

“Stock-take of Community Organisations Providing Social
Services in Waitakere”

Auckland Voluntary Sector Study: working paper 1

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Abstract

A general 'stock-take' of Community Organisations and the Social Services they provide within the Waitakere region was undertaken during June-July of 2005 as part of the Local Services Mapping Initiative co-ordinated by Family and Community Services (a division of the Ministry of Social Development). The stock-take endeavoured to 'map' the different Social Services provided by various Community Organisations within Waitakere in an effort to identify gaps/overlaps in service provision and provide a general overview of Social Service distribution for Community Members/Organisations to use when identifying needs in Waitakere. In total, 202 Community Organisations were found to be delivering 454 Social Services within the Waitakere region across a wide variety of needs areas.

(1) Introduction

During recent years there has been increasing recognition within academia, central and local government, and within those working in the community, that there is a greater need for stronger partnerships and a more collaborative approach between government departments and community organisations working in the community. Greater collaboration and co-ordination between community organisations within various communities has also been identified as a key aim for those wishing to address community development particularly. In particular there has been a move within New Zealand over the last few years to focus on addressing local social issues on a local level where the needs and capacities of individual communities can be considered when identifying, prioritising, and addressing these issues.

The Local Services Mapping initiative grew out of this recognition of the need for greater government-community partnerships and the need for more effective community-based approaches and solutions in addressing community issues. The Local Services Mapping process endeavours to: provide community members and organisations with information about their community assets, consult with community members to identify issues that are of greatest concern within specific communities, and then work with community groups to develop a plan of action that seeks to address these issues while utilising both local community-based and central government-based resources.

This research report outlines the results of the 'stock-take' – part of the first phase of the Local Services Mapping process that was carried out in Waitakere City in June-July of 2005. The stock-take phase essentially involves listing and analysing the types of organisations and services that are available to those in the community. Subsequently this report describes how the stock-take was conducted, what information was collected, what the results of the stock-take were, and contains some discussion of the implications of these results for government policy makers and those working in the community sector.

(2) What is Local Services Mapping?

In order to examine the process and results of the stock-take it is first necessary to explain in more detail what Local Services Mapping is and how this stock-take project fits into the overall process.

The task of mapping social services and developing a collaborative plan to address community needs was first given to the Department of Child Youth and Family Services (CYFS) in 2002. This was relocated to the Ministry of Social Development in 2004 and reframed to focus particularly on services for families (Family & Community Services, 2005).

The Local Services Mapping process occurs in three phases. The first phase involves developing a 'community report' containing information about the area where the process is taking place, some needs identified as a result of consultation with the community in this area, and a stock-take of available social services in the region (Family & Community Services, 2005).

The second phase involves Family & Community Services (FACS) facilitating a process where key stakeholders (community groups, funders, local and central government representatives) develop a 'community plan' that outlines what actions will be taken as a result of the community report, which agencies will work in which areas, and initiatives to be undertaken on a local, regional, and national level. The third phase involves implementation of the community plan and use a monitoring and review process to measure progress and reassess needs/goals periodically (Family & Community Services, 2005).

This report forms the stock-take portion of the first phase of the Local Services Mapping initiative currently underway in Waitakere. At the time of writing, those involved in the Waitakere Local Services Mapping project have completed phase one and are presently undertaking the second phase of this process.

(3) Links to Existing Literature

In recent years increasing attention has been focused on the relationship/partnership between government welfare assistance, and organisations working in what may commonly be referred to as the 'voluntary' or 'non-profit' sector. This has largely been the result of a shift in the role and perception of the place of community organisations within New Zealand society. During the period from the 1940's to the 1970's community organisations were generally viewed as 'gap fillers' within New Zealand where the state welfare system provided relatively comprehensive support for those in need with community organisations mainly assisting those who fell through the gaps (Tennant, 2001).

Following on through the 1980's and 1990's however a move towards market driven neo-liberal policy and a subsequent reduction and reorganisation of state-provided social services (Tennant, 2001) has meant that community organisations have increasingly become 'service providers' in key areas of social need, initially in response to increased need within the community, and more recently as 'contractors' providing social services funded once again by government but provided by these community organisations directly.

Additionally as many community organisations have become providers of social services (many of these being essential services) in a range of social service areas, more attention has been focused on how best to develop partnerships and ultimately to build strong collaboration both between individual organisations and between community organisations and government departments that also deliver other key and statutory social services.

Collaboration between community organisations and between these organisations and government is regarded as important as community needs seldom have a single facet that can be addressed by a single government department or community organisation. As such they require intervention and planning from a range of organisations and providers involved in the community sector. Subsequently there is a need for those providing social services to work more closely and collaboratively together when delivering services and planning future service provision (Craig & Courtney, 2004).

In 2000 the then Ministry of Social Policy commissioned a literature review examining information on a number government-community partnerships occurring both overseas and within NZ. While available information was limited by vagueness around what constitutes a 'partnership' the review found that partnerships can: promote innovation, pool resources, assist in sharing risks and rewards among partners, provide strategic direction through negotiation and development of a comprehensive and coordinated response, improve service delivery, and improve outcomes.

A great deal of attention has been paid to the potential of partnerships and collaboration within the Waitakere region. In particular Craig & Courtney (2004) undertook a comprehensive investigation examining the experiences of those working in Waitakere and identifying the types of influences that can impact on successful partnerships.

Craig & Courtney (2004) identify a number of considerations that are essential for successful collaboration and partnership development within a community. The first of these considerations is the need for a mandate. Essentially this means that those involved in a collaborative forum/group must have a recognised legitimate right to make decisions and be held accountable for these decisions. It is also important that those serving in collaborative forums have a mandate from their respective organisations to speak on behalf of their organisation. Craig & Courtney point out that any collaborative body needs a strong mandate from central and local government in order to be effective with funding to match.

Craig & Courtney (2004) identify representation as another key consideration. In particular the need for a mix of voices from various key stakeholders on any collaborative body and an understanding that each representative brings with them their own agenda so not allowing once stakeholder to dominate is important. Craig & Courtney also point out that collaboration and partnerships can be very resource intensive for all involved. In particular many community organisations are often stretched when trying to meet all of the meeting/representation requirements that come from collaboration, along with their regular service delivery. This is an acute problem for Maori organisations operating in Waitakere particularly.

