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## Auckland Emergency Management - Welfare packages available to those in need

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## Auckland Emergency Management - Welfare packages available to those in need

To our community partners in the North.

Welfare packages available to those in need

Auckland Emergency Management (AEM) has set up a welfare system to assist Aucklanders who may be struggling to access basic household supplies due to job losses or hardship caused by the COVID-19 Alert Level 4 lockdown, and some of our people have been redeployed to help.

These measures will also assist the disabled, at-risk groups and people without access to their own transport.

From Wednesday 1 April, Aucklanders who cannot afford groceries or are in self-isolation with no access to other support networks can call AEM on 0800 22 22 96 between 7am and 7pm, seven days a week.

Anyone who meets the government's eligibility criteria will be couriered a welfare package containing items such as pasta and rice, tinned vegetables and meats, and basic toiletries. The system has been set up in line with the welfare directive announced by the National Emergency Management Agency (NEMA) on 31 March.

How our people are helping

A distribution centre is currently being set up and staff are being trained in health and safety provisions for warehousing work, under COVID-19 guidelines.

Forty of our customer services call centre staff will also be doing their bit by triaging the calls from those seeking emergency support and processing applications based on the government criteria.

Teaming up with the City Mission to feed homeless

Our catering team is paying it forward and providing 400 meals a day, seven days a week, to support Auckland's homeless community and those facing severe financial hardship.

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**Deb Humphries**

Coordinator -

North Shore Family Violence Prevention Network, Safer Whanau Project & CFG

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