

Kia ora Tatou

We hope you are ok within your bubble. This is an update with some key questions we have been receiving and our common responses. Do get in touch by email [admin@disabilityconnect.org.nz](mailto:admin@disabilityconnect.org.nz) or text or phone 027 650 4257 (9am-4.30pm) or 027 381 0782 (9am-2pm), we are here to help. Our phone 09 636 0351 is still active and will be diverted to one of our staff.

We also have a chat message service for people with disabilities their families and whanau to raise questions and receive support respond via [Disability Connect's Facebook Page](#).

## FAQ's

1. Is my carer an essential service? How do I know?

Click [here](#)

2. What will happen if my carer or I are sick?

If you have Individualised Funding (IF) then contact your host to see if they have someone else to assist or if your support cover you require is challenging you can contact CCS 0800 227 2255, Vision West 0800 222 040.

3. Special schools have closed, and my children are home- my 20 year old son has an Intellectual Disability. His behaviour is unmanageable, and I am on my own. I need more supports for 4 weeks.

Please contact your NASC ([Taikura Trust in Auckland](#)) in the first instance re more supports and request a referral to a behavioural services provider. MOH are working on supporting your wellbeing with a phonenumber for specialist behavioural advice for disabled people, whanau and residential providers. (released MOH 27 March 2020)

4. What is in place for people requiring or who had scheduled a temporary or long-term assessment at this time?

These will be reviewed and either done by phone or email if urgent. NASC's ([Taikura Trust in Auckland](#)) and assessors are letting people know. If you haven't heard please ring, text or email them.

5. What do I do about respite care? I have been told by my provider that my normal respites services are now closed. My child's behaviour is stressing me out on top of everything else including lost income.

At this stage some families are possibly able to be paid the hours already allocated (Personal Cares, Household Management) stage via IF but you need to contact your IF host and they will inform you. This is if your carer/s are on lockdown and isolation. Families on Family Funded Care – more information will be available later this week.

- I have problems with my equipment and carers and I'm an ACC client / I haven't heard from ACC.

Contact your case manager or nearest ACC branch.

- I'm elderly, disabled and without carers. I am relying on outside family members to do my cares instead. My family members have no choice in the matter are not trained in care and have no PPE.

This is being made available – please contact your IF host ([list here](#)), NASC ([Taikura Trust in Auckland](#)) more information to follow when to hand. Current demand for PPE is unprecedented. The Ministry recognises this is causing concern among the increasing number of staff being brought in to help manage Covid-19 outbreak. Measures to address immediate needs which include a limited urgent release of equipment and accompanying guidance, will be announced within 24 hours. These measures are in addition to a longer term solution which is being worked through. The safety of staff is a top priority as we are working through this fast-evolving and challenging time. (released MOH 27<sup>th</sup> 9am)

- I can't get my groceries- I'm a single parent with a disabled child.
  - There is a community organisation providing support for people in isolation. You can seek help or offer to become a volunteer from the website. [Click here](#)
  - Countdown have a priority service for people with disabilities and their whanau. [Click here](#)
  - Kahui tu Kaha has a Wellbeing team with Social Workers. They can arrange for food parcels for people in desperate need. Please contact Perry Zhou at Kahui tu Kaha [perry.zhou@kahuitukaha.co.nz](mailto:perry.zhou@kahuitukaha.co.nz) or 027 296 0793
  - Volunteers in the Chinese community are providing support for people in isolation for grocery pick up/drop off.

**Let us Support Each Other**  
Stay Safe During the Lockdown Period  
**VOLUNTEERS FOR SUPPORTING WITH YOUR ESSENTIAL ITEMS AND NEEDS**

\*This service is only available in Auckland area.

In line with the COVID-19 Alert Level 4, New Zealand will be locked down temporarily after 11:59 pm on 25th March. Everyone in New Zealand is instructed to stay at home. In order to at least mitigate the impacts of COVID-19 on residents' daily life during the lockdown period, and to maximally protect our older people, vulnerable groups and people with mobility issues, North Shore, Central West and East & Counties Manukau Chinese Community Networks will work closely with the NZ government, social organisations and institutions, and our volunteers to support our vulnerable people:

- If you are 65 years old or over, without children or a family member to support;
- If you are feeling weak, or having other health issue, chronic disease; or
- You are having any mobility issues

**If you need us to help with:**

- Grocery shopping;
- Grabbing medicine from Pharmacy; or
- Other support with essential items and tasks

Please call us or scan the QR code on the right.  
We will be with you as soon as possible.  
Please also get in touch if someone you know may need some support from us.

