

GRG COVID-19 Directory of Links and Information

26 August 2021

COVID-19.govt.nz: <https://covid19.govt.nz/>

This website has information on the up-to-date locations of interest, and links to Government announcements and links for further information.

Need help to pay bills?

Work and Income services centres are closed but you can go online and call the office.

The wage subsidy information is now live on the MSD website and applications are open.

[COVID-19 - Work and Income](#)

Applications are open to ALL New Zealand businesses.

Some further links provided from IR which may also be helpful:


Resurgence Support Payment - [COVID-19 Resurgence Support Payment \(RSP\) \(ird.govt.nz\)](#)


Leave Support Scheme - [COVID-19 Leave Support Scheme - Work and Income](#)


Short Term Absence Payment - [COVID-19 Short-Term Absence Payment - Work and Income](#)

Small Business Cashflow Scheme - [COVID-19 Small Business Cashflow Scheme \(SBCS\) \(ird.govt.nz\)](#)

You can apply for assistance via **MyMSD** or call one of the following numbers:

 0800 552 002 (Seniors 65+)

 0800 889 900 (Students)

 0800 559 009 (General line)

Ministry of Social Development














www.msd.govt.nz

Work and Income

www.workandincome.govt.nz

Helplines

Need to access other support?

-  Women's Refuge [0800REFUGE](#)
 -  Shine [0508 744 633](#)
 -  Alcohol and Drug Helpline [0800 787 797](#)
 -  CADS [09 845 1818](#)
 -  Narcotics Anonymous [0800 628 632](#)
 -  Alcoholics Anonymous [0800 229 6757](#)
 -  Lifeline [0800 543 354](#) or free text 4357
 -  Youthline [0800 376 633](#)
 -  Samaritans [0800 726 666](#)
 -  Outline (LGBT) [0800 688 5463](#)
 -  Depression Helpline [0800 111 757](#)
 -  Suicide Prevention Helpline [0508 828 865](#)
 -  The Fono West [09 837 1780](#) - Social Services
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Foodbanks: www.foodbank.co.nz

If you need a food parcel or have been declined by Work & Income (WINZ) you can apply to your local foodbank for food assistance. First contact a foodbank in your area. **You must make an appointment.**

LEVEL 4 UPDATE

If you need assistance getting food, please get in touch with your local foodbank directly by calling them first to make an appointment. They do not issue food parcels through their website. **DO NOT JUST TURN UP.**

[Foodbank New Zealand](#) | [Find a Foodbank](#)

CRITERIA:

Each foodbank has different application criteria. It is advisable to call them in the first instance to find out what their processes are when making an appointment.

When attending your appointment, you may need to provide the following;

Photo I.D.

Proof of Address

Bank Statement.

Referral letter from WINZ or Social Agency.

Medical history including disclosing any allergies.

Please follow all instructions regarding Covid-19 protocols.

Remember to wear a mask and maintain social distancing. We've been here before and by working together we've got this New Zealand.

Healthline: www.health.govt.nz/your-health/services-and-support/health-care-services/healthline

You can call Healthline for health advice and information about a condition or illness. The advice and information is provided by trained healthcare professionals.

Call Healthline Free:

For general health advice and information call [0800 611 116](tel:0800611116) anytime

✚ For COVID-19 health advice call [0800 358 5453](tel:08003585453) anytime

✚ For COVID-19 vaccination advice call [0800 28 29 26](tel:0800282926) (8am - 8pm 7 days a week)

✚ The **COVID Healthline** is supporting people with information and advice about COVID, 24x7. People can call [0800 358 5453](tel:08003585453) or for international SIMs +64 9 358 5453.

✚ The **COVID Vaccination Healthline** provides vaccination information and helps people who are unable to book their vaccination appointment online. The team on [0800 28 29 26](tel:0800282926) – they are available 8am–8pm 7 days a week.

If you or your whānau are unwell, the best ways to get support are:

✚ **call your family doctor** – for advice or information 24 hours a day, 7 days a week.

✚ **call Healthline free on [0800 611 116](tel:0800611116):**

- if you don't have a family doctor
- if you're feeling unwell but you're not sure if you need to see a doctor
- for advice about what's happening for you and next steps
- if you want some advice about a family member or a friend who's sick (if you are with them)
- if you want advice on finding services near you - you can also check www.healthpoint.co.nz

✚ **if it's a medical emergency – call [111](tel:111).**

- A medical emergency includes chest pain or tightness, difficulty breathing, choking, severe bleeding or bleeding that won't stop, sudden weakness or difficulty talking, fainting or unconsciousness.

