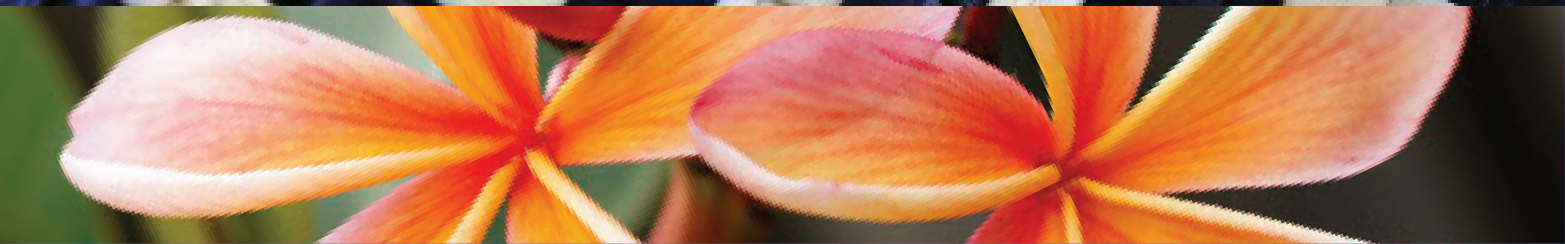
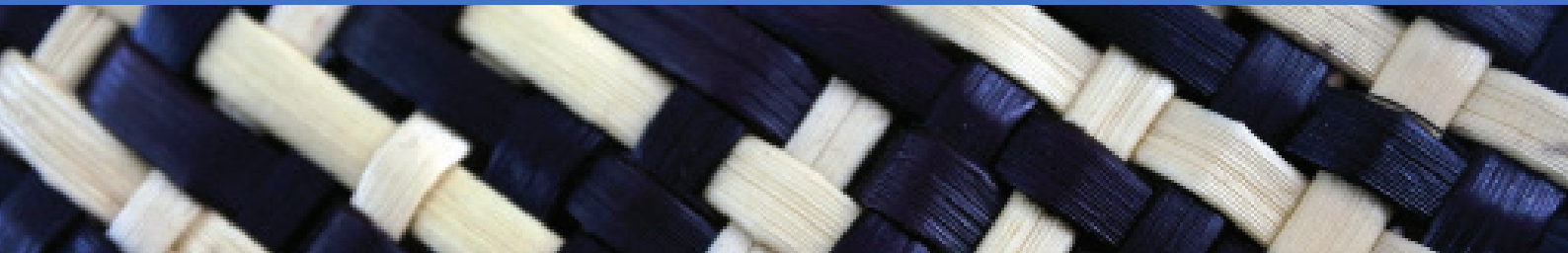




COVID-19 Guidelines  
For Māori & Pacific Whānau



# Supporting Māori & Pacific whānau during COVID-19

Kia ora, Talofa lava, Fakalofa lahi atu,  
Malo e lelei, Kia orana, Bula vinaka.

We know there is so much information about COVID-19 out there. To help you navigate this, we have prepared some guidelines.

This contains information on health and social services available - including financial, mental health and wellbeing, food, and income support.

Kia kaha whānau!

Dr Justine Mesui,  
Pacific Associate Clinical Director, ProCare

Dr Tania Riddell,  
Māori Associate Clinical Director, ProCare



# Contents

1. How do I take care of my health?
2. What is COVID-19 and how do I get tested?
3. What does it mean to be immune compromised?
4. Caring for your family
5. Caring for your mental health
6. Financial & social support

# How do I take care of my health during COVID-19?

## 1. GP Clinics are still open

The GP clinic you normally go to is open to help you with any health needs. Your doctor and nurse know you and your medical conditions very well, and in some cases have been treating you and your whānau for many years. You can be assured they are still there. Just as they have kept your health well before the Covid-19 pandemic, they will continue to look after your health during and after the lockdown.

Because of the Covid-19 virus, general practices have changed the way they see their patients. This means that your doctor or nurse might talk to you over the phone. In some cases, doctors or nurses will decide that it is best for you to come in for an appointment face to face.

