

# We are here to help

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Community support information in response  
to the Terrorist attacks on 15 March 2019

Version 1

If you've been affected by the tragedy in Christchurch, there's a range of government support available for you – whether you've lost a loved one, been injured, been a witness, or if you're supporting affected people.

**We're here to help you.**

Call **0800 779 997** from 7am–6pm, Monday to Friday, and 8am–1pm, Saturday (New Zealand time).

If you're calling from overseas, phone **+64 4 466 4698**.

**NEED TO TALK?**

**1737**

## Ministry of Health

We're here. Free call or text 1737 any time, 24 hours a day. You'll get to talk to (or text with) a trained counsellor. Our service is completely free.

- Are you feeling anxious or just need someone to talk to? Call or text 1737
- Are you feeling down or a bit overwhelmed? Call or text 1737
- Do you know someone who is feeling out-of-sorts or depressed? Let them know they can call or text 1737

### Whatever it is, we're here.

The Ministry of Health and 1737 have created resources which give advice for those experiencing mental distress following the deeply sad events in Christchurch, including how to help and support children, and help with grief. You can read more at [1737.org.nz/trauma/index.html](https://www.1737.org.nz/trauma/index.html)

## Victim Support

Victim Support provides help if you've lost a loved one, been injured, had a family member injured, or witnessed the Christchurch attacks.

### Who can we help?

- Family members of someone who has died
- People who were admitted to hospital following the attack, and their family members
- Witnesses to the attack.

You don't need to be a New Zealand citizen or resident to get our support.

### How can we help?

- \$15,000 for each deceased family member
- \$5,000 for each person admitted to hospital
- Other grants for urgent things you need right now (costs caused by the Christchurch tragedy, for example funeral arrangements, family travel and accommodation).

### More information:

- ☎ **0800 842 846**
- @ **nationaloffice@victimsupport.org.nz**
- 🌐 **victimsupport.org.nz**



## 0800 Government Helpline

The Government helpline, **0800 779 997**, will remain open as the first port of call for all enquiries. The line will be open from 7am–6pm, Monday to Friday, and 8am–1pm, Saturday (New Zealand time).

If calling from overseas, phone +64 4 466 4698.

- A new email address, **support@msd.govt.nz**, has also been set up for people to email through if they require assistance or information.
- A dedicated phone line has been open so that clients and agencies can contact us if they require help. This phone number is **(03) 9619257**.

## New Zealand Government

## Immigration New Zealand

You can call **0508 22 52 88** within New Zealand or email to our dedicated team in Christchurch at **ImmigrationResponse@mbie.govt.nz**

The team will be able to update you on any visa enquires you may have and this address is intended solely for the use of victims, their family members and those supporting them at this distressing time.



## Work and Income

Work and Income is the government organisation that helps when people are on a low income or not working. This includes financial support, such as benefits like Jobseeker Support and New Zealand Superannuation.

### Who can we help?

People affected by the Christchurch tragedy or who need to travel to Christchurch because of it. You don't have to be on a benefit.

### How can we help?

#### Payments for urgent or unexpected costs

We may be able to help with some immediate and essential needs, such as:

- food
- bedding
- petrol and other travel costs if you're travelling within New Zealand.

#### Advance Payment of Benefit

People on a benefit who need help to meet an immediate need may get an Advance Payment of Benefit of up to six weeks.

#### Emergency Benefit

For people who don't qualify for any other benefit.

#### Loss of income

You may be able to get a Civil Defence Payment for loss of income if:

- your work place is closed (such as if it is within the Police cordon)
- you cannot travel to work, due to the events in Christchurch on Friday 15 March
- you need to stay with family or whānau.

You can still apply if you're on a temporary work visa (such as a work permit) and were employed at the time of the tragedy.

#### Had to leave your home

You may be able to get a Civil Defence Payment for other costs if you:

- can't get to your home, because you live in an area cordoned off by Police
- are providing a place to stay for friends or family, or
- need help with food, clothing or bedding because you can't get home.

#### More information:

 [workandincome.govt.nz](https://workandincome.govt.nz)



## ACC (Accident Compensation Corporation)

ACC is the government organisation that provides help for people and their family members who have been injured or died after an event. This help is available to everyone in New Zealand and also includes visitors to New Zealand, if they are injured here.

### Who can we help?

- People injured in the attack, their family and support people.
- People who lost a loved one in the attack.

### How can we help?

#### Injuries

- **Paying for medical care.**
- **Compensation for loss of earnings.** We pay up to 80 percent of your income as weekly compensation if you're unable to work because of an injury.
- **Help at home.** We can provide support with cleaning and looking after your home, and support with personal care activities such as showering and dressing.
- **Childcare.** Help is available at home or at a playcentre or kindergarten. We can also provide care to help an injured parent with tasks they can't do for their child because of an injury, for example dressing and washing.

