

SOUTHERN Community and DHB COVID Services Contact Information

Resources for Patients

[Healthline: \(national service\)](#)

- For general health advice and information call [0800 611 116](#) anytime
- For COVID-19 health advice call [0800 358 5453](#) anytime
- For COVID-19 vaccination advice call [0800 28 29 26](#) (8am - 8pm 7 days a week)

MSD WELFARE – (national service that gets directed to Southern)

- **0800 512 337** (M-F: 8am - 5pm, S-S/public holidays: 8am - 1pm.)

They deal with FOOD and Finance.

<https://covid19.health.nz/advice/help-available>

Māori & Pacific Welfare – Southern Specific Service via WellSouth

0800 200 119, 9am-8:30pm Mon-Fri, 9am-5pm Sat, Sun, Public Holidays.

Out of hours the caller gets asked to leave a message, which sends the voicemail to the coordinator.

Former Refugees – Southern Specific Service via WellSouth

- **0800 110 125, 0830 – 1700, 7 days** - primarily for Arabic-speaking former refugees.

University and Polytechnic

Otago University students

- Welfare checks. To register for a welfare check, please contact AskOtago on **0800 80 80 98** or **+64 3 479 7000**
- OUSA care packages to students who are flatting - not available to those living in residential colleges. Access on the [OUSA website](#) or by emailing help@ousa.org.nz or phone **0800 12 10 23**.
- Foodbank request specifically: <https://ousasupporthub.org.nz/money/foodbank/>

Otago Polytechnic Students

- Access support from 0800 762 786. After hours/weekend contact 021 735 421.

Southern Institute of Technology

- Email - covid@sit.ac.nz or [0224788208](tel:0224788208)
- See [COVID-19 Student & Staff Updates \(sit.ac.nz\)](#) scroll to Support Services List for access to various support resources in Invercargill and Queenstown.

Clinical Contacts

- **WellSouth Clinician Network - Clinical Line - COVID Care in Community, 0800 488 887** – for **unwell** COVID patients – will forward to either on call clinician or WellSouth Clinical Coordinator (8am – 6pm, 7 days).
Not for non-COVID patients or non-urgent issues.
- **Swabbing - Testing 0800 VIRUS 19** (0800 847-8719)– Help accessing Covid testing (8.30am to 4.30pm, 7 days)

RATs for home testing.

- RAT requester website: <https://requestrats.covid19.health.nz/>
- Collection sites listed: <https://www.healthpoint.co.nz/covid-19/?covidTesting=rats>
- Positive RAT tests should be registered through My Covid Record. <https://mycovidrecord.health.nz/> or call [0800 222 478](tel:0800222478) and press option 3.

