

Services and support



Unite
against
COVID-19

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. If you don't speak English, you can ask for an interpreter when calling most government departments.

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| <p>In an emergency</p> | <p>Call 111 for Fire and Emergency, Police, Ambulance or Civil Defence.</p> | <p>111 (Emergency Line)</p> |
| <p>For health advice</p> <p><i>It's as important as always to get medical support if you're unwell. You don't need to wait.</i></p> | <p>Call your Doctor, or contact Healthline for free health advice and information provided by trained professionals.</p> | <p>0800 611 116 (Healthline) www.healthpoint.co.nz</p> |
| <p>For health advice about babies or children</p> | <p>Call Plunket to speak to a Plunket nurse.</p> <p>PlunketLine is a free parent helpline and advice service available to all families, whānau and caregivers.</p> | <p>0800 933 922 (PlunketLine)</p> |
| <p>For mental health or addiction support</p> <p><i>However you feel, there's someone to talk to if you need it.</i></p> | <p>Call or text 1737 to talk to someone trained to help.</p> <p>For specific help, you can contact the Depression Helpline or Alcohol Drug Helpline.</p> | <p>1737 (1737 Helpline) 1737.org.nz 0800 111 757 (Depression Helpline) 0800 787 797 (Alcohol Drug Helpline)</p> |
| <p>For support with family violence or sexual violence</p> <p><i>It's ok to leave your bubble to keep yourself or someone else safe. If you need to leave, help will be there.</i></p> | <p>Call 111 if you or someone else is in immediate danger of being harmed or may harm themselves.</p> <p>Find local social support services in your area, call the Family Services 211 helpline.</p> <p>Call Women's Refuge for advice, support and safe accommodation when you're dealing with violence in your life.</p> <p>Call the Elder Abuse Helpline is a free service that older people can contact if they or someone they know are experiencing elder abuse.</p> | <p>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 Hotline)</p> |
| <p>For concerns about the wellbeing or safety of a child</p> | <p>Call Oranga Tamariki if a child or young person is unsafe, not being cared for, or separated from their parents or caregivers.</p> | <p>0508 326 459 (Oranga Tamariki) www.orangatamariki.govt.nz</p> |
| <p>For temporary accommodation</p> | <p>Contact the Temporary Accommodation Service if you urgently need a place to stay.</p> | <p>0508 754 163 (Temporary Accommodation Service) https://temporaryaccommodation.mbie.govt.nz/how-we-can-help/</p> |
| <p>For renting and tenancy advice</p> | <p>Contact Tenancy Services for information about your legal rights.</p> | <p>0800 836 262 (Tenancy Services) www.tenancy.govt.nz</p> |



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| <p>For access to food or essential items</p> <p><i>We all need food and essential items such as medicine, so please don't try to go without. There are plenty of ways to get this to you.</i></p> | <p>Talk to your support networks like family, whānau, friends, iwi and neighbours to see if they could deliver essential items to you.</p> <p>If you don't have support networks, or they are unable to help you, you can order groceries online from some stores.</p> <p>If the options above don't work for you, or you don't have internet access, you can contact your Civil Defence Emergency Management Group to deliver essential items, including:</p> <ul style="list-style-type: none"> > Food > Water > Groceries > Pet Food > Medication > Cooking > Fuel > Clothing > Bedding | <p>shop.countdown.co.nz/shop/content/priority-assistance (Countdown)</p> <p>ishopnewworld.co.nz (New World)</p> <p>shop.sva.org.nz (Student Volunteer Army)</p> <p>www.civildefence.govt.nz</p> <p>Civil Defence Emergency Management Groups</p> <p>Northland – 0800 790 791</p> <p>Auckland – 0800 222 296</p> <p>Waikato – 0800 800 405</p> <p>Bay of Plenty – 0800 884 222</p> <p>Tairāwhiti – 0800 653 800</p> <p>Taranaki – 0800 900 077</p> <p>Manawatū-Whanganui – 0800 725 678</p> <p>Hawke's Bay – 0800 422 923</p> <p>Wellington – 0800 141 967</p> <p>Nelson - Tasman – 0800 50 50 75</p> <p>Marlborough – 03 520 7400</p> <p>West Coast – 03 900 9329</p> <p>Canterbury – 0800 24 24 11</p> <p>Otago – 0800 322 4000</p> <p>Southland – 0800 890 127</p> <p>Chatham Islands – 03 305 0033 ex 715</p> |
| <p>For rural and farming support</p> | <p>Contact your local Rural Support Trust. They can point you in the right direction for the support you need.</p> | <p>0800 787 254 (Rural Support Trust)</p> |
| <p>For animal welfare matters</p> | <p>Call Ministry for Primary Industries for animal welfare concerns and enquiries and to report cruelty.</p> | <p>0800 00 83 33 (MPI)</p> |
| <p>For employment advice and support</p> <p><i>Know your rights as an employee and keep yourself safe.</i></p> | <p>Contact Work and Income if you're looking for work or have a vacancy that needs to be filled.</p> <p>Contact Employment NZ or visit their website for information on your rights as an employee.</p> <p>Contact Worksafe for information on working safely.</p> | <p>0800 779 009 (Work and Income's Job Search line) www.workandincome.govt.nz</p> <p>0800 20 90 20 (Employment New Zealand) www.employment.govt.nz</p> <p>0800 030 040 (Worksafe) www.worksafe.govt.nz</p> |
| <p>For financial support</p> <p><i>If you are struggling financially, it's ok to ask for support.</i></p> | <p>Visit the Work and Income website for financial support for emergency and ongoing needs.</p> <p>You can apply for a main benefit online and check your eligibility for food assistance.</p> | <p>www.workandincome.govt.nz</p> <p>https://my.msd.govt.nz/ (Food grant & benefit app)</p> <p>0800 559 009 (MSD General Line)</p> <p>0800 552 002 (Seniors 65+)</p> <p>0800 88 99 00 (Students)</p> |
| <p>For further information on other support</p> <p><i>There are a number of organisations working to make sure everyone is looked after.</i></p> | <p>Visit the Unite Against COVID-19 website or contact the New Zealand Government Helpline.</p> | <p>0800 779 997 (New Zealand Government Helpline)</p> <p>www.Covid19.govt.nz</p> <p>www.govt.nz/about/about-us/contact-us/</p> |