

Auckland City Centre Resident's Group

AUCKLAND COUNCIL UPDATE | COVID-19 Update #9| 31 March 2020

Auckland Council has a number of workstreams currently running to respond to COVID-19 and ensure we can continue to provide essential services to Aucklanders.

Public inquiries can be referred to the Auckland Council on 09 301 0101. Visit [OurAuckland.nz](https://www.aucklandcouncil.govt.nz) for the most up to date information.

Food distribution programme

Auckland Council's Auckland Emergency Management department has set up a system for Aucklanders who may be suffering because of job losses or hardship and struggling to access basic household supplies. These measures will also assist the disabled, at-risk groups and people without access to their own transport.

This is in line with the welfare directive announced by the National Emergency Management Agency (NEMA) today.

- Starting from Wednesday 1 April, Aucklanders who are unable to afford groceries or are in self-isolation with no access to other support networks can call Auckland Emergency Management on 0800 22 22 96 between 7am and 7pm, seven days a week.
- Forty Auckland Council call centre staff will triage the calls from those seeking emergency support and process applications according to the criteria set out by the government
- Anyone who meets the government's eligibility criteria will be couriered a welfare parcel containing items such as dry goods including pasta and rice, tinned vegetables and meats and basic toiletries.
- A distribution centre is currently being set up with staff being trained in health and safety provisions for warehousing work, under COVID-19 guidelines.

Please see the **attached** Frequently Asked Questions document for useful information to help with any inquiries you may receive

Exercising with dogs

We have published an [OurAuckland story](#) this afternoon with advice for Aucklanders about exercising with their dog. The story emphasises that the dog access rules have not changed, however by following the guidance they can observe the rules of the level 4 lockdown and keep themselves safe.

Boat ramps

In line with the government guidelines for the lockdown, all boat and dinghy ramps have been closed until further notice. Access gates, where they exist, will be locked and closure signage is being installed.

Support for Auckland businesses

ATEED is the government's Auckland partner in the [Regional Business Partner Network \(RBPB\)](#) and is helping to connect businesses with government response package.

ATEED is collating useful tools and information to help businesses and will be updating these regularly on the [COVID-19 section of its website](#). ATEED teams can be reached via phone (09 365 0510) and via digital channels.

Businesses can also contact the [Auckland Chamber](#) or [Employer & Manufacturers' Association \(EMA\)](#) advice lines to discuss challenges facing your business as a result of COVID-19. ATEED is assisting the EMA to present its free [webinar](#) series for businesses.

General advice and information

- The Ministry of Health is the lead agency and all official information will be shared via www.covid19.govt.nz. This website has plenty of advice and information, including downloadable and translated resources.
- If you have concerns about a gathering of people, a non-essential shop or service that is open, anyone who is not self-isolating as required, or an event that breaches the criteria, you can report it to Police online at www.105.police.govt.nz. Do not phone 105. Reports will be prioritised based on risk.
- The government has implemented a four-level COVID-19 alert system that specifies public health and social measures to be taken against COVID-19. We are currently at alert level FOUR.