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# A-Z GUIDE FOR SUPPORT DURING COVID-19

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## ACADEMIC

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### IMPAIRED PERFORMANCE

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*Application for review of your performance in an assessment where you believe your performance was impaired or you have been unable to attend/complete/submit an assessment because of circumstances beyond your control. Please note that third party confirmation of your impairment is required*

For more information or to download the appropriate forms follow this [link](#)

Please contact your course coordinator for more advice

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### STUDENT SUCCESS LEARNING ADVISORS

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*Provide one-to-one appointments to provide support with assignments, grammar, literacy, study guides, referencing and more. Appointments are available online*

Book online [here](#)

Phone 0800 762 786

Email [studentsuccessdn@op.ac.nz](mailto:studentsuccessdn@op.ac.nz)

For more information visit <https://studentservices.op.ac.nz/home/student-success/>

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### STUDIOSTY

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*Receive 24/7 support with writing feedback or a face-to-face appointment. OP students receive 6 FREE sessions per semester*

For more information visit <https://studentservices.op.ac.nz/learning-support/studiostry/>

To access studiostry follow the link under 'My Moodle Courses'

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## FINANCIAL

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For more information about what is available visit <https://covid19.govt.nz/business-and-money/financial-support/>

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### COVID-19 STUDENT HARDSHIP FUND

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*This fund is available for domestic students struggling with money or needing help accessing technology*

You can complete the form [here](#), access through your student hub portal, or email

[lesley.scoullar@op.ac.nz](mailto:lesley.scoullar@op.ac.nz) (Student Support Advisor & Advocate)

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### STUDYLINK

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*Financial support for students. Apply for student loan living costs, student loan course related costs, or student allowance*

For more information visit their website [here](#)

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### WORK AND INCOME

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*To access financial support or emergency housing*

Phone 0800 559 009

Login to <https://my.msd.govt.nz/login>

For COVID-19 support visit <https://www.workandincome.govt.nz/covid-19/index.html>

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## TECHNOLOGY

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### IT SUPPORT

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Phone 0800 765 948

Email [servicedesk@op.ac.nz](mailto:servicedesk@op.ac.nz)

<https://studentservices.op.ac.nz/it-support/>

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### TECHNOLOGY ACCESS FUND FOR LEARNERS

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*Apply for a loan device (available for full-time students)*

Complete the form [here](#) or contact IT support for more information

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## WELLBEING

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### COVID VACCINATION AND TESTING

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For COVID vaccination clinics visit <https://www.southernhealth.nz/COVID19/clinics>

Phone 0800 282 926 8am-8pm

For COVID 19 testing in the Southern district

Phone 0800VIRUS19 (0800 847 8719) 8.30pm-4.30pm or contact your local GP

For more information visit <https://wellsouth.nz/community/covid-19/>

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### DIVERSITY COUNSELLING NEW ZEALAND (DCNZ)

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*FREE counselling to international students, migrants & former refugees in response to COVID-19 for anyone who needs brief health & wellbeing intervention. A team of qualified counsellors who speak English, Mandarin, Cantonese, Korean, Japanese, Vietnamese, Thai & Hindi*

Please call/text: 021 0262 5587

9am-5pm

Email [contact@dcnz.net](mailto:contact@dcnz.net)

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### FAMILY VIOLENCE

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If you are in immediate danger phone [111](tel:111) and push 55.

Otherwise call:

- Women's Refuge: [0800 733 843](tel:0800733843) - 24 hours a day, 7 days a week
  - Shine: [0508 744 633](tel:0508744633) - 9am to 11pm, 7 days a week
  - Shakti International: [0800 742 584](tel:0800742584) - 24 hours a day, 7 days a week, if English is your second language.
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### HEALTHLINE COVID-19 HEALTH ADVICE

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*For information and advice about COVID*

Phone 0800 358 5453 available 24 hours a day, 7 days a week

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## MENTAL HEALTH HELPLINES

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- Need to talk? ([1737](tel:1737) – free call or text)
  - The Depression Helpline ([0800 111 757](tel:0800111757))
  - Healthline ([0800 611 116](tel:0800611116))
  - Lifeline ([0800 543 354](tel:0800543354))
  - Samaritans ([0800 726 666](tel:0800726666))
  - Youthline ([0800 376 633](tel:0800376633))
  - Alcohol Drug Helpline ([0800 787 797](tel:0800787797))
  - What's Up? - Helpline for children and young people ([0800 942 8787](tel:08009428787))
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## STUDENT HEALTH