Unfortunately, some people think that clinics are closed or are too whakamā to call because they don't want to be a 'nuisance'. This is not true, please phone your doctor as you normally would if you need help for any health condition and the nurse or doctor will decide the best way to care for you.

## 2. Virtual Appointments

### What is a virtual appointment?

Appointments with your doctor or nurse are now 'virtual'. This means that in most cases you will not have to go into the GP clinic to see your doctor or nurse.



### How do I make a 'virtual' appointment?

Call the clinic to make an appointment like you would normally do. The practice staff will help you decide the best way for you to have your appointment with the doctor or nurse. This might be by phone, or if you have a smartphone, computer or tablet (like an iPad) and can access the Internet, this might be a video appointment. If your appointment is by video, the clinic staff will give you easy to follow instructions on how to set this up.

The doctor will phone you at your set appointment time and talk to you about your medical concerns. If you need a prescription for medication, a letter or medical certificate, this can all be sorted out over the phone or /video so you don't need to come into the clinic.

## How do I pay for a virtual appointment?

You will still have to pay for the consultation as you normally would. The staff at the clinic will let you know how to pay – this could be by Internet banking, or they will email or post you the bill, or arrange for payment in another way.

## How long will appointments be like this?

Consultations with your doctor or nurse will continue like this until our government advises otherwise. It is likely that your GP clinic will offer appointments to you this way in the future as well.

## Face to face consultations – your GP clinic will keep you safe

Sometimes your GP may want to see you face to face and ask you to come into the clinic, if they feel they can't treat your condition properly over the phone.

This is not very common but sometimes they still need to – for example to have your blood pressure checked, or to check your wound if you have had an injury or recent surgery. The clinical staff will make this decision when you phone to make an appointment.

You don't have to be afraid of catching any infections if you have to go into the clinic to either have your flu immunisation, or to see the doctor. Every clinic will be kept very clean, with staff wiping surfaces down on a regular basis to keep everything sterile from infection.

The staff who see you will be wearing clean protective gear, so you can feel safe that when you go into the clinic you won't catch an infection. As mentioned before, practices are working very hard to keep anyone that may be infectious away from the clinic.

## 3. Managing your medical conditions

It is very important that you continue 'seeing' your GP as often as you need to for any medical problems you have. They can still treat most of your medical conditions over the phone such as skin, urine, or respiratory infections.

This is important especially if you have medical conditions that need to be monitored such as diabetes or heart disease. If these conditions are not monitored properly you may end up having to go to hospital for treatment instead and be isolated from your whānau.

In more serious cases, the doctor may decide they need to send you to hospital after talking to you over the phone - they'll ask your whānau to take you, or to phone for an ambulance.

## 4. Vaccinations

You are entitled to have a free flu immunisation if you are over 65, have pre-existing medical conditions such as asthma, diabetes, heart disease, or are pregnant. Children with respiratory illnesses and people working as a frontline health worker are also eligible for free vaccinations.

We strongly recommend all people to have a flu vaccination, and you should do so if you are eligible for the free immunisation.

- Your baby should still have their childhood immunisations if they are due. There is no need to delay these immunisations at this time.
- Māmā hapū (pregnant women) should also have their pertussis (whooping cough) immunisations. Keeping them and baby safe.

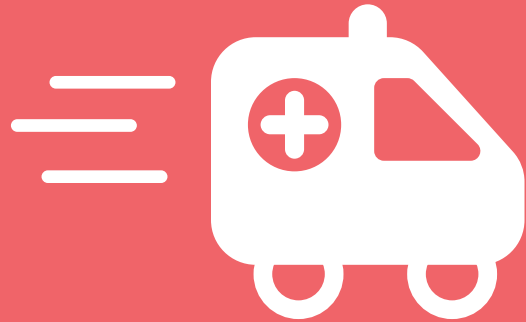
It is very important to phone the clinic to book an appointment for your immunisations instead of just turning up. This helps the clinic prepare for your arrival, avoiding any risk to you or your whānau members. The clinic staff will help set up an appointment for you at a more safe time.

