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

Landcheck 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.landcheck.org.nz

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

Christchurch City 03 941 8999
www.ccc.govt.nz

Waimakariri 03 313 6136
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. Shirley Wright 335 0311 ext 29 www.crs.org.nz

Christchurch City Mission can assist with issues such as food, clothing, heating and accommodation. Ph 365 0635
www.chchcitymission.org.nz

Christchurch Methodist Mission A range of social services. 366 6745
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

Heartland Services
Pacific Hub, 37 Hampshire St Aranui. Ph 964 9061

Interpreting Canterbury
Provides Interpreters for face to face (onsite) and by telephone. Maria Fresia Ph 366 1315 or 027 493 1122. Language Line.

Partnership Health Canterbury
Counselling and Community workers available. Ph Wayne 021 901 913 or 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.redcrosseqgrants.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 Services Whakawhanaungatanga Trained counsellors available. 0800 RELATE (0800 735 283) www.relate.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

Kidsline Free phone counselling for under 15 years of age. 0800 543 754 www.kidsline.org.nz

Victim Support 24/7 0800 842 846 www.victimsupport.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 Jessica 281 8632 or text 021 934 765 www.deaf.co.nz

Home and Family Society Counselling, education, personal development and support groups, also emergency supported accommodation services. 379 5645 www.homeandfamily.net.nz

Problem Gambling Foundation Asian Family Services Ph Simon Tan 0800 664 262 www.pgfnz.org.nz

Rata Counselling for 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. jacci.tatnell@stjohn.org.nz

Women's Refuge 24/7 support, advocacy and accommodation for women and their children experiencing family violence. 0800 REFUGE (0800 733 743) www.womensrefuge.org.nz

General Information

CCS Disability Action Ph Belinda 365 5661 extension 868 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 Bishopdale and have a mobile CAB service East of Christchurch on Friday's. 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. 0800 225 580 www.minedu.govt.nz

PEETO – Multicultural Learning Centre Ph Patrick 343 2890 http://www.peeto.ac.nz/

Registered builders/providers list see www.earthquakefix.co.nz

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