

The Christchurch tragedy – how we can help

If you've lost a loved one or a family member has been injured

To make it easier for you, a case manager from The Ministry of Social Development (MSD) will work with you and your family to understand your individual needs and facilitate support from other government agencies.

There's information about a range of support in this fact sheet. Your case manager can help you access this support.

Your case manager has probably already made contact with you or will be in touch with you soon. If you want to talk to someone before then, call us on **0800 779 997**.

Financial, housing and related help

ACC

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

Who can ACC help?

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

How can ACC help?

Injuries

- Paying for medical care.
- **Compensation for loss of earnings.** ACC pay up to 80 percent of your income as weekly compensation if you're unable to work because of an injury.
- **Help at home.** ACC 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. ACC 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. ACC pays 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 dependants (people who depended on them for financial support). ACC pay:

- \$6,668 to the spouse or partner
- \$3,334 to each child under 18 or other dependants. If the child or dependant 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, ACC 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. ACC 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 dependant lives overseas, they may still be able to receive payments. Payments depend on people's circumstances.

If you have a dedicated MSD case manager, they can help you get support from ACC.

Or, you can get more information direct from ACC

Phone: 0800 080 273

Email: christchurchresponse@acc.co.nz

www.acc.co.nz

Work and Income

Work and Income is the government organisation that helps when people are on a low income or not working and helps with housing.

Who can Work and Income 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. You do need to be a permanent resident or a New Zealand citizen.

How can Work and Income 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

An Emergency Benefit is available for people who don't qualify for any other main benefit.

Loss of income if you're not injured

If you weren't injured but can't work because of the events of 15 March and you're not being paid by your employer, you may be able to get a Civil Defence Payment for loss of income. For instance, if you need to stay with your family or your workplace is closed. There is no residency test for this assistance, however this can only be paid when people were in work at the time of the attack.

Any donations you receive won't affect payments you get from Work and Income

If you receive a donation after the events in Christchurch, we don't want this money to affect any financial help you get from Work and Income.

This money won't be included in any income or cash asset tests Work and Income do for 12 months after you receive the donation. This includes any money you earn if you invest the donation.

After 12 months Work and Income will need to treat any of the donation money that's left as a cash asset, and any money you earn from the donation after that date will need to be treated as income.

If you have a dedicated MSD case manager, they will help you get support from Work and Income.

Or, you can get more information direct from:

Email: support@msd.govt.nz

www.workandincome.govt.nz

Help with housing

Public housing

Public housing is provided for people who are most in need of housing for as long as they need it.

To qualify for public housing, you must be 16 years or older.

You also need to meet **age and residency criteria**:

- be a New Zealand citizen, or
- have been a permanent resident in New Zealand for:
 - at least two years, or
 - less than two years and you get a main benefit from Work and Income, eg Jobseeker Support, or
- be getting an Emergency Benefit from Work and Income because you are:
 - a spontaneous refugee
 - a protected person, or
 - compelled to remain in New Zealand.

You must also have a **serious housing need**. This means Work and Income will look at things like:

- your current housing situation, including:
 - the property's physical condition
 - if the property has basic living facilities
 - over-crowding
 - how secure your tenancy is
- whether your current property or area is safe for you and suitable for your medical or physical needs
- whether you could afford to rent privately
- how difficult it is to find a private rental that meets your needs
- whether you could manage long term in a private rental.

Work and Income will also look at the **income and assets** you have. Generally you need to have:

- income under:
 - \$616.73 a week (after tax) if you're single with no children
 - \$948.81 a week (after tax) if you have a partner or children
- cash assets worth less than \$42,700*.

If you have income or assets worth more than this, you may still qualify for public housing. It depends on your situation.

* If you receive a donation after the events in Christchurch, this money won't be considered as an asset or income for housing for 12 months after you receive the donation.

If you have a dedicated MSD case manager, they will help you with your housing needs.

Or, you can get more information direct from:

Email: support@msd.govt.nz

Counselling and health services – if you need to talk with someone

Helpline

Anyone can call or text 1737 (from a mobile) and talk to a trained counsellor. You can also call free from a landline on 0800 1737 1737. This is a free 24 hour service.

Visit a doctor

If you're a New Zealand resident or citizen you can also visit your local doctor, a fee may apply. If you're travelling from overseas talk to your travel insurer, visits may be covered.

Visas and immigration

Immigration New Zealand

Christchurch Response (2019) – permanent resident visa

From 24 April 2019, people present during the terrorist attacks in Christchurch and their immediate families can apply for a special permanent resident visa.

You can get this visa if you:

- were present at the Masjid Al Noor or Linwood mosques while they were attacked on 15 March 2019, or
- are the immediate family member of someone who was present during the attacks.

You must also have been living in New Zealand on 15 March 2019.

When you apply, Immigration New Zealand will confirm you were at one of the mosques by checking the official New Zealand Police lists of people who were present during the attacks.