## 5. Chemists & Medications

Chemists are working very hard to make sure you get your medicines which are faxed or emailed to the chemist by your GP.

- There are some chemists that offer free prescriptions – such as Chemist Warehouse and Countdown.
- Some chemists will also do home deliveries of medications free of charge to patients who are elderly or vulnerable. Check to see if you are entitled to home deliveries especially if you are kaumatua/elderly or vulnerable. Zoom pharmacy does home deliveries at a free/subsidised cost. You can check out their website, or ask someone to check for you at [www.zoompharmacy.co.nz](http://www.zoompharmacy.co.nz). There are options for free shipping for GoldCard holders.
- Ask your doctor or practice nurse to let you know when they have faxed or emailed your script so you will know when to go and pick it up from the chemist, instead of having to wait longer than you should at the chemist.
- Chemists will only give you 1 month of your regular medications during this lockdown period, so they won't run out of medications for everyone. You will still be able to get the rest of your medications when you run out.

## 6. Emergency Support



Ambulance services and emergency departments at hospitals are still operating as usual for accidents and emergencies.

If you or someone in your whānau is experiencing chest pain, any severe physical symptoms, or have had a serious accident, you must call 111 for help, or go directly to the hospital Emergency Department.

### DON'T WAIT UNTIL IT IS TOO LATE

You can also visit your local Accident and Emergency clinic (White Cross) if you or someone in your whānau is unwell and unable to see your usual doctor. This might be after hours or during the weekends.

Both the hospital and local emergency departments are safe to visit if you need to go. They have kept their emergency areas very clean and sterile so there is minimised chance of any infection.

They keep surfaces clean and wipe them down on a regular basis. All the staff wear protective gear which they change on a regular basis.



# COVID-19 and Testing

## What is COVID-19?

COVID-19 is an illness that can affect your lungs and airways. It's caused by a type of coronavirus. There are simple steps you can take to protect you and your whānau.

## Should I get tested?

If you meet any of the descriptions below, you should call your doctor to find out where you can be tested.

The symptoms of COVID-19 are (from the Ministry of Health COVID-19 website):

- a cough
- a high temperature (at least 38°C)
- shortness of breath
- sore throat
- sneezing and runny nose
- temporary loss of smell

These symptoms do not necessarily mean you have COVID-19, but they do mean you should consider getting tested. They are similar to other illnesses that are much more common, such as the cold and flu. If you have shortness of breath it could possibly be a sign of pneumonia which needs immediate medical attention.

Call your doctor or Healthline for advice if you have any of these symptoms. We don't yet know how long symptoms of Covid-19 take to show after a person has been infected, but current World Health Organization assessments suggest that it is 2–10 days.

If you have these symptoms and have recently been overseas, or have been in close contact with someone confirmed with COVID-19, please telephone Healthline (for free) on 0800 358 5453 or your doctor immediately.

Other groups of people who need to be extra careful not to spread the virus:

- People who have many close or casual contacts such as health workers, essential workers, hospital inpatients, people living in rest homes, and people living with extended family groups in confined living conditions are at risk of spreading infection to a large group of people if they have symptoms. They must seek medical advice if they have any symptoms.
- People who work in rest homes, or live in hostels, shelters, halls of residence or barracks who have contact with many people every day will also need to contact their doctor straight away if they develop any symptoms to make sure they don't spread the virus.



## Testing for COVID-19

### Where should I get tested?

There are around 14 centers set up around Auckland who are testing for COVID-19. They are usually based at a general practice or medical center. Your GP clinic staff will be able to tell you where the nearest testing station is to you, as well as the hours they are open. Testing is free.

### Can I just turn up to be tested?

You can be referred to the testing stations by your doctor, or walk-in to some testing stations (which means you won't need a referral) if you think you have symptoms. However, you should check with your GP or clinic staff to find out which centres accept walk-ins.