### Families who lost a loved one:

- **Help with funeral costs.** We pay a funeral grant of up to \$10,000 towards funeral and memorial costs. You don't pay any tax on this. You can choose to have the funeral or memorial in New Zealand or overseas.
- **Survivor grants for families.** Families may also be able to get a one-off payment to the deceased's partner, children and dependents (people who depended on them for financial support). We pay:
  - \$6,668 to the spouse or partner
  - \$3,334 to each child under 18 or other dependents. If the child or dependent is under 16, this money will go to their parent or caregiver. You don't pay any tax on this.
- **Ongoing support for children in New Zealand.** If the person who died had children, families can get weekly payments to help with childcare for five years or until the child turns 14. The amount depends on how many children under 14 are being cared for. You won't pay tax on these payments, but it may affect help you get from Work and Income. If the child has a disability, we can see if payments can continue for longer.

- **Weekly compensation for families.**

If the person who died was earning an income in New Zealand when they died, you may be able to get compensation for the loss of that income to support the family. We pay up to 80 percent of what the deceased was earning. This money is available to support the deceased's spouse or partner, their children, and may be available to their parents or other relatives who were dependent on them. If a dependent lives overseas, they may still be able to receive payments. Payments depend on people's circumstances.

#### More information:

- ☎ 0800 080 273
- @ christchurchresponse@acc.co.nz
- 🖱 acc.co.nz



## Ministry of Education

Traumatic Incident support has been offered to all schools, kura and early learning services and we are working to support their needs.

- Please contact your school, kura, early learning service or your tertiary provider if you have any concerns.
- There is also a lot of very useful information on our website, including tips for parents and educators on helping children stay connected and recover well.

### More information:

 [education.govt.nz](https://www.education.govt.nz)



## Inland Revenue Department

For customers who have been affected by the terror attacks in Christchurch, we recognise that tax will not be front of mind for you right now.

We want to ensure that, when you are ready, you have the information and support you need. This may relate to any personal or business tax matters; Working for Families Tax credits and Child Support, Student Loans or KiwiSaver.

Please call us on **0800 473 383** anytime between 8am-8pm Monday to Friday and 9am-1pm on Saturday. We can also arrange for an IR community liaison to meet with you in person when it's convenient.



## Interpreting Canterbury

Interpreting Canterbury, the local branch of Interpreting New Zealand offers free interpretation services when referred through a government agency.

Trained interpreters provide interpreting services, 24/7 - face to face or by phone.

### More information:

-  **0508 INTERPRET**
-  **canterbury@interpret.org.nz**
-  **interpret.org.nz**



## Language Line New Zealand

Government agencies and helplines have access to Language Line for telephone interpreting. To access an interpreter, visit or telephone a participating agency,

- Ask for Language Line and the language you want
- You will be asked to wait (do not hang up the telephone)
- A professional interpreter will join you on the phone, usually within two minutes to help you talk to the agency.

Hours have been extended Monday to Friday 8am to 8pm.

Saturday and Sunday 9am to 2pm

### More information:

 [ethniccommunities.govt.nz/browse/language-line](https://www.ethniccommunities.govt.nz/browse/language-line)



## Fire and Emergency NZ

Fire and Emergency NZ are offering FREE smoke alarms installation to the at risk communities of Christchurch.

Fire and Emergency NZ recommends One (1) working photoelectric smoke alarm in every sleeping area (A sleeping area may be the lounge area if extended family members are staying)

This is a FREE service and Fire and Emergency NZ staff will install them as part of a home fire safety visit, which only takes about 10 minutes.

### More information:

Please contact Fire and Emergency NZ

 **3728601** or  
**0800 693746** after hours

Or email with your contact details to

 **chchfirerisk@fireandemergency.nz**

 **fireandemergency.nz**



## Christchurch Charity Hospital

Christchurch Charity Hospital is offering free Counselling.

This service is provided free of charge at the Canterbury Charity Hospital to provide “psychological first aid” for people who are needing extra support to help with their grief and with regaining their “life balance” following this major traumatic event.

### More information:

 **03 360 2266** (8am until 5pm)  
or **020 4098 0750**  
(after hours)

 **reception@charityhospital.org.nz**

## Ethnic Communities Development Fund 2019

The purpose for the additional fund - to strengthen ethnically diverse communities following the terror attacks in Christchurch.

### Priorities

Priority will be given to projects that:

- respond to affected communities – particularly in Christchurch
- bring communities together to promote inclusion, safety, understanding, and community harmony
- encourage interaction between different communities
- build capability within ethnic communities

### Key dates

The fund is now open. Funding is for projects started on or after 15 March 2019.

To apply for a grant, visit our website

 **ethniccommunities.govt.nz.**

For assistance please contact a Community Advisor on

 **0800 824 824**

or by email at

 **community.matters@dia.govt.nz.**