Craig & Courtney (2004) pay particular attention to the role of 'strategic brokers' within Waitakere in particular and their contribution to effective collaboration and partnership building. Strategic brokers form another 'layer' within Waitakere that sit above individual stakeholders and organisations. These people act as a sort of 'glue' that brings local government, central government, and a range of organisations and community groups together for the purpose of regional strategic planning and collaboration more generally. Craig & Courtney attribute the presence of past and present collaboration in Waitakere largely to the work done by strategic brokers in the area particularly.

Brickell (2000) however sounds a note of caution with regard to collaboration and discusses the move within the United Kingdom towards greater community involvement in addressing community needs. He examines some methods used particularly by government departments to involve community directly and notes that surveys do not ask questions that are flexible enough and seldom elicit 'visionary' information from community members. Also community meetings and community boards tend to be poorly attended and can be dominated by a few strongly opinionated individuals, something Craig & Courtney (2004) are also cautious about. Brickell also notes that establishing partnerships between local council and community organisations has also been difficult with counsels being wary of some community organisations, not viewing them as being particularly representative or democratic in nature.

The best example of a collaboration-based approach within Waitakere can be seen in the Waitakere Collaboration Project. The project was developed from a recognition of the need for greater collaboration among various key stakeholders in Waitakere. The project was a community-led initiative supported by the Waitakere City Council that developed during a summit of key stakeholders held in December of 2002, who felt that a collaborative approach was the best way forward for Waitakere.

The following year seven 'call to action' areas were identified by those working in Waitakere and groups were established to identify and develop a number of call to action 'projects' in each of the areas. Members of these teams included representatives from central government departments, local government, and a range of community organisations. Funding for each of these projects was sought on an ad-hoc basis from a range of potential funding sources with a lead agency or organisation appointed to oversee the administration of each project. At present nine call to action projects are currently underway/operating in Waitakere (Waitakere City Council, 2005).

Essential to any successful collaboration is another key concept underpinning Local Services Mapping - 'decentralisation'. The term decentralisation is rather broad and can cover a range of different conceptualisations. In this instance decentralisation is used to describe the process of relocating planning and delivery functions for various social services away from central government and into local communities.

Decentralisation is important to collaboration because if (at least some) planning and delivery functions have not been decentralised into a local community area where collaboration is taking place, those involved in such collaborative approaches will not have any kind of mandate/funding to make planning decisions and 'get things done' as this power will still lie entirely with central government.

The Waitakere Collaboration Project serves as a good example of how a lack of decentralisation can have a major impact on collaboration. In this instance a strong push by stakeholders in Waitakere saw a great deal of collaborative needs identification and planning occur, however funding from central government (and essentially recognition from central government) was barely offered which limited the outcomes of this project to the Calls to Action initiatives that were able to acquire funding from other sources. In essence the Collaboration Project had the will and participation from community members but lacked the mandate (funding) that would have been offered through a decentralisation of some government social service planning/provision for the Waitakere region.

Staples (2005) examines evidence from the United States and argues strongly in favour of decentralisation stating that community development only takes place when local community representatives and organisations are committed to investing themselves and their resources in the effort. He points out that this is why you cannot develop communities from the 'top down' or 'outside in' (Staples, 2005) and therefore need a decentralisation of planning and service provision to allow local stakeholders to direct these areas locally and facilitate community development. Minkler & Wallerstein (2005) supports this view particularly with regard to planning stating that the needs or problems around which community organisations are organised must be identified by the community rather than outside organisations.

Craig & Courtney (2004) also examined decentralisation as a key theme within their study of collaboration and suggest that decentralisation can be divided into three types. The first type of decentralisation could be called 'top down' decentralisation and involves central government devolving some of its key functions to the community level where such functions can be taken on by outside agencies. The second form of decentralisation involves a slower creep of government representation and involvement moving away Wellington and into other parts of New Zealand while still retaining overall control. Craig and Courtney suggest that this is currently the case in New Zealand with government departments slowly moving some of their service centres and general capacity into other parts of New Zealand and Auckland particularly.

The third form of decentralisation identified by Craig & Courtney (2004) begins at a community level with individuals and organisations identifying local needs and developing initiatives in response to these. These individuals and organisations then attempt to 'pull down' some government control/funding for these types of services to a local level where they can have some input. Craig & Courtney suggest that this 'bottom up' decentralisation is essentially the story of Waitakere where local needs are identified and new initiatives are undertaken and run locally on minimal funding.

These two key notions of collaboration and decentralisation are clearly entrenched within the Local Services Mapping initiative in which this research sits.

Local Services Mapping can be viewed as inherently collaborative as it involves: organisations and government agencies coming together to identify and agree on areas of need within the community, these different parties then discussing and developing ideas about how these needs could be addressed, and then arranging for a selection of different organisations and departments to work jointly to deliver different social service initiatives that address these needs.

Also inherent within the Local Services Mapping process is a perceived willingness from government for a greater decentralisation of local social service planning and some social service delivery at a local level. As government is also a key partner within the Local Services Mapping process, government departments also have a stake in the outcome and ensuring that funding and the necessary mandate can be provided to ensure that the agreement that is developed does not simply sit on a shelf and can in fact be implemented fully.

(4) Definitions

(4.1) What is a social service?

A wide variety of different definitions for the term 'social service' exist. Variations between the definitions are often representative of the country and welfare context that such definitions have been developed for. For the purpose of this research a broad lexical definition offered by Princeton University's WordNet was modified in an effort to make it more relevant to New Zealand and to focus more on family. The following definition was produced:

An organised activity intended to improve the situation of disadvantaged and vulnerable families and individuals within society

For the purpose of this research this definition was used to generally define and isolate applicable social services.

(4.2) What is a community organisation?

Different terms have been coined to describe organisations that provide services to those in need. Terms such as 'not for profit', 'charity', and 'social service organisation' all have differing scopes and views defining what constitutes an organisation offering social services.

Within this paper the term 'community organisation' is used however rather than attempt to develop a definition to encapsulate the many and varied types of organisations that may offer social services within New Zealand, this research instead simply regards a 'community organisation' as any non-government organisation that provides a social service fitting the definition outlined above.