### What happens at a Covid-19 testing centre?

This is a drive through service. You will drive into a testing area and will be tested in your car by medical staff - you do not have to get out of the car. A member of the testing team will come to your car as you enter the station and ask you medical questions while you sit in your car. A medical staff member will then take a swab of your nose or throat. You will be contacted about your test results within 5 days of having the test.

### What should I do after the test?

Please go straight home after you have been tested and remain in self-isolation. Do not go to the pharmacist or supermarket. Wait until you have received your test results. This is just in case you do have Covid-19 and are at risk of spreading it to other people.

If you need medication, the pharmacist can arrange to give you your medications without being in physical contact with you. To arrange this, you should phone your pharmacist first. They may for example ask you to phone from the carpark of the pharmacy when they are ready for you to pick up your medication and will then drop the medication on your car bonnet. Or, they may arrange for your medication to be delivered directly to your home.

### Testing is important

Some people feel shy going to get tested or don't want to be a nuisance. If you think you have symptoms outlined above, it is very important that you get tested. Testing is quick and confidential. You are in the safest of hands, all staff are wearing protective gear when they test you and change out of them and put on new gear when they see the next patient. You will be contacted in person by someone from the Auckland Regional Public Health Service if you have tested positively.

# Immune compromised

## What does it mean to be Immune compromised?

Immune compromised includes pregnant women, children with respiratory illness, those over 65, and those with pre-existing medical conditions such as diabetes, heart disease, hypertension, asthma, COPD, and cancer - as well as those needing to take medications regularly for any medical condition.

## Advice for people who are immune compromised

A person who is immune compromised has a weaker immune system. This means they have a high risk of severe symptoms if they contract COVID-19. Because of their weaker immune system their condition could deteriorate rapidly resulting in the need for hospital treatment.

If hospitalised, they may be there for a long period of time – up to 3 weeks. Only a small percentage of these patients pass away from Covid-19. However, it is important to ensure they receive medical support as soon as possible.

By contrast, a person who is NOT immune compromised may only suffer symptoms of the Covid-19 virus which feels like the flu – i.e. fever, headache, body aches, shortness of breath, cough. They will usually stay at home and recover with time.

## Some key things to think about if you are immune-compromised:

- Have you had your flu vaccination?
- Are you managing your conditions and taking your medications regularly?
- Are other family members aware of their risk to you as someone who is immune compromised?
- Do younger people understand how they could bring infection into the house i.e. from work, supermarket, petrol station?
- Are there any children at home with respiratory infections?
- If you have any respiratory symptoms i.e. runny nose, sore throat, cough, shortness of breath. Phone your GP clinic or Healthline for advice straight away. The team will help decide what you should do.
- They will decide what treatment they think you need for example: you need to rest, take medication, go to hospital, or you may need to be tested for Covid-19 virus.
- Phone your GP clinic again for advice if your respiratory symptoms are not improving after a few days – i.e. new or worsening cough. Keep in touch, they are there to help.

## Essential workers who are immune compromised

If you are an essential worker and you have COVID-19 symptoms, you should stay home from work and phone your general practice straight away for an appointment and advice regarding testing (as mentioned above). The doctor may advise you to get tested and self-isolate at home for a period of time, and give you a medical certificate for time off work (depending on your symptoms). Your GP will help make the best decision for you.

They may also decide it is best that you take essential worker leave for the rest of the lockdown period because you are at risk of severe deterioration if you continued to work. Your GP will email your employer a medical certificate to stand you down from working for the rest of the lockdown period. In this situation you will receive a subsidy with the Essential Worker Leave Payment (details below).

Some essential workers should or may wish to stay at home for other reasons:

- They are sick or generally feel unwell.
- They need to self-isolate, or are caring for dependents who need to self-isolate, as per MOH guidelines
- They or someone they live with, meets the definition of a vulnerable person, including those who are 70+, pregnant, taking certain medication, or receiving certain treatment. These people are advised to stay home at Alert Level 2 or higher.
- They do not believe their workplace has adequate health and safety measures to minimise their risk of contracting COVID-19.

