

Support for Whanau : contact details

The Ministry of Social Development (MSD) have staff available and ready to support families in need. See below a list of useful information regarding the types of support available, and how to best access this support. Please feel free to share this with your school community.

To confirm availability contact MSD via:

- **Telephone: 0800 559 009**
- **Website: <https://www.workandincome.govt.nz/>**
- **MyMSD : <https://www.workandincome.govt.nz/online-services/mymmsd/index.html>**

It is important to note:

Support is available to all New Zealanders on a low income, not just those currently on a benefit. This includes support to pay for food, power, rent, mortgage and other necessities.

This includes, but is not limited to the following:

- Support to pay for food, power, rent, mortgage, board
- Wage Subsidy
- Short Term Absence Payment
- Leave Support Scheme
- Resurgence Support Payment
- Small Business Cashflow Scheme

Up to date information relating to alert levels and further support available may be found at: <https://covid19.govt.nz/about-this-site/contact-and-support/>

Housing support

MSD works closely with emergency management offices and other key regional groups to ensure emergency housing is available for those who fit MSD eligibility criteria. It's important that anyone needing accommodation contacts MSD staff to ensure the right support is provided.

Accommodation support

Further information is available through the Contact and Support page on the Unite against Covid-19 website here:

<https://covid19.govt.nz/about-this-site/contact-and-support/>

Employment support

Information relating to the wage subsidy, including eligibility and application is available here:

<https://www.workandincome.govt.nz/about-work-and-income/news/2021/ws-applications.html>

Important: Information provided in an application must be correct and match the information held by IRD for the business or organisation to which the application refers.

The latest update on doing business at Alert Level 3 is here.

<https://covid19.govt.nz/business-and-money/businesses/operating-safely/doing-business-at-alert-level-3/>

NZ Superannuation queries

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For Deaf, hearing impaired and speech impaired Deaf Link Free-fax: 0800 621 621

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