

ONE STOP SHOCK Earthquake Recovery Information Sheet

The essential list for everything recovery for **Refugee and Migrant** Communities.



Healthy Christchurch has provided the **One Stop Shock** for Christchurch's recovery and wellbeing since September's 2010 earthquake. This leaflet includes information for refugees and migrants and for those supporting these communities.

Essential Contacts

Earthquake Government

Helpline 24/7 - 0800 779 997

A service for people requiring information on zoning, 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

Government helpline for free & confidential support & counselling. Also connect to earthquake support coordinators - 0800 777 846

www.rightservice.org.nz

Earthquake Commission (EQC) 0800 DAMAGE or 03 326 243

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

www.eqc.govt.nz

Stronger Canterbury

All things earthquake – Updates, zoning and information on mental, physical & financial support.

canterburyearthquake.govt.nz

My Property

put in your address and find out if you are Green, Orange, Red or White zone. Also information on what this means for you.

www.cera.govt.nz/my.property

Earthquake Assistance Centre

provides information and help for insured red-zone homeowners deciding on Government offers to buy their properties. Avondale Golf Club (141 Breezes Road, Avondale) Open Monday to Friday from 10am to 6.30pm. Or contact **Canterbury Earthquake Recovery Authority** (CERA) on 0800 7464 2372

Councils

Helps with essential council services such as water supply or sewage disposal.

Christchurch City 03 941 8999

www.ccc.govt.nz

Waimakariri 0800 248 344

www.waimakariri.govt.nz

Selwyn 03 347-2800 or Darfield 03 318-8338 www.selwyn.govt.nz

NZ Police In an emergency phone 111.

Asian Liaison Li 'Ying Cai

Ph 378 0454, Ethnic Liaison Phil Goto

Ph 363 7400, Community Relations

Sergeant John Baines Ph 363 926.

Accessing Support

Your Doctor knows your health needs and relevant medical history and is ready to assist you with any earthquake related health issues, including stress and mental health problems. Some funding is available if there is a financial need.

Canterbury Temporary Accommodation Service

supporting people affected by the earthquakes and people who have accommodation available to offer Ph 0800 673 227

www.quakeaccommodation.govt.nz

Christchurch City Council Community Adviser – Multicultural

Jenni Marr Ph 941 8097

Jenni.Marr@ccc.govt.nz

Christchurch Migrants Centre – Te Whare Ta Wahi

For all new migrants to Christchurch to experience Te Aroha ki te Takata (the welcoming of strangers). Ph Rex 366 1315

Christchurch Resettlement Services

Support for people from refugee and migrant backgrounds in settling into Christchurch. 335 0311 ext 29

www.crs.org.nz

Christchurch City Mission

Assists with issues such as food, clothing, heating and accommodation. Ph 365 0635

www.chchcitymission.org.nz

Christchurch Methodist Mission

A range of social services. 375 1470

www.mmsi.org.nz

Civil Defence

Have you got your emergency supplies and plan ready? Guidance go to

www.getthru.govt.nz

Community Law Canterbury

Provides legal information and advice. Outreach clinics and great Fact Sheets for legal needs arising from the earthquakes.

371 3819 or 0508 CANLAW (0508 226 529) www.canlaw.org.nz

Earthquake Support Coordinators for migrants and refugees

People can contact Melissa Sheehan

melissa.s@crs.org.nz

Ph 3350311 ext.20 and

Alastair White Ph 3350311 ext.32

alastair.w@crs.org.nz Interpreters

available at no cost.

Family Services (MSD)

Support, counselling and financial services. Family Services Directory online

www.familyservices.govt.nz

Emergency and Recovery information and Kiosks

www.msd.govt.nz/emergency/

WINZ information and Community Link Service Centres

www.workandincome.govt.nz

Family Violence

A range of resources and information.

0800 456 450 www.areyouok.org.nz

Interpreting Canterbury Provides Interpreters for face to face (onsite) and by telephone. Maria Fresia Ph 372 9311

Partnership Health Canterbury

Counselling and Community workers available.

