
THE WELLINGTON WOMEN'S HOUSE

Te Whare Awhi Wāhine
o Te Whanganui a Tara



**Community &
Referral
Partner Guide**



WHO ARE WE?

Wellington Women's House (WWH) is a non-religious, women centred organisation providing safe, affordable transitional accommodation for women who are on their own and able to live independently. Our home in Mount Victoria is a welcoming 16-bedroom shared whare where women have their own space while being part of a supportive community.

Women generally stay with us for 3–6 months and come from many different walks of life. They may be transitioning between homes, rebuilding after an unsafe or difficult situation, new to Wellington, or simply needing a safe and stable place while they work towards their next step.



OUR VALUES



Whakaute Respect

We value the dignity, diversity, and experiences of every woman who comes into our whare.



Whakamana Empowerment

We build strong, supportive connections among our residents, kaimahi, and our wider hapori. Through shared experiences and mutual respect, we nurture a sense of belonging that empowers personal growth, confidence, independence, and progress.



Kōrero Pono Openness

We communicate openly and honestly, underpinned by integrity and accountability. Even in challenging situations, we engage with respect and support in mind to build trust and strengthen our House and community

Wellington Women's House has been such an important part of my growth, and I'm deeply grateful for all the support I received there. Thank you so much for everything, for the care, the guidance, and for how much I grew during my time there, even through the difficult moments.

– Resident, January 2026

OUR STORY



The idea for Wellington Women's House began in **1987**, when women working in local social agencies identified a real gap in safe, affordable housing for single women in Wellington.

In **1989**, the Housing Corporation purchased and renovated the house, and in **1992**, Wellington Women's House officially opened its doors, launched by Governor General Dame Catherine Tizard.

More than **34** years later, the House continues to provide safe transitional accommodation for women in need who are supported by a MSD benefit. While our service has evolved over the years, our purpose remains strong, providing a safe and welcoming place for women while supporting them towards greater stability, independence and their next home.



IS WWH THE RIGHT FIT?

WHAT WE PROVIDE

- Safe, affordable transitional accommodation
- Accommodation for approximately 3–6 months
- A women centred, shared living environment
- Support to work towards housing and personal goals
- Connection with appropriate community and support services
- Support towards longer-term housing and independence

WHAT WE DON'T PROVIDE

- Emergency accommodation
- Permanent or long-term housing
- Accommodation for couples children or pets
- 24/7 staffed or supervised care
- Residential mental health or AOD treatment
- High-level clinical or intensive support

WWH may be a good fit for a woman who:

- ✓ Is 18 years or older
- ✓ Is on her own and requires transitional accommodation
- ✓ Is able to live independently
- ✓ Can safely live within a shared, communal environment
- ✓ Has support needs that can be appropriately met by our service
- ✓ Is willing to engage with us around her housing and next steps
- ✓ Can maintain our drug and alcohol-free environment

Not sure if WWH is the right fit?

We encourage referring agencies to kōrero with us before submitting a referral. We're happy to talk through the woman's circumstances and whether our service may be suitable.

BEFORE YOU REFER

Important considerations and when to kōrero with us first

Consideration	What to think about before referring
Support needs	Can she live independently without 24/7 or intensive support?
Mental health	Are her current needs stable enough to be safely supported within a communal living environment?
Alcohol & drugs	WWH is drug and alcohol-free. Can she maintain this during her stay?
Safety	Are there any current risks that could impact her or other residents?
Communal living	Is she able to live safely and respectfully alongside other women?
Mobility & accessibility	Does she have accessibility needs that the physical environment of the House may not be able to accommodate?
Children/family	WWH accommodates individual women and cannot accommodate children or couples.
Location	Is central Wellington an appropriate and safe location for her?



Unsure? Please kōrero with us.

A consideration above does not automatically mean a referral will be unsuitable
We assess each woman's circumstances individually and
encourage referrers to contact us if they are unsure about suitability.

MAKING A REFERRAL

There are a few ways to make a referral to Wellington Women's House.

Referral Agencies

If you are supporting a woman who may be suitable for Wellington Women's House, you can complete our online referral form on her behalf through our website.