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Resources for Clinicians

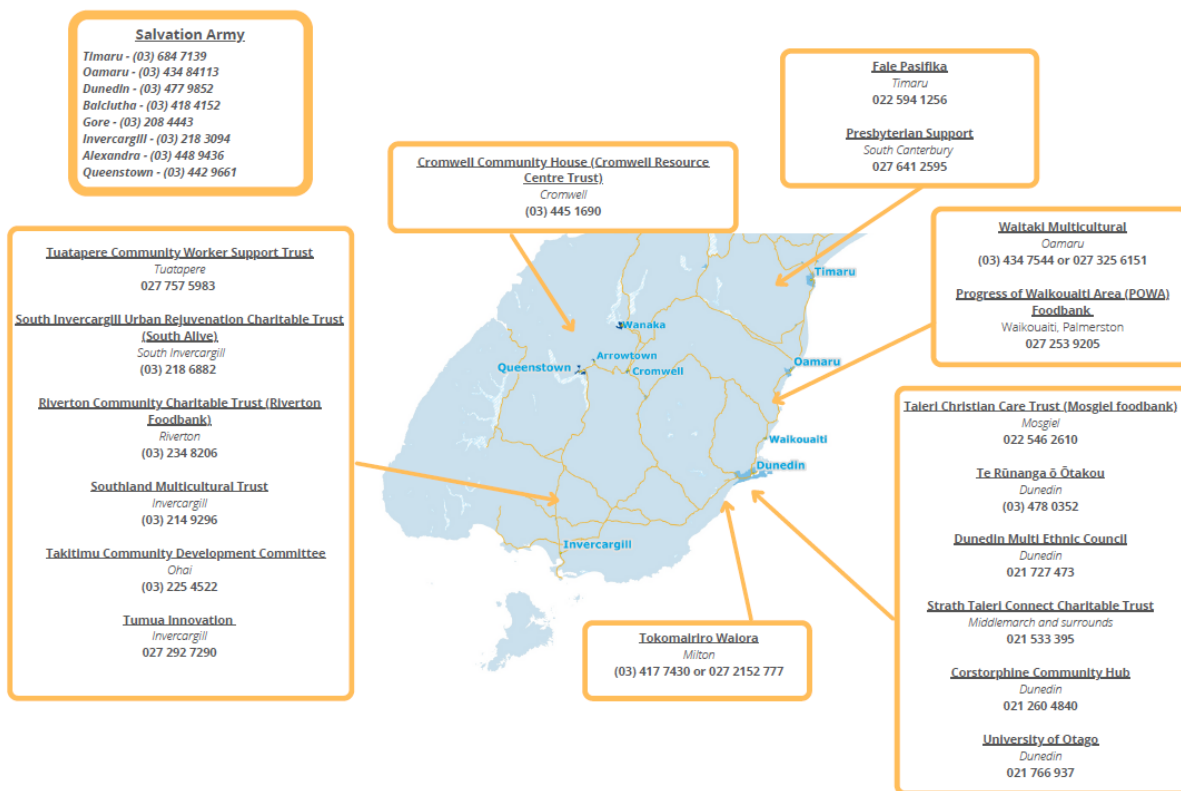
National

- MOH COVID Clinical Advice Line – non urgent**
0800 177 622 — Clinician to Clinician COVID clinical questions/advice. **NOT for patients.** (8am – 8pm, 7 days)
- RATs for home testing. Pre-ordering is required. An order number is required to collect testing kits.**
 - RAT requester website: <https://requestrats.covid19.health.nz/>
 - Collection sites listed: <https://www.healthpoint.co.nz/covid-19/?covidTesting=rats>
 - Positive RAT tests should be registered through My Covid Record. <https://mycovidrecord.health.nz/> or call **0800 222 478** and press option 3.
- MSD WELFARE**
0800 512 337 (M-F: 8am - 5pm, S-S/public holidays: 8am - 1pm.)
 Address FOOD and Finance.
<https://covid19.health.nz/advice/help-available>

Maps below not for distribution to patients.

Welfare Support - Southern Region Food Providers

Please note that coverage areas are very approximate and they most likely cover small surrounding area



SOUTHERN Community and DHB COVID Services Contact Information

Welfare Support - Southern Region Community Connectors

MSD are coordinating the welfare response through existing local partnerships with community providers, iwi, councils and government agencies. This process ensures the response is tailored to individual/whānau needs, and people are linked with trusted local providers in their community who can best meet those needs.

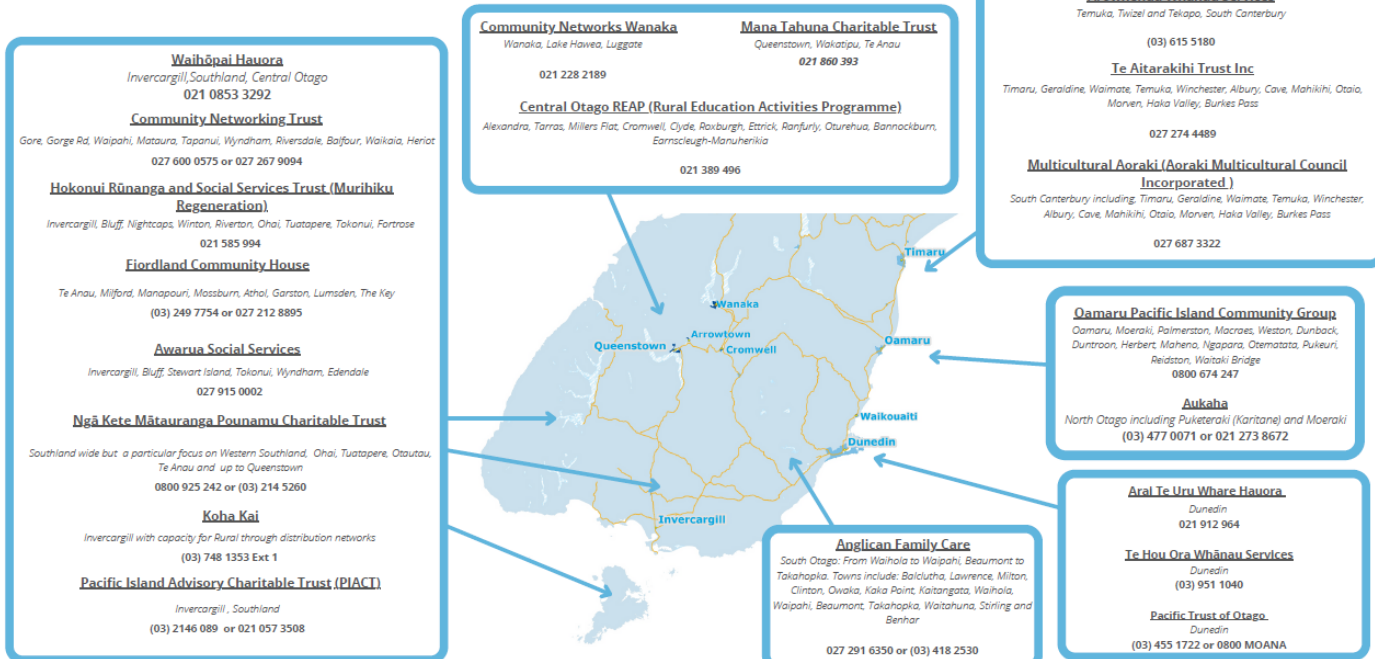
When someone needing to isolate makes contact with MSD for welfare support, their need will be assessed. If they need financial support to pay for things like food, rent or extra data for their mobile phone, we'll quickly pay that or, if they're not eligible for financial support from us, we'll refer them to a provider who can meet their needs.