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*Please call to make an appointment as doors will be locked. Phone appointments are available. Face-to-face appointments may require a triage call first to determine which entrance to use*

Phone 0800 762 786 (freephone and ask for Student Health) or call direct 03 479 6082

8.30am-5pm

Standard appointments FREE for students with a community services card

Email [studenthealth@op.ac.nz](mailto:studenthealth@op.ac.nz)

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## STUDENT SUCCESS

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*Provide a range of services including counselling, chaplains, student advisors and wellbeing support*

Book online [here](#)

Phone 0800 762 786

Email [studentsuccessdn@op.ac.nz](mailto:studentsuccessdn@op.ac.nz)

For more information visit <https://studentservices.op.ac.nz/home/student-success/>

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## WELLBEING TOOLBOX

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*Tools, strategies and tips to help you support your wellbeing*

<https://studentservices.op.ac.nz/wellbeing-toolbox/>

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## ADDITIONAL SUPPORT

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### COVID 19 LEARNER TOOLBOX

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*Information to support your online learning and wellbeing during COVID-19*

<https://studentservices.op.ac.nz/covid-19-learner-toolbox/>

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### FOODBANK

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*If you are in need of a food parcel contact your local food bank directly or contact Work and Income*

For more information visit <https://www.foodbank.co.nz/>

Salvation Army Dunedin (03) 477 9852

Family Works Otago (03) 477 7116

Mosgiel foodbank 022 546 2610 (for residents of Mosgiel and surrounding areas)

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### PLUNKETLINE

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*Speak with a registered nurse about child health and parenting*

Phone 0800 933 922 24/7

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For students of Otago Polytechnic

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### STUDENT VOLUNTEER ARMY GROCERIES SERVICES

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*Deliver to those who are vulnerable during the pandemic, including older people, essential workers, those who are self-isolating and those that require extra assistance*

Make your order via [www.shop.sva.org.nz](http://www.shop.sva.org.nz)

Phone 09 801 2122

Email [shop@sva.org.nz](mailto:shop@sva.org.nz)

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## CONTACT

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### CRITICAL INCIDENT MANAGEMENT TEAM (CIMT)

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*To receive information or provide feedback on the OP response to COVID 19*

Email [COVID-19@op.ac.nz](mailto:COVID-19@op.ac.nz)

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### INTERNATIONAL SUPPORT

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Join them on [Facebook](#)

Email [internationalstudentsupport@op.ac.nz](mailto:internationalstudentsupport@op.ac.nz)

For more information visit <https://studentservices.op.ac.nz/home/international/>

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### OPSA

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Follow on [Facebook](#) or [Instagram](#)

Contact Lesley Scoullar (Student Support Advisor & Advocate)

Email [lesley.scoullar@op.ac.nz](mailto:lesley.scoullar@op.ac.nz)

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### PASIFIKA SUPPORT

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Phone 0800 762 786

Email [pasifika@op.ac.nz](mailto:pasifika@op.ac.nz)

For more information visit <https://studentservices.op.ac.nz/home/pasifika-learners/>

Book appointments online [here](#)

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### STUDENT HEALTH (DUNEDIN)

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Phone 0800 762 786 (freephone and ask for Student Health) or call direct 03 479 6082

Email [studenthealth@op.ac.nz](mailto:studenthealth@op.ac.nz)

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### STUDENT SUCCESS

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*Academic and wellbeing support for all enrolled students*

Phone 0800 762 786

Email [studentsuccessdn@op.ac.nz](mailto:studentsuccessdn@op.ac.nz)

For more information visit <https://studentservices.op.ac.nz/home/student-success/>

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### TE PUNAKA ŌWHEO (MĀORI LEARNER SUPPORT)

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Phone 0800 762 786

Email [tepunakaowheo@op.ac.nz](mailto:tepunakaowheo@op.ac.nz)

For more information visit <https://www.op.ac.nz/students/maori-students/>

Book appointments online [here](#)