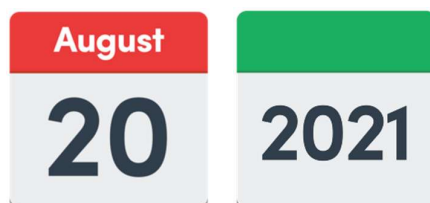
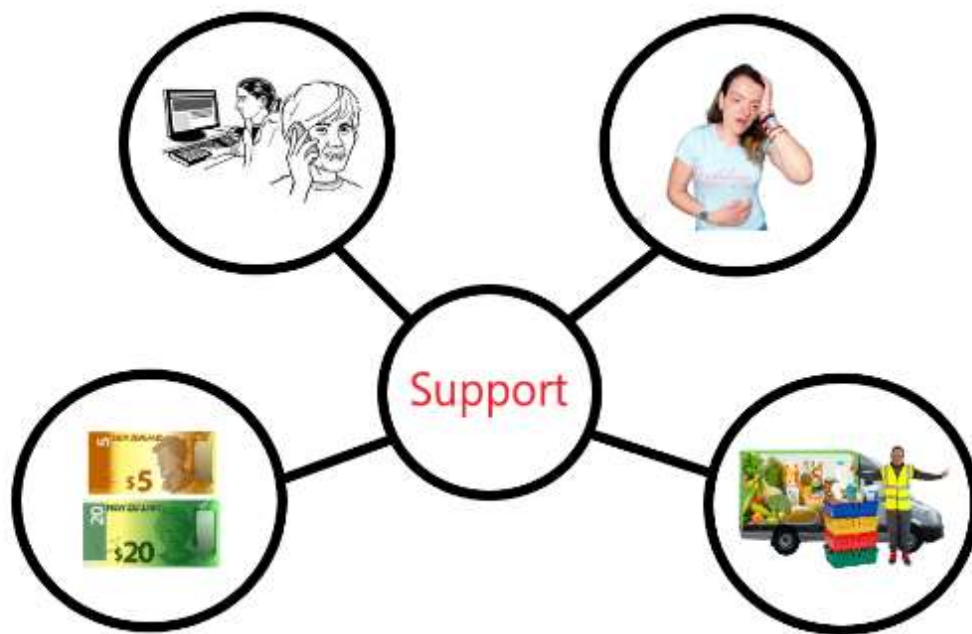




Te Kāwanatanga o Aotearoa
New Zealand Government

**Unite
against
COVID-19**

Getting the support you need during COVID-19



Updated:
20 August 2021

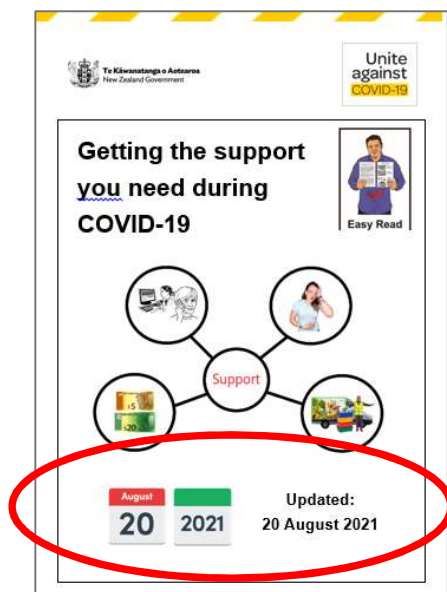
Before you read this



This document tells you about the things you need to know about getting support during COVID-19 as at **20 August 2021**.



We know things are changing all the time as we learn more about COVID-19.



We will update this document as soon as we know more.

We will change the date on the front cover so you know it has been updated.



