

# ONE STOP SHOCK

## Earthquake Recovery Information Sheet

The essential list for everything recovery.

**Healthy Christchurch** has provided **One Stop Shock** for organisations and individuals since September's 2010 earthquake. This update focuses on support for individuals. The new website has continual updates and news for organisations. Also find out more about Healthy Christchurch, the 193 signatory organisations and our other collaborative projects at [www.healthychristchurch.org.nz](http://www.healthychristchurch.org.nz) or email [healthychristchurch@cdhb.govt.nz](mailto:healthychristchurch@cdhb.govt.nz)

### 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  
For Samoan speaking 0800 663 003 and Tongan speaking 0800 669 009. [www.rightservice.org.nz](http://www.rightservice.org.nz)

#### Stronger Canterbury

All things earthquake – Updates, Zoning and information on mental, physical & financial support. [canterburyearthquake.govt.nz](http://canterburyearthquake.govt.nz)

#### Earthquake Commission (EQC)

0800 DAMAGE 326 243  
For information on EQC's insurance cover, cleaning up and making a claim. [www.eqc.govt.nz](http://www.eqc.govt.nz)

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

**Christchurch City** 03 941 8999  
[www.ccc.govt.nz](http://www.ccc.govt.nz)

**Waimakariri** 03 313 6136  
[www.waimakariri.govt.nz](http://www.waimakariri.govt.nz)

**Selwyn** 03 347-2800 or Darfield 03 318-8338 [www.selwyn.govt.nz](http://www.selwyn.govt.nz)

### Accessing Support

**ACC Injury Inquiries** For people who have been injured as a result of the earthquakes. 0800 101 996  
[www.acc.co.nz/canterbury-earthquake](http://www.acc.co.nz/canterbury-earthquake)

#### Canterbury Temporary Accommodation Service

provides temporary housing support to people affected by the earthquakes and people who have accommodation available to offer contact 0800 673 227  
[www.quakeaccommodation.govt.nz](http://www.quakeaccommodation.govt.nz)

#### Chimney Replacement

**Programme** EECA can replace damaged chimneys with a free clean, efficient heater  
[www.eeca.govt.nz/eeca-programmes-and-funding/programmes/chimney-replacement](http://www.eeca.govt.nz/eeca-programmes-and-funding/programmes/chimney-replacement) Priority to those homes with occupants who are sick, elderly or who have young children, or houses with no other heating source. If this is you e-mail [heating@eqr.co.nz](mailto:heating@eqr.co.nz) or call EQC on 0800 326 243 (0800 DAMAGE).

**Christchurch City Mission** can provide food and social work support services, assisting with issues such as clothing, accommodation and heating. Ph 365 0635  
[www.chchcitymission.org.nz](http://www.chchcitymission.org.nz)

#### Christchurch Methodist

**Mission** A range of social services. 366 6745  
[www.mmsi.org.nz](http://www.mmsi.org.nz)

**Civil Defence** Have you got your emergency supplies and plan ready? Emergency preparedness information.  
[www.getthru.govt.nz](http://www.getthru.govt.nz)

#### Community Law Canterbury

Provide legal information and advice. Have created fact sheets for legal needs arising from the earthquakes on website. Also running outreach clinics. 371 3819 or 0508 CANLAW (0508 226 529)  
[www.canlaw.org.nz](http://www.canlaw.org.nz)

**Healthline** 24hrs 0800 611 116  
Staffed by registered nurses who will assess your health needs. Language Line is available.

#### Family Services (MSD)

Support, counselling and financial services. Family Services Directory online  
[www.familyservices.govt.nz](http://www.familyservices.govt.nz)  
Emergency and Recovery information and Kiosks  
[www.msd.govt.nz/emergency](http://www.msd.govt.nz/emergency)

Work and Income information and Community Link Service Centres  
[www.workandincome.govt.nz](http://www.workandincome.govt.nz)

**Family Violence** A range of resources and information. 0800 456 450 [www.areyouok.org.nz](http://www.areyouok.org.nz)

**Flu Information** How to protect you & your family from the Flu. Free vaccinations ending shortly.  
[www.fluinfo.org.nz](http://www.fluinfo.org.nz)

#### Heartland Services

Local community services.  
Aranui 37 Hampshire St 964 9061  
Hornby 25 Shands Rd 961 9248  
Akaroa 39 Rue Lavaude 304 8659

#### Linwood North Community Hub

For social services support such as heating, Red Cross grants, housing issues and concerns with earthquake recovery. Old School Dental Clinic, Woodham Road. Tuesdays, Wednesdays, and Thursdays 9:00 – 12:00noon.

