

Auckland Flood and Storm Relief

Not sure where to start?

Phone the Visionwest Flood Support Coordination Hub: 0800 990 026 (9am - 4pm weekdays) or email whanaucentre@visionwest.org.nz

Accommodation

For temporary accommodation assistance:

Email aucklandfloodtempacom@mbie.govt.nz
Visit www.tas.mbie.govt.nz or call **0508 754 163**

Financial Assistance

For welfare assistance including money:

Phone Work and Income: 0800 400 100

Support and assistance may be available if you've been affected by flooding in the Auckland region. This includes costs for emergency food and bedding, emergency accommodation costs, loss of income and costs associated with housing evacuees. For online help, go to: www.workandincome.govt.nz/eligibility/emergencies/auckland-floods-january-2023.html

Financial guidance:

For help to answer questions and guidance on your finance phone Visionwest: **0800 990 026** or email whanaucentre@visionwest.org.nz

Social Support Services

Housing

Accommodation support: Phone Auckland Emergency Management: **0800 222 200**.

Tenancy information: Phone **0800 Tenancy** (0800 836 262).

Insurance Advice:

Help with insurance claims:

Phone **0800 777 299**. If you are uninsured:
Phone **(03) 543 7290** (after hours 03 546 0200).

The Residential Advisory Service (RAS) provides advocacy and advice to homeowners about insurance claims:
Phone **0800 777 299** for more information.

For information on insurance claims, go to:
<https://www.nzcrs.govt.nz/>

To speak to a Visionwest financial mentor, phone **09 818 0714** or email budgeting@visionwest.org.nz

Food support

Phone Visionwest: **0800 990 026** or email kai@visionwest.org.nz

Or come to our Pātaka Kai; 97 Glendale Road, Glen Eden. Open Tuesday, Wednesday, Thursday and Friday from Noon until 2pm. No appointment necessary.

Health and Wellbeing:

Phone your GP or Healthline: **0800 611 116**
Free-call or text 1737 to talk to a trained counsellor.

Disabled person support:

Phone Whakarongorau Aotearoa, New Zealand Telehealth Services: **0800 111 213**, Text 8988.
Or access using the New Zealand Relay Service at www.nzrelay.co.nz

For extra assistance for the people you support, contact your local NASC or the Whaikaha contact centre: **0800 566 601**. Or email contact@whaikaha.govt.nz

Deaf and disabled people and their whānau can contact Whakarongorau Aotearoa, New Zealand Telehealth Services: Text 8988 or phone **0800 111 213**

If you need to evacuate disabled people from their home as part of a weather event, email viv.ruth001@whaikaha.govt.nz

Pasifika Support:

Phone The Fono: **0800 366 648**. Food support, bedding and clothing, financial guidance, health and wellbeing, mental health support.

Or South Seas Flood Relief: **0800 311 331**

Te Whānau o Waipareira Support Services:

Phone **0800 924 942** or email support@waipareira.co.nz

For flood relief assistance:

Phone Auckland Emergency Management: **0800 222 200** or go to <https://www.aucklandemergencymanagement.org.nz/major-incident/flooding-2023>

This assistance includes information hubs, emergency housing, flooding/drainage/stormwater issues, access to fresh water, building assessments and waste disposal.

Protecting Yourself after floods

For information on Food Safety, Water Safety, Electrical Safety and other safety measures go to <https://www.health.govt.nz/your-health/healthy-living/emergency-management/protecting-your-health-emergency/floods-and-health>