Please check the COVID-19 **website** for updates:

<https://covid19.govt.nz/easy-read/>

What you will find in here:

Page number:



Getting the support you need.....5



What to do in an emergency.....7



Advice about your health –
Healthline.....8



Health of children and babies –
Plunketline.....10



Support with mental health.....11



Keeping ourselves safe.....16

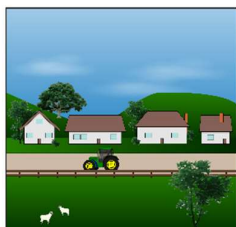
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Getting the support you need



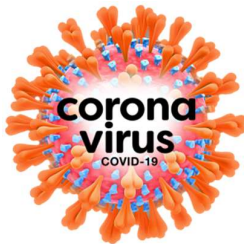
Our way of life in New Zealand is a bit different at the moment because of **COVID-19**.



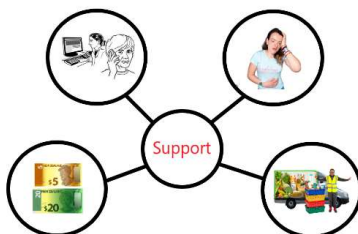
COVID-19 is a virus that can make people sick.

COVID-19 is sometimes called:

- the Delta variant
- coronavirus.



Friends and family are a good place to find support.



But you may need to find more support at the moment.



This document has information about:

- what support you can get
- where you can get support
- how to get in touch with people who can support you.



Remember that things will get better.

It is okay to ask for help.



We are going to get through this together.

What to do in an emergency



If it is an **emergency** and you need help fast you should:

- call **111**

or

- use the **111 text service** if you are registered for it.



An **emergency** is when you need:

- Police
- fire service
- ambulance.



Advice about your health - Healthline



If you are feeling sick or have questions about COVID-19 you can call:

- your **doctor**



- **Healthline COVID-19 health** advice on:

0800 358 5453



- **Healthline general advice on:**
0800 611 116.



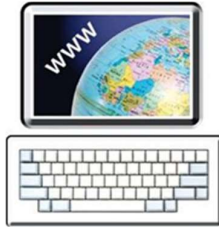
Healthline is free to call.



This means it will not cost you any money to call Healthline.



Healthline is open all the time – day and night.



You can also use the **Healthpoint** website to find health services:

www.healthpoint.co.nz

Health of children and babies - Plunketline



If you have questions about your **baby** or **child** you can call **Plunketline** on:



0800 933 922



When you call Plunketline you can talk to a Plunket nurse about the health of your baby or child.

Plunketline is free to call.



This means it will not cost you any money to call Healthline.



Healthline is open all the time – day and night.

Support with mental health



If you want to talk to someone about how you are feeling you can talk to a **trained counsellor** at **1737: Need to talk**.



A **trained counsellor** is someone who can help you talk about your feelings.



You can talk to **1737: Need to talk** by:

- calling: **1737**
- texting: **1737**.





1737: Need to talk is free to call or text..



This means it will not cost you any money to call or text 1737: Need to talk.

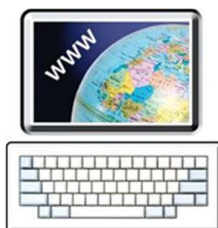


1737: Need to talk is open all the time – day and night.



If the 1737 number does not work from your phone you can call this number:

0800 1737 1737



You can find out more about 1737: Need to talk on this website:

www.1737.org.nz



You can also call the **Depression Helpline** if you are feeling down.



The Depression Helpline number is:

0800 111 757



The Depression Helpline is free to call.



This means it will not cost you any money to call the Depression Helpline.



The Depression Helpline is open all the time – day and night.



If you would like to talk to someone about an **addiction** you can call the **Alcohol Drug Helpline**.



An **addiction** is when you do something even though it may cause you harm.



When you are addicted to something it is hard to stop doing it.

Some things people could be addicted to are:



- drugs
- alcohol
- cigarettes.



The Alcohol Drug Helpline number is:

0800 787 797



The Alcohol Drug Helpline is free to call.



This means it will not cost you any money to call the Alcohol Drug Helpline.



The Alcohol Drug Helpline is open all the time – day and night.

