



**March  
2023**



# Advice for Aucklanders Seeking help and support

## Your wellbeing

Asking for help is okay in these challenging times.

It is understandable to feel sad, distressed, worried, confused, anxious or angry.

For help with anxiety, distress, or mental wellbeing, call or text **NEED TO TALK to 1737** or contact one of the network of health and well-being providers including Lifeline, Samaritans or the Mental Health Foundation.

**Youthline – 0800 376 633**, free text **234** or email **talk@youthline.co.nz** or online chat.

- To report flooding, damage to drains, or stormwater issues, please log your issue online at **aucklandcouncil.govt.nz/report-problem** or contact us on **0800 22 22 00**.
- For welfare assistance, contact the Ministry of Social Development on **0800 400 100**. Further information about support available from the Ministry of Social Development (MSD) can be found on the Work and Income website **workandincome.govt.nz**.
- If you have urgent food needs as a result of being displaced by the flooding, you can look for providers at **familyservices.govt.nz/directory**.

## Temporary accommodation

Ministry of Business, Employment and Innovation (MBIE) has activated its Temporary Accommodation Services (TAS) following the floods and Cyclone Gabrielle.

TAS assists households affected by a natural disaster to find safe, secure and accessible temporary accommodation while their home is being repaired or rebuilt.

People in Auckland affected by the flood or Cyclone Gabrielle can register with the Temporary Accommodation Service (TAS) on **0508 754 163** or complete the online form at **[tas.mbie.govt.nz/cyclone-flooding](https://tas.mbie.govt.nz/cyclone-flooding)**.

It is important to register with TAS as soon as possible – either via the website or over the phone. A matching and placement coordinator will assess your needs and arrange suitable accommodation support.

Visit the MBIE TAS website for more information and response times  
**[tas.mbie.govt.nz/auckland-severe-weather-2023/](https://tas.mbie.govt.nz/auckland-severe-weather-2023/)**

## Welfare

There is assistance for you.

Community Support Hubs are available to provide you with information and advice. You can find information about the Community Support Hubs at **[aem.org.nz](https://aem.org.nz)** or phone **0800 22 22 00**.

There are lots of ways Work and Income can help, including Civil Defence payments. Contact them on **0800 400 100** or visit their website **[workandincome.govt.nz](https://workandincome.govt.nz)**.

The Auckland Council Emergency Relief Fund provides one-off financial support to people who are experiencing hardship and need urgent financial assistance. For more information, call **09 301 0101**.

You do not need to be a beneficiary to access any of these supports.

## Advice from insurers

- Contact your insurer as soon as you can. They will tell you how to keep a record of what has been damaged and ask you to take photographs.
- Get essential services, such as water, electricity, gas and sewerage, repaired and keep copies of any invoices.
- Try to make buildings safe and weatherproof but don't make any emergency repairs unless it is safe to do so. Don't start non-essential repairs without your insurance company's approval.
- Do not drive your vehicle if it has suffered water damage.



### Need help?



Visit: [aucklandcouncil.govt.nz](https://aucklandcouncil.govt.nz)

Enquire: [aucklandcouncil.govt.nz/contactus](https://aucklandcouncil.govt.nz/contactus)



Phone: 09 301 0101



Write: Auckland Council, Private Bag 92300  
Victoria Street West, Auckland 1142 | DX CX 10032



**Auckland  
Emergency  
Management**  
Tokonga Mate Ohotata o Tamaki Makaurau

