

# 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><b>In an emergency</b></p>  | <p>Call <b>111</b> for Fire and Emergency, Police, or Ambulance.</p>   | <p><b>111 (Emergency Line)</b></p>   |
| <p><b>For health advice</b></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 <b>Healthline</b> for free health advice and information provided by trained professionals.</p>   | <p><b>0800 358 5453</b><br/>(Healthline - COVID-19 health advice)</p> <p><b>0800 611 116</b><br/>(Healthline - General health advice)</p> <p><a href="http://www.healthpoint.co.nz">www.healthpoint.co.nz</a></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>However you feel, there's someone to talk to if you need it.</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><br/><b>1737.org.nz</b></p> <p><b>0800 111 757</b> (Depression Helpline)</p> <p><b>0800 787 797</b> (Alcohol Drug Helpline)</p>  |
| <p><b>For support with family violence or sexual violence</b></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 <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><b>Call Women's Refuge</b> for advice, support and safe accommodation when you're dealing with violence in your life.</p> <p>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><br/><b>0800 211 211</b><br/><b>(Family Services 211 Helpline)</b><br/><a href="http://www.familyservices.govt.nz/directory/">www.familyservices.govt.nz/directory/</a></p> <p><b>0800 733 843 (Women's Refuge)</b></p> <p><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><br/><a href="http://www.orangatamariki.govt.nz">www.orangatamariki.govt.nz</a></p>  |
| <p><b>For support for young people</b></p>   | <p><b>Youthline</b> supports all young people, including those who are struggling. Youthline offers a free 24/7 Helpline service.</p>  | <p><b>Youthline</b></p> <p>Free call <b>0800 376 633</b></p> <p>Free text <b>234</b></p> <p>Webchat: <a href="https://www.youthline.co.nz/">https://www.youthline.co.nz/</a></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 access to food or essential items</b></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 <b>family, whānau, friends and neighbours</b> 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, <b>Work and Income</b> 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 <b>Civil Defence and Emergency Management (CDEM) Group</b></p> | <p><b>Student volunteer army</b> for Auckland based contactless delivery<br/><a href="https://shop.sva.org.nz">https://shop.sva.org.nz</a></p> <p><a href="http://shop.countdown.co.nz/shop/content/priority-assistance">shop.countdown.co.nz/shop/content/priority-assistance</a> (<b>Countdown</b>)</p> <p><a href="http://ishopnewworld.co.nz">ishopnewworld.co.nz</a> (<b>New World</b>)</p> <p>See below for Work and Income 0800 numbers and links.</p> <p><a href="http://www.familyservices.govt.nz/directory/">www.familyservices.govt.nz/directory/</a> (<b>Foodbanks</b>)</p> <p><a href="http://www.civildefence.govt.nz/find-your-civil-defence-group/">www.civildefence.govt.nz/find-your-civil-defence-group/</a></p> |

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| <p><b>For financial support</b></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 <b>Work and Income</b> 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><a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a><br/> <a href="https://my.msd.govt.nz/">https://my.msd.govt.nz/</a> (Food grant &amp; benefit app)<br/> <b>0800 559 009</b> (General Line)<br/> <b>0800 552 002</b> (Seniors 65+)<br/> <b>0800 88 99 00</b> (Students)<br/> <a href="http://www.Covid19.govt.nz/business-and-money/financial-support/covid-19-financial-support-tool/">www.Covid19.govt.nz/business-and-money/financial-support/covid-19-financial-support-tool/</a></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><br/> <a href="http://www.tenancy.govt.nz">www.tenancy.govt.nz</a></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>For animal welfare emergencies, you can also call your local <b>SPCA Centre</b>.</p>  | <p><b>0800 00 83 33 (MPI)</b><br/> <a href="https://www.sPCA.nz/report-animal-cruelty">https://www.sPCA.nz/report-animal-cruelty</a></p>  |
| <p><b>For business support</b></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 <b>0800 500 362</b><br/> South Island <b>0800 505 096</b></p>   |
| <p><b>For employment advice and support</b></p> <p>Know your rights as an employee and keep yourself safe.</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><br/> (Work and Income's Job Search line)<br/> <a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a><br/> <b>0800 20 90 20</b><br/> (Employment New Zealand)<br/> <a href="http://www.employment.govt.nz">www.employment.govt.nz</a><br/> <b>0800 030 040</b> (Worksafe)<br/> <a href="http://www.worksafe.govt.nz">www.worksafe.govt.nz</a></p>   |
| <p><b>For further information on other support</b></p> <p>There are a number of organisations working to make sure everyone is looked after.</p>   | <p>Visit the <b>Unite Against COVID-19</b> website.</p> <p>To help you understand your rights and obligations, and to give you any support you need to take action, contact the <b>Citizens Advice Bureau</b>.</p>  | <p><a href="http://www.Covid19.govt.nz">www.Covid19.govt.nz</a></p> <p><b>0800 367 222</b> (Citizens Advice Bureau)</p>   |

Information taken from the COVID-19 website, [Covid19.govt.nz](http://Covid19.govt.nz), which is updated regularly. Current as of August 2021.