



# Support for you after the quake

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Many organisations and Government agencies are here to help you during this difficult time. For general information on government services call 0800 779 997. Here are some answers to questions you might have, and ideas for where you can find out more.

## **I've been told my home is unsafe, who can help me find somewhere to live?**

Recovery assistance centres have been set up to provide access to services, including Work and Income, Housing New Zealand, City Housing, Victim Support, Age Concern, Earthquake Commission and Insurance Council, as well as providing access to counselling and budgeting services. They can assist those who require emergency accommodation. Call 0800 779 997 to find out where they are.

If you live in a Housing New Zealand home in Christchurch and you are concerned about earthquake damage to your home please phone 0800 801 601, and they will arrange to come round and check your property. Housing New Zealand and Christchurch City Council will work together in the medium term to assist any Christchurch resident with finding spare temporary accommodation.

## **My home is damaged. Who do I contact?**

Claims can be lodged with Earthquake Commission through [www.egc.govt.nz](http://www.egc.govt.nz) or by calling 0800 326 243. If the lines are busy please keep trying as staff are dealing with claims as quickly as possible. If you are unsure about your insurance cover, the Earthquake Commission can check this for you.

## **Can I get an emergency grant to help me with quake-related costs?**

Work and Income may be able to help you with the cost of replacing household goods, childcare and other emergency expenses, even if you are not on a benefit.

In some cases, it's possible to deal with requests over the phone. You can call Work and Income's contact centre on 0800 559 009 or see [www.workandincome.govt.nz](http://www.workandincome.govt.nz)

## **I was injured in the quake and can't find work. Is there financial support available?**

ACC provides comprehensive, no-fault personal injury cover. This help can include a wide range of services – from payment towards treatment, to help around the home while you get better, and assistance with your income if you can't work because of your injury. See [www.acc.co.nz](http://www.acc.co.nz) or call the claims helpline on 0800 101 996.

**Earthquake Government Helpline**  
**0800 779 997**



MINISTRY OF  
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## **I'm a casual employee but my work is closed because of the quake. Can Work and Income help me?**

Work and Income may be able to help you. You can call Work and Income's contact centre on 0800 559 009 or see [www.workandincome.govt.nz](http://www.workandincome.govt.nz)

## **Our family is upset and stressed. What support can we get?**

Counselling and support is available to people affected by the Canterbury quake.

An 0800 number has been set up for people to ring if they require some form of counselling support. The number is: Right Service Right Time: **0800 777 846**.

The Ministry of Social Development's Family and Community Services is coordinating the quake counselling support service with a large number of local agencies in the Canterbury region.

These groups have access to local, qualified and experienced counsellors to talk to people affected by an emergency.

The Ministry of Health has some tips on coping with stress after the quake. See [www.moh.govt.nz](http://www.moh.govt.nz).

There is specific information for supporting children following an earthquake on the following websites:

- Ministry of Education – [www.minedu.govt.nz](http://www.minedu.govt.nz)
- Child, Youth and Family – [www.cyf.govt.nz](http://www.cyf.govt.nz)
- SKIP – [www.skip.org.nz](http://www.skip.org.nz)

Your workplace may also provide access to counselling support – talk to your manager.

## **My pet is lost after the quake. Can anyone help?**

Anyone who has lost an animal for more than 24 hours should call SPCA Track-A-Pet on 0900 56 787.

## **My friends and family don't speak English. Do you have other information about support services in other languages?**

All Government telephone help lines are linked to "Language Line" which has professional interpreters in 40 languages.

The help line numbers are:

- Ministry of Social Development's Government help line 0800 779 997
- Ministry of Health's health line 0800 611 116
- Christchurch City Council public information helpline 03 941 8999

## **My workplace or business was affected by the quake. Who can provide information about health and safety, and employment issues?**

The Department of Labour has information to help businesses and their employees make good, safe, sensible and practical decisions in this difficult time. You can see more information on their website: [www.dol.govt.nz](http://www.dol.govt.nz). Or you can contact them on 0800 20 90 20 between 8.30am and 5pm from Monday to Friday.

## **I've got questions about building safety, roads and local services. Who can I contact?**

Property owners are responsible for making sure their property is safe for staff and the public.

Property owners should contact their local authority if they have questions about building safety. Your council also has information about roads and local services. For more information contact:

### **Environment Canterbury Regional Council**

- Website: [www.ecan.govt.nz](http://www.ecan.govt.nz)
- Email: [ecinfo@ecan.govt.nz](mailto:ecinfo@ecan.govt.nz)
- Phone: 03 353-9007 from Christchurch or 0800 324 636 (0800 EC INFO) from any other area.

### **Christchurch City Council**

- Website: [www.ccc.govt.nz](http://www.ccc.govt.nz)
- Email [info@ccc.govt.nz](mailto:info@ccc.govt.nz)
- Phone: 03 941 8999 (Public information helpline)

### **Waimakariri District Council**

- Website: [www.waimakariri.govt.nz](http://www.waimakariri.govt.nz)
- Email: [office@wmk.govt.nz](mailto:office@wmk.govt.nz)
- Phone: 03 327 6834 (toll free)

### **Selwyn District Council:**

- Website: [www.selwyn.govt.nz](http://www.selwyn.govt.nz)
- Email: [helpline@selwyn.govt.nz](mailto:helpline@selwyn.govt.nz)

Call 03 347-2800 (Rolleston) or 03 318-8338 (Darfield)

## **How can I find out what health services are available and get other health information?**

If you have a health emergency, call an ambulance on 111. For other health advice, call your GP, a local accident and medical clinic, or Healthline on 0800 611 116.

For updates on hospital services see: [www.moh.govt.nz](http://www.moh.govt.nz)

For information on protecting yourself in an emergency visit [www.moh.govt.nz](http://www.moh.govt.nz). For advice on food safety visit [www.nzfsa.govt.nz](http://www.nzfsa.govt.nz)

## **How can I find out what schools and early childhood centres are open?**

Call your local school or centre for updates. For more information see [www.minedu.govt.nz](http://www.minedu.govt.nz)