru will be open from 11am-11pm Thursday to Sunday. What happens if someone turns up at 2am?

Our Crisis Recovery Café provides immediate support to individuals and whānau in mental distress.

With staff on site 24/7, nobody will ever go without support entirely. Our overnight staff are trained to listen and care for people who are in distress and we regularly will offer free coffee or showers to people who come to us in the middle of night. Alternatively, our staff can point people in the right direction for seeking support they need.

Can anyone make an appointment at the free Whakamaru Dental Clinic?

Appointments at the dental clinic are by referral only, and we encourage any organisations who would like to make an appointment for a client to visit our website at:

<https://wellingtoncitymission.org.nz/what-we-do/other-support-services-at-whakamaru/free-dental-service/>

The service was created for people who would otherwise be unable to access oral healthcare in New Zealand.

 If you have a media enquiry, would like to arrange an interview, or are interested in visiting Whakamaru for media purposes, reach out to the Wellington City Mission Communications Team:

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