## Essential Workers Leave Payment Scheme

The Essential Workers COVID-19 Leave Payment Scheme will support essential workers who have to stay at home to comply with public health guidance, and whose employers are unable to keep paying them. The scheme offers the same rates as the Wage Subsidy Scheme of \$585.80 per week for full-time workers and \$350.00 per week for part-time workers.

The scheme covers three groups of workers:

1. Workers who are self-isolating in accordance with public health guidance because they have contracted the virus or have come into contact with someone who has contracted the virus (or have a dependent they need to care for who is sick or self-isolating)
2. Workers deemed at higher risk if they contract COVID-19, in accordance with public health guidance and as such should self-isolate
3. Workers who have household members who are deemed at higher risk if they contract COVID-19, in accordance with public health and as such should self-isolate. More information can be found on the Work and Income website:  
[www.workandincome.govt.nz](http://www.workandincome.govt.nz)

# Caring for your family during the COVID-19 pandemic

## 1. Making a plan for your whānau - how do you keep your bubble safe?

- Think with your head - make a plan together as a whānau.
- Think with your heart – love and care enough for your family members by keeping to this plan.
- Have a plan checking in every day
- Check to see who is sick or has respiratory symptoms
- Phone the doctor or Healthline for advice of what to do
- Keep that person in self-isolation at a safe distance from everyone else so they don't get sick too.
- Make sure that others care and love that person by keeping themselves at a safe respectful distance.

## Stay within your bubble and protect your bubble

- Stay within your household bubble. Please visit the government's Covid-19 website for all of the details for what we are allowed to do under each alert level: [covid19.govt.nz/latest-updates](https://covid19.govt.nz/latest-updates)
- At the moment (Friday 24 April) we are still at Alert Level 4. We will move to Alert Level Three on Monday the 27th of April at 11:59pm.

## What will Alert Level 3 look like?

- Level 3 will be much the same as Level 4 with some relaxing of the rules. Under Alert Level 3 we must continue to stay in our household bubbles when we are not at work, school, buying groceries or exercising.
- People must stay within their household bubble, but can expand this to connect with close family, caregivers, or to support isolated people. It's important to protect your bubble once it's been extended. If anyone within your bubble feels unwell, they should self-isolate from everyone else within your bubble.
- If you were in the wrong place when the lockdown restrictions started, you can now move throughout New Zealand to return home. You can only move once, and in one direction. New Zealand citizens from the Cook Islands, Niue, or Tokelau can travel domestically within New Zealand in order to connect to flights home.

## These rules below apply to both Alert Level 4 and Alert Level 3

1. You cannot visit family members in another house or arrange to meet up with them if they are not in your bubble. They are in isolation and you must stay at home. You can connect with them online or contact them by phone.
2. Remind extended family members the importance and reasoning of keeping to their bubble especially if they want to visit. Be firm and gently remind them the risk of infection spread if they don't follow the guidelines - it could put their loved ones at risk. It is only for a short period of time. Think with their heart - stay away until lockdown is over.
3. No gatherings i.e. bingo, kava ceremonies, church gatherings until you have been notified by the Ministry of Health
4. You can drop off groceries and visit someone in your bubble, but always keep a 2 metre distance for safety. No hugging, kissing, hand shake or any form of physical contact.
5. Please stay in your bubble and guard your bubble. Keep others safe.
6. Everyone who visits another bubble could set off a chain reaction that at best puts our essential workers out of action and at worst puts people's lives at risk.
7. You are allowed to go shopping for groceries, to visit the doctor, and to get a bit of exercise if you stay local.
8. Select one member of your household to do shopping but only for basic necessities such as food and medicine. Shopping trips should be as infrequent as possible.
9. You can go out of the house for a walk, run or cycle. This should be done alone or only with people you live with.
10. Travelling to and from work is for essential workers only. Everyone else must stay at home and work from home.
11. Observe strict physical distancing at all times. You must be two metres away from anyone (except those from your household).
12. Police will have powers to impose fines on those breaking the stringent rules, and they can disperse any gatherings.