**For English speaking client, please contact Age Concern Auckland**  
Avondale 09-820-0184 Counties Manukau 09-279-4331  
North Shore 09-489-4975

**For Chinese speaking support**  
Contact person: Felix  
WeChat: 17116603  
Phone: 021-986-836  
A Better Chance Charitable Trust  
WeChat: abetterchance  
Phone: 027-688-0881  
West Jun: 0211984605  
East Perry: 0272960793

The project is non-profit. To support us, please donate to the Auckland Central Chinese Community Coalition Association

ANZ  
Account Name: Auckland Central Chinese Community Coalition Association  
Account Number: 06-0257-0719248-00  
Charity Registration Number: CC59915

**平安度疫 携手同行**  
**爱心义工跑腿团**

\*此服务目前只限奥克兰地区

疫情当前，健康安全成为全球话题。3月25日晚上11:59分，新西兰正式进入短期全面封锁状态。为尽可能减少疫情对大家日常生活的的影响，保护年长者、体弱者以及行动不便者，我们北岸、中西区、东区及Counties Manukau地区华人联络网将携手政府相关部门、社会慈善团体以及跑腿义工团的义工们帮助这些人士平安度疫。

- 如果您的年龄在65岁以上、没有子女或亲人的帮助；
- 如果您身体虚弱或者有其他健康问题、慢性疾病；
- 您行动不便

**需要我们的协助：**

- 购买饮食及生活必需品
- 去药房拿药
- 或者其他困难

请扫二维码或者拨打以下电话，我们将尽快为您服务。  
如果您的朋友、邻居或者您所认识的人有需要帮助，您也可以联系我们。

**联络员：小林**  
微信号: 17116603  
手机号码: 021-986-836  
新西兰华人人口普查基金会 (华助会)  
微信号: abetterchance  
办公电话: 027-688-0881  
西区 Jun: 0211984605  
东区 Perry: 0272960793

**合作单位：**

新西兰华人人口普查基金会  
A Better Chance  
Independent Living  
Age Concern  
disability connect  
Helping families

本活动完全非盈利承办，如果您想赞助，  
捐款至中区华人联络网的慈善账号

ANZ  
Account Name: Auckland Central Chinese Community Coalition Association  
Account Number: 06-0257-0719248-00  
Charity Registration Number: CC59915

9. I don't have internet how can I find out what is available and what is happening with my supports?

You can contact your local NASC and Disability Information Resource Centre for information regards to your support. Federation of Disability Information Services list of open services is [here](#).

Member	Premises	Staff	Phone	Email	Facebook	Website
Northable	Closed	Remote	09 430 0988	northable@northable.org.nz	@northabledisabilityservices	www.northable.org.nz
Yes Disability	Closed	Remote	09 414 5360	jamie@yesdisability.org.nz	@yesdisabilityresourcecentre	www.yesdisability.org.nz
Auckland ILS	Closed	Remote	09 625 8069	info@ilsnz.org	@ilsakid	www.ilsnz.org
Complex Care Group	NA	Remote	027 2667690	complexcaregroup@extra.co.nz	Private group for members	www.complexcaregroup.org.nz
Disability Connect	Closed	Remote	09 636 0351	admin@disabilityconnect.org.nz	@parentandfamilyresourcecentre	www.disabilityconnect.org.nz
Vaka Tautua	Closed	Remote	0800 825 282	administration@vakatua.co.nz	@vakatua	www.vakatua.co.nz
Manawau	NA	Available	0508 462 427	info@manawau.org.nz	@manawauin	www.manawau.org.nz
Deaf Aotearoa	Closed	Remote	021 276 5771 text	duty@deaf.org.nz	@deafaotearoan	www.deaf.org.nz
Life Unlimited	Closed	Remote	0800 243 866	info@mobilitycentre.co.nz	@lifeunlimitednz	www.lifeunlimited.net.nz
Coromandel ILT	Closed	Remote	022 524 8511	resourcecentre@cilt.org.nz	@ciltcoromandel	www.cilt.org.nz
Whakatane DRC	Closed	On site	07 307 1447	information@drct.co.nz	@Disabilities-Resource-Centre	www.drct.co.nz
DRC Hawkes Bay	Phone	Phone	06 873 8210	information@drchb.org.nz	@drchb	www.drchb.org.nz
Enable NZ	Phone	Remote	0800 362 253	enable@enable.co.nz	@enablenz	www.enable.co.nz
Taranaki DRC	Closed	Remote	06 759 0019	info@taranakidic.org.nz		www.taranakidic-enable.cwp.govt.nz/
Kapiti/Wellington DIEC	Closed	Remote	04 298 2914	info@well-able.org.nz	@wellablekapiti	www.well-able.org.nz
People First	Closed	Remote	0800 20 60 70	ask@peoplefirst.org.nz	@peoplefirstnz	www.peoplefirst.org.nz
Christchurch DIS	Closed	On site via phone	03 366 6189	manager@aspirecanterbury.org.nz	@AspireCanterbury	www.aspirecanterbury.org.nz
West Coast DRS	Closed	Remote	021 141 2220	info@wcds.org.nz	@drswc	www.wcds.org.nz
Dunedin DIS	Closed	Remote	03 471 6152	info@disabilityinfo.co.nz	@disabilityinfo.otago	www.disabilityinfo.co.nz
Southland DRC	Closed	Remote	03 214 5000	info@drcsouth.co.nz	@drcsouthland	www.drcsouth.co.nz

10. I need transportation to hospital for a dressing as my District Nurses can't visit. What are my options?

Click [here](#) for Driving Miss Daisy info, they are an essential service.

Nga Mihi Nui

Staff of Disability Connect