Community Connectors play a key role in supporting agencies and providers to deliver this support. The Community Connection Service takes an active approach to ensuring people are able to access information, support and services across multiple government agencies and service providers. Community Connectors will navigate and connect individuals and whānau to various services available during and transition from self-isolation.

Discretionary funding has been allocated to existing and new Community Connectors to meet hardship needs not available through any other service.

This funding is focused on:

- assisting families, through advocacy and information, with accessing their longer-term income entitlements and other wider services (i.e. housing, education and employment).
- addressing immediate hardship, especially where someone may not be entitled to receive MSD support and support them to access wider services and resources that support their well being
- access food and essential items during self-isolation
- access health and safety programmes, including mental health, addiction services, anger management or family violence services
- access supports to improve their ability to self-isolate at home.



As at 22 June 2022

Southern Specific Welfare

- **COVID Welfare Care Hub (SDHB)** (8am – 5pm, 7 days) – Addresses accommodation, selected transport eg to SIQ facility when other resources exhausted, and other welfare needs to ensure safe isolation.
COVID Welfare – THESE DETAILS ARE NOT FOR PATIENTS
03 476 9786, 0211996157
communitycarehub@southerndhb.govt.nz

- **Māori and Pasifika Welfare Engagement** – please see contact list below
Email: navigator@wellsouth.org.nz
Phone: 0800 200 119 0800 200 119, 9am-8:30pm Mon-Fri, 9am-5pm Sat, Sun, Public Holidays.
Out of hours the caller gets asked to leave a message, which sends the voicemail to the coordinator.

OR for high-level exposure events – whanautautoko@southerndhb.govt.nz

Māori and Pacific Manaaki Welfare team gets daily list of Māori/Pacific patients who are COVID +ve and they proactively contact people and offer support. Email is monitored daily and there are twice daily huddles. Māori/Pacific COVID +ve patients should be asked if engaged with a culturally specific provider, if not offer to connect them by using the list of contacts below. If they decline, offer to connect with MSD.

Southern Covid-19 Care in the Community - The Key Contacts

This is a list of Māori and Pacific providers and Ministry of Social Development (MSD) that will provide welfare, social and health needs, identified by the individual, whānau/aiga to stay well in isolation at home. **Please note:** cell phone numbers are provided as emails can get missed within organisations. **Hours (vary by provider).**

SOUTHERN Community and DHB COVID Services Contact Information

Public Health South (for high-level exposure cases)

Role	Name	Contact	Email
Māori Covid-19 Navigator	Teriwa Te Kani	0272671930	teriwa.tekani@southerndhb.govt.nz
Pacific Covid-19 Navigator	Natasha Nair	0272513967	natasha.nair@southerndhb.govt.nz

WellSouth (for all Māori and Pacific cases) – 0800 200 119

This support is available to all isolating Māori and Pacific positive cases and their whānau. Manaaki welfare referrals are sent to Māori and Pacific providers usually, but also MSD Community Connectors. This team sits in the Covid Care in the Community Hub at the WellSouth Dunedin Office.

Hours of operation: [Mon-Fri 9am-8:30pm / Sat, Sun, Public Holidays 9am-5pm](#)

Email: navigator@wellsouth.org.nz

Freephone: 0800 200 119

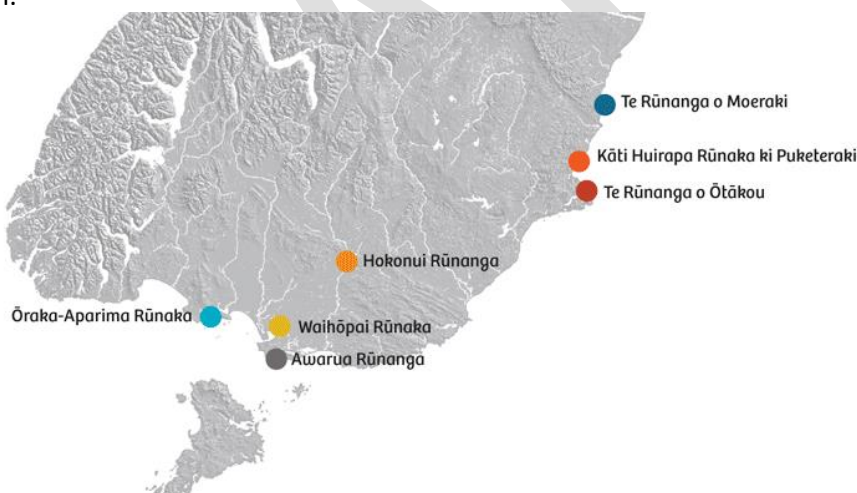
Team Manager: riiti.conway@wellsouth.org.nz / 0220190164 (This information is not for the public)