Self-Referral

Women can also refer themselves directly by completing the online application form on our website.

Ministry of Social Development/MSD

Referrals may also come to us through MSD for women who are seeking transitional housing support.

OUR WEBSITE REFERRAL FORM



WHAT TO INCLUDE IN YOUR REFERRAL

Giving us clear and relevant information helps us understand the woman's circumstances and assess whether Wellington Women's House may be the right fit.

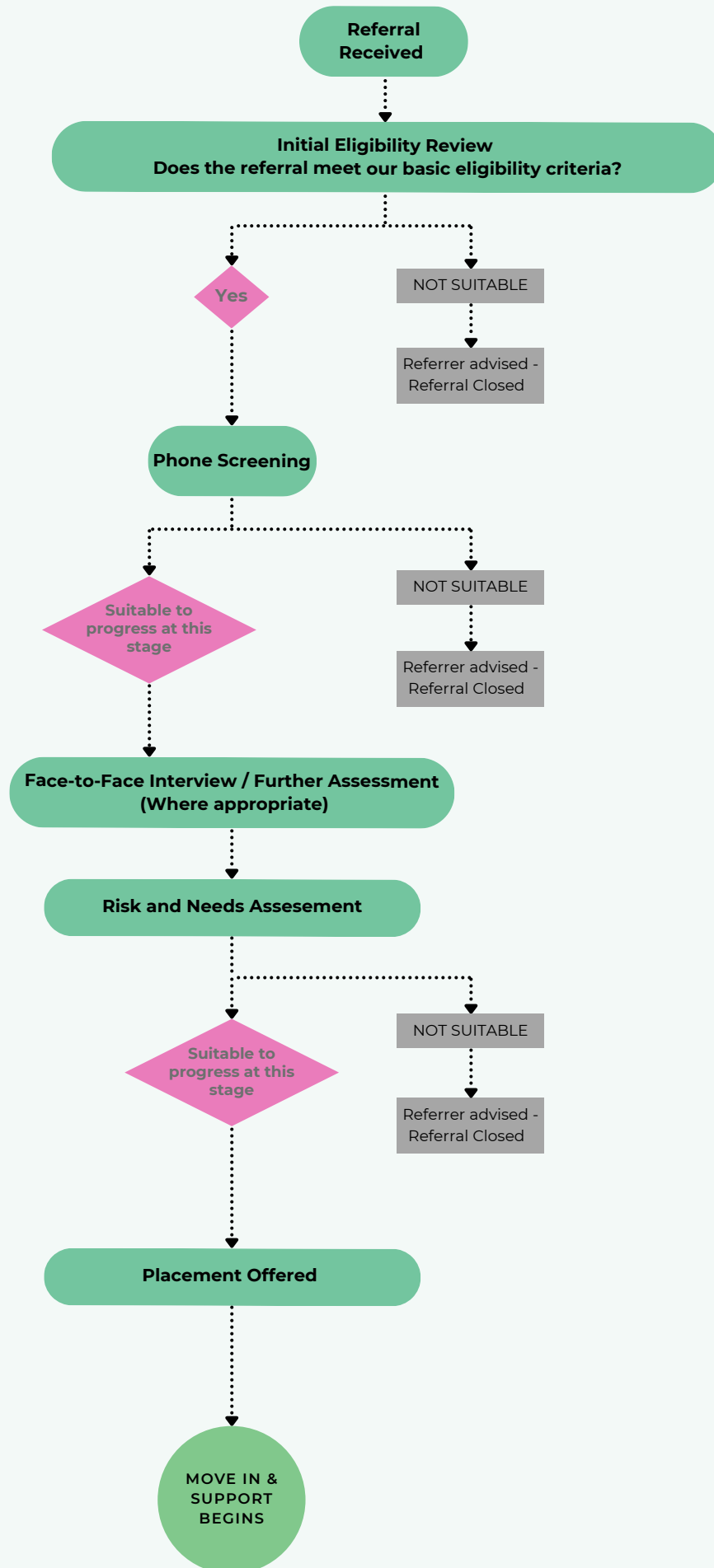
- Current housing situation
- Support needs and services currently involved
- Relevant health, wellbeing or safety information
- Any alcohol or drug concerns
- Ability to live independently and within a shared environment
- Current and reliable contact details

Before you hit submit

Please make sure the woman knows the referral is being made, understands what Wellington Women's House provides, and is happy for us to contact her.