There are some exceptions. Immigration New Zealand cannot give you this visa if you:

- were a police first responder or emergency worker
- were here as a tourist, or
- were visiting for a short time.

Living in New Zealand

You are living in New Zealand if, on 15 March 2019, you held a resident, work or student visa. If you held another type of visa, you need to show us that when the attacks happened, New Zealand was your main home.

Family members who are eligible

Some family members can get this visa if they were living in New Zealand on 15 March 2019. Which family members can apply depends on whether the family member present at the attacks was an adult or a dependent child.

Adults present at the attacks

If you are the family member of an adult who was at one of the mosques, you can get this visa if you are their:

- partner — married, civil union or de facto
- dependent child

partner's dependent child

- parent or parent's partner.

Children present at the attacks

If you are the family member of a dependent child who was at one of the mosques, you can get this visa if you are their:

- brother or sister, and still dependent on your parents
- parent or
- grandparent.

When to apply

You can lodge your application from 24 April 2019. You must apply before 24 April 2021.

How to apply

The application process depends on the New Zealand visa you currently hold.

If you have a temporary visa

If you have a study, work or visitor visa, there are three stages to the application process.

1. You need to tell Immigration New Zealand that you want to apply for this visa.
2. If you are eligible, Immigration New Zealand will invite you to apply.
3. You make an application.

If you have a resident visa

If you already have a resident visa, you can apply for a permanent resident visa. You do not need to have held a resident visa for two years before you apply.

If you are here unlawfully

You cannot apply for a Christchurch Response (2019) Visa unless you have a valid New Zealand visa. If you are in New Zealand and do not have a valid visa, you may request a visa under Section 61 of the Immigration Act.

If you left New Zealand after 15 March 2019

If you are no longer in New Zealand and your temporary visa has expired, you can get a Christchurch Response (2019) Visa using the process for temporary visa holders.

Getting help to apply

If you have a dedicated MSD case manager, they will help you with your visa needs.

Or, you can get more information direct from:

Phone: 0508 22 52 88 within New Zealand — this is a dedicated number

Phone: +64 9 952 1679 from other countries

Interpreters can answer your questions about this visa and explain how to apply.

Or you can use the online contact form: www.immigration.govt.nz/contact

Ministry of Education

We are the government organisation that oversees the New Zealand education system. This includes providing advice and support to schools, kura and early learning services following the 15 March events, and additional support to children and families who require it.

It is important to talk with your school, kura, early learning service or tertiary provider if you have any concerns about your child's or young person's wellbeing.

You can also call the Ministry's Christchurch office if your child is experiencing difficulties that are affecting their attendance or engagement at early learning or school. We can help by liaising with the school or early learning service to ensure that the right supports are in place. Phone 03 378 7300

Resources have also been developed for parents and educators to support children:

<http://education.govt.nz/school/student-support/emergencies-and-traumatic-incidents/wellbeing-advice-after-the-christchurch-attack/>

You will find more information about what the Ministry of Education does on www.education.govt.nz

Inland Revenue (IR)

Inland Revenue provides advice and support about tax for all individuals, families and businesses. Inland Revenue can also help to make sure you get the right entitlements for Working for Families Tax Credits and Child Support.

Who can Inland Revenue help?

People affected by the attack who have questions about tax (both personal or business tax matters).

This includes questions you may have if you need information on:

- Working for Families Tax Credits
- Child Support
- Student Loans
- KiwiSaver.

How can Inland Revenue help?

Inland Revenue knows questions around tax will not be what you're thinking about right now. When you're ready, Inland Revenue is here to provide the information and support you need. Please call on 0800 473 383 anytime between 8am-8pm Monday to Friday and 9am-1pm on Saturday. Inland Revenue can also arrange for an Inland Revenue community liaison person to meet with you in person when it's convenient.

Help for others affected - 0800 Government Helpline

You can call 0800 779 997 if you:

- would like help
- would like more information.

If you're calling from overseas, phone +64 4 466 4698. The line is open from 7am - 6pm, Monday to Friday, and 8am - 1pm, Saturday (New Zealand time).

Call this number if you're not sure where to go for help – we'll put you in touch with the right people. It doesn't need to be about a service the Government provides.

You can also email support@msd.govt.nz for information on the help available.

Several government agencies can help with financial assistance. We may be able to organise payments for you over the phone.

Even if you don't think you'll qualify for financial assistance, please call or email us. There are lots of other ways we may be able to help.

We can talk with you in a number of languages

If you have a dedicated MSD case manager, they will help you with your translation needs.

Or, if you're not confident speaking English, you can ask to talk to us in another language.

Call us to arrange this on 0800 559 009 between 9:00am and 5:00pm Monday to Friday.

These calls are free, you don't have to pay.

