**A List of Contact numbers and links to support various queries that come through MoneyTalks Helpline that are not the normal Budgeting queries and require further assistance.**

(The list will be updated based on queries as we go)

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| --- | --- | --- | --- |
| NAME | DESCRIPTION | CONTACT | LINKS |
| **COVID 19 WAGE SUBSIDY LINE:** Employment Subsidy Wage and Leave Payments | All queries about Wage Subsidy | Mon – Fri 8am – 5pm 0800 408 040 | <https://www.employment.govt.nz/leave-and-holidays/other-types-of-leave/coronavirus-workplace/wage-subsidy/>  <https://workandincome.govt.nz/products/a-z-benefits/covid-19-support.html> |
| WINZ | Covid 19 Employer Wage Subsidy  Covid 19 Help,  Benefits Apply online,  Winter Energy Payment,  Stand-Downs,  NZ Superannuation,  Forms,  Community Services card | There are issues across New Zealand with phone networks right now, and we're also experiencing high call volumes. Please bear with us and if you can't get through, call back later.   * Monday to Friday - 7am and 6pm * Saturday - 8am and 1pm   **General Enquries for under 65**  0800 559 009  Calling from Australia:[1800 150 479](tel:1800150479) NZ Superannuation Call our team anytime Monday to Friday, between 8am and 5pm.  Phone: [0800 552 002](tel:0800552002)  Calling from Australia:[1800 150 479](tel:1800150479)  Calling from overseas:[+64 4 978 1180](tel:+6449781180) [WINZ CONTINUED](https://www.workandincome.govt.nz/about-work-and-income/contact-us/phone-numbers.html#null): Service Express - self-service line [0800 33 30 30](tel:0800333030)  You can use our self-service line to check and update your personal information such as:   * payments * wages * appointments * debts.   Our line is open:   * Monday to Thursday - 7am-10pm * Friday - 7am-8pm * Saturday - 8am-8pm | Homepage:<https://www.workandincome.govt.nz/> WINZ online service My MSD: Using MyMSD MyMSD is dealing with extra demand at the moment. You may not see your details update right away.  If you're having trouble with MyMSD, please exit and try again later.  <https://www.workandincome.govt.nz/online-services/mymsd/index.html>  Link to Contact numbers for all WINZ services:  <https://www.workandincome.govt.nz/about-work-and-income/contact-us/phone-numbers.html#null> |
| Accommodation | If need temporary accommodation to self isolate in | 0508 754 163 | <https://temporaryaccommodation.mbie.govt.nz/covid-19/> |
| Kainga Ora | Housing NZ Tenant information  -Urgent repairs  -Accounts  -HNZ tenant emergencies  Eg: Damages caused by Fire or House is unliveable due to any natural disasters or damage out of tenants control  (Require temporary accomodation) | Our Customer Support Centre provides responses for all enquiries between 8am to 6pm, Monday to Friday and 24/7 for urgent calls.NZ only 0800 801 601 or if calling from overseas+64 4 439 3253 between 8am to 6pm NZT. You will incur an international call charge. | <https://kaingaora.govt.nz/tenants-and-communities/covid-19-information-for-our-tenants-and-their-whanau/>  Contact us page:  <https://kaingaora.govt.nz/contact-us/> |
| Tenancy information for Landowners and tenants | All questions about Tenancy  /Rent etc for Private owners and Private renters | 0800 836 262  You can call us for free if you’re in New Zealand. We're open from 8:00am - 5:30pm, Monday to Thursday and 9:00am - 5:30pm on Friday. | <https://www.tenancy.govt.nz/about-tenancy-services/contact-us/> |
| Healthline | COVID 19 Health advice for the general public | 0800 358 5453  (Mental Healthline if needed Txt (1737) | <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public> |
| Plunket | Child health advice and queries | 0800 933 922  Our free, 24/7 parenting and child health helpline is here for you. | <https://www.plunket.org.nz/index.php/your-child/illness/coronavirus-covid-19/> |
| Oranga Tamariki | Information for Caregivers | 0508 326 459 | <https://www.orangatamariki.govt.nz/caring-for-someone/covid-19-information-for-caregivers/> |
| **Government Helpline for any unsure queries**  **(operated by Oranga Tamariki)** | **Any out of scope questions in relation to Covid 19 that is unable to be referred to others.** | **0800 779 997**  **Helpline for :essential workers across Aotearoa, 0800 22 66** 57. | [**https://covid19.govt.nz/**](https://covid19.govt.nz/)  **Covid 19 Different languages translations**  <https://covid19.govt.nz/resources-and-translation/translations/> |
