
Financial Assistance in a Pandemic

THE MINISTRY OF SOCIAL DEVELOPMENT, THROUGH WORK AND INCOME, CAN PROVIDE A RANGE OF FINANCIAL ASSISTANCE TO YOU AND YOUR FAMILY IF YOU HAVE BEEN AFFECTED BY THE INFLUENZA A (H1N1) PANDEMIC.

If you are unwell with influenza, you don't have to come into a Work and Income service centre for assistance. You can contact us on 0800 559 009.

It is important to note that all of our assistance is income and asset tested. Your personal circumstances will determine how we can help you.

The financial assistance Work and Income may be able to assist you with includes:

Special Needs Grants

Special Needs Grants provide non-taxable, one-off, recoverable (i.e. will need to be paid back at a later stage) or non-recoverable (i.e. does not need to be paid back) financial assistance to people to meet their immediate needs such as food or essential items. A person does not have to be receiving a Work and Income benefit to qualify for a Special Needs Grant.

Recoverable Assistance Payments

The Recoverable Assistance programme provides non-taxable, interest free, financial assistance to people that aren't on a Work and Income benefit. The person must be able to identify a particular immediate need for an essential item or service. This assistance is recoverable and will need to be paid back.

Emergency Benefit

The Emergency Benefit provides financial assistance for people who are in hardship and unable to earn enough to support themselves and their family and because of their circumstances cannot receive another benefit. In some cases this is because of sickness, injury, disability or caring responsibilities.

Factsheet

Other Financial Assistance

Work and Income also administers a range of other financial assistance payments. Depending on your circumstances, assistance such as Unemployment Benefit, Sickness Benefit, Domestic Purposes Benefit, Working for Families and Temporary Additional Support may also be appropriate.

How to contact us

Contact us if you need to apply for emergency assistance. We will let you know exactly what you need to do. Everyone's situation is different. We are here to help if you need it.

You can contact us if you:

- would like assistance
- aren't sure if you can get assistance
- are struggling to support yourself or your family
- would like more information

Work and Income at 0800 559 009

<http://www.workandincome.govt.nz/>

If you have concerns about your health

Healthline is a free telephone health information service that's run by the Ministry of Health. The service is staffed by registered nurses who will assess your health needs and give information and advice to help you decide on the best level of care. The Ministry of Health's website also provides good information.

Healthline: 0800 611 116

<http://www.moh.govt.nz/>