

Services and Support



It's OK to ask for help. As we work through this together, there are people and agencies able to support you. Here's a range of advice, help, or support if you need it.

In an emergency	Call 111 for Fire and Emergency, Police or Ambulance.	111 (Emergency Line)
For health advice	Call your doctor, or contact Healthline for free health advice and information provided by trained professionals.	If you think you have COVID-19 symptoms, call your doctor or the COVID-19 Healthline on 0800 358 5453 and organise to get tested. Information for Pacific Communities https://preparepacific.nz/ Testing stations and urgent care in Auckland – https://covid19.govt.nz/health-and-wellbeing/get-tested-for-covid-19/
For health advice about babies or children	Call Plunket to speak to a Plunket nurse. PlunketLine is a free parent helpline and advice service available to all families, whānau and caregivers.	0800 933 922 (PlunketLine)
For mental health or addiction support	Call or text 1737 to talk to someone trained to help you. For specific help, you can contact the Depression Helpline or Alcohol Drug Helpline .	1737 (1737 Helpline) 1737.org.nz 0800 111 757 (Depression Helpline) 0800 787 797 (Alcohol Drug Helpline)
For support with family violence or sexual violence	Call 111 if you or someone else is in immediate danger of being harmed or may harm themselves. To find local social support services in your area, call the Family Services helpline . Call Women's Refuge for advice, support and safe accommodation when you're dealing with violence in your life. The Elder Abuse Helpline is a free service that older people can contact if they or someone they know are experiencing elder abuse.	111 (Emergency Line) 0800 211 211 (Family Services 211 Helpline) www.familyservices.govt.nz/directory/ 0800 733 843 (Women's Refuge) 0800 32 668 65 (Elder Abuse Helpline)
For concerns about the wellbeing or safety of a child	Call Oranga Tamariki if a child or young person is unsafe, separated from their parents or caregivers, or not being cared for.	0508 326 459 (Oranga Tamariki) www.orangatamariki.govt.nz

Information taken from the COVID-19 website, which is updated regularly. Current as 14th August 2020.



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For financial support	Visit the Work and Income website for financial support for emergency and ongoing needs. You can apply for a main benefit online and request food assistance.	0800 559 009 (MSD General Line) 0800 552 002 (Seniors 65+) 0800 88 99 00 (Students) www.workandincome.govt.nz https://my.msd.govt.nz/ (Food grant & benefit app)
For housing support	If you have nowhere to stay right now, we may be able to help you find somewhere until you get something long term.	0800 559 009 (Emergency Housing Support) Apply for a call back through MyMSD (online/app). https://www.workandincome.govt.nz/housing/nowhere-to-stay/emergency-housing.htm https://temporaryaccommodation.mbie.govt.nz/
For renting and tenancy advice	Contact Tenancy Services for information about your legal rights.	0800 836 262 (Tenancy Services) www.tenancy.govt.nz
For employment advice and support	Contact Work and Income if you're looking for work or have a vacancy that needs to be filled. Contact Employment NZ or visit their website for information on your rights as an employee. Contact Worksafe for information on working safely..	Work and Income's Job Search line: 0800 779 009 www.workandincome.govt.nz Employment New Zealand: 0800 20 90 20 www.employment.govt.nz Worksafe: 0800 030 040 www.worksafe.govt.nz
If you are a foreign national	Contact Red Cross for the Visitor Care Manaaki Manuhiri programme, delivering assistance to temporary visa holders to meet needs such as accommodation, food and utilities support.	0800 REDCROSS (0800 733 276) https://www.redcross.org.nz/stories/new-zealand/visitor-care-manaaki-manuhiri/
For farming support	Contact your local Rural Support Trust . They can point you in the right direction for the support you need.	0800 787 254 (Rural Support Trust)
For animal welfare matters	Call Ministry for Primary Industries for animal welfare concerns and enquiries and to report cruelty.	0800 00 83 33 (MPI)

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For access to food or essential items

Talk to your support networks like **family, whānau, friends, iwi and neighbours** to see if they could deliver essential items to you.

If you don't have support networks to help you, you can **order groceries online** from some stores, reach out to your **local foodbank** or to **MSD for financial assistance**.

You can contact **Auckland Emergency Management** to discuss other options on how to access food and essential goods.

Countdown:

<https://shop.countdown.co.nz/>

New World:

<ishopnewworld.co.nz>

Student Volunteer Army:

<shop.sva.org.nz>

Local Food Bank

<https://www.foodbank.co.nz/>

Auckland Emergency Management 0800 22 22 00

www.aem.org.nz

www.volunteeringnz.org.nz/covid-19-actions/for-volunteers/

Volunteering

It is important to keep volunteers and those they help safe and well. It's also important to coordinate our efforts so help reaches those who need it and no effort is wasted. Contact **Volunteering NZ** to register to volunteer

For further information on other support

Visit the **Unite Against COVID-19** website

www.covid19.govt.nz

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