

# WHERE TO GO FOR SERVICES AND SUPPORT

COVID  
19

Who can you go to?	What can they help you with?	How can you contact them?																																
<p><b>Family &amp; Friends</b></p> <p><i>Supermarket Priority Assistance Service for online deliveries</i></p>	<p>Shop for you or collect your groceries using click and collect</p> <p><a href="https://shop.countdown.co.nz/shop/content/priority-assistance">https://shop.countdown.co.nz/shop/content/priority-assistance</a></p> <p><b>MOH advice is that you should stay 2 metres away from others</b></p>	<p>Social media, phone, email</p> <p><i>(Online ordering open 7 days per week- check store website for click and collect and delivery slots)</i></p>																																
<p><b>Civil Defence and Emergency Management Groups (CDEM)</b></p> <p><i>People who have an urgent need for essential supplies and they don't have the means or transport to get it themselves</i></p>	<p>Household goods and services and other essential items including:</p> <ul style="list-style-type: none"> <li>• Food</li> <li>• Water</li> <li>• Groceries</li> <li>• Pet Food</li> <li>• Medication</li> <li>• Cooking</li> <li>• Fuel</li> <li>• Clothing</li> <li>• Bedding</li> </ul>	<table> <tr><td>Northland</td><td>0800 790 791</td></tr> <tr><td>Auckland</td><td>0800 222 296</td></tr> <tr><td>Waikato</td><td>0800 800 405</td></tr> <tr><td>Bay of Plenty</td><td>0800 884 222</td></tr> <tr><td>Manawatu/Wanganui</td><td>0800 725 678</td></tr> <tr><td>Taranaki</td><td>0800 900 077</td></tr> <tr><td>Gisborne</td><td>0800 653 800</td></tr> <tr><td>Hawkes Bay</td><td>0800 422 923</td></tr> <tr><td>Wellington</td><td>0800 141 967</td></tr> <tr><td>Nelson Tasman</td><td>0800 505 075</td></tr> <tr><td>Marlborough</td><td>03 520 7400</td></tr> <tr><td>Canterbury</td><td>0800 24 24 11</td></tr> <tr><td>Chatham Islands</td><td>03 305 0033 Ex 715</td></tr> <tr><td>West Coast</td><td>03 900 9329</td></tr> <tr><td>Otago</td><td>0800 322 4000</td></tr> <tr><td>Southland</td><td>0800 890 127</td></tr> </table>	Northland	0800 790 791	Auckland	0800 222 296	Waikato	0800 800 405	Bay of Plenty	0800 884 222	Manawatu/Wanganui	0800 725 678	Taranaki	0800 900 077	Gisborne	0800 653 800	Hawkes Bay	0800 422 923	Wellington	0800 141 967	Nelson Tasman	0800 505 075	Marlborough	03 520 7400	Canterbury	0800 24 24 11	Chatham Islands	03 305 0033 Ex 715	West Coast	03 900 9329	Otago	0800 322 4000	Southland	0800 890 127
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<p><b>Essential Social Service providers</b></p> <p><i>Social sector organisations providing essential services</i></p>	<p>Some social sector organisations are already essential services. This includes organisations that are:</p> <p>Providing or delivering food and other essential goods (e.g. food banks, food rescue, food parcels)</p> <p>Providing childcare services for essential workers (e.g. ECE, OSCAR)</p> <p>Whānau Ora COVID-19 Support Partners</p> <p>Providing family and sexual violence crisis response support</p>	<p><b>7 days per week 7am-7pm</b></p> <p><a href="https://www.msd.govt.nz/about-msd-and-our-work/newsroom/2020/covid-19/list-of-social-sector-organisations-providing-essential-services.html">https://www.msd.govt.nz/about-msd-and-our-work/newsroom/2020/covid-19/list-of-social-sector-organisations-providing-essential-services.html</a></p> <p><a href="http://pasifikafutures.co.nz/covid-19-support/">http://pasifikafutures.co.nz/covid-19-support/</a></p> <p><a href="http://www.teputahitanga.org/">http://www.teputahitanga.org/</a></p> <p><a href="https://whanauora.nz/covid19response/">https://whanauora.nz/covid19response/</a></p> <p>If you do not have internet access contact your local CDEM</p> <p><b>Operating for the most part 7 days a week for crisis</b></p>																																
<p><b>Ministry of Social Development (MSD)</b></p> <p><b>Seniors</b></p> <p><b>Studylink</b></p> <p><b>Work and Income Services</b></p>	<p>Financial support for emergency and on-going needs</p> <p>MSD service centres are currently closed but case managers are still available to help people in need. There is a wide range of information on the MSD website.</p> <p>You can apply for a main benefit on-line and check your eligibility for food assistance. You can also ask for help by phone for other essential needs eg emergency housing.</p>	<p><a href="http://www.msd.govt.nz/">http://www.msd.govt.nz/</a></p> <p><a href="http://www.workandincome.govt.nz/">http://www.workandincome.govt.nz/</a></p> <table> <tr><td>MyMSD</td><td>(Food grant &amp; Benefit app)</td></tr> <tr><td>0800 552 002</td><td>(Seniors 65+)</td></tr> <tr><td>0800 88 99 00</td><td>(Students)</td></tr> <tr><td>0800 559 009</td><td>(General line)</td></tr> </table> <p><b>MyMSD</b>                      <b>MSD 0800 General Line</b></p> <p><b>24 hours</b>                      <b>Monday-Friday 7am-6pm</b></p> <p><b>7 days per week</b>            <b>Saturday - 8am-1pm</b></p> <p>                                         <b>Sunday - 8am-1pm</b></p>	MyMSD	(Food grant & Benefit app)	0800 552 002	(Seniors 65+)	0800 88 99 00	(Students)	0800 559 009	(General line)																								
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<p><b>Temporary Accommodation Service (TAS)</b></p>	<p>Temporary accommodation to those required to self-isolate who are unable to do so in their own homes or are travellers visiting New Zealand and do not already have suitable self-isolation accommodation arranged.</p>	<p><a href="https://temporaryaccommodation.mbie.govt.nz/how-we-can-help/">https://temporaryaccommodation.mbie.govt.nz/how-we-can-help/</a></p> <p>0508 754 163</p> <p><b>The call centre is available 24 hours a day, 7 days a week</b></p>																																
<p><b>1737</b></p>	<p>Free mental health and addiction support services.</p>	<p><a href="https://1737.org.nz/">https://1737.org.nz/</a></p> <p>1737</p> <p><b>Free call or text anytime (24 hours, 7 days per week)</b></p>																																
<p><b>Healthline</b></p>	<p>Health advice and information about the condition or illness you are calling about, provided by trained healthcare professionals.</p>	<p><a href="https://www.healthpoint.co.nz/">https://www.healthpoint.co.nz/</a></p> <p>0800 611 116</p> <p><b>Free call</b></p> <p><b>24 hours, 7 days per week</b></p>																																
<p><b>Government Helpline</b></p>	<p>Provides easy access to information across agencies, information regarding financial assistance and other support.</p>	<p><a href="https://www.govt.nz/about/about-us/contact-us/">https://www.govt.nz/about/about-us/contact-us/</a></p> <p>0800 779 997</p> <p><b>8am-10pm, 7 days a week</b></p>																																