

## **RASNZ SERVICES DURING THE NATIONAL LOCKDOWN**

RASNZ is providing services for clients and communities remotely during the nationwide lockdown.

Current clients are contacted by clinicians and interpreters via telephone or computer.

Our Cross-Cultural Facilitators and Youth Team are working with communities via social media apps.

There are a range of wellbeing resources on the RASNZ website. Some are translated. We will continue to update and add information, so please check regularly. The direct link to our COVID-19 page: <https://rasnz.co.nz/covid-19-resources/>

A Support and Information Line will be operational from Monday April 6<sup>th</sup>.

Instructions for people from refugee backgrounds will be available in different languages on our website from this date.

We are also able to send translated instructions to referrers and sector services as required.

### **RASNZ Support and Information Line**

**0800 472 769**

**Monday to Friday 9am – 5pm**

The RASNZ Support and Information Line is for people from refugee backgrounds.

#### **Emergencies**

In an emergency dial 111

#### **Please Contact RASNZ**

If you are worried about the wellbeing of yourself, someone in your family or someone in your community

If you want support to manage your anxiety or stress

If you need parenting support

If you are not sure where to get help for the concerns that you have

If you want to make a referral for yourself or someone else to get support for emotional wellbeing

#### **Process to Follow**

If you need support or want to talk to one of our counsellors, please contact RASNZ on 0800 472 769.

Please call us on the number you want us to contact you on.

An automated message will ask you to say the language you need.

State your name, the name of the language you need and your phone number if it is a private number

A RASNZ counsellor and an interpreter who speaks your language will call you back as soon as possible

**Stakeholders and Referrers**

Please leave your name, organization, best contact number and a brief message and we will return your call.