(5) Methodology

Undertaking the stock-take of Social Services offered within Waitakere involved two stages. The first stage of the stock-take involved developing a list of non-government Community Organisations that provided social services in the Waitakere region during June-July of 2005. In order to develop such a list, information on services was taken from the Waitakere Social Services Directory and the Family And Community Services referral database. This information was used to develop a larger list of organisations that provide services within the wider Auckland region.

This list was then reduced to only organisations providing services accessible from within the Waitakere City regional boundaries. Establishing whether organisations offered services accessible within the Waitakere area involved using descriptions of services provided by organisations listed within the Waitakere Social Services Directory, the Family And Community Services database, and other publically available information including pamphlets and websites. In some cases representatives of some organisations were contacted directly for clarification.

The second stage of the stock-take involved contacting each organisation on this list and obtaining various details about the social services they provided at the time they were

contacted. In instances where such information could be collected or developed from publically available information (pamphlets, websites, etc) without disturbing an organisation, this approach was used to reduce disruption.

Social Services were only included in this research if they were accessible to residents of the Waitakere region. In this case 'accessible to' is taken to mean that residents of the Waitakere region could access the social service without leaving Waitakere. This includes services that can be called to visit an individual in their home, services that provide their service by telephone (such as phone counselling lines), and organisations with facilities located in the Waitakere region.

The information collected/developed on each of the services provided by each organisation included: a brief description of the service provided, the target gender for the service, the target age range for the service, whether the service is targeted at a specific ethnic group, and the number of locations within Waitakere where the service is provided (if applicable).

Any work done by community organisations that involves lobbying or general advocacy was not included as a service within this study. Additionally most community organisations provide information to some degree so 'providing information' was only included as a service where a formal helpline, information centre, or other service had been set up specifically to dispense information.

Also organisations contacted would often mention services that they would provide if people needed them. Only services that were being offered to individuals/families by organisations at the time of the study were included in this research so as to avoid confusion between 'actual' and 'potential' social services offered in Waitakere.

All of the stock-take information collected during this project can be regarded as 'publically available' in nature and therefore not requiring any special treatment with regard to confidentiality. When organisations were contacted either by phone or email the researcher identified himself as a researcher from Auckland University of Technology working on behalf of Family And Community Services to collect information on available social services in the Waitakere region. More information about the purpose of the study and how the information collected would be used was provided for organisations that requested it.

Once information on all eligible services provided by community organisations on the list had been collected the services were each categorised (using the descriptive information collected) into categories used by Family And Community Services. There are 17 categories used by FACS to distinguish between different service areas and these are:

- Home and Household
- Legal
- Money Matters
- Help Lines
- Youth and Children
- Parents and Caregivers
- Older People
- Education / Training
- Immigration
- Maori Support

Pacific Island Support
 Ethnic Support
 Health
 Personal Development
 Disability Issues
 Support, Counselling
 Family Violence

Additionally an 18th category ‘Strategic Brokers’ was added to reflect a category of organisation/service that is relatively unique within the Waitakere region. As these categories overlap, the social services they provide can not be held to be mutually exclusive to any one category and were coded either into or out of each individual category in turn as a result.

Within each of the categories, social services were then recoded into sub-categories. The types of sub-categories used were determined by the types of services within each category with services divided into sub-categories intended to give the best overall picture of distribution of different types of services within a category. In a few of the categories the number of social services was small enough as to not require any sub-categorisation.

(6) Results

Results of the stock-take are broken down by category with numbers of services in each category, and their specific target age groups listed for each. Also results for most categories include numbers of services in each sub-category while descriptive information on the range of services included within each category are presented for all categories.

Home and Household Services

Number of Available Home and Household Services by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services In This Category
1	6	8	8	8	9

The Local Services Mapping stock-take found a total of nine Home and Household services that are provided by community organisations in the Waitakere region. These include three services that involve delivering meals (hot or frozen) to the elderly and people with disabilities. Additionally five services provide in-home assistance with general cleaning/housework and in some cases shopping. One organisation delivers bread to elderly people who find themselves raising children.

Legal Services

Number of Available Legal Services by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
6	27	24	25	24	27

The stock-take found a total of 27 social services run by community organisations that relate to the law in some way. This includes four Citizens Advice Bureau centres located in New Lynn, Glen Eden, Henderson, and Massey. These provide information, both legal and general, as well as free access to lawyers, tax advisors, and Justices of the Peace.

Also the Waitakere Community Law Service recently established a centre offering legal information and advice in a range of areas to residents of Henderson. Legal advice is also available to people under 25 years of age via Youthlaw – a telephone based service that provides legal advice and can arrange representation.

Three community organisations provide advocacy services for women who have experienced domestic violence and require assistance in dealing with the legal system or Government agencies. One of these services is provided specifically for Pasifika women.

Additionally Maori community organisations operate: a restorative justice programme, a home for recently released inmates moving back into the community, and a whanau-based CYFS home for youth offenders – all provided for Maori specifically.

Money Matters

Number of Available Money Related Services by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
5	38	37	37	35	38

Money Related Services by Type

Type of Service	Number of Services
Budgeting Service	16
Food banks	5
Tax Advice	4
Consumer Info	4
Provides Household Items	4
Vocational Assistance	3
Sells Cheap Second-hand Goods	2
Total	38

The stock-take found that budgeting related services were by far the most common money related service with 15 community organisations providing budgeting services at 16 locations with one service targeted specifically at Maori and another at Pasifika people. It is also worth noting that a number of community organisations that provide support in the home may also provide budgeting assistance as part of their work.

Food banks are provided in seven locations by four community organisations (including one service targeted at Maori) with one organisation delivering food parcels directly to those in need.

Other financial assistance is available from four services in the form of household goods and other second hand items that can be provided for people in need on request. Two community organisations provide shops in 14 locations selling donated second hand goods to the community.

Also three organisations run vocational services that can involve assisting the unemployed with career advice, CV planning, arranging suitable employment, and on-the-job support. One of these services is targeted at unemployed Maori in particular.