#### Pacific Trust Canterbury

Doctor/Clinic and more. 366 3900

**Plunket** Support services for children. 0800 933 922  
[www.plunket.org.nz](http://www.plunket.org.nz)

#### Tenants Protection Assoc

Support for tenants/renters in dealing with landlords 379-2297  
[www.tpa.org.nz](http://www.tpa.org.nz) [info@tpa.org.nz](mailto:info@tpa.org.nz)

### Funding and Financial Support

**Red Cross – Currently 3 grants**  
Relocated School Children Grant, Winter Assistance for under 5s and over 65s Grant available. The closing dates extended to Friday 29th July. 0800 754 726  
[www.redcrossegrants.org.nz](http://www.redcrossegrants.org.nz)

#### The Mayor's Welfare Fund

Provides assistance to families and individuals in our community who are in financial distress. Funding assistance on a one-off basis where real need can be shown. 941 8999  
[www.ccc.govt.nz/cityleisure/communityfunding/mayorswelfare/index](http://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, or helping children to cope with loss. 09 520 4111 [www.variety.org.nz](http://www.variety.org.nz)

### Free Counselling and Support

**Urgent Mental Health Advice**  
Psychiatric Emergency Service  
364 0482 or 0800 920 092

**Samaritans** 0800 726 666 - 24/7

**Lifeline** 0800 543 354 - 24/7

**Youthline** Any issue any time.  
0800 376 633 [www.youthline.co.nz](http://www.youthline.co.nz)

**Kidsline** Free phone counselling for under 15 years of age. 0800 543 754 [www.kidsline.org.nz](http://www.kidsline.org.nz)

**Plunketline** 24/7 0800 933 922  
Help for parenting and under fives.

**Te Puna Oranga Whanau** Offer a free trauma line 0800 222 042

**Relationship Services**  
**Whakawhanaungatanga** Trained counsellors available. 0800 RELATE (0800 735 283) [www.relate.org.nz](http://www.relate.org.nz)

**Salvation Army** Supporting people & communities. Call up to 8pm to make appointments for counselling sessions. 377 0799 [www.salvationarmy.org.nz](http://www.salvationarmy.org.nz)

**Alcohol Drug Helpline**  
Confidential information, referral and intervention service 10am-10pm 7 days 0800 787 797 [www.adanz.org.nz](http://www.adanz.org.nz)

**Anxiety Support Canterbury** 377 9665 [www.anxietysupport.org.nz](http://www.anxietysupport.org.nz)

**Canterbury Men's Centre**  
Support & more. The blokes' Book - a listing of Canterbury agencies and services relevant to men's health and well-being.  
"Munted Mates" group for people

(men and women) with Munted Houses on the east side.  
940 9487 [www.canmen.org.nz](http://www.canmen.org.nz)

**Catholic Social Services**  
Counselling, social work support, group courses for adults & children, budgeting, advocacy... 379 0012 [www.chch.catholic.org.nz](http://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](http://www.cyf.govt.nz)

**Employee Assistance Programmes (EAP)** 24hr  
Confidential support  
0800327669

**Home and Family Society**  
Counselling, education, personal development and support groups, also emergency supported accommodation services. 379 5645 [www.homeandfamily.net.nz](http://www.homeandfamily.net.nz)

**Petersgate Counselling**  
Free earthquake counselling. 343 3391 [www.petersgate.co.nz](http://www.petersgate.co.nz)

**Skylight Trust** offering specialised support for those facing change, loss, distress, trauma and grief. Advice & links online [www.skylight.org.nz](http://www.skylight.org.nz)

**St Johns Caring Caller Service** Volunteers can make daily phone calls to people at home to provide support. Email referrals to: [jacci.tatnell@stjohn.org.nz](mailto:jacci.tatnell@stjohn.org.nz)

**Victim Support** 24/7  
0800 842 846  
[www.victimsupport.org.nz](http://www.victimsupport.org.nz)

**Women's Centre** Drop in 95 Hills Road, free support, counselling, information, advocacy and legal service.

386 2035 or 022 105 5308  
[www.womenscentre.co.nz](http://www.womenscentre.co.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](http://www.womensrefuge.org.nz)

### General Information

**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](http://www.cab.org.nz) 0800 FOR CAB (0800 367 222)

**Ministry of Education**  
Up to date information on Christchurch Schools. 0800 225 580 [www.minedu.govt.nz](http://www.minedu.govt.nz)

**Ministry of Health** Public Health and Dealing with Stress information [www.moh.govt.nz](http://www.moh.govt.nz)

**Quitline** Stop smoking support. 0800 778 778 [www.quit.org.nz](http://www.quit.org.nz)

**Registered builders/providers** list see [www.earthquakefix.co.nz](http://www.earthquakefix.co.nz)

**SPCA** For pets lost, found and fostered. Wilmers Rd Hornby. 349 7057 [www.spcacanterbury.org.nz](http://www.spcacanterbury.org.nz)

**Tangata Atumotu Trust** Help with diabetes, heart disease, asthma, respiratory ailments and palliative care. 381 1181

**Volunteering Canterbury** Help others and get involved in your community. 0800 865 268 or 366 2442 [www.volcan.org.nz](http://www.volcan.org.nz)

**Webhealth** website for health & social service directories, health info and a great community notice board. [www.webhealth.co.nz](http://www.webhealth.co.nz)

**Mental Health Foundation**  
Factsheets, resources, links and wellbeing posters below for dealing with earthquake stress. [www.mentalhealth.org.nz](http://www.mentalhealth.org.nz)



DO WHAT YOU CAN,  
ENJOY WHAT YOU DO,  
MOVE YOUR MOOD



TALK & LISTEN,  
BE THERE,  
FEEL CONNECTED



Your time,  
your words,  
your presence



EMBRACE NEW  
EXPERIENCES.  
SEE OPPORTUNITIES.  
SURPRISE YOURSELF



REMEMBER  
THE SIMPLE  
THINGS THAT  
GIVE YOU JOY

