

Essential Services Upper Hutt

Health

Food

Animal Welfare

Safety

Finance

Essential Retail Businesses

Housing

Social Services

Updated [2020 05 12]

Health			
Org	Phone	Hours	Comments
Healthline Covid19	0800 358 5453	24/7	For Covid 19 Health advice
Healthline	0800 611 116	24/7	Demand is currently high, call Plunketline for under 5's
Plunketline	0800 933 922	24/7	Medical advice for under 5's
COVID-19 Line	0800 779 997		Free phone for non-clinical issues
Ambulance	111	24/7	Medical emergencies
National Poisons Centre	0800 764 766	24/7	Medical advice
Doctors	Call your GP before visiting		Call your GP for prescriptions and non-emergency needs.
Pharmacies	Open for prescriptions and essentials		Contact your local pharmacy
Mental Health Foundation	1737	24/7	Free call or text to talk to a trained Counsellor.
Lifeline	0800 543 354	24/7	
Suicide crisis helpline	0508 828 865		
Alcohol Drug Helpline	0800 787 797v or text 8681	24/7	Free call to speak with a trained Drug and Alcohol Counsellor
Te Haika DHB Crisis service for mental health and addiction	0800 745 477 or emailtehaika@ccdhb.org.nz	24/7	Mental Health, Addictions and Intellectual Disability Service. If you are concerned about immediate safety call 111.
Mosaic WGTN Counselling Service	0800 94 22 94	11am-8pm; 7 days	Free remote counselling sessions for everyone. Online or ph. Qualified and experienced Counsellors
Samaritans	0800 726 666		
VIBE Upper Hutt	04 5286261	Check Website	Limited services over the phone and Clinical appointments, by appointment only
Atareira	04 499 1049		Mental health support for Families – taking new referrals.

MIX Mental Health Day Service	04 399 1085		Taking new referrals for individuals needing mental health support via phone and social media.
Inform Physio	admin@informphysio.co.nz		Telehealth consults for injuries, charges may apply.

Safety

Org	Phone	Hours	Comments
Police	111	24/7	Emergencies
Police	105	24/7	Non-Emergencies Also see NZ Police App for up to date information and quick access calls.
Fire Emergency NZ	111	24/7	Emergencies
Women's Refuge	0800 733 843	24/7	Women and children experiencing family violence
Shakti	0800 742 584	24/7	Specialist cultural Family Violence services for African, Asian and Middle Eastern Women and children.
It's Not Ok	0800 456 450		Family Violence Information line, also see www.areyouok.org.nz
Oranga Tamariki	0508 326 459 or email contact@ot.govt.nz	24/7	Child Protection
Victim Support	0800 842 846	24/7	If you need support after crime, trauma or suicide. Support will be via phone or video call.
Community Law – Free Legal Advice	www.wclw.org.nz or 04 4992928 Services for Maori team 0220248346 Immigration Advice 04 4604461		Legal advice over the phone and by email. If no answer please leave a message and they will get back to you.

Housing

Org	Phone	Hours	Comments
Emergency Housing - WINZ	0800 559 009 or Seniors 0800 552 002	See website	To see if you may qualify for emergency housing.
Police	111	24/7	If you have concerns regarding homelessness of others.
Community Law – Tenants Housing and Advice Advocacy Service	0800 119 749 Leave a msg with your name, contact no. and issue	24/7	An advocate will call back to gather further info, then a lawyer will call to provide legal advice. Email any relevant documents to housing@wclw.org.nz
Tenancy Tribunal	0800 836 262		Landlords should freeze rents for 6 months and cannot evict except in exceptional circumstances.
Kainga Ora	0800 801 601		For existing tenants. If you need Emergency Housing contact WINZ.
Ministry of Business and Innovation and Employment MBIE	0508 754 163		Call for temporary accommodation options to support Isolation. Charges will apply. WINZ may be able to help with cost.

