

Information and support for culturally and linguistically diverse communities during COVID-19

There are a number of organisations who are providing information and support to our diverse communities during the lockdown. If you need assistance, below is a list of places who can help you.

Please note: we've done our best to ensure this information is accurate, however it is likely that things will change over the lockdown period – especially as we move between alert levels. We will update this information as we become aware of these changes.

Translations of official COVID-19 advice and factsheets

- [Te Reo Maori](#)
- [Tagalog](#)
- [Farsi](#)
- [Somali](#)
- [NZ Sign Language](#)
- [Hindi](#)
- [Spanish](#)
- [Arabic](#)
- [Korean](#)
- [Tokelauan](#)
- [Simplified Chinese](#)
- [Niuean](#)
- [Tongan](#)
- [Cook Islands Maori](#)
- [Punjabi](#)
- [Tuvaluan](#)
- [Fijian](#)
- [Samoan](#)
- [Kiribati](#)
- [Rotuman](#)

Videos from NZ Police

- [Te Reo MaoriEnglish](#)
- [Fijian Hindi](#)
- [Niuean](#)
- [Hindi](#)
- [Punjabi](#)
- [Cook Islands Maori](#)
- [Kiribati](#)
- [Samoan](#)
- [Fijian](#)
- [Korean](#)
- [Tongan](#)

Information from Office of Ethnic Communities

- [Arabic](#)
- [Hindi](#)
- [Spanish](#)
- [Cantonese](#)
- [Indonesian](#)
- [Urdu](#)
- [Farsi](#)
- [Mandarin](#)
- [French](#)
- [Punjabi](#)
- [Nepali](#)

Information from Ministry of Pacific Peoples

The Ministry for Pacific Peoples (MPP) launched its Pacific Daily News Bulletin to keep Pacific communities informed and updated about the COVID-19 situation in Aotearoa New Zealand. The bulletin covers a number of National and Pacific Government Information released and where Pacific Peoples can access information sources. Information can be found at www.mpp.govt.nz

- [Cook Islands Maori](#)
- [Niuean](#)
- [Tokelauan](#)
- [Fijian](#)
- [Rotuman](#)
- [Tongan](#)
- [Kiribati](#)
- [Samoan](#)
- [Tuvaluan](#)

Support for Pacific communities

- Pacific families impacted by COVID-19 may be eligible for support packages if they meet the criteria.
- For more information contact Pacific Island Community Tauranga Trust by phone 07 577 1270 (option 0) or email pictt_tga@pacificislandtrust.nz

Information for Muslim communities

- Canterbury Resilience Foundation has information about COVID-19 in the context of Islam <https://www.crfoundation.org.nz/>

Information about migrant services and support

Citizens Advice Bureau (Migrant Connect)

- Face-to-face service has closed until further notice.

- Are available online, email and phone.
- Phone 0800 367 222 (free for mobiles) or 07 578 1596.
- Email tauranga@cab.org.nz or online chat www.cab.org.nz

Shakti Ethnic Women's Support

- Provides culturally appropriate support for ethnic women and their children
- Crisis line remains open on 0800 742 583 (0800 SHAKTI)
- [Facebook Shakti](#) also available for support.

Pacific Island Community Tauranga Trust

- Office closed. Staff working remotely providing all usual services over the phone or email.
- Phone 07 577 1270 (option 0) or email pictt_tga@pacificislandtrust.nz
- Facebook [PICTT](#)

English Language Partners

- All English Language Partners NZ offices are closed.
- Staff are working remotely, and all classes being held online
- Phone 07 571 4181 or email philippa.cairns@englishlanguage.org.nz

Multicultural Tauranga

- Office is closed.
- Monitoring phone and email.
- Phone 07 5716419 or email manager@trmc.co.nz
- Facebook [TaurangaRegionalMulticulturalCouncil](#)

Bay of Plenty Nepalese Association

- Grocery packs and support to Nepali students and newcomers to western BOP.
- Contact Anish Paudel on 022 591 3104.

Other information

Funerals

[Official guidelines for funerals and tangi on COVID-19 website](#)

[Official guidelines for tangihanga from Te Puni Kōkiri](#)

[Pacific funeral guidelines from Ministry of Pacific Peoples](#)

[Official guidelines for deaths and funerals from Office of Ethnic Communities](#)

Immigration NZ – migrant and refugee information

Information for settlement service providers, non-governmental organisations, community groups, or individuals who work with or know recent migrants and/or former refugees.

<https://www.immigration.govt.nz/about-us/covid-19/migrant-information>

NauMai NZ

Information for international students on COVID-19 is available on NauMai NZ, a one-stop government resource to support international students who are studying in New Zealand.

<https://naumainz.studyinnewzealand.govt.nz/>

Infonow....in your language

Get settlement information, including COVID-19 information in your own language.

www.infonow.nz

Key agencies that can support you

Free government helpline	0800 779 997
Bay of Plenty Civil Defence Welfare Line	0800 884 222
Citizens Advice Bureau	07 578 1592 or 0800 367 222
Tauranga City Council	07 577 7000
Western Bay of Plenty District Council	07 571 8008
Immigration New Zealand	0508 558 855
Migrant Exploitation helpline	0800 209 200
Shakti Ethnic Women's Support (Crisis line)	0800 742 584