



Te Kāwanatanga o Aotearoa
New Zealand Government

Directory of Services

Introduction

This brochure provides you with the contact details of key agencies and organisations who can assist you.

Assalamu Alaikum

Directory of Services

for the community affected by the 15 March Mosque attacks

Organisation	Services provided	How to get help
Accident Compensation Commission (ACC) Monday to Friday, 8am to 6pm	Provides help when you are injured in an accident	www.acc.co.nz Customer service phone 0800 101 996 If you are already an ACC client, you can also use the online services. If you have a case manager, contact them directly MyACC – my.acc.co.nz Way Finders ACC navigation service – a free ACC navigation service www.wayfinders.org.nz
Canterbury Refugee Resettlement and Resource Centre Monday to Friday, 9am to 3pm	Advocacy Support Support regarding resettlement issues Navigation support for housing, health, family violence, and benefit entitlements etc.	www.cantyrefugeecentre.org Drop-in Centre or make an appointment Phone: (03) 377 2544 or (03) 377 2538 office@cantyrefugeecentre.org 39 Nursery Road, Phillipstown, Christchurch 8011
Christchurch Resettlement Services	Resettlement support for people from refugee and migrant backgrounds living in Ōtautahi Christchurch Social work Counselling and mental health support	www.crs.org.nz Phone: (03) 335 0311 Extn 22

Organisation	Services provided	How to get help
Citizens Advice Bureau	Advice on your rights and responsibilities, for individuals and communities	www.cab.org.nz Phone: 0800 367 222
Community Energy Action Monday to Friday, 9am to 4.30pm	Home insulation and heating subsidies Curtains	www.cea.co.nz Phone: 0800 438 9276 Office: (03) 374 7222 Curtain bank: (03) 374 7225 Email: info@cea.co.nz
Community Law Monday to Friday, 9am to 5pm	Quality legal advice, information, education services, and more	www.canlaw.org.nz Phone: (03) 366 6870 or 0508 CANLAW (226529) Email: admin@canlaw.org.nz
Family Services Directory	A directory of service providers that can help you and your family	www.familyservices.govt.nz/directory
Connected Monday to Friday, 8am to 5pm	Employment support and careers advice	www.connected.govt.nz Phone: 0800 264 737 Or visit a connected centre Monday, Tuesday, Thursday and Friday 8.30am to 5pm, and Wednesday 9.30am to 5pm <ul style="list-style-type: none"> • Hornby – MSD/Work and Income Employment Centre, 25 Shands Road, Hornby • Linwood – MSD/Work and Income Employment Centre, 154 Aldwins Road, Linwood • Papanui – MSD/Work and Income Employment Centre, 56 Langdons Road, Papanui • Sydenham – MSD/Work and Income Employment Centre, 39 Durham Street, Christchurch

Organisation	Services provided	How to get help
<p>Immigration New Zealand</p> <p>Monday to Friday, 6am to 10pm</p>	<p>Immigration</p>	<p>www.immigration.govt.nz</p> <p>Customer service centre: 0508 558 855 (Toll-free from NZ landlines only)</p>
<p>Inland Revenue</p> <p>Monday to Friday, 8am to 6pm</p>	<p>Tax administration</p> <p>Social support programmes (such as Working for Families)</p>	<p>www.ird.govt.nz</p> <p>General enquires phone 0800 775 247</p> <p>If you are not fluent in English or have a hearing impairment phone 0800 700 334</p> <p>Or online through myIR myIR – myir.ird.govt.nz</p>
<p>Kāinga Ora</p> <p>Monday to Friday, 8am to 6pm</p>	<p>Public housing</p>	<p>General and tenant enquiries Phone: 0800 801 601</p> <p>Or contact your housing support manager</p>
<p>Ministry of Justice (MoJ)</p> <p>Coronial Services</p>	<p>Coronial Services</p>	<p>You can contact Coronial Services by emailing: coronial.response@justice.govt.nz</p> <p>Or phone: 0800 88 88 20</p>
<p>Ministry of Social Development (MSD)</p> <p>Work and Income</p> <p>Monday to Friday, 7am to 6pm</p> <p>Saturday, 8am to 1pm</p>	<p>Financial assistance</p> <p>Employment</p> <p>Housing</p> <p>Childcare Assistance</p> <p>Community Services Card</p>	<p>www.workandincome.govt.nz</p> <p>General enquiries Phone: 0800 559 009</p> <p>Seniors phone: 0800 552 002</p> <ul style="list-style-type: none"> • Ask for an interpreter if you wish to speak to someone in your language • If you are already a Work and Income client, you can also use our online Services: • MyMSD – my.msd.govt.nz • Service Express – you can call the Service Express line (Phone 0800 33 30 30) to check and update your personal information

Organisation	Services provided	How to get help
Money Talks Monday to Friday 8am to 8pm, Saturday 9am to 4pm, Sunday 10am to 2pm	Budgeting and financial mentoring services	www.moneytalks.co.nz Phone: 0800 345 123 Email: help@moneytalks.co.nz TXT: 4029
NZ Police	Safety	In an emergency dial 111 To report things that don't require urgent police assistance, dial 105
Ōtautahi Community Housing Trust	Social housing Digital skills and connection Employment coaching	www.ocht.org.nz Phone: 0800 624 456, or contact your tenancy manager Email: admin@ocht.org.nz
Purapura Whetu Monday to Friday, 8.30am to 4.30pm	Muslim wellbeing team Youth support Addiction support Mental health support Accommodation and life transitions support Wellbeing support	www.pw.maori.nz Phone: (03) 379 8001 or 0800 4 WHETU Email: office@pw.maori.nz
Victim Support	Support for people affected by crime, suicide and traumatic events	www.victimsupport.org.nz Phone: 0800 842 846 Or contact your victim support worker
Workbridge Monday to Friday, 8am to 5pm	Job search and employment support for people with a disability, health condition, injury and barriers to employment	www.workbridge.co.nz Phone: 0508 858 858 Or visit the Workbridge Office 88 Division Street, Level 3, Harcourts Building, Riccarton, Christchurch 8041