Keeping ourselves safe



There are services to help people who are being hurt or abused.



Call **111** if someone is in danger now.

Call **111** if you think:



- someone is going to be hurt
- someone is going to hurt them self.



The **Family Services 211 Helpline** can support you to find services near you.



You can call the **Family Services 211 Helpline** on:

0800 211 211



The Family Services 211 Helpline is free to call.



This means it will not cost you any money to call the Family Services 211 Helpline.



You can also find information about services near you on their website:

www.familyservices.govt.nz/directory/



Women's Refuge can help women and children who are who are being hurt or abused.



Women's Refuge can help with:

- advice
- support
- a safe place to stay.



You can call **Women's Refuge** on:

0800 733 843



The Women's Refuge is free to call.



This means it will not cost you any money to call the Women's Refuge.



The **Elder Abuse Helpline** can help older people if they are being hurt or abused.



Call the **Elder Abuse Helpline** on:

0800 32 668 65



The **Elder Abuse Helpline** is free to call.



This means it will not cost you any money to call the **Elder Abuse Helpline**.

Keeping our children safe



You can call **Oranga Tamariki** if you are worried that a child or young person is:



- being hurt
- not safe
- not being looked after



Oranga Tamariki can also help if a child is not with their family.



You can let Oranga Tamariki know that you are worried about a child or children by:

Email: **contact@ot.govt.nz**

Phone: **0508 326 453**



The **Oranga Tamariki** phone number is free to call.



This means it will not cost you any money to call Oranga Tamariki.



The Oranga Tamariki phone number is open all the time – day and night.



You can also find out more information on the Oranga Tamariki website:

<https://www.orangatamariki.govt.nz/>

Support for young people



Youthline supports young people age 12 to 24 years old.



Youthline can offer support to young people who are finding things hard going.

To talk to someone at Youthline you can:



Phone: **0800 376 633**

Text: **234**

Webchat: <https://www.youthline.co.nz/>



Youthline is open all the time – day and night.

Support for farmers



You can call your local **Rural Support Trust** if you are a farmer who:



- needs to talk to someone about how your farm is working
- needs help with a problem



Rural Support Trust is a group of people who have experience in farming.



Rural Support Trust can also help you find the right person to talk to about farming.



You can call the **Rural Support Trust** on:

0800 787 254



The Rural Support Trust phone number is free to call.



This means it will not cost you any money to call the Rural Support Trust.

Getting food and supplies



If you cannot go to the shops you can talk to your **support network** to see if they could bring things to you.

Your **support network** includes your:



- family
- whānau



- friends
- iwi
- neighbours.



If these people cannot help you there is information on pages 26 to 33 about other ways to get the things you need.

Online shopping services



Most of the supermarkets in New Zealand have **online shopping**.



Online shopping is where you use the supermarket website to order the things you need.

The supermarket will:

- deliver your shopping order to your door
- or
- have a **click and collect** service where you go to the supermarket to pick up your shopping order.





These supermarkets have online shopping:

- Countdown
- Fresh Choice
- New World
- Pack n Save.



At the moment a lot of people want to do their supermarket shopping online.



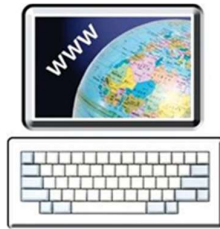
It may be hard to get a time for the supermarket to bring your shopping to you.



Countdown supermarket has a new service called **Priority Assistance**.



Priority assistance means people who cannot go to the supermarket should be able to do their shopping online.



You can ask for Priority Assistance on this website:

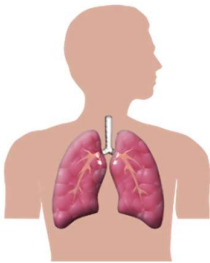
<https://shop.countdown.co.nz/>



Priority assistance is for people:

- who have a disability that makes it hard to get the supermarket or do food shopping
- who are at **greater risk** of getting very sick if they get COVID-19.