| Kiwi Harvest | Are committed to ensuring food banks and community groups increased needs are met thru collection of excess and donated food from the supply chain | 0800 601 609  Hours: Business hours 9am – 4pm unless advised otherwise | <https://kiwiharvest.org.nz/> |
| North Shore Budget Service | North Shore Food Parcels | Barbara – 0800 159 158 Mon – Fri 9am – 5pm | <http://www.nsbudget.co.nz/> |
| IRD | Tax Relief  All Tax related enquiries | Contact – (Use this link to provide contact for different services (online and phone) <https://www.classic.ird.govt.nz/contact-us/?topic=phone_landing> | <https://www.ird.govt.nz/covid-19-novel-coronavirus/tax-relief/individuals> |
| **Pasifika Futures – Whanau Ora COVID – 19 Support Partners – All listed for different regions below** | Covid 19 Packages for Maori and Pasifika Families  Below are contact numbers within regions for Maori/Pasifika people to contact requiring basic essentials | Can reach all these services listed below during business hours 9am – 4:00pm  (unless they advise otherwise) | <http://pacifichealth.org.nz/covid-19-support/>  <http://pacifichealth.org.nz/> |
| **Northland**: Fale Pasifika Te Tai Tokerau |  | 021-646-989 or 021 085 24693 |  |
| **Auckland:**  The Fono |  | 021-956-633 |  |
| Community Approach Trust (Mt Roskill Police) |  | 09 620 3366 |  |
| Aotearoa Tongan Health Workers Trust (ATHWA) |  | 027 276 6042 |  |
| Mt Wellington Integrated Family Health Centre |  | 021 023 77746 |  |
| Fonua Ola |  | 027 522 7461 |  |
| Pacific Homecare |  | 09 274 9153 |  |
| F’ine |  | 020 416 37370 |  |
| **Pasifika Services Cont:** |  |  |  |
| **Auckland:** South Seas Healthcare |  | 09 273 9017 |  |
| Cook Islands Ta’okotai’anga Charitable Trust |  | 021 473 337 |  |
| Vaka Tautua |  | 0800 082 5282 |  |
| The Village Community Services Trust |  | 021 493 592 |  |
| Tongan Health Society |  | 022 187 8918 |  |
| **MIDLANDS:** K’aute Pasifika Trust |  | 07 834 1482 |  |
| South Waikato Pacific Islands Community Service Inc: |  | 027 240 0043 |  |
| Tauranga Pacific Island Community Trust |  | 07 577 1270 |  |
| Gisborne Pacific Islanders Community Trust |  | 027 378 8702 |  |
| Rotorua Pacific Islands Development Charitable Trust |  | 07 347 7217/ 027 526 4222 |  |
| **WELLINGTON** Taeaomanino Trust |  | 04 237 6062 |  |
| Wellington Tongan Leaders Council |  | 029 474 9306 |  |
| **WELLINGTON Cont:**  Pacific Health Plus |  | 04 890 6320 |  |
| **SOUTH ISLAND** Etu Pasifika Limited |  | 03 599 9083 |  |
| Marlborough Pacific Trust |  | 027 722 4342 |  |
| Otago Pacific Trust |  | 03 455 1722 |  |
| Nelson Tasman Pasifika Community Trust |  | 021 729 896 |  |
| Pacific Island Advisory Charitable Trust |  | 03 214 6089 |  |
| Fale Pasifika O Aoraki Trust Society Inc |  | 03 687 7585 or 021 2536 117 |  |
| **MORE FOOD PARCEL PLACES FOR ANYONE** |  |  |  |
| Wellington City Misson | They’re continuing to distribute food parcels through the front door of the mission with appropriate physical distancing measures in place | 0800 245 0900  Mon – Fri 8:30am – 4pm | <https://wellingtoncitymission.org.nz/> |
| Auckland City Mission | Homeless Outreach and Support Services, Family Food Parcels | Mission Number: Phone: 09 303 9200  Monday-Saturday, 9am-3pm  **Distribution Centre:**  Phone: 09 377 4322 | <https://www.aucklandcitymission.org.nz/covid-19/> |
| Christchurch City Mission | Shelter assistance and Food Parcels | (03) 365 0635 or 0800 787 855 | <https://www.citymission.org.nz/news-and-events-2/news-and-events/covid-19-update/> |
| Habitat for humanity | Queries about home repair for (homeowners) for low income families | (09) 579 4111 | <https://habitat.org.nz/>  <https://habitat.org.nz/topics/a-brush-with-kindness/> |
| Local City Councils | Queries about any council issues tenanted properties, maintenance issues, public roads or walkways maintenance | Find out which region caller is calling from and (look up on link provided for appropriate contact in their area) or provide link | <http://www.localcouncils.govt.nz/lgip.nsf/wpg_url/Profiles-Councils-by-Name-Council-Contact-List> |
| Te Puni Kokiri Regional Hubs | Te Puni Kōkiri is working with iwi, hapū and whānau Maori to assist you through the COVID-19 emergency. All enquries about Maori Business, Funds, Maori Housing | Please refer to link provided for contacts in regions | <https://www.tpk.govt.nz/en/whakapa-mai> |