Good things to know about Healthline

- ✚ The Healthline team are specialists in assessing and advising over the phone.
- ✚ They can arrange to talk with you in your language - when your call is answered, say you'd like an interpreter and the language you'd like to speak in.
- ✚ They can also engage with the [NZ Relay Services](#) and support you if you are Deaf, hearing impaired, Deafblind or speech impaired. Note that NZ Relay Services are only available for limited hours.
- ✚ Phone calls are free – including from a mobile phone.
- ✚ You can call anytime 24 hours a day, 7 days a week.

Book your COVID-19 vaccination

<https://bookmyvaccine.covid19.health.nz/>

Email Booking: booking@vaccine.covid19.health.nz

Phone Booking: [0800 28 29 26](tel:0800282926)

Karawhiua

<https://karawhiua.nz/>

Karawhiua is a campaign for whānau, hapū, iwi, and Māori communities to help prevent the spread of COVID-19.

Māori Health

www.health.govt.nz/our-work/populations/maori-health

Prepare Pacific: <https://preparepacific.nz/>

Bula Vinaka, Fakaalofa Lahi Atu, Fakatalofa Atu, Halo Olaketa, Kia Orana, Mālō e Lelei, Mālō Nī, Noa'ia, Talofa Lava, Taloha Ni, Tēnā Koutou Katoa.

Prepare Pacific's website has been set up to help get information out to our Pacific communities to help us in the battle against coronavirus. Information, updates and advice are available in Pacific languages.

COVID-19 symptoms: <https://covid19.govt.nz/health-and-wellbeing/about-covid-19/covid-19-symptoms/>

How to Access Healthcare and Emergency Services:

<https://covid19.govt.nz/health-and-wellbeing/how-to-access-healthcare-and-emergency-services/#healthcare-at-alert-level-4>

Ministry of Health NZ: www.health.govt.nz

Plunketline: www.plunket.org.nz/plunket/what-we-offer/plunketline

Call PlunketLine 24/7 on [0800 933 922](tel:0800933922)

PlunketLine is a free parent helpline and advice service available to all families, whānau and caregivers 24 hours a day, 7 days a week.

Healthpoint: www.healthpoint.co.nz

Healthpoint provides up-to-date information about healthcare providers, referral expectations, services offered and common treatments.

Kids Health: www.kidshealth.org.nz

This website has a lot of useful information and links to help answer a lot of questions about Covid-19, what to tell children and other child health information for caregivers and parents.

1737: <https://1737.org.nz/>

- ✚ Are you feeling stressed or just need someone to talk to?
- ✚ Are you feeling down or a bit overwhelmed?
- ✚ Do you know someone who is feeling out-of-sorts or down?
- ✚ Whatever it is, we're here. [Free call](#) or [free text 1737](#) any time, 24 hours a day. You'll get to talk to (or text with) a trained counsellor or talk to a [peer support](#) worker. Our service is completely free.

NZ Relay: www.nzrelay.co.nz/index

Engage with the [NZ Relay Services](#) if you are Deaf, hearing impaired, Deafblind or speech impaired. Note that NZ Relay Services are only available for limited hours.

Shared Custody and Childcare:

<https://covid19.govt.nz/activities/shared-custody-and-childcare/#childcare-at-alert-level-4>

There is further information and guidance on our website about shared care and contact during Alert Levels.

Ministry of Social Development: www.msd.govt.nz/

Help with essential costs Work and Income may be able to help if you're on a low income or not working.

<https://www.msd.govt.nz/documents/about-msd-and-our-work/newsroom/factsheets/covid-19/help-with-essential-costs-flyer.pdf>

Ministry of Education: www.education.govt.nz

Practical information about education for parents and carers

<https://parents.education.govt.nz/essential-information/covid-19-information-for-parents-and-whanau/>

Home Learning TV | Papa Kāinga TV

The Ministry of Education is partnering with TVNZ to deliver entertaining educational programming for our tamariki, including teacher-led lessons and featuring Suzy Cato, Karen O'Leary and Nathan Wallis.

