

# 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><b>In an emergency</b></p>	<p>Call <b>111</b> for Fire and Emergency, Police, Ambulance or Civil Defence.</p>	<p><b>111 (Emergency Line)</b></p>
<p><b>For health advice</b></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 <b>Healthline</b> for free health advice and information provided by trained professionals.</p>	<p><b>0800 611 116 (Healthline)</b> www.healthpoint.co.nz</p>
<p><b>For health advice about babies or children</b></p>	<p>Call <b>Plunket</b> 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><b>0800 933 922 (PlunketLine)</b></p>
<p><b>For mental health or addiction support</b></p> <p><i>However you feel, there's someone to talk to if you need it.</i></p>	<p>Call or text <b>1737</b> to talk to someone trained to help.</p> <p>For specific help, you can contact the <b>Depression Helpline</b> or <b>Alcohol Drug Helpline</b>.</p>	<p><b>1737 (1737 Helpline)</b> <b>1737.org.nz</b> <b>0800 111 757</b> (Depression Helpline) <b>0800 787 797</b> (Alcohol Drug Helpline)</p>
<p><b>For support with family violence or sexual violence</b></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 <b>111</b> 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 <b>Family Services 211 helpline</b>.</p> <p>Call <b>Women's Refuge</b> for advice, support and safe accommodation when you're dealing with violence in your life.</p> <p>Call the <b>Elder Abuse Helpline</b> is a free service that older people can contact if they or someone they know are experiencing elder abuse.</p>	<p><b>111 (Emergency Line)</b> <b>0800 211 211 (Family Services 211 Helpline)</b> www.familyservices.govt.nz/directory/ <b>0800 733 843 (Women's Refuge)</b> <b>0800 32 668 65 (Elder Abuse Hotline)</b></p>
<p><b>For concerns about the wellbeing or safety of a child</b></p>	<p>Call <b>Oranga Tamariki</b> if a child or young person is unsafe, not being cared for, or separated from their parents or caregivers.</p>	<p><b>0508 326 459 (Oranga Tamariki)</b> www.orangatamariki.govt.nz</p>
<p><b>For temporary accommodation</b></p>	<p>Contact the <b>Temporary Accommodation Service</b> if you urgently need a place to stay.</p>	<p><b>0508 754 163 (Temporary Accommodation Service)</b> https://temporaryaccommodation.mbie.govt.nz/how-we-can-help/</p>
<p><b>For renting and tenancy advice</b></p>	<p>Contact <b>Tenancy Services</b> for information about your legal rights.</p>	<p><b>0800 836 262 (Tenancy Services)</b> www.tenancy.govt.nz</p>



<p><b>For access to food or essential items</b></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 <b>family, whānau, friends, iwi and neighbours</b> 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 <b>Civil Defence Emergency Management Group</b> to deliver essential items, including:</p> <ul style="list-style-type: none"> <li>&gt; Food</li> <li>&gt; Water</li> <li>&gt; Groceries</li> <li>&gt; Pet Food</li> <li>&gt; Medication</li> <li>&gt; Cooking</li> <li>&gt; Fuel</li> <li>&gt; Clothing</li> <li>&gt; Bedding</li> </ul>	<p><a href="http://shop.countdown.co.nz/shop/content/priority-assistance">shop.countdown.co.nz/shop/content/priority-assistance</a> (Countdown)</p> <p><a href="http://ishopnewworld.co.nz">ishopnewworld.co.nz</a> (New World)</p> <p><a href="http://shop.sva.org.nz">shop.sva.org.nz</a> (Student Volunteer Army)</p> <p><a href="http://www.civildefence.govt.nz">www.civildefence.govt.nz</a></p> <p><b>Civil Defence Emergency Management Groups</b></p> <p>Northland – <b>0800 790 791</b></p> <p>Auckland – <b>0800 222 296</b></p> <p>Waikato – <b>0800 800 405</b></p> <p>Bay of Plenty – <b>0800 884 222</b></p> <p>Tairāwhiti – <b>0800 653 800</b></p> <p>Taranaki – <b>0800 900 077</b></p> <p>Manawatū-Whanganui – <b>0800 725 678</b></p> <p>Hawke's Bay – <b>0800 422 923</b></p> <p>Wellington – <b>0800 141 967</b></p> <p>Nelson - Tasman – <b>0800 50 50 75</b></p> <p>Marlborough – <b>03 520 7400</b></p> <p>West Coast – <b>03 900 9329</b></p> <p>Canterbury – <b>0800 24 24 11</b></p> <p>Otago – <b>0800 322 4000</b></p> <p>Southland – <b>0800 890 127</b></p> <p>Chatham Islands – <b>03 305 0033 ex 715</b></p>
<p><b>For rural and farming support</b></p>	<p>Contact your local <b>Rural Support Trust</b>. They can point you in the right direction for the support you need.</p>	<p><b>0800 787 254 (Rural Support Trust)</b></p>
<p><b>For animal welfare matters</b></p>	<p>Call Ministry for Primary Industries for animal welfare concerns and enquiries and to report cruelty.</p>	<p><b>0800 00 83 33 (MPI)</b></p>
<p><b>For employment advice and support</b></p> <p><i>Know your rights as an employee and keep yourself safe.</i></p>	<p>Contact <b>Work and Income</b> if you're looking for work or have a vacancy that needs to be filled.</p> <p>Contact <b>Employment NZ</b> or visit their website for information on your rights as an employee.</p> <p>Contact <b>Worksafe</b> for information on working safely.</p>	<p><b>0800 779 009</b> (Work and Income's Job Search line) <a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a></p> <p><b>0800 20 90 20</b> (Employment New Zealand) <a href="http://www.employment.govt.nz">www.employment.govt.nz</a></p> <p><b>0800 030 040 (Worksafe)</b> <a href="http://www.worksafe.govt.nz">www.worksafe.govt.nz</a></p>
<p><b>For financial support</b></p> <p><i>If you are struggling financially, it's ok to ask for support.</i></p>	<p>Visit the <b>Work and Income</b> 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><a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a></p> <p><a href="https://my.msd.govt.nz/">https://my.msd.govt.nz/</a> (Food grant &amp; benefit app)</p> <p><b>0800 559 009</b> (MSD General Line)</p> <p><b>0800 552 002</b> (Seniors 65+)</p> <p><b>0800 88 99 00</b> (Students)</p>
<p><b>For further information on other support</b></p> <p><i>There are a number of organisations working to make sure everyone is looked after.</i></p>	<p>Visit the <b>Unite Against COVID-19</b> website or contact the <b>New Zealand Government Helpline</b>.</p>	<p><b>0800 779 997 (New Zealand Government Helpline)</b></p> <p><a href="http://www.Covid19.govt.nz">www.Covid19.govt.nz</a></p> <p><a href="http://www.govt.nz/about/about-us/contact-us/">www.govt.nz/about/about-us/contact-us/</a></p>