

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

**Support for Individuals**

**Getting food**

If you can’t leave your home to get food. See if you can make:

* online orders and arrangements through local supermarkets and their priority assistance service
* arrangements with family and friends to pick up food.

**Financial assistance to get food**

You may be able to get help through Work and Income. You don’t need to be an existing Work and Income client.

* Call [0800 559 009](tel:0800559009)
* [Go to MyMSD](http://www.my.msd.govt.nz/)

**Urgent food needs**

If your situation is urgent and you need food within the next 24 to 48 hours, you can contact a local food bank.

[Find food banks and other food assistance services across New Zealand](https://www.familyservices.govt.nz/directory/searchresultspublic.htm?pageNumber=1&searchRegion=-1&cat1=68&expandCategories=false&searchTerms=Food&searchByProviderName=false&cat2=110&pageSize=10&searchCriterion.sortOrder=RELEVANCE)

**Help with money**

* Help is available via the Work and Income website, contact centre on 0800 559 009 and MyMSD.
* Work and Income service centres are open at Alert Levels 1 and 2 and are closed at Alert Level 3 and 4.
* Appointments during Alert Levels 3 and 4 will be held over the phone at a planned time.
* Appointments during Alert Levels 1 and 2 will be held at Work and Income service centres.
* Regular payments from Work and Income will continue as usual.
* If you have been asked to self-isolate and can’t work from home, talk to your employer. They may be able to apply for a payment to help keep paying your salary.
* The [Work and Income website](https://www.workandincome.govt.nz/covid-19/auckland-employers.html) outlines what payment is available. These payments are also available for self-employed people.
  + **Short-Term Absence Payment**  
    If you cannot work from home while waiting for your COVID test result, your employer can apply for a one-off $350 payment to ensure you still get paid. This payment is also available for self-employed people.
  + **Leave Support Scheme**If you cannot work from home while self-isolating, your employer can apply for the Leave Support Scheme. It’s paid as a lump sum to employers and covers two weeks per eligible employee at the rates of $585.80 for each employee working 20 hours or more a week and $350 for each employee working less than 20 hours a week. \
  + **Wage Subsidy and Resurgence Support Payment**If your workplace has been impacted by the alert level changes, your employer can apply for the wage subsidy and the resurgence support payment to help cover your wages and to help keep you in your job.

**Help with essential costs**

If you’ve lost your job or had your hours reduced Work and Income can help with urgent costs like:

* food
* accommodation costs, for example rent or mortgage, board, emergency housing, moving house
* repairs or replacing appliances
* emergency dental treatment
* emergency medical treatment
* water tank refill.

[Financial support, eligibility criteria and how to apply at the Work at Income website](https://workandincome.govt.nz/eligibility/living-expenses/index.html)

* Or contact Work and Income on: 0800 559 009
* Seniors 65+ 0800 552 002 or +64 4 978 1180
* Students 0800 88 99 00 [www.studylink.govt.nz](http://www.studylink.govt.nz)
* Deaf, hearing impaired, and speech impaired people can use Deaf Link free. **F**ax [0800 621 621](tel:0800%20621%20621). Text [029 286 7170.](tel:0292867170) [MSD\_Deaf\_Services@msd.govt.nz](mailto:MSD_Deaf_Services@msd.govt.nz)

**If you are not a New Zealand permanent resident**

Help is available for eligible foreign nationalsexperiencing serious financial hardship due to COVID-19.

If you are in New Zealand on a temporary visa including:

* visitor visas
* student visas
* work visas.

Find out more at <https://www.workandincome.govt.nz/covid-19/temporary-visa-holders.html>

**Other support**

A range of services are available to help keep you safe and well.

**For information on working safely**

WorkSafe 0800 030 040 or +64 4 897 7699

[www.worksafe.govt.nz](http://www.worksafe.govt.nz)

**Employment advice and support for employees**

[www.employment.govt.nz](http://www.employment.govt.nz) or ring 0800 20 90 20 or +64 9 969 2950

**Housing and Tenancy**

Advice and support for renters 0800 646 483 [www.hud.govt.nz](http://www.hud.govt.nz) or email [info@hud.govt.nz](mailto:info@hud.govt.nz)

Temporary accommodation services for people displaced due to Level 3 or 4 COVID-19 travel restrictions and unable to return to their home. 0508 754 163 <https://temporaryaccommodation.mbie.govt.nz>

If you’re in urgent need of housing within the next 7 days and have nowhere else to stay, call Work and Income on [0800 559 006](tel:0800559006): Monday to Friday, 7am to 6pm, Saturday, 8am to 1pm.

**Immigration**

Visit [www.immigration.govt.nz/about-us/covid-19](http://www.immigration.govt.nz/about-us/covid-19) or call the Immigration Contact Centre (6am – 10pm, Monday – Friday (NZST) from landlines only on 0508 558 855, or Auckland 09 914 4100, Wellington 04 910 9915, or from overseas +64 9 914 4100

**Staying safe and well**

Call 111 emergency Line if you or someone else is in immediate danger of being harmed or may harm themselves.

If you’re not in immediate danger but need help with family violence you can call:

* Shakti International on [0800 742 584](tel:0800742584) 24 hours a day, 7 days a week
* 2Shine on [0508 744 633](tel:0508744633), 9am to 11pm, 7 days a week

For local social support services in your area, call the Family Services 211 helpline 0800 211 211 or visit [www.familyservices.govt.nz/directory/](http://www.familyservices.govt.nz/directory/)

Women’s Refuge can give you advice, support and safe accommodation when you’re dealing with violence in your life. 0800 733 843

The Elder Abuse Helpline is a free service that older people can contact if they or someone they know are experiencing elder abuse.0800 32 668 65

For support with anxiety, distress or mental wellbeing, call or text

1737 to talk to someone trained to help for free, 24 hours a day, 7 days a week.

You can also contact the Depression Helpline 0800 111 757 or the Alcohol Drug Helpline.0800 787 797