Help Lines

Number of Available Help Lines by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
17	24	24	24	19	26

A wide variety of support services including: counselling, informational, and support services, are accessible via telephone for people in the Waitakere region. A small number of these services are Waitakere or Auckland based, however most operate nationally.

Some of the services available by telephone include:

- Counselling and information for people with drug and alcohol problems
- Support/Counselling for those with cancer
- Gay and lesbian support/counselling
- General information for new migrants in a wide variety of different languages
- Support/Counselling for victims of sexual violence

- General counselling/support for children, youth, men, parents, and people who speak Chinese
- Support/Counselling and information for people with diabetes
- Information about disability services in Waitakere
- Support/Counselling and information for people with fertility issues
- Support/Counselling and information for foster parents
- Medical advice and assistance with nurse visits
- Information about meetings for people wanting to stop use of drugs, alcohol, or gambling
- Support/Counselling and intervention for Pasifika women in unsafe situations
- Information for parents about child health and parenting
- Support/Counselling and information for women with pregnancy issues
- Information and support/counselling for people suffering domestic violence
- Information for men concerned about prostate cancer
- Crisis intervention and support/counselling for victims of rape and domestic violence
- Support/counselling and information for people with various phobias

Services for Youth and Children

Number of Available Services Targeted at Children And/Or Youth by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
50	50	4	4	1	60

Services Targeted at Children And/Or Youth by Type

Type of Service	Number of Services
Other	8
Personal Development/Education	32
Education Support	3
Social Worker Based Support	8
Counselling	4
Residential Care/Accommodation	5
Total	60

Educational and Personal Development Services make up the bulk of services targeted at Children and Youth in the Waitakere Region. These services vary widely in scope and include:

- Evening activity groups run by four organisations in 30-40 various locations for children/youth in various age brackets
- Educational and personal development programmes run in schools for varying age groups covering topics including: sex education, emergency service awareness, healthy eating, self esteem, environmental awareness, movement to music, looking after siblings who are under five, and anger management
- Community Education and TOPS courses provided by three organisations and covering varying topics, which include: horticulture, mechanics, hospitality, and carving.

Two organisations provide intervention programmes (one 48 hour programme and one 10 week programme) for youth at risk. One organisation also runs an after school programme targeted at Maori young people who are at risk. One organisation runs an alternative education service for young people who don't fit into mainstream schools

Two organisations provide services connecting children who have learning disabilities or who are at risk of underachieving at school with young people who can tutor/mentor them. One organisation operates a service that conducts assessments for children with learning disabilities.

Seven community organisations offer services utilising social workers who make contact with young people through schools, churches, and the community, and provide social support for these people and their families. One of these services is targeted at Maori youth, another at Pacific youth, while two are targeted at both Maori and Pasifika youth.

Four organisations provide counselling services for children, young people, and (sometimes) their parents with one organisation providing services for Maori in particular. Another three organisations run residential homes for young people needing somewhere to stay. One of these is targeted at females 10-17 years, one at Maori children/youth, and one at Pasifika children/youth. Additionally one organisation provides a network of people with emergency accommodation for Maori children/youth who require it.

Other services targeted at children and youth in Waitakere include:

- An assessment and treatment service for young people with severe mental illness
- A drug treatment service
- A service allowing young people to complete their community service requirements by removing graffiti
- A youth hangout area run once a month on Friday nights in two locations
- A service providing legal advice and arranging legal assistance by phone

It should be noted that this category does not include after school care, childcare, or holiday programmes as these can be found under services targeted at parents.

Services Targeted at Parents and Caregivers

Number of Available Services Targeted at Parents/Caregivers by Age Group

Child (0-14)	Youth (15-24)	Total Services
24	45	57

Services Targeted at Parents by Type

Type of Service	Number of Services
General Health	3
Family Support	8
Legal	3
Health Education	4
Childcare	7
Parenting Education	12
Toy Libraries	2
Support Groups	7
Money/Resources	5
Parents Educating Children	2
Other	4
Total	57

Services provided by community organisations that are targeted at parents cover a variety of areas including: childcare, parenting education, support groups, and community social/support workers.

Family and Whanau support are provided via eight services and typically involve the use of social/support workers who visit families and may provide: counselling, parenting education, social services information, health checks, referrals, advocacy, and other forms of support as needed. Three of the organisations providing these services target their services at Pasifika people, one targets Maori families, while another targets both Maori and Pasifika families.

A range of childcare related services centres are provided by four community organisations in the Waitakere region. These being: two holiday programme based services, two before and after school services in a variety of locations, and three services providing childcare for under fives in numerous locations.

Ten organisations provide some form of parenting education service in the Waitakere region. These tend to come in two types – those run from set locations, and those run in the community or in homes. Six organisations provide parenting education courses/training on-site (including one pacific provider) while five (including one Maori provider) run parenting courses in the community and in family homes.

Parent support group based services are organised in Waitakere by seven organisations and provide support to parents with a range of specific support needs including: foster parent support, support for grandparents raising grandchildren, support for new mothers, support for parents who have had multiple births, support for women with post-natal depression, and support for parents with difficult children.

Three organisations provide services for parents who are divorced or separated. Two of these organisations provide assistance with supervised custody and handovers, while one organisation operates a mediation service to assist parents wanting to settle custody disputes outside the legal system.

One organisation provides health assessments and services to parents with children under five years via home visits, a mobile clinic, and visits to Marae and Early Childhood Centres.

