

Care in the Community

Welfare support for those isolating due to Covid-19
Locally-led delivery, regionally enabled with central support

Central Region

Manawatū, Palmerston North, Tararua,
Wairarapa, Kāpiti and Horowhenua

We are working with many organisations in our region to ensure people and their whānau are well-supported if they test positive for Covid-19.

Most fully-vaccinated people with Covid-19 are likely to recover in their own home.

While they're isolating, they'll also be supported by local community services for welfare and well-being needs.

Be Prepared

- Have food stocks and medicines on-hand in case you have to isolate at home.
- Ask people who are sick not to visit you
- Keep a record of people who visit you over the holidays and the dates and times they were there.
- Talk to your whānau, neighbours and support people about how you can look out for each other if you have to isolate at home.
- For more information - [Covid19.govt.nz](https://www.covid19.govt.nz)

Stay at home

People who test positive for Covid-19 need to isolate in their home or in suitable accommodation for at least 10 days while they recover.

Everyone else in the home must isolate for at least 10 days. You will be advised if further isolation is required after that.

For more information - [What to expect when self-isolating at home](#)



Help to ensure people are paid

If people can't work from home while isolating, their employer, and those self employed can get assistance to ensure they are paid.

Waiting for test results – Employer/Self Employed can apply for **Short-term Absence Payment**.

While in isolation – Employer/Self-Employed can apply for **Leave Support Scheme**.

Find out more on the [Work and Income website](#)



Here's what happens when someone is tested positive

Health Provider (DHB/PHU)

They assess the immediate welfare needs, including whether the home and living situation is suitable for self-isolation.

They're also responsible to ensuring people engage with health support, preventative care, including mental health and medicines.

For more information - [covid19.govt.nz/isolation-and-care/if-you-test-positive-for-covid-19/](https://www.covid19.govt.nz/isolation-and-care/if-you-test-positive-for-covid-19/)

MSD

We coordinate the welfare services for people isolating due to COVID-19 at the direction of the National Contract Service/Public Health Unit.

We coordinate the support available and connect people with the right service to help them.

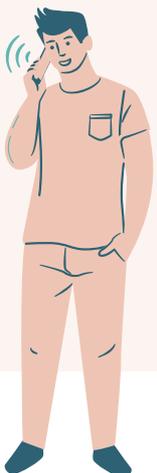
Our **Covid Welfare Phone Line - 0800 512 337 operates 8am – 8pm every day**, including public holidays. Our team will call and talk to people and ensure they have the support need to be isolated.

For more information - [COVID-19 - Work and Income](#)

Financial Assistance

If people are struggling to meet their living costs, or get an unexpected bill, we might be able to help them, even if they're working, through [Special Needs Grants](#) and [Recoverable Assistance Payment](#) - Work and Income.

Support is just a phone call away -
0800 553 003



Want to know more?

Contact:

MSD – Regional Community Liaison Advisor
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