OUR REFERRAL PATHWAY



Eligibility is assessed throughout the referral process.

Not every referral will progress to a phone screening or face-to-face interview.
Where a referral is not suitable, the referrer will be advised of the outcome.

WWH FAQ'S

Can women with mental health needs be referred?

Yes. A mental health diagnosis does not automatically exclude someone from being referred. Women need to be able to manage their mental health independently or with appropriate supports in place. If a woman requires a higher level of clinical, intensive or 24/7 support, Wellington Women's House may not be suitable for her needs.

Can women experiencing alcohol or drug issues be referred?

Yes. Wellington Women's House is a drug and alcohol-free (dry) house. We welcome referrals for women who are actively working towards recovery, including those transitioning from rehabilitation or treatment programmes. Women with current dependency may not be suitable until they are able to maintain a substance free lifestyle.

Can women with physical health or mobility needs be referred?

Yes, depending on their individual needs. Residents need to be able to manage their health independently as we do not provide on site medical care. The House also has stairs, so we will consider whether the environment can safely meet any mobility or accessibility needs.

Do you accept women experiencing family or domestic violence?

Yes. We consider each referral individually, including any current risks or safety planning required, and whether Wellington Women's House is an appropriate and safe accommodation option for the woman and others living at the House.

Can women with criminal convictions or gang affiliations be referred?

Potentially. A conviction or affiliation does not automatically exclude someone. We consider the individual circumstances, any current legal matters or associated risks, and the safety and wellbeing of residents, staff and visitors.

Do you accommodate women with children or pets?

No. Wellington Women's House provides accommodation for individual women and is not able to accommodate children, partners or pets.

What if I'm unsure whether someone is suitable?

Please contact us before making the referral. We are happy to kōrero about the woman's circumstances, our eligibility criteria and whether Wellington Women's House may be an appropriate option.

What if a referral is not accepted?

We will communicate the referral outcome and, where appropriate, the reason it has not progressed. This can help referrers understand our criteria and consider whether another service may be better suited to the woman's needs.

Still unsure?

We encourage referrers to get in touch. A quick kōrero before making a referral can help make sure the woman is being connected with the right service.

WORKING TOGETHER

Strong connections create better outcomes for wāhine.

Wellington Women's House values the relationships we have with referral agencies, community organisations, local businesses and supporters. Working together helps us connect women with the right support, strengthen referral pathways and create opportunities that support their journey towards independence and longterm housing.

WAYS WE CAN WORK TOGETHER

REFER

Referral Partnerships

Building a shared understanding of who we support, our referral criteria and when Wellington Women's House may be the right fit.

CONNECT

Community Connections

Connecting our residents with local services, activities, resources and opportunities that strengthen wellbeing, confidence and belonging.

SUPPORT

Practical Support

Supporting the whare and our residents through donations, food, household items, workshops, skills, volunteering or other practical contributions.

COLLABORATE

Sharing Knowledge

Learning more about each other's services so we can make better connections and referrals for the women we support.

"I think what was very helpful to me was having those lovely two boxes filled with kitchen items. Having that support took a lot of pressure off me and meant that from the first day I moved into my new place I was able to make meals & eat. Another extremely helpful thing was actually you asking me what kind of things I was looking for. And finding me things like that brilliant TV! Getting things donated meant that I was able to get things I would normally have to save up for on a limited budget."

Resident - March, 2026



CONTACT US

We're always happy to kōrero

Whether you're considering making a referral, want to check if Wellington Women's House may be the right fit, or would like to explore ways to support or work alongside us, please get in touch

Make a Referral



Connect with us



04 977 0453 or 021 704 106



house@www.org.nz



wwh.org.nz



33 Brougham Street
Mt Victoria Wellington 6011

“

Mā te huruhuru ka rere te manu

Adorn the bird with feathers so it
may fly.

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