## Caring for your family during the COVID-19 pandemic cont.

### 2. How do you practice hygiene to keep your family safe during Covid 19?

- When a whānau member re-enters the house (i.e. after shopping or going for walk) remind them to WASH THEIR HANDS for 20 seconds with hot soapy water.
- Sing a waiata (song) or recite a karakia (prayer) like the Lord's Prayer for 20 seconds. Do what is familiar and healing for you.
- Wipe down the surfaces in your whare (home) that people touch often - including door handles with disinfectant (i.e. alcohol based, diluted bleach or janola).
- Wear gloves when going out of the house if possible.
- Cough or sneeze into a tissue, or elbow.
- Avoid kissing, hugging, hongis or any other action that could lead to the mingling of respiratory fluids.

### Hygiene and essential workers

- Remind essential workers that they could be a source of bringing infection into the house and should be extra careful to practice good hygiene.
- Talk to them about keeping a safe physical distancing from others at work.
- Encourage and support them to contribute to the family protection plan.
- Encourage showering immediately when they get home.
- Changing out of work clothes immediately and washing them often.
- Leave shared tools or items (i.e. pens) at work, they could be carriers of infection.
- Wipe their shoes if appropriate or leave them outside the house.

### Hygiene and Immune compromised

- Consider having a separate place that the immune compromised or vulnerable family member is safe from risk of infection, suggest having their own separate cutlery, designated shower times after the bathroom has been cleaned?
- Keep physical and respectful distancing from vulnerable whānau members at all times, especially if they are unwell.
- Do they have respiratory symptoms meeting the clinical criteria for Covid-19? Should they call their GP to talk about getting tested?
- Keep tamariki (young children) who are unwell away.

### Hygiene and young people

- Do they need education and support? Educate the younger generation – Let Māori and Pacific youth know that they are currently the main recipient group of the Covid-19 virus and should be considerate of their impact on whānau.
- Encourage them to think about their daily habits. What are they doing that could possibly cause spread?



## Keep checking

The Unite against COVID-19 website [www.covid19.govt.nz](http://www.covid19.govt.nz) to get the latest information and advice from the Government.

Call the dedicated Healthline number for COVID-19 health advice and information on 0800 358 5453 if you have Covid-19 symptoms or you have been in close contact with someone confirmed with COVID-19. Call your GP before your visit.

## Ministry of Health information:

Māori Pandemic Coordination Group (Te Rōpu Whakakaupapa Urutā)  
[www.uruta.maori.nz](http://www.uruta.maori.nz)

Ministry of Health Pacific Covid-19 team (Prepare Pacific)  
[www.preparepacific.nz](http://www.preparepacific.nz)

Ministry of Pacific Peoples  
[www.mpp.govt.nz](http://www.mpp.govt.nz)

## Other important information for Māori and Pasifika:

### Funerals

The guidelines have been relaxed slightly – they still apply only to those within the bubble of the deceased, and regional travel is not allowed. There are new guidelines on tangihanga for Māori and Pasifika.

### Reporting those not playing by the rules

Those persistently breaking the requirement to stay at home (outside of essential activity) will be cautioned, and potentially arrested and charged.

# Caring for your mental health

Staying home together with whānau may bring about stress as you are stuck together, 24 hours a day, and there might not be space to get time out. There may be stress because of financial pressures and bills that need to be paid. You may also have anxiety about changes in your job or ongoing employment. Other issues causing mental distress could include overcrowding, difficult family dynamics, social stress, and domestic violence. Also, you may be feeling lonely, disconnected or feeling a loss or longing for your usual routines and activities.

Keep connected with the younger people in your home, and 'check in' regularly with all family members – perhaps set a weekly whānau hui.

Remember you can go for walks which can give you space to think and breathe.

Talk to your GP or safe family members about issues and they can help direct you to get support.

You can also text or phone 1737 if you or family members are struggling with mental stress. This is a free and confidential counselling service that can help you release the burden you may be carrying. You don't have to struggle alone.

