

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.



<p>In an emergency</p>	<p>Call 111 for Fire and Emergency, Police, or Ambulance.</p>	<p>111 (Emergency Line)</p>
<p>For health advice</p> <p>It's as important as always to get medical support if you're unwell. You don't need to wait.</p>	<p>If you have cold, flu or COVID-19 symptoms, get tested.</p> <p>Call your Doctor, or contact Healthline for free health advice and information provided by trained professionals.</p>	<p>0800 358 5453 (Healthline - COVID-19 health advice)</p> <p>0800 611 116 (Healthline - General health advice)</p> <p>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>However you feel, there's someone to talk to if you need it.</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</p> <p>0800 111 757 (Depression Helpline)</p> <p>0800 787 797 (Alcohol Drug Helpline)</p>
<p>For support with family violence or sexual violence</p> <p>It's ok to leave your bubble to keep yourself or someone else safe. If you need to leave, help will be there.</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>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/</p> <p>0800 733 843 (Women's Refuge)</p> <p>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 support for young people</p>	<p>Youthline supports all young people, including those who are struggling. Youthline offers a free 24/7 Helpline service.</p>	<p>Youthline</p> <p>Free call 0800 376 633</p> <p>Free text 234</p> <p>Webchat: https://www.youthline.co.nz/</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 access to food or essential items</p> <p>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.</p> <p>If you are delivering supplies, remember to stay 2 metres apart and wear a face covering.</p>	<p>Talk to your support networks like family, whānau, friends and neighbours to see if they could deliver essential items to you.</p> <p>If you need medicine, contact your pharmacy.</p> <p>Try food delivery services such as supermarket home delivery, food parcels, frozen pre-prepared meals, subscription food boxes (like My Food Bag and Hello Fresh) or any other whole-food delivery service.</p> <p>If you need financial help to buy food, Work and Income are here to help.</p> <p>If you need food urgently, contact your local foodbank for support - see link to your local provider.</p> <p>If you have tried and can't access support through any of the options above, contact your local Civil Defence and Emergency Management (CDEM) Group</p>	<p>Student volunteer army for Auckland based contactless delivery https://shop.sva.org.nz</p> <p>shop.countdown.co.nz/shop/content/priority-assistance (Countdown)</p> <p>ishopnewworld.co.nz (New World)</p> <p>See below for Work and Income 0800 numbers and links.</p> <p>www.familyservices.govt.nz/directory/ (Foodbanks)</p> <p>www.civildefence.govt.nz/find-your-civil-defence-group/</p>

<p>For financial support</p> <p>There may be support available for employers, employees and those who have lost their job or had their income reduced, or assistance to buy food.</p>	<p>Visit the Work and Income website for urgent financial support and ongoing needs.</p> <p>You can apply for a main benefit online and check your eligibility for food assistance.</p> <p>You can also use the COVID-19 financial support tool on the Unite Against COVID-19 website to see what support is available to you.</p>	<p>www.workandincome.govt.nz https://my.msd.govt.nz/ (Food grant & benefit app) 0800 559 009 (General Line) 0800 552 002 (Seniors 65+) 0800 88 99 00 (Students) www.Covid19.govt.nz/business-and-money/financial-support/covid-19-financial-support-tool/</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>
<p>For animal welfare matters</p>	<p>Call Ministry for Primary Industries for animal welfare concerns and enquiries and to report cruelty.</p> <p>For animal welfare emergencies, you can also call your local SPCA Centre.</p>	<p>0800 00 83 33 (MPI) https://www.sPCA.nz/report-animal-cruelty</p>
<p>For business support</p>	<p>All New Zealand businesses and sole traders can get support and advice on: government financial supports, finding free or subsidised expert mentoring and advice, what different Alert Levels mean or business continuity.</p> <p>Employers can also get specific advice on staffing changes, employee wellness, and meeting your health and safety obligations.</p>	<p>North Island 0800 500 362 South Island 0800 505 096</p>
<p>For employment advice and support</p> <p>Know your rights as an employee and keep yourself safe.</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 0800 20 90 20 (Employment New Zealand) www.employment.govt.nz 0800 030 040 (Worksafe) www.worksafe.govt.nz</p>
<p>For help finding or paying for accommodation</p>	<p>If you need help to find somewhere to stay, or to pay for the accommodation you're in now, contact Work and Income.</p>	<p>www.workandincome.govt.nz/housing 0800 559 009 (General Line)</p>
<p>For further information on other support</p> <p>There are a number of organisations working to make sure everyone is looked after.</p>	<p>Visit the Unite Against COVID-19 website.</p> <p>To help you understand your rights and obligations, and to give you any support you need to take action, contact the Citizens Advice Bureau.</p>	<p>www.Covid19.govt.nz 0800 367 222 (Citizens Advice Bureau)</p>

Information taken from the COVID-19 website, Covid19.govt.nz, which is updated regularly. Current as of August 2021.