

COVID-19 (Coronavirus disease)

New Zealand Government

What support is available and where can you get help?

Health and wellness support

It is normal to feel distressed and to experience symptoms of stress related to COVID-19

It's normal to feel distressed if you or your friends and family have possibly been exposed to COVID-19.

You may have trouble sleeping, feel tense, irritable or find yourself having repeated thoughts that are stressful. You may also have physical stress symptoms such as being jumpy, having headaches, pain from tense muscles or feeling your heart pounding.

These kinds of feelings and symptoms are part of our normal reaction to mental distress, and for most people they pass over several days or weeks.

However, if over the following days and weeks you feel you are not coping, it's important to seek help and professional support. Your family doctor is a good starting point. For support with grief, anxiety, distress or mental wellbeing, you can also call or text **1737 Need to talk?** This service is free, available 24 hours a day, 7 days a week and gives you the chance to talk it through with a trained counsellor.

For information about supporting children who may be experiencing stress, see the Ministry of Health website here: <https://www.health.govt.nz/your-health/healthy-living/emergency-management/managing-stress-emergency/helping-children>

Health questions or concerns about COVID-19

The Ministry of Health updates their webpage regularly with the latest advice, information about self-isolation and common questions and answers about COVID-19 at [health.govt.nz/coronavirus](https://www.health.govt.nz/coronavirus)

If you or your whānau are unwell, the best ways to get support are:

- call your family doctor for advice or information. If you think you've been exposed to COVID-19 (through contact with someone who has it), it's important to let your family doctor know
- call **Healthline** with your COVID-19 health-related concerns. The call is free and someone is available 24 hours a day, 7 days a week on **0800 358 5453** (or for international SIMs call [+64 9 358 5453](tel:+6493585453))
 - o if you don't have a family doctor
 - o if you're feeling unwell but you're not sure if you need to see a doctor
 - o for advice about what's happening for you and next steps.

If you have questions about your child or baby's health or wellbeing, **call Plunketline** on **0800 933 922** to speak to a Plunket nurse. Plunketline also runs 24 hours a day, 7 days a week. Contact your midwife for support and advice during pregnancy and postnatal.

Other options

- Emergencies: **111**
- Police non-emergencies: **105**

Remember, in an emergency, always call 111.

0800 Government Helpline

If you're not sure what assistance may be available, you don't know who to contact for help or if you'd just like more information, phone the **0800 Government Helpline** on **0800 779 997** (9am–5pm, 7 days a week).

For health specific questions please call **Healthline** directly on **0800 358 5453**.

Financial support

In emergencies, **Work and Income** can help you with costs you don't have any other way of paying. You do not need to be on a benefit to be eligible and even if you don't think you qualify, call us on **0800 559 009** (Monday to Friday 7am–6pm, Saturday 8am – 1pm) to check your eligibility. There may be other options available and Work and Income can point you in the right direction.

In emergencies, **Work and Income** can help with:

- loss of livelihood (where you can't work and have lost your income)
- food, clothing and bedding (immediate needs up to a maximum amount)
- accommodation costs if you have to move.

You may have to pay the money back depending on your situation.

You can find more information about financial support (including eligibility criteria) on the **Work and Income** website at workandincome.govt.nz under '**benefits and payments**'.

Tenancy information

If you are the tenant or landlord of a rental property, you can find information on your rights and obligations at tenancy.govt.nz or by phoning 0800 TENANCY (0800 836 262).

Schools, early learning services and tertiary providers

The Ministry of Education will support schools and early learning services impacted by COVID-19. The Ministry of Education is also working with all tertiary providers to help them support their students.

Many students from China are currently unable to travel to New Zealand to commence or continue their study. The Ministry of Education is working with providers to find alternative, blended delivery options to help these students access their studies as soon as possible.

We know that during emergency events, maintaining routines is important and children look to both their parents and teachers for this support.

It's natural for children and young people to want to be at school or their early learning service to play with, connect with and learn with their peers. Some children and young people may be feeling worried about what has happened and being at school or at their early learning service will give them further opportunities to understand what is happening and who is helping.

The Ministry of Education is providing regular updates, including information on their website, for education providers and for parents, whānau and caregivers.

Parents and caregivers are also encouraged to check with their school or early learning service for updated information. Tertiary students are encouraged to keep connected with their education provider.

Keeping children safe

If you're worried that a child or young person you know is not safe or being cared for, or you know a child who has been separated from their parents or caregivers you can phone **Oranga Tamariki** on **0508 326 459** (24 hours a day, 7 days a week) or email contact@ot.govt.nz

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Animal welfare

Animal welfare concerns

Phone the **Ministry for Primary Industries (MPI)** on **0800 008 333** to log any animal welfare concerns.

Veterinary services

If your animals need veterinary treatment, contact your own veterinary clinic. If you do not have a regular veterinarian or yours is not open, you can find nearby clinics by going to Find-a-vet on the New Zealand Veterinary Association website: nzva.org.nz/

Information for international visitors

If your visa is about to expire, phone **Immigration New Zealand** on **0508 558 855** or visit the **Immigration New Zealand** website immigration.govt.nz/new-zealand-visas

If you are a foreign national travelling in New Zealand requiring further consular assistance, contact your nearest Embassy or High Commission in the first instance. Contact details are available on the **Ministry of Foreign Affairs and Trade** website mfat.govt.nz