

Financial and social support

This is a stressful time for many of our families. Financial stress causes a huge burden, especially for those who have been laid off work. You are entitled to funding support (details below) if you are a full time or part-time worker. No one should be left without any financial support during this lockdown period. There are finances which have been delegated for every New Zealander below. Ask your GP to help if you need assistance accessing this support.

1. Work and Income New Zealand (WINZ) support

WINZ can help you access finances you are entitled to. They encourage that you apply for services online as there may be long phone waiting times. If you are able to complete your applications correctly online, you may be able to access finances within hours or days depending which office branch you are under.

i) Wage subsidy

If you can register and complete the application online this might save long phone waiting times. You might receive finances within hours if the application is processed correctly. You could receive \$585 for a full time worker or \$350 for a part time worker. WINZ can also provide support for other financial needs (such as unpaid bills) on a case by case basis.

ii) Job seeker support

You are entitled to a benefit if your employer did not apply for the wage subsidy. Phone IRD if you feel your employer has withheld your wage subsidy or is not paying you the full amount.

2. Budgeting services

Budgeting services are a helpful and useful resource that can be accessed through phone to provide financial advice during and after lockdown. Give them a call.

Budgeting services are willing to be your advocate in many ways including writing letters of support to debtors etc. They are good to connect with while you are waiting for WINZ support and can help to guide you through the process.



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These budgeting services are free and offered over the phone.

Some of the things they provide include:

- Advocacy with creditors
- WINZ grants assistance
- Hardship applications
- KiwiSaver withdrawal applications
- No asset procedure applications
- Insolvency process
- Debt consolidation
- WaterCare hardship
- Household budgeting
- Financial IT
- Money Mates
- Foodbank information

Free budgeting services in Auckland:

West Auckland

- Henderson Budgeting Service Inc: ph (09) 836 4141 or 0274507760
- Vision West: Ph - (09) 818 0714
- Care Waitakere Trust, Te Atatu Peninsula: ph (09) 834 6480
- Ranui Baptist: Ph (09) 833 7815

Central Auckland

- Auckland Central Budgeting Consultants ph (09) 631 5572

South Auckland

- Mangere Budgeting Service ph (09) 275 2266

East Auckland

- Pakuranga and Howick Budgeting Service Inc ph (09) 576 5222

3. Whānau Ora package of support

Struggling Māori and Pacific families are encouraged to contact a Whānau Ora provider in their region if they are in need of a Covid-19 Package of Support.

Packages will be distributed to families in need during the lockdown.

Ask your GP if you need help accessing Whānau Ora services.

Regional Māori Provider: Whānau Ora Commissioning Agency. To look up your local provider go to www.whānauora.nz

Regional Pacific Provider: Pasifika Futures
www.pasifikafutures.co.nz



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4. Food banks for whānau during lockdown

AUCKLAND-WIDE (all areas of Auckland are covered by these services)

Auckland Council

Call 0800 22 22 96 between 7am and 7pm, seven days a week.

For those unable to afford groceries or in self-isolation with no access to other support networks Callers must meet government criteria for assistance. Those meeting eligibility criteria will be couriered a welfare parcel including dry goods, tinned veges, meats and basic toiletries.

Salvation Army

Text your name and postcode to 4114 and a rep. will contact you within 48 hours. They will be in contact and deliver free food parcel. Contact local Salvation Army Community Ministry (ring 0800 53 00 00 to find your local ministry).

Presbyterian Support Northern

Call 09 309 2054. Collections between 11am – 12pm, Monday to Friday from 8 Madeira Lane, Grafton. No walk-ins.

Auckland City Mission

Call 09 303 9200 Monday – Friday, 9.00am – 3.00pm.

You will then be given a time to collect from ACM distribution centre at 15 Auburn Street, off Boston road in Grafton. Everyone must take ID with them.

Generation Ignite

Email jo@generation-i.co.nz.

Drive-through food-bank at 1pm on Fridays at the New Lynn Community Centre 45 Totara Ave. Operating until 3pm or parcels run out.

The Fono (Pasifika only)

COVID-19 Pacific Family Package
021956633 or 0800 366 648
socialservices@thefono.org

Foodbank NZ

022 045 8184
info@foodbank.co.nz
www.foodbank.org.nz

VisionWest

0800 887 667
brook.turner@visionwest.org.nz

Hope Centre Foodbank

02108048436
hopecentrefoodbank@gmail.com

Care Waitākere (Te Atatū only)
admin@carewaitakere.org.nz.
(09) 834 6480 or 0211133355
Pickup food parcels on Thursdays.
Available for those in need who are
ineligible for WINZ food grants

Village Community Trust
0212598276
Delivering food parcels
Monday, Wednesday, Friday

CENTRAL AUCKLAND FOOD SERVICES

Ōrākei Foodbank
Call 521 5712 and leave a voicemail
with how many family members and
any other details. Parcels are only
delivered on Tuesdays and Fridays
to Ōrākei, Kohimarama and Mission Bay.

St Vincent De Paul
Call 09 815 6122 or email
Auckland@stvinnies.co.nz
Food parcels available.

