Financial assistance agency details

| **Agency** | **Phone** | **Online** |
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| Accident Compensation Corporation | Claims Helpline 0800 101 996Business Helpline 0800 222 776Provider Helpline 0800 222 070 | Email us and find your local ACC branch from our website [www.acc.co.nz](http://www.acc.co.nz)  |
| Earthquake Commission | 0800DAMAGE (0800 326 243) | Claims can be lodged online anytime through our website [www.eqc.govt.nz](http://www.eqc.govt.nz) |
| Inland Revenue | Monday to Friday 8am to 8pm, and Saturdays 9am to 1pm.Personal/individual enquiries 0800 227 774 Business enquiries 0800 377 774 | People can transact anytime with IR via myIR Secure online services.[www.ird.govt.nz](http://www.ird.govt.nz) |
| Insurance Council of New Zealand | General enquiries:04 472 5230 | Insurance council information can be accessed at: [www.icnz.org.nz](http://www.icnz.org.nz) – search for ‘natural disaster’  |
| Ministry for Primary Industries | General enquiries 0800 00 83 33 | [www.mpi.govt.nz](http://www.mpi.govt.nz) |
| Ministry of Business Innovation and Employment | General enquiries:0800 424 946 | [www.mbie.govt.nz](http://www.mbie.govt.nz) [www.business.govt.nz](http://www.business.govt.nz)  |
| Ministry of Social Development  | General enquiries 0800 559 009 Monday to Friday from 7am to 6pm and 8am to 1pm on Saturday. Seniors 0800 552 002Monday to Friday 8am to 5pmStudents 0800 88 99 00Monday to Friday 8am to 5pm | To apply for financial assistance and for information visit us at [www.workandincome.govt.nz](http://www.workandincome.govt.nz)[www.seniors.msd.govt.nz](http://www.seniors.msd.govt.nz)[www.studylink.govt.nz](http://www.studylink.govt.nz) |
| For those who are Deaf, Hearing Impaired and Speech Impaired |
| Deaf Link free-fax0800 621 621Telephone typewriter (TTY)0800 111 113Text029 286 7170 | MSD\_Deaf\_Services@msd.govt.nz |
| The Ministry of Social Development has a dedicated multi-lingual service. Multi-lingual customer service representatives are available at the numbers below Monday to Friday from 8.30am to 5pm:

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| Language | Phone Number  |
| Arabic | 0800 668 008 |
| Cantonese | 0800 664 004 |
| Farsi | 0800 996 006 |
| Hindi | 0800 993 003 |
| Khmer | 0800 994 004 |
| Mandarin | 0800 661 001 |
| Māori | 0800 662 002 |
| Punjabi | 0800 995 005 |
| Samoan | 0800 663 003 |
| Somali | 0800 997 007 |
| Tongan | 0800 669 009 |

MSD staff on other phone lines may transfer calls to the relevant multilingual line where English is a second language for the person calling. If the person’s language is not represented MSD staff will contact Language Line (DIA) to assist them during the call. |
| New Zealand Red Cross | 0800 733 2767 | [www.redcross.org.nz](http://www.redcross.org.nz)  |
| Salvation Army | 029 771 3304 | [www.salvationarmy.org.nz](http://www.salvationarmy.org.nz) |
| Rural Support Trusts | Rural Support Trust0800 787 254 | [www.rural-support.org.nz](http://www.rural-support.org.nz)for contacts for the 14 regional Rural Support Trusts |