

# ONE STOP SHOCK

## Earthquake Recovery Information Sheet

The essential list for everything recovery.

### Essential Contacts

**Stronger Canterbury** all things earthquake [canterburyearthquake.govt.nz](http://canterburyearthquake.govt.nz)

**Earthquake Government Helpline** 24hrs - 0800 779 997

A 24/7 service for people requiring information on income support, housing options, health issues, community assistance, Civil Defence or any other government service. Language Line is available for non-English speakers.

**Right Service Right Time** 0800 777 846 [www.rightservice.org.nz](http://www.rightservice.org.nz)

Government helpline for support & counselling

For Samoan speaking 0800 663 003 and Tongan speaking 0800 669 009.

**Healthline** 24hrs 0800 611 116

The service is staffed by registered nurses who will assess your health needs, and give information and advice to help you decide on the best level of care. Language Line is available via Healthline for non-English speakers.

**Earthquake Commission (EQC)** 0800 DAMAGE 326 243 [www.eqc.govt.nz](http://www.eqc.govt.nz)

For information on EQC's insurance cover, cleaning up and making a claim.

**Councils** For help with essential council services such as water supply or sewage disposal.

**Christchurch** <http://www.ccc.govt.nz/> 03 941 8999

**Waimakariri** <http://www.waimakariri.govt.nz/> 03 313 6136

**Selwyn** <http://www.selwyn.govt.nz/> 03 347-2800 or Darfield 03 318-8338

### Accessing Support

**Canterbury Temporary Accommodation Service** provides temporary housing support to people affected by the earthquakes. Also for people who have accommodation available to offer. [www.quakeaccommodation.govt.nz](http://www.quakeaccommodation.govt.nz) 0800 673 227.

**Chimney Replacement Programme** EECA can replace damaged chimneys with a free clean, efficient heater <http://www.eeca.govt.nz/eeca-programmes-and-funding/programmes/chimney-replacement>. Those homes with occupants who are sick, elderly or who have young children, or houses with no other heating source are being prioritised. If this is you and you already have a claim in with the EQC, e-mail [heating@eqr.co.nz](mailto:heating@eqr.co.nz) or call the EQC on 0800 326 243 (0800 DAMAGE).

**Canterbury Men's Centre** 'The blokes' Book' - a listing of Canterbury agencies and services relevant to men's health and well-being. "Munted Mates" group for people (men and women) with Munted Houses on the east side. [www.canmen.org.nz](http://www.canmen.org.nz) ph 940 9487.

**Webhealth** is a great resource for health and wellbeing information and links. Includes health & social service directories, health information and a great community notice board. [www.webhealth.co.nz](http://www.webhealth.co.nz)

**Ministry of Social Development** [www.msd.govt.nz/emergency/index](http://www.msd.govt.nz/emergency/index)

**Ministry of Health** [www.moh.govt.nz](http://www.moh.govt.nz)

### Funding and Financial Support

**Red Cross – 3 grants** Relocated School Children Grant, Winter Assistance for under 5s and over 65s Grant available. The closing dates have been extended until Wednesday 13th July. Call 0800 754 726 or [www.redcrossegrants.org.nz](http://www.redcrossegrants.org.nz) for funding applications and criteria.

**WINZ Emergency Grant** for childcare, replacing household goods and other emergency expenses like electricity and food even if you are not on a benefit. 0800 559 009.

**Christchurch City Council – 5 separate grants**

**The Mayoral Earthquake Relief Fund** was established to provide money for any charitable, benevolent, philanthropic or cultural purpose related to the adverse effects of the 4 September 2010 and 22 February 2011 earthquakes.

[www.ccc.govt.nz/homeliving/civildefence/chcheearthquake/MayoralReliefFund](http://www.ccc.govt.nz/homeliving/civildefence/chcheearthquake/MayoralReliefFund)

**The Mayor's Welfare Fund** established in 1897. It provides assistance to families and individuals in our community who are in extreme financial distress. The fund works with

other helping agencies in the city and can provide assistance on a one-off basis where real need can be shown. [www.ccc.govt.nz/cityleisure/communityfunding/mayorswelfare/index](http://www.ccc.govt.nz/cityleisure/communityfunding/mayorswelfare/index)