ARABIC:

إذا لم تكن لديك الثقة الكافية في التحدث إلينا باللغة الإنجليزية، فيمكنك أن تطلب منا التحدث بلغة أخرى.

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اتصل بنا لترتيب ذلك على الرقم 0800 559 009 بين 9:00 صباحاً وحتى 5:00 مساءً من الاثنين إلى الجمعة.

هذه المكالمات مجانية، وليس عليك الدفع لاجورها.

BENGALI:

যদি ইংরেজীতে স্বাচ্ছন্দ্য বোধ না করেন, আপনি অন্য ভাষায় আমাদের সাথে কথা বলতে চাইতে পারেন। তা ব্যবস্থা করতে সোমবার থেকে শুক্রবার সকাল ৯ ঘটিকা

থেকে বিকাল ৫ ঘটিকা পর্যন্ত ০৮০০ ৫৫৯ ০০৯ নাম্বারে ফোন করুন। কোন প্রকার অর্থ প্রদান ব্যতিরেকে, সম্পূর্ণ বিনামূল্যে এই কল গুলি করতে পারেন।

INDONESIAN:

Jika Anda tidak yakin bisa berbicara dalam bahasa Inggris, silakan ajukan untuk berbicara kepada kami dalam bahasa lain. Hubungi kami untuk membuat pengaturan bahasa ini di 0800 559 009 antara pukul 09.00 hingga 17.00, Senin sampai Jumat. Panggilan telepon ini gratis, Anda tidak perlu membayar.

PASHTO:

که تاسی په انگلیسی ژبه خبری نشی کولای، نو تاسی کولی شی زموږ سره په بله ژبه خبری وکړی. د دی د تنظیمولو لپاره مونږ ته په دی شمیره 0800 559 009 د سهار د 9 بجو تر ماسپینین 5 بجو پوری د دوشنبه تر جمعه پوری زنگ ووهی. دا تېلفون کول وریا دی، او تاسی پیسی نه پری ورکوی.

SOMALI:

Haddii aadan ku kal soonayn ku hadalka Af Ingriiska, waxaad codsan kartaa inaad nagula hadasho Af kale. Naga soo wac 0800 559 009 si tani loo habeeyo inta u dhaxeeyso 9:00 subaxnimo iyo 5:00 galabnimo Isniin ilaa Jimca. Wicitaanadani waa bilaash, wax lacag ah ma bixineysid.

URDU:

اگر آپ اعتماد کے ساتھ انگلش نہیں بول سکتے تو آپ ہم سے کسی اور زبان میں بات کر سکتے ہیں۔ اس کا انتظام کرنے کے لیے پیر تا جمعہ صبح 9:00 بجے اور شام 5:00 بجے کے درمیان ہمیں 0800 559 009 پر کال کریں۔ یہ کالیں مفت ہیں اور آپ کو پیسے ادا نہیں کرنے پڑتے۔

HINDI:

If you would prefer to talk to us in Hindi call 0800 993 003 between 8:30am and 5:00pm Monday to Friday. These calls are free, you don't have to pay.

यदि आप हमसे हिंदी में बात करना चाहते हैं तो 0800 993 003 पर सोमवार से शुक्रवार सुबह 8:30 और शाम 5:00 बजे के बीच फोन करें। ये कॉल नि:शुल्क हैं, आपको भुगतान नहीं करना होगा।

PERSIAN / FARSI:

If you would prefer to talk to us in Farsi call 0800 996 006 between 8:30am and 5:00pm Monday to Friday. These calls are free, you don't have to pay.

اگر ترجیح می‌دهید که با ما به زبان فارسی صحبت کنید با شماره تلفن 0800 996 006 بین ساعت‌های 8:30 صبح تا 5 بعد از ظهر روزهای دوشنبه تا جمعه تماس بگیرید. این تماس‌ها رایگان بوده و لزومی ندارد که پول بپردازید.

PUNJABI:

If you would prefer to talk to us in Punjabi call 0800 995 005 between 8:30am and 5:00pm Monday to Friday. These calls are free, you don't have to pay.

ਜੇ ਤੁਸੀਂ ਸਾਡੇ ਨਾਲ ਪੰਜਾਬੀ ਵਿਚ ਗੱਲ ਕਰਨਾ ਪਸੰਦ ਕਰਦੇ ਹੋ ਤਾਂ 0800 995 005 ਤੇ ਸੋਮਵਾਰ ਤੋਂ ਸ਼ੁੱਕਰਵਾਰ ਸਵੇਰੇ 8:30 ਤੋਂ ਸ਼ਾਮ 5:00 ਵਜੇ ਦੇ ਵਿਚਕਾਰ ਫੋਨ ਕਰੋ. ਇਹ ਕਾਲ ਮੁਫਤ ਹਨ, ਤੁਹਾਨੂੰ ਭੁਗਤਾਨ ਕਰਨ ਦੀ ਲੋੜ ਨਹੀਂ ਹੈ.