



Waikato/Waitomo Factsheet – COVID-19 Protection Framework

Information from Work and Income

While this can be a stressful time, please feel reassured that support has been increased and is available should you need it. Depending on your situation, there are a range of ways Work and Income may be able to help you and your family. You don't need to be on a benefit: help is also available to people on low incomes.

You can contact us at all traffic light settings, and you will get your regular payments as usual. Work and Income Service Centres are open and following public health guidelines.

You don't need proof of vaccination and won't be asked to show a My Vaccine Pass when you come into our service centres.

You will need to:

- Scan the QR code or keep a record of your visit to help with contact tracing
- Wear a face covering

All staff are fully vaccinated.

You can also contact us by phone on **0800 559 009** (for under 65s), or **0800 552 002** (for over 65s) or get in touch via **MyMSD**. my.msd.govt.nz

See the website [www.workandincome](https://www.workandincome.govt.nz) for more information on how to access services online.

Accessing food

If you need financial assistance to buy food, call Work and Income on **0800 559 009**. If you're a client, you may be able to use **MyMSD**. my.msd.govt.nz

If you need assistance with accessing food, there are a few options available:

- Do you have family or friends who could pick up and deliver food to your door? Remember to keep the delivery contactless.
- For food and other support in the Hamilton City area contact:
 - Here to Help U- **0800 568 273** or www.heretohelpu.nz
- If you are in an area covered by one of the following local iwi, Pasifika, and/or community groups you may call for assistance:
 - Waikato-Tainui (For Waikato-Tainui tribal members) - **0800 824 684**
 - Hauraki Māori Trust Board - **0508 468 288** or **07 862 7521**

- Kahotea Marae (Ōtorohanga) - **027 3786476**
- K'aute Pasifika – **0800 252 883**
- Settlement Centre Waikato - **07 853 2192**
- Maniapoto Māori Trust Board - **0800 668 285** or **www.maniapoto.iwi.nz**
- Ngāti Hauā - **07 889 5049**
- Taumarunui Community Kokiri Trust – **07 895 5919** or **www.kokiritrust.org.nz**

Food banks are available in the following areas for assistance:

- Huntly
 - Huntly Community Advice Referral Trust/Social Services
07 828 9500 or **07 855 1569**
- Ngāruawāhia
 - Tū Tangata Foodbank - **07 824 9358**
- Te Kauwhata
 - Te Kauwhata and Districts Information and Support Centre
07 826 4303
- Meremere
 - Meremere Food Bank - **027 855 7617**
- Hamilton
 - The Salvation Army (Hamilton Central) - **07 834 7000**
 - St Vincent De Paul's (Vinnies) - **07 847 4044**
 - Hamilton Combined Christian Food Bank- **07 856 2520**
- Raglan
 - Surfside Community Services - **07 825 7543** or **027 443 3154**
- Ōtorohanga
 - Ōtorohanga Food Bank - **07 873 8156**
- Te Awamutu
 - Combined churches Food Bank - **07 871 6506**
- Te Kuiti
 - Te Kuiti Food Bank - **021 254 6868**
 - Te Kuiti Korowai Trust Food bank- **027 674 2073** or **07 878 7311**

Dedicated COVID-19 welfare phone line 0800 512 337

If you are self-isolating because you have COVID-19 or you have been identified as a Close Contact, and you cannot manage with help from friends and family, the COVID-19 welfare phone line can help you with:

- Access to food and essential items
- mobile data to keep in contact with friends and whānau
- support for personal care or daily tasks
- contact with an employer if worried about leave or pay
- mental health support, or support with family or sexual violence

Check the Unite against COVID-19 website to read more about [help and support while self-isolating](#).

Accessing other assistance:

For more information on the following visit:

www.workandincome.govt.nz/covid-19

If you're sick, or need time off work because of COVID-19, or if you're being tested for COVID-19, it's important you stay home until your results come back.

- **If you're an employee** that's been asked to self-isolate for 14 days and you can't work from home, your employer may be able to access the **COVID-19 Leave Support Scheme** to help pay you.
- **If you're an employee**, waiting on a Covid-19 test result, and can't work from home, your employer can apply for the **COVID-19 Short-Term Absence Payment** to help pay you.

Talk to your employer about these support options. Employers can find out more details and how to apply through the Work and Income website.

There is also a range of information for employers on the business.govt.nz website including the [financial support tool](#) to check support options.

- **If you're self-employed**, been asked to self-isolate, and can't work from home you can apply for the **COVID-19 Leave Support Scheme**, or the **COVID-19 Short-Term Absence Payment** if you just need to isolate until you get a clear test result.

Talk to Work and Income about how they may be able to help.

Contact Work and Income on **0800 559 009** or www.workandincome.govt.nz

- **If you can't work at the moment**, have lost your job, or are working fewer hours: you may be able to get a benefit or some other financial help from us.
- **If you're struggling to pay your rent or your bills**: you might be able to get some help – even if you're still working, or on a low income.

We can also help you look for work or training and help with the costs of getting started in a new job.