

Auckland Fact Sheet

Auckland Welfare Advisory Group

2 March 2011

Where to find help in Auckland

If you have just arrived in Auckland from Christchurch there are many agencies that can help you, your family and whānau following the earthquake. Here's a brief outline of the services and support available in Auckland.

Emergency assistance

- Call the **Earthquake Government Helpline** on **0800 779 997** for information and emergency financial support. Its open 24 hours a day, seven days a week.
- If you arrive at Auckland Airport, you can get emergency assistance at the Auckland reception centre, located at Faith City Church, 13 Lambie Drive, Manukau. There is a shuttle from the airport to this reception centre.
- If you arrive at Whenuapai Airport, you can get immediate assistance at the Whenuapai Reception Centre when you get off the plane.
- The reception centres are staffed by a range of agencies who can provide immediate support. These include the **Auckland Council, Red Cross, Victim Support and the Ministry of Social Development.**

Help finding accommodation

Auckland Council is providing assistance to people affected by the Christchurch earthquake. You will receive help with emergency temporary accommodation for up to three days and may also be linked with other agencies. To access this assistance visit one of the three reception centres that are located at Auckland Airport, Whenuapai Airport and the Faith City Church, 13, Lambie Drive, Manukau. They are open from 8.30am-10pm daily with extended opening hours for later flights.

Housing New Zealand can help you find emergency temporary accommodation and longer-term accommodation. Contact them on **0800 HELP 00 (0800 435 700)**. Auckland property owners or households with accommodation to offer can also call this number. For more information go to www.housinghelp.govt.nz

Civil Defence payments

You may be eligible for Civil Defence payments, which are available for a range of circumstances. For example, if you've had to leave your home as a result of the quake then Civil Defence payments can help you with accommodation costs. They can assist with the purchase of essential and emergency items, and are also available for those who have suffered a loss of income.

To find out about payments, call the **Government Helpline** on **0800 779 997**.

Other financial assistance

You can contact **Work and Income** on **0800 559 009**. All locations are open Monday to Friday 8:30 am to 5:00 pm, Wednesday 9:30 am to 5:00 pm, unless listed otherwise. To see a list of where these offices are located go to the web site <http://www.workandincome.govt.nz/about-work-and-income/contact-us/find-a-service-centre/>

Medical and pharmaceutical services

If you are unwell or need a prescription, please go to the general medical centre closest to the place you are currently staying. They will be able to assist with general health needs. If you're staying with friends or family, please use their GP.

For repeat prescriptions, please go directly to a community pharmacy. Take your medication in pharmacy labelled packaging, or documentation concerning your prescribed medication and current identification.

If you are pregnant, please contact the maternity department of the nearest District Health Board.

For any health inquiries please contact **Health Line** on **0800 611 116**, 24 hours.

Support and counselling services

If you, your family or someone you know needs someone to talk to, we can put you in touch with a range of support and counselling services for free. For someone to talk to call **0800 777 846**.

Alternatively, you can go to the **Family Services Directory**, an online database of family support services at www.familyservices.govt.nz

Additional Auckland support and counselling providers are listed below:

The **Red Cross** is based at the Auckland reception centres at Lambie Drive, Manukau, and Whenuapai Airport or you can go to www.redcross.org.nz.

Victim Support provides support and counselling 24 hours a day on **0800 Victim (842 846)** or you can go to www.victimsupport.org.nz.

The **Citizens Advice Bureau (CAB)** provides free information, advice, support and advocacy. Telephone **0800 367 222** for a CAB near you or go to www.cab.org.nz. You can also call the CAB Language Link on **0800 78 88 77** (Monday to Friday 9:00 am to 4:00 pm) if you need help with a language other than English.

Schooling

The **Ministry of Education's** website is the best source for up-to-date information about schools and early childhood centres, go to www.minedu.govt.nz. Students are able to attend the school in the zone of their accommodation. Schools should be informed of any special education requirements so suitable support can be arranged.

If you have any education related enquiries you can also contact the **Ministry of Education** on **0800 225 580** or email well.being@minedu.govt.nz.

Māori support services

All enquiries for Iwi and Māori support, please contact **Te Puni Kōkiri** on **0800 875 839** or go to www.tpk.govt.nz.

Ethnic Support

For migrants and refugees there is support available. Language Line is available on the **Government Helpline** or you can call the settlement support helpline **0800 776 948**. **Settlement Support New Zealand** provides support, advice and links to the services that new migrants need.