

# Access to accommodation

ALERT LEVELS 1 – 3

New Zealand Government

Do you need help to access or pay for accommodation?

Yes

Are you or a person you're with feeling unwell?

Yes



Call the COVID-19 Healthline  
**0800 358 5453**

No

Are you a NZ Citizen  
Resident or NZ Permanent Resident

Yes

No

Are you at risk from family violence in your current accommodation?

Yes

If you're in immediate danger ring 111 and push 55.

Otherwise call:

Family Violence Crisisline  
0800 733 843  
24hrs, 7 days a week

Shine  
0508 744 633  
9am -11pm  
7 days a week

Shakti International  
0800 742 584  
24hrs 7 days a week, if English is your second language

Do you have an urgent housing need within the next seven days and have nowhere else to stay?

Yes

**Work and Income**



[Work and Income](#)



0800 559 009



Monday-Friday,  
7am-6pm  
Saturday 8am-1pm



If you're under 19, say "youth client" when you call.

Or call your Youth Service provider if you have one.

Do you need financial assistance to help you remain in your current housing or accommodation?

Yes

Are you a tenant of Kainga Ora or a Community Housing Provider?

Yes

Talk to your tenancy manager

At Alert Level 3 Are you unable to return to your NZ home because of COVID-19 travel restrictions

Yes

**MBIE  
Temporary Accommodation Service**



0508 754 163



temp.accom@mbie.govt.nz



Monday-Sunday,  
8.30am to 5.30pm

Are you leaving a Managed Isolation Facility and have no accommodation or home to go to?

Yes

Please refer to your Welcome Pack.



If you have any further queries please talk to the manager of your Managed Isolation Facility.

Has your flight back to your home country been delayed and you no longer have a place to stay in NZ?

Yes

**MBIE  
Temporary Accommodation Service**



0508 754 163



temp.accom@mbie.govt.nz



Monday-Sunday,  
8.30am to 5.30pm

Are you temporarily living in NZ and need financial assistance or accommodation?

Yes

**New Zealand Red Cross**



0800 RED CROSS  
0800 733 27677



[NZ Red Cross Visitor Care Manaaki Manuhiri](#)



Do you also need financial assistance?

Yes