Financial assistance FAQs

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| *What documentation should I bring with me if I need financial assistance?* | It is important to contact the agency concerned to find out what evidence is needed for financial assistance applications.In most instances one or all of the following may be required: * Ministry of Social Development (MSD) Client reference number (if applicable)
* IRD number
* ACC claim number (if applicable)
* proof of where you live, or
* photographic ID, e.g. drivers licence.

If anyone requires financial assistance following an emergency, but has none of the documentation mentioned above, they should still apply. |
| *How do I get information on the range of Financial Assistance available for this emergency?* | Refer to the *Financial assistance agency details template* (available for download with the *Welfare Services in an Emergency Director’s Guideline [DGL11/15]* at [www.civildefence.govt.nz](http://www.civildefence.govt.nz)) for phone and website details, or contact your Local or CDEM Group Welfare Manager who can liaise with MSD or the appropriate agency. |
| *Who should I contact for more information?* | Contact your local MSD representative or call 0800 559 009. |

*Add FAQs and answers as necessary*