Other services targeted at parents in Waitakere include:

- A service providing ante-natal classes and parenting information
- An education program run in Early Childhood Centres aimed at stopping sexual violence targeted at under fives and their parents
- A service where families in crisis can be sent on a ‘camp’ allowing them time and space to address issues
- Toy library services offered by two organisations
- Services providing free bread and clothing for grandparents raising grandchildren
- Car seat rentals provided by who organisations
- Service providing nappies and baby clothes to parents of premature children
- Service providing community workers who educate parents allowing them to act as their children’s first teachers
- Service providing on-site HIPPPY program to parents allowing them to educate their children

Services for the Elderly

Number of Available Services Targeted at the Elderly by Age Group

Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
16	16	22	22

In Waitakere community organisations provide a small and fairly diverse range of services targeted at the elderly. These include:

- Three services where support workers visit elderly people in homes, hospitals, and rest homes, providing support and social contact
- Three services that deliver prepared meals at low cost
- Two services that provide personal alarms which elderly people can use to contact emergency services if they are in distress
- A service that arranges a phone call for an elderly person each day for social contact
- Service providing treatment for people 65+ needing to address problems with alcohol or drugs
- Service providing interpreting and support workers for elderly Dutch people needing support
- Service arranging home-bases study groups in areas of interest for people 55+
- Service providing social gatherings and day trips away for people 60+

Education / Training Services

Number of Available Education/Training Services by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
28	51	41	42	29	59

Education/Training Services by Type

Type of Service	Number of Services
Disability/Health Education	12
ESOL Education	6
Parenting Education	4
Driving Education	2
Sex & Sexual Awareness Education	7
Drug Education	2
Computer & IT Training	2
Vocational Training	5
Educational Support	1
Parents Educating Children	2
TOPS Courses & Community Education	9
Other	7
Total	59

A significant number of community organisations target specific health or disability related areas and as such tend to provide some form of education-based service that focuses on developing awareness or understanding of their particular area. Health and disability related education programmes offered in Waitakere cover an assortment of topics and are delivered in a variety of ways that include: asthma clinics run in community centres, first-aid training in schools and the community, home visits providing information to parents about child health, support meetings that provide information to kidney donors, use of a mobile bus to teach children about their bodies and what makes them work, and public sessions on nutrition for community members, just to name a few.

Sex education related services are spread across the educational spectrum with two services providing education for pre-schoolers, three services providing education in some secondary schools, and two providing education to community members and those working in community organisations.

Community Education and TOPS courses provide training for young people who have left school and the unemployed in a number of training areas including: cooking, horticulture,

carving, worm farming, Maori weaponry, writing, and information technology. Services providing ESOL related education are provided by five organisations and include formal classes, conversational classes, and one service that provides home tutors for people who are new to New Zealand.

Four community organisations offer vocational training services within Waitakere providing assistance in locating and successfully applying for jobs. Two of these services are targeted at migrants while another is targeted at individuals who experience mental illness.

Other educational services provided in Waitakere include:

- Study groups run for those 55+ run in their homes
- An environmental education programme run in schools
- A course teaching students about looking after under fives
- A centre providing educational materials and resources for teachers and other educators
- An alternative education programme for students who don't fit into mainstream schools

Immigration Related Services

Number of Available Immigration Related Services by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
3	3	3	3	3	3

The stock-take found only three services run by community organisations directed at immigrants in the Waitakere region. Two of these services provide support workers who assist new refugees and migrants as they settle in to their new country. One organisation runs a centre where refugees and asylum seekers can stay for a limited period of time and receive support in a variety of areas.

Maori Support Services

Number of Available Services Targeted at Maori by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
15	41	29	28	20	41

Number and Type of Maori Support Services

Type of Service	Number of Services
Mental Health	6
General Health	7
Education	5
Personal Development	2
Family/Parent Support	5
Youth Support	3
Legal	4
Vocational Support	1
Money Matters	2
Family Violence	4
Alcohol & Drug Related	1
Gambling Related	1
Total	41

Social services targeted specifically at Maori are spread across a wide range of areas within Waitakere. Of six mental health related services provided specifically for Maori, four are community support based with social/support workers while two are formal residential services.

Health services provided for Maori specifically include: maternity services, a dental service, mobile nurses, a General Practice clinic, and a physiotherapy service. All five family support services involve social/support workers working with Whanau/parents in the community providing health and parenting education, general information, referrals, and other forms of support as required

Education services targeted at Maori include courses provided by two TOPS providers, an alternative education programme for Maori youth, and programmes promoting nutrition education.

Maori based organisations also offer: a restorative justice programme, a home for recently released inmates moving back into the community, and a Whanau-based CYFS home for youth offenders. Two organisations provide counselling targeted specifically at victims of domestic violence while another runs groups where Whanau can work through domestic violence related issues together.

Other services provided specifically for Maori include:

- A school holiday programme
- An after school programme for youth at risk
- Community workers who patrol the streets and provide support
- Two services providing social workers to support youth (based in schools)
- An Assessment and counselling service for those who have been indefinitely disqualified from driving
- An employment unit which arranges work experience, jobs, job-preparation training, and ongoing support in the workplace

- Service that operates a network of people with emergency accommodation for young people referred by various agencies

Pacific Island Support Services

Number of Available Services Targeted at Pasifika People by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
10	23	13	18	16	23

Number and Type of Pasifika Support Services

Type of Services	Numbers of Services
Mental Health	1
General Health	4
Education	1
Family Support	4
Youth Support	4
Money Matters	1
Family Violence	4
Disability Related	1
Parenting Education	1
General Counselling	2
Total	23

Social services targeted specifically at Pasifika people are provided by a relatively small number of community organisations and are spread across most areas.

Health services targeted at Pasifika people include: a General Practice clinic, a pregnancy visitation service, community health education, and an injury prevention service. Three organisations provide some form of counselling for Pasifika people with two of these services targeting Pasifika women. One organisation provides a mental health support service for those experiencing mental illness in the community.

Family support services include three that utilise social/support workers (one targeted at families with children under six months of age), and one service that arranges support groups for Pasifika women. Youth support services include two that use social/support workers operating in schools and churches, and one that runs programmes for at-risk youth.

Other services include targeted at Pasifika people include:

- A service that connects with young people through churches and other organisations and links them to health and treatment services
- An emergency accommodation centre for individuals in crisis
- An alternative residential care service for Pasifika children and youth referred by CYFS or social workers

- Service providing advocacy for Pasifika women experiencing violence
- A team of people who support Pasifika people with Intellectual Disabilities and their families –
- Service that runs programs for Pasifika women on parenting and dealing with violence

Ethnic Support Services

Number of Available Services Targeted at Other Ethnic Groups by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
6	15	16	17	17	17

Number and Type of Services for Other Ethnic Groups

Type of Service	Number of Services
Education	2
Vocational Support	2
ESOL Education	4
Information/Translation	6
Social Group	1
Dutch Support	2
Total	17

Community organisations provide a relatively small number of social services targeted specifically at people from other ethnic groups with most revolving very strongly around education. Education-based services include four with ESOL services, and two services that provide education on driving, budgeting, tax, etc. Additionally one organisation runs an information drop-in centre for new migrants wanting to learn about various aspects of New Zealand life. Two organisations run seminars for migrants on applying for jobs and running your own business with one of these aimed at women migrants specifically.

