

# Auckland Flood and Storm Relief

Many months on from the Tāmaki Makaurau Auckland flood events, accommodation and financial help is still available through MSD and other avenues. Note that much of the help listed below is available to all New Zealanders, not just those affected by the weather events.

What follows is a summary of papers released by various government departments. For full information, visit the linked websites.

If you're not sure where to start, contact Visionwest:

Phone: **0800 990 026**

Email [whanaucentre@visionwest.org.nz](mailto:whanaucentre@visionwest.org.nz)

## Accommodation Support

### Temporary Accommodation Assistance

For homeowners who are making both mortgage and rental payments because they are unable to live in their homes because their properties are red or yellow-stickered. As insurance payments stop, homeowners are eligible for an interim payment made weekly.

To apply for Temporary Accommodation Assistance, visit your local Work and Income (WINZ) office. To book a WINZ appointment phone:

- **0800 552 002** – if you are a senior.
- **0800 88 99 00** – if you are a student.
- **0800 559 009** – anyone else.

For more information

[www.workandincome.govt.nz/products/a-z-benefits/temporary-accommodation-assistance.html](http://www.workandincome.govt.nz/products/a-z-benefits/temporary-accommodation-assistance.html)

### Help with Accommodation Costs

The Accommodation Supplement is a weekly payment which helps people with their rent, board or the cost of owning a home.

- **For homeowners** – If you are struggling with costs, this may help you pay or mortgage.
- **For renters** – this may help you pay your rent or board.
- **For landlords** – we can help you find a tenant or help your tenants with their rent if they are on a low income.

You don't have to be on a benefit to receive the Accommodation Supplement.

For more information

[www.workandincome.govt.nz/products/a-z-benefits/accommodation-supplement.html](http://www.workandincome.govt.nz/products/a-z-benefits/accommodation-supplement.html)

## Housing Support Products

Financial assistance is available for whānau who need help with one-off housing and accommodation costs. WINZ offers a range of support products including:

- **Bond Grant** – Assistance with the cost of a rental bond charged by a landlord to a tenant.
- **Rent in Advance Grant** – Assistance to help with the cost of rent in advance charged by a landlord to the client as a tenant.
- **Rent Arrears Grant** – Assistance to help clients retain their rental housing if they are behind on their rent.
- **Moving Costs Grant** – Assistance to help with costs to move household furniture, appliances, personal effects and personal belongings into rental housing.
- **Tenancy Costs Cover** – Assistance to help those who are having difficulty getting rental housing due to personal circumstances. It provides landlords with assurance the client will be able to meet any tenancy related costs over and above the rental bond (up to a limit) if owed at the end of the tenancy.
- **Transition to Alternative Housing Grant** – Assistance for those who are ready and able to move out of social housing and into alternative housing.

For more information:

[www.workandincome.govt.nz/map/income-support/extra-help/housing-support-products/index.html](http://www.workandincome.govt.nz/map/income-support/extra-help/housing-support-products/index.html)

## Financial Support

### Help with Essential Living Costs

Essential costs include food, accommodation, power and water, medical and dental costs and other living expenses.

Even if you are working, if you are on a low income and struggling to pay your bills, you may be eligible for help from WINZ.

Even if you don't think you qualify, it's worth contacting WINZ to talk about your situation.

Go to [www.workandincome.govt.nz](http://www.workandincome.govt.nz)

or phone **0800 559 009**.

For more information [www.workandincome.govt.nz/eligibility/living-expenses/index.html](http://www.workandincome.govt.nz/eligibility/living-expenses/index.html)

## Employment Support

### Employee Support

A combination of the flood events and cost-of-living increase has impacted many businesses and threatened

the jobs of many employees. Here are some of the supports available to employees who are out of work or feel they may soon be.

- **Redundancy support** – If you are worried you might lose your job or know you are going to lose your job you can receive financial support between jobs and WINZ support to help you find a new one.
- **Financial support between jobs** – Several between job support benefits and payments are available.

If you feel you are at risk of losing your job, contact WINZ early so they can help you. They may even be able to work with your employer to save your current job.

For more information, [www.workandincome.govt.nz/eligibility/lost-job/made-redundant.html](http://www.workandincome.govt.nz/eligibility/lost-job/made-redundant.html) or, for information about finding a job, [www.workandincome.govt.nz/providers/health-and-disability-practitioners/assisting-people-into-work.html](http://www.workandincome.govt.nz/providers/health-and-disability-practitioners/assisting-people-into-work.html), or phone **0800 559 009**.

### Employer Support

WINZ provides Redundancy Support for employers. If your business is struggling, WINZ may be able to help you retrain and keep your staff on or help with things like:

- Training staff to do different roles.
- Providing qualifying businesses with support.
- Providing support staff while they are still working for your business.
- Supporting staff to find a new job.

For more information, [www.workandincome.govt.nz/employers/redundancy-support/index.html](http://www.workandincome.govt.nz/employers/redundancy-support/index.html), or phone **0800 559 009**.

### Food Support

Phone Visionwest: **0800 990 026**  
or email [kai@visionwest.org.nz](mailto:kai@visionwest.org.nz)

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

### 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](mailto:support@waipareira.co.nz)

### Protecting Yourself After Floods

For information on Food Safety, Water Safety, Electrical Safety and other safety measures go to Floods and Health.

### Preparing For A Storm

The Auckland Emergency Management website has resources to help you prepare yourself, your whānau and your property for a storm.

Go to: [www.aucklandemergencymanagement.org.nz/resources](http://www.aucklandemergencymanagement.org.nz/resources).