Ph Wayne 021 901 913/ 375 7136

Plunket

Support services for parents of under fives. 0800 933 922 and **Plunketline** 24/7 0800 933 922.

www.plunket.org.nz

Shakti Ethnic Women's support group

Information, advocacy and emergency accommodation for ethnic women and children in domestic violence. Ph 389 2028

Settlement Support NZ

Support co-ordinator Lana Hart. 353 4162 www.settlementsupport.net.nz

Tenants Protection Assoc

Support for tenants/renters in dealing with landlords 379-2297 www.tpa.org.nz info@tpa.org.nz

Funding and Financial Support

Red Cross

Some grants available to support people affected by the earthquake. 0800 754 726 www.redcross.org.nz

The Mayor's Welfare Fund Provides one-off assistance to families and individuals in our community who are in financial distress. Ph 941 8999
www.ccc.govt.nz/cityleisure/communityfunding/mayorswelfare/index

Variety - The Children's Charity

For families & children that require help including replacing mobility and medical equipment for children with special needs, providing toys or equipment for those who suffered great loss, financial help with school or sports fees.
09 520 4111 www.variety.org.nz

Free Counselling and Support

Urgent Mental Health Advice

Psychiatric Emergency Service
364 0482 or 0800 920 092

Relationship Aotearoa

Trained counsellors available. 0800 RELATE (0800 735 283)

www.relationshipsaotearoa.org.nz

Language line is available.

Healthline 24hrs 0800 611 116

Staffed by registered nurses who will assess your health needs. Language Line is available.

Samaritans

0800 726 666 - 24/7

Lifeline

0800 543 354 - 24/7

Youthline

Any issue any time. 0800 376 633

www.youthline.co.nz

Kidslines

Free phone counselling for under 15 years of age. 0800 543 754

www.kidslines.org.nz

Victim Support 24/7

0800 842 846

www.shatteredlives.org.nz

Alcohol Drug Helpline Confidential information, referral and intervention service 10am-10pm 7 days 0800 787 797 www.adanz.org.nz

Canterbury Men's Centre

Support & more. 940 9487

www.canmen.org.nz

Catholic Social Services

Counselling, social work support, group courses, budgeting, advocacy.
Ph 379 0012

www.chch.catholic.org.nz

Child, Youth & Family

Support for families. If you suspect child abuse or neglect or are worried about a child or young person free call 0800 FAMILY (0508 326 459)

www.cyf.govt.nz

Deaf Aotearoa

Ph Joyce Ferguson
text 021 276 5033 or email joyce.ferguson@deaf.org.nz

www.deaf.co.nz

Home and Family Society

Counselling, education, personal development and support groups, also emergency supported accommodation services. 944 0635

www.homeandfamily.net.nz

Problem Gambling Foundation

Asian Family Services Ph 0800 862

342 www.pgfnz.org.nz

Rata Counselling

Adults & free for young people 10 - 25 who are at school or not earning.
332 5388

www.ratacounselling.org.nz

St Johns Caring Caller Service

Volunteers can call daily to people at home. 0800 000 606

Women's Refuge

24/7 support, advocacy and accommodation for women and their children experiencing family violence.

0800 REFUGE (0800 733 843)

www.womensrefuge.org.nz

General Information

CCS Disability Action

Ph 365 5661

www.ccsdisabilityaction.org.nz

Christchurch Multicultural Council

Ph Surinder Tandon 325 3114 or 021 295 1089.

Citizens Advice Bureau (CAB) are operating from Hornby and CPIT Student Centre on Madras st and Thursdays at South Library on Colombo St. www.cab.org.nz
0800 FOR CAB (0800 367 222)

Community Associations and Churches

Listed on CINCH. Browse the A-Z for ethnicity or language. www.christchurchlibraries.com/cinch

Health and Disability Advocacy Service

Refugee/Migrant advocate Shah Wali Atayee Ph 377 7501 www.hdc.org.nz

Ministry of Education

Up to date information on Christchurch Schools. During emergencies only 0800 225 580 www.minedu.govt.nz

PEETO – Multicultural Learning Centre

Ph 3772890 <http://www.peeto.ac.nz/>

Registered builders/providers

www.dbh.govt.nz/publicregister

Volunteering Canterbury

Help others and get involved in your community. 0800 865 268 or 366 2442 www.volcan.org.nz

Webhealth

Website for health & social service directories, health info and a great community notice board. www.webhealth.co.nz

Mental Health Foundation

Factsheets, resources, links and wellbeing posters (below) for dealing with earthquake stress. www.mentalhealth.org.nz