Citizens Advice Bureau branches offer translators in a variety of languages to assist those who have trouble with English. Languages catered for vary from location to location with staff able to provide general information and link migrants to social services. Also one organisation operates a phone service, which provides information about social/support services and other information as required in a wide variety of languages.

One organisation provides support services targeted at elderly Dutch people living within Waitakere and runs a support group and provides volunteers to assist them in their daily lives.

Health Services

Number of Available Health Services by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
18	64	50	58	28	65

Number and Type of Health Services

Type of Service	Number of Services
Education	8
Substance Abuse	13
Pregnancy Related	6
Free Clinic	2
Physio/Massage	2
Dental Care	1
General Health - Home Visit/Mobile Clinic	5
Sexual Health	1
Pasifika General Practice	1
Mental Health - Residential Facility	9
Mental Health	13
Other	4
Total	65

Community organisations provide a range of health-related services in the Waitakere region that include: education, assessment, treatment, and support services.

The largest number of health-related services provided by community organisations in Waitakere fall within the area of mental health. Of these services, nine are residential based accommodation/treatment services, four are community support services, one is an assessment and treatment service for youth, one is a dual diagnosis service, and three provide assistance with finding work or support in the workplace for those experiencing mental illness.

Health-related education services offered in Waitakere include: three ante-natal programmes, two services providing first-aid training, one home visit service for Maori parents and another for Pasifika families.

General health services provided by community organisations in Waitakere include: a home visit service providing assessments for children under five, a mobile bus-based service providing assessments for children under five, a service that runs clinics in Early Childhood Education centres and Marae providing assessments and health enrolments for under fives,

and a service utilising Maori nurses who visit Maori in homes and develop health plans with them.

Maternity services provided by community organisations include, two services providing access to free midwives, one organisation providing free paediatric and obstetric services along with scanning and blood tests, one organisation providing community support for Pasifika women, and an organisation operates a support centre for pregnant Maori women.

Other health-related services provided by community organisations include:

- A service that provides information about rights and complaints procedures for people using health services
- A health information centre with booklets and other information on health services, groups, conditions, etc
- A home to hospital shuttle service
- A service that can provide first-aid and emergency care services at community events
- A massage service for women
- A physiotherapy service providing cheap treatment
- A preventative and emergency dental care service for Maori
- A clinic providing sexual health services including STI checks, pregnancy tests, etc

Personal Development Services

Number of Available Personal Development Services by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
16	29	12	13	13	32

Number and Type of Personal Development Services

Type of Service	Number of Services
Anger Management/Relationships - Men	3
Parenting Education	4
General Personal Development	6
Youth Development	7
Breaking The Cycle - Women	4
Recreation Based Groups	6
Under Fives	2
Total	32

In Waitakere personal development services target a range of groups including: men, women, children under five, school-age children, young people, and parents.

Gender-based services offered in Waitakere include: three that assist men in dealing with anger and how they communicate in relationships, four that provide programmes for women

wanting to address domestic violence related issues, and one that provides anger programmes for men and women.

Six organisations run general personal development programmes covering a range of topics that include: finding alternatives to violence, developing confidence, dealing with stress, etc. Another six organisations provide recreational based personal development services for children from 5-18 years with one organisation targeting boys, and three targeting girls.

Personal development services targeted at young people include: an anger management programme, a ten week intervention programme for youth at-risk, a school-based programme for young people 13-15 years, a holiday programme for children 5-14 years offering personal development opportunities, and a 48 hour personal development workshop for youth at-risk.

Other personal development related services offered by community organisations include:

- A service offering personal development courses for boys and their fathers or other family members
- A programs for Pasifika women on parenting and dealing with violence
- Two preschooler groups emphasising movement and body awareness

Disability Related Services

Number of Available Disability Related Services by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
42	83	75	75	56	86

Number and Type of Disability Related Services

Type of Service	Number of Services
Education	4
Treatment/Assessment	7
Support Group	17
Advocacy	2
Residential Accommodation	10
Community Support	14
Day-care/Social Programmes	11
Vocational Support	7
Educational Support	2
Equipment/Resource Supplies	9
Other	3
Total	86

The vast majority of disability related services offered in the Waitakere region are either support groups for people with specific disabilities (and in some cases their families), or support workers who visit people with certain disabilities in the home and provide information, referrals, and general support to them and their families.

Between them, these two types of services provide support for people (and those supporting them) who experience:

ADHD, Alzheimer’s, arthritis, cancer (several types), diabetes, downs syndrome, lupus, chronic fatigue syndrome, heart problems, Parkinson’s disease, kidney problems, HIV/AIDS, epilepsy, Huntington’s disease, intellectual impairment, motor neurone disease, and multiple sclerosis. It should also be mentioned that when disability-related organisations were contacted who do not presently offer services in Waitakere, many indicated that they would be prepared to provide support services for particular disability groups in Waitakere if there was a need.

A total of ten residential accommodation/rehabilitation services are provided for people with intellectual disabilities or acquired brain injuries in 75 locations throughout Waitakere. Two of these services provide short-term respite care for parents raising intellectually disabled children. Ten organisations provide some form of day care/recreational programme for people with disabilities (usually those with intellectual or moderate to high levels of physical disability). These services include: three drop in centres, two social groups, and a number of other varied programmes.

Needs assessment services are provided for individuals who experience: learning disabilities, visual impairment or blindness, intellectual disability at work, arthritis, and hearing impairment or deafness.