Some people are at **greater risk** of getting very sick if they get COVID-19.

You are more likely to get very sick if you:

- are over 70 years old
- have health conditions that may make you more at risk like:
 - heart and lung issues
 - diabetes.

The **Student Volunteer Army** have a new service for people who are at greater risk on this website:

www.shop.sva.org.nz

Civil Defence and Emergency Management groups – help with getting the things you need



There are Civil Defence and
Emergency Management groups all
over New Zealand.



The group near you may be able to
help if you have no other way to get
essential supplies.



Essential supplies are the everyday
things we need like:

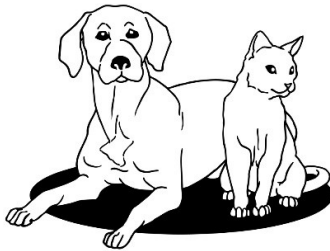
- food
- medicine.



These are the kind of things that your Civil Defence Management group may be able to help with:



- food



- water

- pet food



- medicine



- fuel for heating or cooking



- clothes



- bedding.



Phone numbers for Civil Defence and Emergency Management Groups:



Northland: 0800 790 791

Auckland: 0800 222 296

Waikato: 0800 800 405

Bay of Plenty: 0800 884 222

Hawke's Bay: 0800 422 923

Tairāwhiti: 0800 653 800

Taranaki: 0800 900 077

Manawatū-Whanganui: 0800 725 678

Wellington-Wairarapa: 0800 141 967

Marlborough: 03 520 7400



More phone numbers for Civil Defence and Emergency Management Groups:

Nelson: 0800 505 075

Canterbury: 0800 242 411



West Coast: 03 900 9329

Otago: 0800 322 4000

Southland: 0800 890 127

Chatham Islands: 03 3050033

When you are asked
for the extension
number please
press 715



You can find out more about the Civil
Defence Emergency Management
groups on their website:

www.civildefence.govt.nz

Support with money from the Ministry of Social Development



The Ministry of Social Development
can support you with money for:



- emergencies
- a longer time if you need.



These are some of the Ministry of
Social Development services:



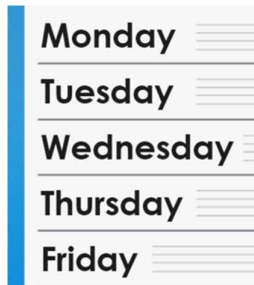
- services for seniors
- StudyLink
- Work and Income services
- youth services.





This is the main phone number for the Ministry of Social Development:

0800 559 009



This phone line is open:

Monday to Friday:

- **7 am** in the morning

to

- **6 pm** in the evening.

7 am → 6 pm



Saturday:

- **8 am** in the morning

to

- **1 pm** in the afternoon.

8 am → 1 pm





People **aged 65 or older** can call:

0800 552 002



Students can call:

0800 889 900



If you are **deaf or hard of hearing**
you can contact Work and Income
by:



- text message: **029 286 7170**

- fax: **0800 621 621**



- email:

MSD_Deaf_Services@govt.nz





You can go to **MyMSD** to apply online for:

- benefits
- money to buy food
- other support.



Go to this website to log in or sign up for MyMSD:

www.my.msd.govt.nz



There is an Easy Read booklet called:

Keep in touch with MyMSD

You can find this booklet on the Work and Income website:

<https://tinyurl.com/y75d3waq>



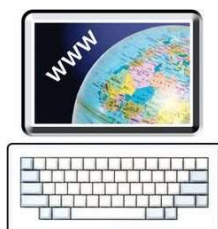
You can find more information on how the Ministry of Social Development can support you on these websites:

- Ministry of Social Development:

www.msd.govt.nz

- Work and Income:

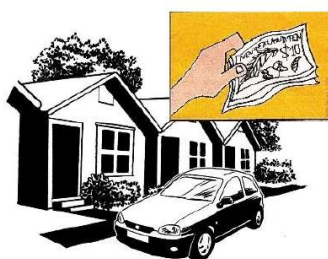
www.workandincome.govt.nz



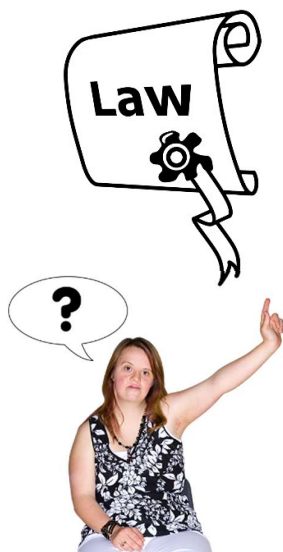
Renting advice



If you are a **renter** needing advice you can call Tenancy Services.



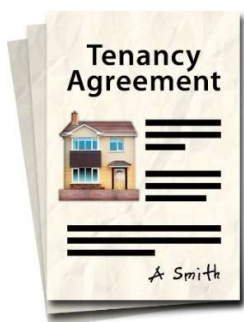
Renters are people who pay money to live in a house that belongs to someone else.



Tenancy Services can help you with:

- your legal rights
- questions about renting.

Tenancy Services can help you if you are a **landlord** who needs advice.



Landlords are people who own the homes that renters live in.



You can talk to **Tenancy Services** by calling:

0800 836 262



The **Tenancy Services** phone number is free to call.



This means it will not cost you any money to call **Tenancy Services**.

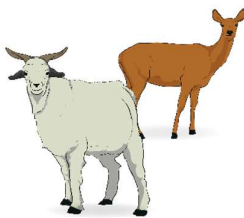


You can find out more about Tenancy Services on this website:

www.tenancy.govt.nz

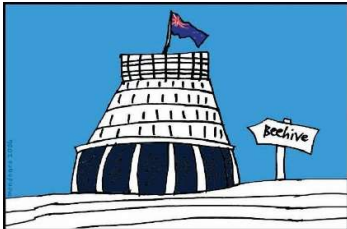
Looking after animals

Ministry for Primary Industries
Manatū Ahu Matua



You can call the **Ministry for Primary Industries** if you are worried that an **animal** is:

- being hurt
- not safe
- not being looked after.



The Ministry for Primary Industries is a government department that makes sure that animals are well looked after.



You can call the **Ministry for Primary Industries** on:

0800 008 333

Advice and support about work



You can call Work and Income if you:

- are looking for a job

or

- are looking for workers to do a job.



You can call the **Work and Income
JobSearch Line** on:

0800 779 009



You can find out more information
about Work and Income on their
website:

www.workandincome.govt.nz

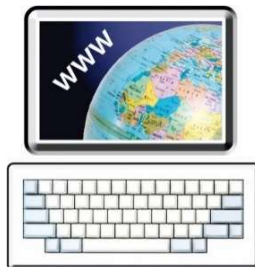


If you already have a job you can contact **Employment NZ** to learn about your rights.



You can call **Employment NZ** on:

0800 20 90 20



You can find out more information on the Employment NZ website:

www.employment.govt.nz

WORKSAFE

You can also call **Worksafe** if you have questions about safety at your place of work.



Worksafe can help you with questions about:

- safely working from home
- reporting an unsafe workplace
- COVID-19 rules.



You can call **Worksafe** on:

0800 030 040



The Worksafe website has more information:

www.worksafe.govt.nz

Where to find more information about other support



Citizens Advice Bureau can give you information about your rights.

Citizens Advice Bureau is free to use.



There are lots of Citizens Advice Bureau offices in New Zealand.



You can **phone** them on:

0800 367 222



Their **website** is:

<https://www.cab.org.nz/>



You can find lots of information on the **Unite against COVID-19** website:



www.covid19.govt.nz



This information has been written by the team at Unite against COVID-19.



It has been translated into Easy Read by the Make It Easy service of People First New Zealand Inc. Ngā Tāngata Tuatahi.



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