For tips and information about how to look after your mental health check out:  
[www.mentalhealth.org.nz/get-help/covid-19/top-tips-to-get-through](http://www.mentalhealth.org.nz/get-help/covid-19/top-tips-to-get-through)

Fresh Minds is the mental health and addictions service for whānau members struggling with mild to moderate mental distress. They are providing virtual services via video link and telephone during COVID-19. You can get access to a Fresh Minds practitioner through your GP/Doctor. Remember to ring your GP first. You can also visit their website [www.freshminds.co.nz](http://www.freshminds.co.nz)

If you are worried about the immediate safety of yourself or a whānau member, call your local mental health crisis assessment team: Counties Manukau DHB- 0800 251 125, Auckland DHB: 0800 800 717 Waitemata DHB: 09 486 8900. If there is immediate physical danger to you or others, call 111.





## For Whaiora Māori and their whānau

Mahitahi Trust offers local kaupapa Māori mental health support to Māori and non-Māori Whaiora living in Auckland, Counties Manukau DHB areas. Whaiora are usually referred by the community mental health team.  
[www.mahitahi.co.nz](http://www.mahitahi.co.nz), phone (09) 262 4533.

Waipareira offers general support to Māori living in West Auckland  
[www.waipareira.com](http://www.waipareira.com) phone 0800 924 942, (09) 836 6683.

Te Kotuku ki te Rangi Trust offers kaupapa Māori mental health support for Māori & non-Māori Tangata Whaiora living in the Waitemata DHB area. Whaiora are usually referred by the community mental health team.  
[www.tekotuku.co.nz](http://www.tekotuku.co.nz) phone (09) 820 0045

## For Pacific mental health consumers and fanau

Le Va, a Pacific Not for Profit Organisation (NGO), has launched a new campaign to help families maintain respectful relationships during the stressful shutdown time. They also provide the latest updates and programmes on coping with and managing mental health issues for Pacific peoples.  
[www.leva.co.nz](http://www.leva.co.nz) phone (09) 261 3490

Vaka Tautua is a Pacific NGO offering general and mental health support to Pacific mental health patients – based in Central, West and South Auckland.  
[www.vakatautua.co.nz](http://www.vakatautua.co.nz) phone 0800 825 282.

Penina Health Trust, is a Pacific NGO that provides mental health support for Pacific peoples living in the Counties Manukau DHB area. Patients are usually referred by the community mental health team.  
[www.vakatautua.co.nz](http://www.vakatautua.co.nz) phone 0800 825 282.

Prepare Pacific – Fighting the spread of coronavirus in our Pacific communities  
[www.preparepacific.nz](http://www.preparepacific.nz)

# 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.



## Financial and social support cont.

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](http://www.whānauora.nz)

Regional Pacific Provider: Pasifika Futures  
[www.pasifikafutures.co.nz](http://www.pasifikafutures.co.nz)

## Financial and social support cont.

### 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](mailto: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](mailto:socialservices@thefono.org)

#### Foodbank NZ

022 045 8184  
[info@foodbank.co.nz](mailto:info@foodbank.co.nz)  
[www.foodbank.org.nz](http://www.foodbank.org.nz)

#### VisionWest

0800 887 667  
[brook.turner@visionwest.org.nz](mailto:brook.turner@visionwest.org.nz)

#### Hope Centre Foodbank

02108048436  
[hopecentrefoodbank@gmail.com](mailto: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

## Financial and social support cont.

### 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](http://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](http://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](http://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](mailto: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](mailto: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](mailto:support@safetotalk.nz).
- Korowai Tumanako: text or call 0224747044 Kaupapa Māori service. Support for concerning or harmful sexual behaviour.
- Stop: [www.stop.org.nz](http://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](http://auntydee.co.nz) or [leva.co.nz](http://leva.co.nz) (Pacific and non-Pacific).
- Youthline: Call 0800 376 633, free text 234, email [talk@youthline.co.nz](mailto: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.
- Rainbow Youth [www.ry.co.nz](http://www.ry.co.nz)
- You, me, us: promoting healthy queer, trans and takatāpui relationships. [www.youmeus.co.nz](http://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