



# Getting support in an emergency: Immediate support



**Version 1**

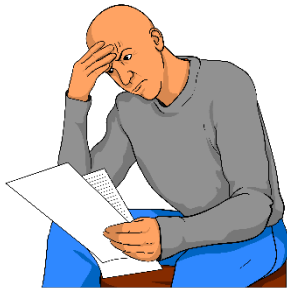
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# Before you start



This is a long document.

It can be hard for some people to read a document this long.



Some things you can do to make it easier are:



- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.



# What you will find in here

**Page number:**



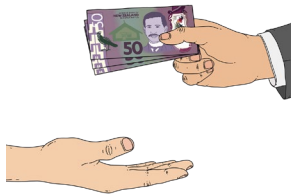
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## About this Easy Read



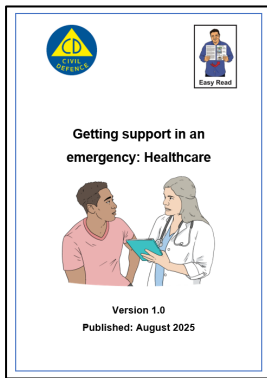
This Easy Read tells you what support you can get after an **emergency**.



An **emergency** is when something dangerous happens that can put people at risk like:

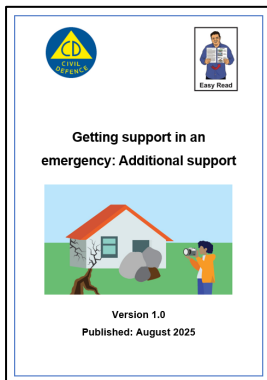
- an earthquake
- a flood
- a storm
- a landslide.





You can find information about how to get **healthcare** after an emergency in Easy Read at:

<https://tinyurl.com/aog-health>



You can find other information about what happens after an emergency in Easy Read at:

<https://tinyurl.com/aog-adsupport>



This Easy Read has lots of phone numbers in it.



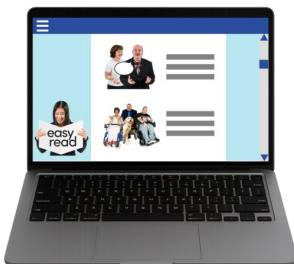
If you find it hard to use the phone the **New Zealand Relay** service is for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:

**[www.nzrelay.co.nz/index](http://www.nzrelay.co.nz/index)**



You can find out more about how to get ready for an emergency in Easy Read at:

**<https://tinyurl.com/2w2ykrzu>**

# What to do right now



Phone **111** if you are **in danger** right now.



Being **in danger** means you might:

- die
- get badly hurt.



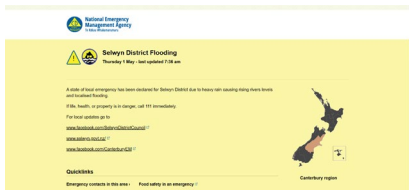
You can sign up to **text 111** if you find it hard to:

- hear
- talk on the phone.



You can sign up to **text 111** on this **website**:

[www.police.govt.nz/111-txt](http://www.police.govt.nz/111-txt)



You can find new information about what is happening on this **website**:

[www.civildefence.govt.nz/](http://www.civildefence.govt.nz/)



These websites are **not** in Easy Read.



You can also find new information about what is happening by following your local **Civil Defence Emergency Management Group** on their:

- website
- **social media.**



Your local **Civil Defence**

**Emergency Management Group** is the part of the government that is in charge after an **emergency**.



**Social media** means websites / apps like:

- Facebook
- X / Twitter.



You can find out how to contact your local Civil Defence Emergency Management Group on this **website**:

**<https://tinyurl.com/4u4bnp26>**

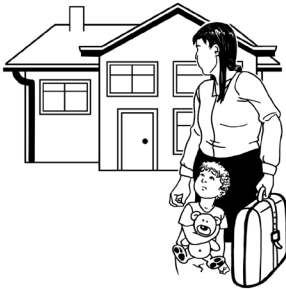


This website is **not** in Easy Read.

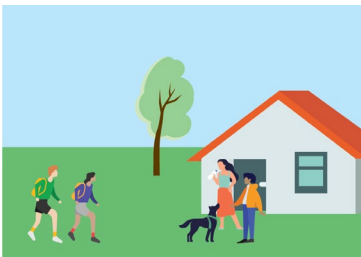
# Evacuation



You might need to **evacuate** after an emergency.