Hills Church
office@hillschurch.nz

SOUTH AUCKLAND FOOD SERVICES

Papakura Marae
Open Mon–Fri 10am–2.30pm, 09 297 2036.
Please phone to request a food parcel. Parcels will be delivered after a phone interview.
Only deliveries to Papakura and Manurewa currently.
Waka of Caring Drop-in Centre - 2 Mcannelly Street, Manurewa

Ōtara Health Charitable Trust – CRT (COVID Response Team)
Open Mon–Fri, 10am–2pm. Families unable to afford groceries or those in
isolation with no access to support networks or transport to supplies.
Message “Ōtara Health” on Facebook, call 09 274 8355, or email
Tua@otarahealth.org.nz, Julia@otarahealth.org.nz

CBNZ Covid19 Response Team (The Community Builders NZ Trust)
Complete our form if you are needing assistance:
form.jotform.com/201027853369053

Accelerating Auckland
Food Care Packages
40 Lovegrove Ave Otara
Judy Speight

St Marks Church
stmarks@xtra.co.nz
09 576 5296



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5. Other family support services

If you are a victim of family violence, sexual violence or there is someone that makes you fearful, threatens or harasses you, seek help as soon as possible. You have the right to be safe.

If you are in immediate danger or someone you know is, when it is safe to do so, call the Police on 111, even if you are not totally sure harm is occurring.

Finding a local support service:

- Family Services 211 Helpline: (0800 211 211) for help finding community-based health and social support services in your area
www.familyservices.govt.nz
- Find your local Women's Refuge: call 0800 REFUGE to be linked up with an advocate in your area. womensrefuge.org.nz/contact-us/find-your-local-refuge
- Te Ohaakii a Hine National Network Ending Sexual Violence Together: for finding a sexual violence support service in your area
toah-nnest.org.nz/index.php/get-help/find-help
- Victim Support: 0800 842 846 (24hr service) for all victims of serious crime.
- Victim Information Line: 0800 650 654 or email victimscentre@justice.govt.nz
- Safe to Talk: sexual harm helpline 0800 044334, text 4334

Family Violence Services

- Shine domestic abuse services: free call 0508 744 633 (9am and 11pm) - if you're experiencing domestic abuse or want to know how to help someone else
- Family violence information line: find out about local services or how to help someone else 0800 456 450
- Elder Abuse Helpline: 0800 32 668 65 (0800 EA NOT OK) - 24hr service answered by registered nurses who can connect to local elder abuse specialist service providers
- Tu Wahine Trust: Call 09 838 8700 - for kaupapa Māori counselling, therapy and support for survivors of sexual harm (mahi tukino) and violence within whānau
- Shakti New Zealand: Call 0800 742 584 - Shakti provides culturally competent support services for women, children and families of Asian, African and Middle Eastern origin who have experienced domestic violence.
- Oranga Tamariki: for concerns about children and young people. 0508 326 459 (0508 FAMILY) email: contact@ot.govt.nz
- Immediate danger: if you or someone else is in immediate danger, call the Police on 111.



Services for those who want to stop harming other people:

- Hey Bro helpline: 0800 HeyBro (0800 439 276) - 24/7 help for men who feel they're going to harm a loved one or whānau member.
- Safe to Talk: sexual harm helpline 0800 044334, text 4334, email support@safetotalk.nz.
- Korowai Tumanako: text or call 0224747044 Kaupapa Māori service. Support for concerning or harmful sexual behaviour.
- Stop: www.stop.org.nz support for concerning or harmful sexual behaviour
- Need to Talk?: 1737 Free call or text 1737 any time for support from a trained counselor

Support for Youth

- Aunty Dee app by Leva: auntydee.co.nz or leva.co.nz (Pacific and non-Pacific).
- Youthline: Call 0800 376 633, free text 234, email talk@youthline.co.nz
- Kidslines: 0800 54 37 54 (0800 kidslines) for young people up to 18 years of age
- Skylight: Call 0800 299 100 helping children, young people and their families and whānau through tough times of change, loss, trauma and grief.

Support for Rainbow community/LGBTQI+

- OUTline NZ: Call OUTLINE or 0800 688 5463 - confidential telephone support for sexuality or gender identity issues.
- Raindow Youth www.ry.co.nz
- You, me, us: promoting healthy queer, trans and takatāpui relationships. www.youmeus.co.nz

Mental Health Helplines:

- Need to Talk? 1737: Free call or text 1737 any time for support from a trained counsellor
- Suicide Crisis Helpline: 0508 828 865 (0508 TAUTOKO)
- Lifeline: Call 0800 LIFELINE or 0800 543 354 or text 4357
- Alcohol and Drug Helpline: Call 0800 787 797 phone or online chat for people dealing with an alcohol or other drug problem
- Anxiety phone line: Call 0800 ANXIETY or 0800 269 4389
- Depression.org: Call 0800 111 757 or text 420
- Supporting Families in Mental Illness: for families and whānau supporting a loved one who has a mental illness. Regional contact numbers:
 - Northern Region: 0800 732 825
 - Central North Island: 0800 555 434
 - South Island: 0800 876 682
- For acute mental health issues contact your local Crisis and Assessment Team CATT