Other disability related services offered in Waitakere include:

- A disability information centre providing information about specific disability support services in Waitakere
- Supermarket tours offered to diabetes sufferers to help with food selection and reading labels
- Two services providing advocates to represent people with intellectual disabilities in their interactions with various services

Support/Counselling Services

Number of Available Support/Counselling Services by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
25	69	56	66	55	74

Number and Type of Support/Counselling Services

Type of Service	Number of Services
General Face-To-Face Counselling	14
Gambling Related	7
Drug & Alcohol Related	6
Grief/Bereavement Related	4
Workplace Support	2
Child/Youth Counselling	3
Abuse Counselling	3
Support Group - Parent(s)	8
Victim Support	1
Mental Health Support	10
Child/Youth Support	4
Family Support	6
Other	11
Total	78

It can be difficult to establish a clear picture of what ‘support/counselling’ actually is because different organisations approached as part of the mapping exercise appeared to have differing ideas of what constitutes support or counselling. From a very general perspective most of the services mapped during this exercise could be said to provide support or counselling in some way. Subsequently the support and counselling services included in this category are only those that specifically indicate that theirs is a support or counselling service. Even with this narrow criteria a significant number of services have been placed within this category.

Community organisations provide 14 counselling services in the Waitakere region that provide general counselling with one services targeted specifically at women and another targeted at men while two services focus on Pasifika people in particular. Another three counselling services are provided specifically for children and young people (usually for those who have experienced violence or abuse in the home) with one of these services targeted specifically at Maori children. Three more counselling services are provided for women who have experienced violence with one service targeted at Pasifika women and another targeted at Maori.

Support services in Waitakere for those experiencing bereavement include: an on-site grief counselling service, a home-visit counselling service, a service providing support workers who visit women at home and a support group for those bereaving the loss of family members.

Counselling for individuals experiencing problems with gambling is provided by four organisations in seven locations with one service focusing on Maori. Services provided for individuals experiencing problems with drugs and alcohol include two support groups for people who want to stop drinking, and one organisation that provides four counselling-based services for people wanting to address issues with drugs and alcohol with one of these services targeting Maori, one targeting Pasifika people, and one targeting people over 65.

A total of ten formal mental health related support services are provided by community organisations in Waitakere. These include: a mental health assessment and support service for

the deaf, a mental health client peer-support service, a support program to assist people with mental illness in their recovery, an intensive mental health community support service for clients with high levels of need, and six services (one for Pasifika and four for Maori) providing social/support workers who visit those experiencing mental illness in the community.

Four community organisations provide support services for children and young people in Waitakere. These services typically involve social workers making contact with children and young people through schools and then providing support to them (and possibly their families).

Support groups for parents in Waitakere vary and cover a range of topics that include: support for parents with difficult children, support for foster parents, support for breastfeeding mothers, support for new mothers, support for parents who have had multiple births, and support for women suffering post-natal depression.

Other counselling/support services provided in Waitakere include:

- Three services that provide community support to Pasifika families
- A service providing a social worker to support families with children in CYFS care
- A service providing volunteers to visit elderly and sick people at home or in hospital
- A service providing counselling to those who have been disqualified from driving
- A lesbian support group for women of all ages

Family Violence Services

Number of Available Family Violence Related Services by Age Group

Child (0-14)	Youth (15-24)	Adult Male (25-64)	Adult Female (25-64)	65+	Total Services
8	21	6	17	18	22

Number and Type of Family Violence Related Services

Type of Service	Number of Services
Refuge	3
Emergency Accommodation	3
Victim Counselling/Support	9
Education	1
Crisis Callout	2
Advocacy	2
Preventative Counselling	1
Whanau Based Resolution	1
Total	22

The Local Services Mapping stock-take found a total of 22 services provided in Waitakere by community organisations that directly involve addressing family violence in some way. It is

worth noting that other services not mentioned in this section also address family violence less directly including those that provide: anger management training, telephone helplines, community/social support workers, and medical facilities.

Four community organisations in Waitakere provide some form of emergency accommodation or refuge for women and children with one providing a residential home for Pasifika children, and another providing a network of emergency accommodation for Maori youth. Two organisations operate helpline services where those experiencing violence can call for someone to come and support them.

Nine support and counselling services are provided for victims of family violence (usually targeted at women and children) with two of these services targeting Maori and another three specifically for Pasifika women. One organisation runs a course intended to help women break the cycle of violence, while another runs a support group for parents designed to prevent child abuse. One organisation provides a whanau-based service where family members are invited to discuss and address family violence issues together.

Strategic Brokers

One unique characteristic of Waitakere mentioned previously in the report is a group of organisations who function as regional strategic brokers in the Waitakere area specifically. These organisations assist other community organisations by providing linkages, information, collaboration opportunities, and support for new and existing organisations working in Waitakere. Of the four services mapped during the stock-take one works with social services generally, one assists disability related organisations, one assists health related organisations, and another assists family violence related organisations.

(7) Limitations of this Research

Before considering the results from this study and what they suggest for Waitakere it is first important to acknowledge the limitations of this research.

The information collected during this stock-take was collected during two-months of 2005 and as such only represents a 'snapshot' of the Social Services available in the region during this time. Additionally while the data collected indicates the numbers of different types of Social Services within the Waitakere region, it does not give any indication of the relative size, capacity, or quality of these services. A service could be a single individual running groups for young people or an organisation running a dozen childcare facilities and thus these results should be viewed as an rough overview of social services in Waitakere only.

Community organisations vary widely in their structures and functions and as such it can be quite difficult to capture every single one within a piece of research such as this. Some organisations are so small and informally organised that they do not register in any formal referral guide and may therefore be overlooked. Also some organisations may exist as entities within other organisations, some may go by several different titles depending on contexts in which they operate, and some may work so closely with government departments as to almost appear to be part of the government sector rather than the community sector. These issues mean that while every attempt has been made in this research to cover all organisations

providing services within Waitakere, it is to be expected that some may have been overlooked.

It is also important to note that there are some anomalies within these results that occur as a result of the methodology used to code the data combined with the way some organisations/services operate. One such anomaly involves an organisation (Citizens Advice Bureau) that operates nationally but within which each branch operates as a separate entity. This means that the four branches located in Waitakere were each coded as separate organisations and each service provided by the CAB had to be coded four times (once for each branch that provides it). This means that there may appear to be a wider range of services in the Legal and Ethnic Support categories than is actually the case.

Another anomaly worth noting occurs in the Health category where there may appear to be more drug treatment services operating in Waitakere than is actually the case. This is because one provider within Waitakere runs similar drug treatment services that are targeted at a number of specific groups (Maori, those over 65, Youth, etc) that are subsequently each coded as a separate service for each of these target groups.

