

October 2022



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

MSD Taranaki King Country Whanganui Region

COVID-19 and Welfare Update

We continue to support people who are self-isolating. Please note that the following still applies:

- You must still isolate for 7 days if you have COVID-19
- You must wear a face mask in healthcare facilities, such as hospitals

We coordinate and support the welfare response for people who need to isolate regardless of whether they are on a benefit or not, and we continue to work with employers impacted by COVID-19.

You can find out more about what support is available by phoning the COVID-19 welfare line, using our online forms or by contacting a community organisation. Find more COVID-19 information below.

We have a range of other support available, and we welcome visits to our sites as we continue to work towards helping New Zealanders to be safe, strong and independent.

Ngā mihi

Gloria Campbell

MSD Regional Commissioner Taranaki, King Country and Whanganui

COVID welfare line - 0800 512 339

- Monday to Friday: 8am to 5pm
- Saturday: 8am to 1pm

COVID online forms - Our self-isolation online form is available to people who prefer to let us know their welfare needs this way. [Help while you're self-isolating – online forms.](#)

Support from a community organisation - Local community organisations, including iwi and Pacific organisations, are working with MSD. [Ask for support from a community organisation.](#)

Employment support

[COVID-19 Leave Support Scheme](#) is for when workers and self-employed people need to self-isolate and can't work from home. Read more about eligibility criteria [here](#).

[COVID-19 – business.govt.nz](#) for more information about COVID-19 and the workplace.

[Unite against COVID-19 \(covid19.govt.nz\)](#) for latest updates.

Other support

Work and Income can help in lots of different ways and situations.

[Not working](#) - If people have lost their job or can't work at the moment, they may be able to get a benefit or some other financial help from us. It depends on their situation.

[Urgent or unexpected costs](#) – People who have an urgent cost or unexpected bill they may be able to get help, even if they are working.

[Help with living expenses](#) – People struggling to pay living costs such as accommodation, school costs or power, may be able to get help, even if they are working.

[Senior services](#) – People aged 65 years and over can access a range of services.

[Services for young people](#) – Support for young people aged between 16-19 years includes help to improve skills through education, training, work or other related activities. If people are considering study, we are asking them to apply and send us their loan and allowance documents by Friday 16 December to allow Studylink time to process applications

Winter Energy Payment – ended on 1 October. There's more information [here](#) about the payment period. As we know this is a tough time for a lot of people, we encourage them to get in touch with us if they need further support.

Contact us

People seeking support with income, employment or housing queries can contact us by visiting one of our service centres in King Country, Taranaki or Whanganui or by:

- Calling 0800 559 009 or 0800 552 002 for Seniors
- Logging into the online service [MyMSD](#)
- Check out the online guide [Check what you might get \(msd.govt.nz\)](#)