



GRG COVID-19 Directory of Links and Information

23 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](tel:08006885463)
- 📞 Depression Helpline [0800 111 757](tel:0800111757)
- 📞 Suicide Prevention Helpline [0508 828 865](tel:0508828865)
- 📞 The Fono West [09 837 1780](tel:098371780) - Social Services

Foodbanks: <https://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: <https://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

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

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

Call PlunketLine 24/7 on **0800 933 922**

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: <https://www.healthpoint.co.nz/>

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

Kids Health: <https://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: <https://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:

<https://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: <https://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/>

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: <https://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 <https://www.cab.org.nz/find-a-cab/contact-us/>