

Manaaki Kai - Visionwest Social Supermarket FAQ's

Manaaki Kai

Social Supermarket



Manaaki Kai is a social supermarket, part of Whai Manaaki Kai, Visionwest's food support service for West Auckland whānau who are finding it tough to make ends meet and are struggling to afford food.

What is a Social Supermarket?

A social supermarket is a small supermarket designed to provide food support for those who are going through tough times and are finding it difficult to afford food. While there is a small cost to use Visionwest's social supermarket, this is significantly less than a commercial supermarket.

Unlike most foodbanks, the food is not prepacked. Shoppers can choose food that aligns with their dietary, cultural, and personal preferences.

Visionwest's social supermarket is named Manaaki Kai.

Where is Manaaki Kai and what are the opening hours?

Manaaki Kai is at Visionwest, 97 Glendale Road, Glen Eden. Opening hours are:

- Monday 10am – 3pm
- Tuesday to Friday 9:00am - 11:00am and 2:00pm - 3:30pm

You must pre-book a time slot to visit.

Do I have to make a booking?

Yes. Contact Visionwest to book a time slot to visit Manaaki Kai. Bookings can be made:

- In person at our Whānau Centre at 97 Glendale Road, Glen Eden.
- By phoning 0800 990 026

Can I email for more information?

Yes, for more information you can email kai@visionwest.org.nz

We do not take bookings by email, however. To book you must phone or come to the Whānau Centre in person.

What area does Manaaki Kai service and who can use it?

This service is for any whānau living in West Auckland and in need of some extra help. This includes those

currently supported by Visionwest, those new to Visionwest, and those currently supported by other social service agencies.

Is there a cost to shop at Manaaki Kai?

A small contribution from each person shopping at Manaaki Kai is necessary for the supermarket to be sustainable. This minimal cost is based on the size of the family and represents approximately 10% of a weekly benefit.

Will food parcels still be available?

Yes, our Pātaka Kai will still operate and provide emergency food parcels to those who need them.

When Manaaki Kai first opens, we will not be able to supply the amount of food required by all those who request food support from Visionwest. For this reason, food parcels will still be available.

The Pātaka Kai will be open Noon to 2pm, Tuesdays to Fridays at 97 Glendale Road, Glen Eden. This will allow whānau to receive emergency food and an additional top-up food parcel if required.

How often can I visit Manaaki Kai?

Whānau will have the opportunity to shop at Manaaki Kai once every four weeks (or more often on a case-by-case basis). This will ensure that each whānau receives enough food and pantry staples to sustain them for a week or two.

Will there be someone to help me with my shopping?

If you need any help while shopping, our Manaaki Kai manager and food services team will provide you with advice on healthy food options, meal planning and recipe ideas while you shop.

Will you still accept food donations?

Yes. Food donations will still be gratefully received and will help make up Pātaka Kai food parcels.