**Canterbury Earthquake Heritage Building Fund** The purpose of the Fund is to provide assistance to owners of heritage buildings to repair damage caused by the Canterbury Earthquake of 4 September 2010 and associated aftershocks. Funding will be targeted at the gap between insurance cover, and the actual cost of repairs and associated works including conservation works, structural upgrading and Building Code compliance works. Also the **Heritage Incentive Grant Fund** to provide financial assistance to owners of heritage items listed in the City Plan. [www.ccc.govt.nz/](http://www.ccc.govt.nz/)

[cityleisure/arts/culture/christchurchheritage/heritagegrantsatwork/index](http://cityleisure/arts/culture/christchurchheritage/heritagegrantsatwork/index) **Discretionary Response Fund** To assist community groups where their project funding request falls outside other Council funding criteria and/or closing dates. This fund is also for emergency funding for unforeseen situations.

[www.ccc.govt.nz/cityleisure/communityfunding/discretionaryresponse/index](http://www.ccc.govt.nz/cityleisure/communityfunding/discretionaryresponse/index)

**CCC** 941 8999 [www.ccc.govt.nz](http://www.ccc.govt.nz)

**Family Services (MSD) Funding** 0800 777 100 Mon-Fri 9am-5pm

**Individual Recovery and Community Wellbeing Training** Organisations are invited to apply to provide training to volunteers and paid employees of organisations who deliver the first level of support to those affected by the Canterbury earthquakes.

**Community Response Fund** is a short-term, time limited response to address immediate cost and demand pressures the economic downturn is placing on key community-based critical social services for families, children, young and older people.

**Canterbury Earthquake Community Response Fund** to support social service providers respond to emergency pressures associated with the recent earthquake affecting the communities of Christchurch City, Waimakariri and Selwyn Districts.

See also **Family Services** Support and Counselling services [www.familyservices.govt.nz](http://www.familyservices.govt.nz)

## Free Counselling and Support

**Samaritans** 0800 726 666 - 24/7

**Lifeline** 0800 543 354 - 24/7

**Youthline** – Any issue any time. 0800 376 633 or free text 234 [www.youthline.co.nz](http://www.youthline.co.nz)

**Victim Support** Telephone contact 0800 842 846 - 24/7. People may need to leave their details and a volunteer will ring them back. [www.victimsupport.org.nz](http://www.victimsupport.org.nz)

**Relationship Services Whakawhanaungatanga** Trained counsellors are operating out of several locations around the city with the main office based in Linwood. 0800 RELATE (0800 735 283) [www.relate.org.nz](http://www.relate.org.nz)

**Salvation Army** Available until 8pm to make appointments for face to face counselling sessions. 377 0799 [www.salvationarmy.org.nz](http://www.salvationarmy.org.nz)

**St Johns Caring Caller Service** - volunteers who can make daily phone calls to people at home to provide support. Email referrals to: [jacci.tatnell@stjohn.org.nz](mailto:jacci.tatnell@stjohn.org.nz)

**WorkPlace Support** [www.workplacesupport.co.nz](http://www.workplacesupport.co.nz) Support is available for not- for-profit community based social service organisations requiring support for employees who are impacted by the ongoing effects of the Canterbury Earthquake.

**Employee Assistance Programmes (EAP)** 24hr 0800327669 confidential support.

**Anxiety Support Canterbury** [www.anxietysupport.org.nz](http://www.anxietysupport.org.nz) 377 9665

**Alcohol Drug Helpline** Confidential information, referral and intervention service 10am-10pm 7 days 0800 787 797 [www.adanz.org.nz](http://www.adanz.org.nz)

## General Information

**Tenants Protection Assoc** [www.tpa.org.nz](http://www.tpa.org.nz) 379-2297 [info@tpa.org.nz](mailto:info@tpa.org.nz)

**Business Owners helpline** 0800 42 49 46 <http://www.recovercanterbury.co.nz/>

**Registered builders/providers** list see [www.earthquakefix.co.nz](http://www.earthquakefix.co.nz)

**Healthy Christchurch** has continual updates and news on our new website. You can also find out more about Healthy Christchurch, the 193 signatory organisations and our other collaborative projects at [www.healthychristchurch.org.nz](http://www.healthychristchurch.org.nz) or [healthychristchurch@cdhb.govt.nz](mailto:healthychristchurch@cdhb.govt.nz)