Returns Wednesday 25 August from 9am on Freeview 18 and Sky 504 KIDS PRESCHOOL

This time around Home Learning TV | Papa Kāinga TV will take over TVNZ's DUKE+1 daytime schedule between 9am and 1pm on weekdays, with programmes and lessons for children aged 2 to 11 years.

DUKE+1 is available on Freeview channel 18 (or Sky channel 504). Episodes will also be available OnDemand soon after the original broadcast.

Skinny Jump: <https://www.skinny.co.nz/jump/about/>

Subsidised broadband for Kiwi homes - [Is Skinny Jump for you?](#)

Skinny Jump is for those who don't have a broadband connection at home because cost is a barrier. **Skinny Jump** specifically support those most at risk of digital exclusion, as identified in the government's digital inclusion blueprint.

If one or more of the following sounds like you, then you would probably be eligible:

Families with children

Refugees and migrant communities

Those in social housing

Job seekers

Seniors

People with disabilities

Citizens Advice Bureau: www.cab.org.nz

Due to Covid-19 Alert Level 4 CABs are not open face to face. You can get help by calling [0800 367 222](tel:0800367222), using live chat, or emailing via: www.cab.org.nz/find-a-cab/contact-us/

0800 HEYBRO

HEYBRO is here to listen and offer support for men who feel they are going to harm a loved one or whānau member.

When it all gets too much and you feel like you may harm someone, yourself, or know of someone who may be harmed, pick up the phone and call: **0800 HEY BRO (439 276)** - **We're here to listen, help and offer support 24/7.**

Shine

Shine's vision is safer homes in New Zealand every day and stop domestic abuse in New Zealand.

Free Helpline

If you are in immediate danger, call **111** and ask for the police. If not safe to speak, push 55 on a mobile (any number on a landline) to be put through to Police.

You can call our Helpline for free from any phone in New Zealand anytime on: **0508-744-633** - 7 days a week, 24 hours a day.

If you are Deaf, hard of hearing, or speech impaired, you can ring Shine's free national Helpline (**0508-744-633**) using the NZ Relay service. Helpline operators are trained to take calls from the NZ Relay service.

Our Helpline has access to an interpreting service, so if you have limited English, please let the Helpline worker know what language you speak when you ring, and we'll try to access an interpreter for you.

Family Violence Information Line

Information and support for anyone who is worried about themselves or someone else in relation to family violence. They can also connect you with other support services if you need them.

Call free on 0800 456 450

9.00am – 11.00pm, 7 days a week

Safe Man Safe Family

www.safemansafefamily.org.nz

Helps break the cycle of violence by connecting men with former perpetrators who have been on a journey of recovery from violence and are now "safe"!

Get in touch






-  0800 SAFEHELP – Free Call
 -  info@safemansafefamily.org.nz – Email
-

Safe to Talk

www.safetotalk.nz

Call us to talk: **0800 044 334** or text **4334**

Chat to us:

-  Live chat
-  Or email support@safetotalk.nz
-  If you're looking for help to do with sexual harm you've arrived at the right place
-  If this is an emergency, call 111.
-  Whatever your reason for being here, we're here to help you.

We offer free confidential contact with trained specialists. We can also connect you to support services in your community.

0800 Whats Up

www.whatsup.co.nz

All our conversations are confidential. So don't worry you can talk to us about anything, we won't judge and you won't get in trouble.

Call Us

FREE call 0800 942 8787

Mon-Fri 12pm-11pm or Sat/Sun 3pm-11pm

Chat online

whatsup.co.nz

Mon-Fri 1pm-10pm or Sat/Sun 3pm-10pm

Office of the Children's Commissioner

www.occ.org.nz

Child Rights Advice Line – Available Monday to Wednesday 9am to 5pm, Thursday 9am to 4pm.

For information or advice about children's rights:

Phone: 0800 224 453

Email: advice@occ.org.nz (**note:** we may not always be able to reply the same day, however we will reply as soon as possible).

Rainbow Youth

www.ry.org.nz

We provide support, information, resources & advocacy for Aotearoa's queer, gender diverse, takatāpui and intersex youth.

Are you OK?

www.areyouok.org.nz

Family Violence is NOT OK!

Call the info line 0800 456 450 Emergency call 111