**Evacuate** means leaving your home when it is not safe to stay there.



If you can it is best to go to stay with:

- friends
- whānau / family.



You can go to a **Civil Defence Centre** if you have nowhere else to go.

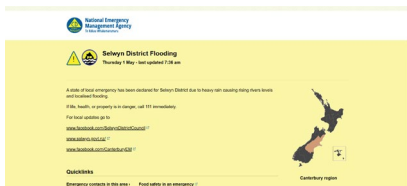


A **Civil Defence Centre** is a place where you can stay if you have nowhere else to go.



The Civil Defence Centre might have things you need like:

- food
- warm clothes.



You can find where the Civil Defence Centres are on your local Civil Defence Emergency Management Group website.



You can find your local Civil Defence Emergency Management Group website on this **website**:

<https://tinyurl.com/4u4bnp26>



This website is **not** in Easy Read.



Contact your local Civil Defence Emergency Management Group if you cannot get to a Civil Defence Centre.



You can find out how to contact your local Civil Defence Emergency Management Group on their website.



When you evacuate you should take important things you need like:

- medicine
- warm clothes
- things for your baby if you have one.



Take your **disability assist dog** if you have one.



A **disability assist dog** is a dog that supports a disabled person like a guide dog for a blind person.



Take important things your dog needs like food.

# Road travel



You should check it is safe before travelling on the road.



To find out if it is safe you can check with your local:

- Civil Defence Emergency Management Group
- **council.**



Your **council** is the people who make choices about how to run your town / city.



The **New Zealand Transport Agency** has information about things like:



- which roads are open
- how long it might take to drive somewhere.



The **New Zealand Transport Agency** is the part of the government in charge of things like:

- building some roads
- road safety.



You can find information on the New Zealand Transport Agency **website**:

<https://tinyurl.com/38uzxm78>



You can also find information on the New Zealand Transport Agency **Facebook page**:

[www.facebook.com/nztransportagency](http://www.facebook.com/nztransportagency)



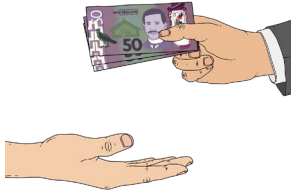
Use this **website** to plan a trip:

<https://tinyurl.com/y7wcn2dx>



These websites are **not** in Easy Read.

# Financial Support



You might need **financial support** after an emergency.



**Financial support** means the government gives you money so you can pay for things you need.



**Work and Income** might be able to give you money to pay for things like:



- sheets / blankets

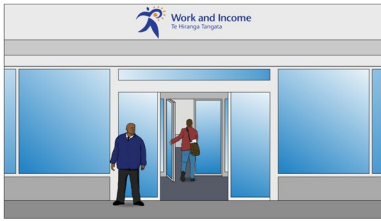
- food

- rent

- power bills

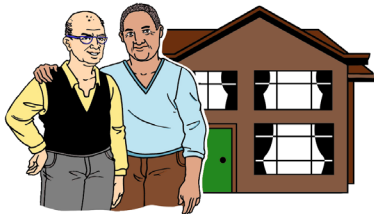
- repairs.





**Work and Income** is the part of the government that:

- gives people money when they do not have a job
- supports people to find jobs.

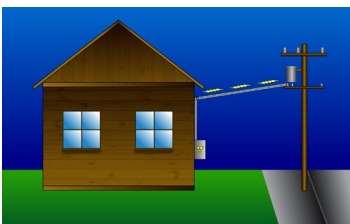


**Rent** is money you pay to live in a house you do not own.



**Power bills** are how you pay for your home to have power so you can use things like the:

- heater
- internet.



**Repairs** means fixing something broken.



Work and Income might also be able to pay for new **appliances** if your old ones were damaged.



**Appliances** are things like:

- fridges
- ovens
- washing machines.



Work and Income might be able to support you even if you have a job.



Sometimes you have to pay the money back to Work and Income.



Talk to Work and Income to find out:

- what support they can give you
- if you have to pay the money back.



You can **phone** Work and Income on:

**0800 559 009**



You can visit their **website** at:

**[www.workandincome.govt.nz/](http://www.workandincome.govt.nz/)**



This website is **not** in Easy Read.



This information has been written by the National Emergency Management Agency and contributed to by participating agencies.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



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