(8) Discussion

While the Local Services Mapping initiative as a whole is interested in identifying gaps and needs within the community and addressing these, it is important to note that the data collected during this study is (on its own) insufficient to adequately identify needs that may exist within Waitakere.

This study does provide useful information about the types of services operating in Waitakere and their distribution however it does not provide any information about why services are distributed in this way. For example, while we may find that there are a large number of services providing a certain type of assistance, there is no way of knowing from this study whether this indicates a strong community need for this type of assistance or whether this may represent an oversupply/overlap for a this type of service. Conversely if there is an area where no services are offered we have no way of knowing from this data whether that indicates an unaddressed need, or an area where there is no need for services.

The data collected during this study does provide some interesting points for discussion around *possible* gaps/areas of need, particularly when considered alongside other available information about the Waitakere region.

The *Waitakere Wellbeing Report 2004* (which was developed as part of the Waitakere Wellbeing Collaboration Project) outlines a selection of statistical information on the Waitakere region and its people from a range of different sources. Included in the report is a breakdown of the population of Waitakere based on data from the 2001 Census. The report indicates that in 2001 71% of those living in Waitakere identified themselves as European, 13.4% identified as Maori, 14.6% identified as Pasifika, 11% identified as Asian, and 1% identified as Other.

These figures are interesting when compared with the number of services presented targeted at non-european ethnic groups within this study. While the study found 42 social services specifically assisting Maori, only 23 social services were found that specifically assist

Pasifika people despite the fact that the census figures above indicate that Pasifika people comprise a slightly higher proportion of the population of Waitakere than Maori do.

There may be a number of reasons for this however an examination of the organisations providing services to these two groups may provide some clues. On examination we find that while many services targeted at Maori are provided by a couple of large community organisations, no providers that offer as wide a range of social services exist for Pasifika people with services for this group appearing to be provided by mostly smaller organisations.

Even more noticeable is the lack of social services targeted at those who identify as Asian within Waitakere. Only 17 social services were located that support those in other ethnic groups (including those from Asia) within Waitakere. This is likely due to the fact that the number of people from Asia living in Waitakere increased by 220.9% between 1991 and 2001 (Waitakere Wellbeing Collaboration Project, 2004) and adequate community organisations to provide a suitable range of social services targeted at this group have yet to develop fully within Waitakere.

The *Waitakere Wellbeing Report 2004* also notes that Waitakere is a relatively youthful city with more than a third of its population under 25 years of age (in the 2001 census 38% were under 25 years). The median age for Maori and Pasifika people in 2001 was also lower than for the general population at 21 years (Waitakere Wellbeing Collaboration Project, 2004).

The data collected within this study found that of the 454 social services mapped in Waitakere, 60 are specifically targeted at children and youth. It is important to make a distinction here between services that are available to youth (i.e. youth are within the age range that an organisation will provide the service to and can use them if they need to) and those 60 that actively target this group.

Interestingly just over three quarters of all the social services in this study when mapped by the age groups they were available to, indicated their services were available to those between the ages of 15-24. This figure was higher than for any other single age group and may reflect a recognition among those providing social services in Waitakere that this age group is likely to make up a significant proportion of those needing assistance within the region. However given the proportion of young people and children within the population of Waitakere, 60 targeted services for this group out of a total of 454 mapped may be viewed as too few by those who feel that youth should be served by services that target them directly.

Some other variations between the number of services in each category may be explained by the impact of services delivered by central government. In the Home and Household services category for example, the low number of services is likely a reflection of the size and number of government services available to those with needs in this particular area. Similarly the low number of social services under Immigration may reflect government provision of these services with community organisations in both of these categories appearing to fill gaps in existing government service provision. It should not be ruled out however that there may be possible community needs in both these categories.

Similarly higher numbers of services in some categories and sub-categories within this study may be reflective of areas where government has either moved away from providing services, or shifted to contracting provision of some of these services to community organisations (the Mental Health area is a good example of this).

While mapping community organisations may provide a rough idea of where gaps in services may lie, ultimately distribution of social services may be influenced by a range of influences that prevent the distribution of social services from directly reflecting community needs.

Some of these influences may include:

- Funding being more readily available for addressing some needs and social groups over less socially acceptable needs and groups
- Some needs receiving more media attention than others
- The lack of a 'voice' or spokespeople for some social groups in the community
- Some needs being easier to address and thus target services to than others
- Perception of needs may not always reflect actual needs

Subsequently anyone wishing to establish where needs may lie within a community must adopt a number of different approaches to identifying needs. The data provided by this research forms only a part of the Local Services Mapping initiative and should be considered along with other information collected on needs and Waitakere generally in order to get a more accurate picture.

In August 2005 Family and Community Services organised a consultation session for representatives of community organisations and other government agencies working within Waitakere. The purpose of the consultation was to identify some areas of need within Waitakere and start thinking about what would be required to address these. Services for New Migrants was identified as a needs area (among 24 total areas) and services for Youth was highlighted as the top area where those who attended saw the greatest need for services within Waitakere (Family and Community Services, 2005). Interestingly services for Pasifika people was not mentioned as a needs area during the session.

(10) Conclusions

The Local Services Mapping initiative involves three phases and this research which forms the social services stock-take for the process in Waitakere, forms only part of the first phase of the initiative. The results from this study should therefore be taken in that context and not simply analysed on their own but alongside other data collected in the Waitakere region.

The results do provide some interesting points of note however, that may indicate areas of social services need within Waitakere. In particular those identifying as Pasifika and Asian do not appear to be as well served through as wide a range and distribution of social services as their Maori and Pakeha counterparts. It is also notable that services targeted specifically at Youth are a small percentage of the total services mapped here, and a while more of the total number of services mapped are available to this group than any other, the relatively small number of services targeted at this group when considered along with the current age structure of Waitakere raises some potential points of concern for community members and policy makers in this area.

It is hoped that the data collected here will be of use to those identifying and addressing community needs within Waitakere as part of the Local Services Mapping process and to anyone wishing to get an overview of non-government service provision within Waitakere.

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