Food and Essentials

Org	Phone	Hours	Comments
Supermarkets		Check website or FB pages	Check hours as they are reduced, social distancing required
Countdown Priority Delivery Service	0800 40 40 40 ph this number to be put at the front of the line for grocery delivery's if you are unable to shop in store.	Check website.	
Student Volunteer Army	0800 005 902 or see website SVA.org.nz		Groceries can be ordered and paid for at any New World and a vetted volunteer will deliver to your door.
Upper Hutt Food Bank	NA	Closed at both level 3 & 4.	All food parcels will be distributed through Salvation Army, UH Foodbank are supporting with supplies.

Salvation Army - food bank	Ph 04 389 0594 and leave a message, someone will call you back or Email wellington.foodbank@salvationarmy.org.nz	New Hub based in Newtown to service Wellington Region.	Please leave a message if no answer. Food Parcels delivered from Salvation Army Hub in Newtown Mon-Fri.
Food grants - WINZ	0800 559 009 or MyMSD		WINZ –Ph. lines are overloaded, use MyMsd if able.
Freedom Drivers Upper Hutt	027 277 0966 or 04 560 3503 Fare free trips to essential services (up to \$80) for Total Mobility card holders		Companion Driving service. Also available for grocery deliveries and medical visits.
Driving Miss Daisy Upper Hutt	04 970 6636 Fare free trips to essential services (up to \$80) for Total Mobility card holders		Errands, shopping, prescriptions, meals - charges may apply. Companion driving service for public, ACC Clients for Medical appt.s, Vets runs etc. Also available for errands to support isolation needs. Charges may apply.
Ola NZ	https://ola.co.nz		Taxi and Essential Delivery Service. Charges apply.
Uber NZ	https://uber.com		Taxi service, charges apply.
Deliver Easy	https://delivereasy.co.nz		Takeaway food delivery service. Charges apply.

Finance

Org	Phone	Hours	Comments
Banks – ATM and phone banking	BNZ 0800 735 901 ANZ 0800 269 296 Westpac 0800 400 600 Kiwibank 0800 113 355 ASB 0800 803 804 Co-operative Bank 0800 552 554 TSB 0800 872 226	24/7 If you are in a high risk group, you can call your bank and they may do bill payments for you.	All outside ATMs and phone banking available. Please contact your bank if you have concerns re. debt repayments. Branches open in Lower Hutt for ltd. hrs ANZ Wed – 9-12 Westpac Wed – 10-1 Kiwibank Wed – 10-1 BNZ Thurs- 10-2
WINZ	0800 559 009	TBC	WINZ –Phone lines are over loaded, service centres closed. No payments will be stopped.
WINZ	MyMSD login	24/7	Alternative to calling
BEST Hutt Valley	04 529 8108 or email hvbest@xtra.co.nz	Mon, Wed, Fri 10-3pm	Benefit advocacy service, contact for support accessing financial support from WINZ.
Family Finance Service UH	027 782 0150	9 – 4:30 M-F	Budgeting service, Phone only appointments.
Government Helpline	0800 779 997	8am-1am 7 days	If you are not sure what COVID 19 related assistance might be available
Government Helpline	0800 226 657	9-5pm M-F	As above

Social Services

Org	Phone	Hours	Comments
CAB	0800 367 222	M-F 10-3pm	Advice on people's rights and obligations
Orongomai Marae	04 5289 639	M-F	Leave a message as the Marae is closed. Are supporting whanau and isolated elderly with food and some essential needs
Salvation Army Upper Hutt	Food parcels - 04 389 0594 Other support 04 528 6745	By phone only	Managing emergency food parcels and some limited support by phone call.
Wellington City Mission	04 245 0900		Continuing to support current clients

Age Concern Wellington	04 499 6648	TBC	Volunteer coordination service for over 70's in isolation requiring support. If you can volunteer or help, contact: info@ageconcernwellington.org or 04 996 646
Greenstone Doors Upper Hutt	04 566 5037 or via FB Messenger		Contact for free baby clothes and blankets. Also free counselling (online or ph) for parents and pregnancy loss.
Upper Hutt Multi Cultural Council	Email administrator@uhm.org.nz Or ph 022 182 1452	Email or leave a voice message	Support for international students and migrants. Social Support and advice re; Covid 19. Online wellbeing programs.

