**Information for Carers during COVID-19**

**General**

In an emergency, always call 111. If you are registered, you can do this via the 111 text line.

Healthline COVID-19 enquiries 0800 358 5453

COVID-19 [welfare response line](https://covid19.health.nz/advice/covid-19-support) 0800 512 337 (8am to 5pm Mon - Fri and 8am to 1pm Sat)

Ministry of Social Development: [COVID-19 Welfare and social sector support for family, whānau and āiga carers](https://www.msd.govt.nz/what-we-can-do/community/carers/covid-19.html).

COVID-19 [information and advice for family, whāanu, and āiga carers.](https://www.tewhatuora.govt.nz/for-the-health-sector/covid-19-information-for-health-professionals/covid-19-information-for-specific-sectors/covid-19-family-whanau-and-aiga-carers)

[Work and Income supports for people affected by COVID-19.](https://workandincome.govt.nz/covid-19/index.html?utm_source=redirect&utm_medium=159)

Carers NZ for advice 0800 777 797 [centre@carers.net.nz](mailto:centre@carers.net.nz)

**Government COVID-19 resource sites**

Ministry of Health [health.govt.nz](https://www.health.govt.nz/covid-19-novel-coronavirus)

Unite against COVID-19 [covid19.govt.nz](https://covid19.govt.nz/)

Unite against COVID-19 [support and information for disabled people](https://covid19.govt.nz/prepare-and-stay-safe/iwi-and-communities/information-for-disabled-people/)

Whaikaha - [Ministry of Disabled People](https://www.whaikaha.govt.nz/)

#### **COVID-19 Accessible Information**

[NZ Sign Language (NZSL)](https://covid19.govt.nz/iwi-and-communities/alternate-formats/nzsl/) | [Easy Read](https://covid19.govt.nz/iwi-and-communities/alternate-formats/easy-read/) | [Large Print & Audio](https://covid19.govt.nz/iwi-and-communities/alternate-formats/large-print-and-audio/)

Te Reo Māori, nine Pacific languages, simplified Chinese, Hindi, Japanese, Korean, Punjabi, Somali, Spanish, Tagalog, Thai, and Vietnamese [All translations here.](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdepartmentoftheprimeministerandcabinet.cmail19.com%2Ft%2Ft-l-xlijla-etikijjlu-i%2F&data=02%7C01%7C%7C0ff35df77c61499f3b2a08d85876b389%7C8d2882481dcf48aa9ef0d20dc915edd9%7C0%7C0%7C637356614206171003&sdata=T0mbBxPy6brSnSsUsUu%2B0hfQ1g75NfXAo8bLhknjEy8%3D&reserved=0)

Information for [Pacific peoples](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdepartmentoftheprimeministerandcabinet.cmail19.com%2Ft%2Ft-l-xlijla-etikijjlu-d%2F&data=02%7C01%7C%7C0ff35df77c61499f3b2a08d85876b389%7C8d2882481dcf48aa9ef0d20dc915edd9%7C0%7C0%7C637356614206171003&sdata=iyb69EJ4qI9rRA2epnEnoCG%2FxQx9u2BIAJf0mXvF48o%3D&reserved=0).

**Dedicated COVID-19 disability helpline:** call free on 0800 11 12 13 or text 8988 if you need help or information about vaccines, testing, face mask exemptions, and managing COVID-19 at home. Available 24 hours a day, 7 days a week. You can access this helpline using the NZ Relay Service if you need assistance or more information: [www.nzrelay.co.nz](https://www.nzrelay.co.nz/?fbclid=IwAR0bIK88EprZH6XHWUqAgHm3vuMpbtZj_LQOgyqzakgLnBgZDDQxZQYV0A4) [Facebook – disability helpline UAC](https://www.facebook.com/UniteAgainstCOVID19/posts/pfbid02hcVaKd5Wt4u1rNobzBLxLAVRjdUDev8pvKHJgohpASkm1C3jSGnCA7P5QEpKwRrBl)

**COVID-19 Vaccinations**

To book your vaccination or make a query, call 0800 28 2926 or book [online](https://bookmyvaccine.covid19.health.nz/?_ga=2.262191308.1359264800.1676529925-1243523387.1676529925). More info [here](https://www.health.govt.nz/covid-19-novel-coronavirus/covid-19-vaccines).

**Testing for COVID-19**

We encourage having a supply of Rapid Antigen Tests (RATs) as part of your household first aid kit. To order free RATs, go [here](https://requestrats.covid19.health.nz/).

**Face Masks**

To check if you’re eligible for supply of PPE such as masks, email Te Whatu Ora [COVID.HealthSupplyChain@health.govt.nz](mailto:COVID.HealthSupplyChain@health.govt.nz)

Free masks are also available through healthcare providers, community organisations and some RATs collection sites. Find sites on [Healthpoint](https://www.healthpoint.co.nz/covid-19/?covidTesting=im%3A1374240).

**Preparing in advance to self-isolate**

We all need to be prepared to self-isolate if we get COVID-19. This [checklist](https://covid19.govt.nz/prepare-and-stay-safe/preparing-to-self-isolate/) can help you and your whānau make a plan.

**Antiviral Medicines**

Antiviral medicines are free if you have COVID-19, became sick within the last 5 days and are eligible for the medicines. To check your eligibility, go [here.](https://covid19.health.nz/advice/i-have-covid-19/medicines-treat-covid-19)

If you’re at higher risk of severe illness and your RAT is positive**,** report your result immediately in [My COVID Record](https://mycovidrecord.health.nz/) to get the help you need as early as possible. Your GP or a COVID-19 Care in the Community hub will then contact you and may offer COVID-19 antiviral medicine, which can help prevent serious illness.

If you’re very unwell, or you haven’t been contacted within 24 hours of reporting your RAT result, call Healthline on 0800 358 5453.

**Foodbanks**

Check your local [food bank](https://www.foodbank.co.nz/foodbanks) if you are in need. They will check your eligibility first.

**Managing COVID-19**

It is normal to feel anxious or stressed about COVID-19. If you need to talk to anyone, call or text the National Telehealth Service for free to 1737 or visit their [website](https://www.1737.org.nz/).

Health Navigator’s resources on how to manage COVID-19: [COVID-19 | Health Navigator NZ](https://www.healthnavigator.org.nz/health-a-z/c/covid-19-key-information/#Resources)

*This COVID-19 digital infopack from Carers NZ also includes resources on managing COVID-19. We hope you find these useful.*