**Support Services – Auckland State of Emergency Floods**

**Auckland Emergency Management:** [**https://www.aucklandemergencymanagement.org.nz/major-incident/flooding-2023#:~:text=Civil%20Defence%20Centres%20open,on%200800%2022%2022%2000.&text=Bring%20with%20you%20any%20essential,warm%20clothing%2C%20and%20baby%20items**](https://www.aucklandemergencymanagement.org.nz/major-incident/flooding-2023#:~:text=Civil%20Defence%20Centres%20open,on%200800%2022%2022%2000.&text=Bring%20with%20you%20any%20essential,warm%20clothing%2C%20and%20baby%20items)**.**

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| **Service** | **How to contact** | **What is available** |
| WINZ – Welfare Assistance  Civil Defence Payments | MSD 0800 400 100  <https://www.workandincome.govt.nz/about-work-and-income/news/2023/auckland-region-flooding.html>  <https://www.workandincome.govt.nz/products/a-z-benefits/civil-defence-payment.html> | Financial support / support with urgent needs, food, clothing, bedding, ect  Civil defence payments: You don't have to be on a benefit to qualify for a Civil Defence payment.  Non-residents may be eligible for this payment.  In most cases it doesn't matter what your income is or what assets you have. |
| No where to stay? – Auckland Emergency Management | 0800 22 22 00 | Support with accommodation |
| Civil Defence Centres | North Shore:  Massey University Albany Campus Sir Neil Walters Lecture theatre, Massey University East precinct, Albany Expressway SH17  West Auckland:  St. Leonards Road School, 15 Saint Leonards Road, Kelston  South Auckland:  Manu Tukutuku, 32 Riverton Drive Randwick Park  Moana Nui A Kiwa Centre (Mangere Pools) 66 Mascot Ave, Mangere (24/7 evacuation centre) | Support to access appropriate services and support to apply  Immediate needs (food, clothing, shelter) |
| FREE Waste disposal | 0800 22 22 00  Give name and address first and car registration | Those affected by floods can drop off storm related waste for free at nine participating transfer stations throughout the region  Only put waste on the road if you have no vehicle to take to waste transfer station after you have called the 0800 number to discuss options |
| South Seas Food Relief Support  Wellbeing and Food Support | 0800 311 331 (8am – 8pm) | Food items within 24 hours   * Connect families to other supports services should they be unable to help * Support with temporary accommodation * Emergency cost, bills, medication or bedding etc. |
| South Seas Uniform, Stationary and School Fees support | 0800 311 331 | Support with uniforms, stationary and school fees |
| The Fono Feleoko Food Hub – 0800 366648 | 0800 366648 | Supporting both flooding and families in COVID isolation |
| MUMA (Manukau Urban Maori Authority Food | 24 hours support lines – 0800 686 232 | Food and phone support |
| The Village Community Service Trust | The Village Community Service Trust – 021845535 (Alena) | Food Support |
| CIDANZ | 0273031832 (Anthony) 027 310 3675 (Sean) | Food Support |
| Affirming Works | 0800 0 233 476 (0800 0 AFFIRM) | Food relief support |
| Reporting damage to drains or stormwater issues | [www.aucklandcouncil.govt.nz/report-problem](http://www.aucklandcouncil.govt.nz/report-problem) |  |
| Animals and Pets  Auckland Emergency Management | 0800 22 22 00 | Concerns if animals or pets are left in house, safety ect  All other concerns go to local vet |
| Renters affected by flooding – Know your rights | https://www.consumer.org.nz/articles/affected-by-flooding-know-your-rights |  |