Animal Welfare

Org	Phone	Hours	Comments
Maidstone Vets	04528 5927	Slightly reduced hrs –closing at 7pm	For urgent cases and emergencies only. Callers will be triaged, ph consults or assessment may be done outside. Not open for supplies such as flea treatment and pet food.
Pet Vet Silverstream	Closed.		Clients to contact Pet Vet Lower who have patient files
Upper Hutt Vet Hospital and Cattery	Closed.		Clients to contact Pet Vet Lower who have patient files
Pet Vet Lower Hutt	04 569 8830	7:30am – 1:30pm or 2pm – 7:30pm	Holding patient files for Silverstream and UH Vets. Open for Essential Services only; “alleviation of pain, distress and illness” by appt.
Wellington After Hours Vet Clinic	04 473 7545	M-F from 7pm, Weekends from 12pm Sat.	Free telephone advice and urgent appt.s
SPCA Wellington	04 389 8044	Closed to the public but responding to emergency calls	Accepting vulnerable, injured or sick animals. SPCA Inspectors will continue to respond to emergency calls.
Upper Hutt Animal Rescue	04 526 2672	Closed to public but taking calls	Can take homeless cats in exceptional circumstances, please call to discuss. Not re-homing cats due to Lockdown.

HUHANZ	04 392 3232	TBC	Call for homeless animals that are injured, needing vet care and shelter.
The Nest – Te Kohunga Wellington Zoo	Please call Dept. of Conservation		Injured Native Animals.
Department of Conservation	0800 362 468		Call for concerns about Native Animals.

Essential Retail Businesses

(selling only products that keep people warm, replace key household appliances and maintain health. Physical stores closed but available for order online and/or Phone)

Org	Phone	Hours	Comments
Newbolds Upper Hutt	04 528 5769 or email darren@newbolds.co.nz Newbolds.co.nz	Happy to take calls to advise what is in stock or needs to be ordered and/or what will best suit needs.	Heating, whiteware, kitchenware. Items for cooking and food prep.
The Warehouse	thewarehouse.co.nz or the warehouse app.	24/7 online ordering with contactless delivery.	Hygiene, health & beauty, baby supplies. Items for working from home. Homewares – bedding, blanket, heating, engine oil and batteries. Winter clothing.
Farmers	Farmers.co.nz	24/7 online ordering with contactless delivery.	Essential products including small appliances, cookware, whiteware and bedding.
Noel Leeming	Noelleeming.co.nz 0800 44 44 88 ext. 43300	24/7 online with contactless delivery.	Items for working from home and home schooling. Items for cooking and food prep.
Briscoes	Briscoes.co.nz	24/7 online ordering with contactless delivery.	Blankets, heaters, dehumidifiers, kitchenware, cooking appliances & winter bedding.
Harvey Norman	Harveynorman.co.nz	24/7 online ordering with contactless delivery.	Whiteware, kitchenware, working from home supplies, heating.
PB Tech	Pbtech.co.nz	24/7 online ordering with contactless delivery.	Essential businesses can order from a larger category of products. Working/ studying from home IT supplies.

Petrol Stations	Check websites or FB		Closed door operations, can purchase fuel and essential convenience items.
SJ Firewood	04 5278350 or order online www.firewoodforsaleupperhutt.co.nz	Office open 8am-12pm	
Upper Hutt Firewood	027 768 4195 or 027 321 0585	Also see FB page	
Akatarawa Firewood Ltd	04 526 6671 or online www.akatarawafirewood.com		Dry firewood available, limited supply.
Composting NZ	04 526 8726 or online www.composting.co.nz		Accept WINZ quotes and payments.
Ezy-Burn Forewood	027 459 4130 or see website www.ezyburn.co.nz		
Farm Firewood Direct	022 435 6109 or online www.firewooddirect.co.nz		Limited supplies available.