Ministry of Social Development (MSD) – 0800 512 337

This is available to only those and their whānau/aiga who has a Covid-19 positive result and require welfare manaaki support.

Ngāi Tahu Call Centre – 0800 524 8248 (0800 KAI TAHU)

Funding available for those who identify as Kai Tahu requiring additional welfare support. Call the 0800 call centre for an application form.



Māori and Pacific Providers Dunedin City Region

Services	1 st Name	Contact	2 nd Name	Contact
Pacific Trust Otago	Lloyd Maole	0225662790	Losa Moata'ane	0212799267
Te Kaika *	Winnie Matahaere	0225676307	Tara	0273551745
Te Roopu Tautoko ki te Tonga	Christine Maxwell	0272213563	4 navigator staff	n/a
Tumai Ora Services	Awhina Akurangi	0279585499	Nadia Wesley	0220992443

* cover Pacific patients in region as well

Waitaki Region

Services	1 st Name	Contact	2 nd Name	Contact
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22/07/2022

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Tumai Ora Services	Awhina Akurangi	0279585499	Nadia Wesley	0220992443
Oamaru Pacific Island Community Group	Hana Halalele	0274152129 / 0800OPICGP	Silou Temoana	0211040738 / 0800OPICGP

Central Otago Region

Services	1 st Name	Contact	2 nd Name	Contact
Uruuruwhenua Health *	Mel Kuiti	0272021515	Jayden Cromb	0272213186

* cover Pacific patients in region as well

Queenstown Lakes Region

Services	1 st Name	Contact	2 nd Name	Contact
Mana Tahuna (Engage Safety Ltd)	Darren Rewi	021717389	Debbie Swain-Rewi	0274423624
Pacific Island Advisory & Cultural Trust	Ofa Boyle	0210573508	George Ngaei	0274333921

Balclutha Region

Services	1 st Name	Contact	2 nd Name	Contact
Tokomairiro Whānau Services	Jo Kingi	0272152777	Sasha Forster	0274184420
Pacific Trust Otago	Lloyd Maole	0225662790	Losa Moata'ane	0212799267

Gore Region

Services	1 st Name	Contact	2 nd Name	Contact
Hokonui Runaka Health & Social Services	Terry Nicholas	021989845	Jo Brand	021585994
Pacific Island Advisory & Cultural Trust	Ofa Boyle	0210573508	George Ngaei	0274333921

Invercargill/Southland Region

Services	1 st Name	Contact	2 nd Name	Contact
Pacific Island Advisory Cultural Trust	Ofa Boyle	0210573508	George Ngaei	0274333921
Awarua Whānau Services	Amy de Vries	021915757	Nadine Goldsmith	021915487
Nga Kete Matauranga Pounamu Ltd	Tracey Wright-Tawha	0211906626	Maria Colligan-Haggart	0220100679

Southern Specific Clinical

- WellSouth Clinical Care Coordinator - COVID Care in Community**
0800 477 116 – WellSouth Clinical Coordinator (8am-6pm, 7 days)
coordinator@wellsouth.org.nz
- COVID Consultant:** ACUTE HOSPITAL-BASED COVID assessment (24/7)
 Dunedin - Adults ask for COVID-19 consultant, or if aged <16 ask for paediatric consultant, (03) 474-0999.

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Southland - Adult ask for COVID-19 consultant (at DPH), or if aged <16 ask for paediatric consultant, (03) 218-1949.

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0800 488 887 – for **unwell** COVID patients – will forward to either on call clinician or WellSouth Clinical Coordinator. Not for non-COVID patients or non-urgent issues (24/7).
- **Swabbing - Testing**
0800 VIRUS 19 (0800 847-8719)– Help accessing Covid testing (8.30am to 4.30pm, 7 days)

SDHB Specific Staff/Occupational

- **DHB Covid Call centre for Staff Exposures and Covid Advice**
(03) 470 9170
Internal ext: 57910, 57931, 59170 (9-430, 7 days)
covidstaffexposure@southerndhb.govt.nz
For DHB staff who have questions relating to symptoms, exposures, ability to work, or other Covid related questions. Sick calls must go through to the Duty Manager as business as usual.