



WAIROA RECOVERY

TE WAIROA KA ORA TE WERO TE TAKI
STRENGTH x UNITY x RESILIENCE



THURSDAY, DECEMBER 5TH 2024 | NEWSLETTER 16



FOR
INFORMATION
AND HELP
RELATING
TO CYCLONE
GABRIELLE
AND THE JUNE
FLOODING
EVENT PLEASE
CONTACT
US:

IN PERSON

at the Wairoa District Council
during office hours

EMAIL

recovery@wairoadc.govt.nz

ONLINE FORM

via WDC website:

[www.wairoadc.govt.nz/
contact-us/customer-
service-request/](http://www.wairoadc.govt.nz/contact-us/customer-service-request/)

RECOVERY WEBSITE

www.wairoarecovery.co.nz



Want to receive the
Wairoa Recovery
Newsletter?

Visit our website or email us:
recovery@wairoadc.govt.nz
www.wairoarecovery.co.nz

WE WISH YOU ALL A

MERRY
christmas

AND ALL THE BEST FOR 2025

We know it is a challenging time for flood-impacted whānau, especially those who are not yet back in their homes. Our Wairoa Recovery team is here to support the community as much as we can – if you need help, please reach out.

"Ehara taku toa i te toa takitahi,
engari he toa takitini"

*"My strength is not mine alone,
but that of many"*



Wairoa's
Recovery Team

From back left Danie
Brown-McKenzie,
Recovery Manager Te
Aroha Cook, Jason
Hayes-Moeau, Rupene
Amato and Michelle
Tahuri-Olsen.



FROM THE WAIROA FLOOD MITIGATION CROWN MANAGER

LAWRENCE YULE

As I write this, the Wairoa community stands at a critical moment in history.

The flood mitigation project now well underway represents so much more than just infrastructure – this project is a testament to our collective commitment to safeguarding the future of this community, and together we need to do everything we can to ensure the safety of Wairoa for generations to come.

As we head into Christmas and the holiday season, I want to acknowledge those who are experiencing the most immediate challenges as a result of this massive undertaking. I know this project is not easy. I also want to reassure you all that Hawke's Bay Regional Council, Wairoa District Council, my team and I are doing everything possible to advance flood mitigation solutions for North Clyde whilst also looking at options for the long-term management of the Wairoa River Bar.

For some, flood mitigation for Wairoa means potential displacement, disruption, and extremely difficult decisions. Homes that have been in whānau for generations may be impacted and whenua may be transformed. These are not small sacrifices, and we see you. We hear you.

I also want to acknowledge that we continue to move at pace and, while our timeline is pressing, we remain

committed to doing this right. Speed cannot come at the expense of careful consideration.

Already we have listened to concerns and modified potential flood mitigation solutions, and we will continue to do everything we can to come up with the best possible technically viable solution that simultaneously minimises negative impacts on whānau, their homes and their whenua. We are balancing the critical need for flood protection with the equally important need to support the hopes and aspirations of the people of Wairoa.

Protecting this community from the ever-present risk of flooding is a complex task, and a challenge that has been decades in the making.

1914. 1948. Cyclone Bola. Cyclone Gabrielle.

As a community, the people of Wairoa have experienced devastating flooding events over and over again, eroding the whenua and natural landscape, and threatening peoples' lives, homes and businesses. The rising waters of the Wairoa Awa are not just a natural phenomenon, but a stark reminder of our vulnerability. This project is our collective response—a bold, necessary intervention to protect everything Wairoa is and everything it hopes to become.

We are now only two months away

from the two-year anniversary of Cyclone Gabrielle. We are also two months away from the point at which we are hoping to have a confirmed, preferred flood mitigation option agreed, with the support of impacted land and homeowners – and while much of the conversation to date has been about numbers, maps, and technical specifications, this project is so much more than that.

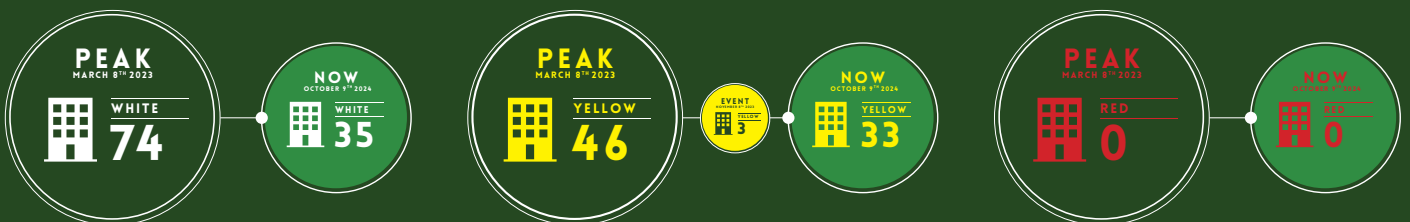
This project is about your shared commitment to each other. It's about looking beyond immediate challenges and difficult decisions to a future where your children and grandchildren can feel secure. It's about understanding that true community strength emerges not when things are easy, but when we support each other through challenging transitions.

To those whānau feeling the most significant impact, I want to be crystal clear: you are not alone. We will walk beside you, listen to you, and ensure that your individual needs are addressed with compassion and respect.

This is not just a flood protection project. This is a community healing and strengthening project. Together, the people of Wairoa will emerge stronger, more united, and more resilient than ever before.

STATUS OF STICKERED BUSINESSES

✓ PLACARDS REMOVED 44



Peak numbers were reached around March 8th 2023 then on November 8th 2023 a significant rain/flood event in the Mahia/Nuhaka area resulted in a further 3 Commercial Yellow Placards.



FROM THE RECOVERY MANAGER

TE AROHA COOK

The last few months have seen an influx of activity with positive outcomes for impacted whānau/families and the Recovery Team.

The rebuild project for homes impacted by Cyclone Gabrielle is continuing to progress. Relocating from temporary accommodation back into completed homes can present challenges for affected families, and the Recovery Team have been on hand to assist with the provision of much-needed items, help those without whānau/family support move furniture and personal items, and carry out remedial repairs where recently installed services aren't functioning as they should.

Wairoa Recovery has twenty-two homes impacted by Cyclone Gabrielle that still require assistance through the rebuild process. A recent assessment of 11 of these homes revealed they met the criteria for donated gib board to be installed. Thank you to the Church of Jesus Christ of Latter-day Saints tradies who supported the assessments. This will complete the rebuild process for some of these homes, and significantly progress rebuild for others.

Repair of homes impacted by the June Flooding event is also progressing well. The requirements of several impacted homes have been assessed by Tātau Tātau o Te Wairoa, with donated gib board provided through the Recovery Team to enable various rebuilds to be completed or commence. Brighter insulation has also begun installing underfloor insulation for 44 homes that were impacted by the June 26 flood. All registered homeowners have been assessed and will have received a quote from Brighter with a Zero balance. These quotes need to be accepted before Brighter can complete any installation. Any residual costs will be met from the EECA subsidy, potentially up to 90%, or the Hawke's Bay Regional Council Insulation Grant. The Recovery Team

has also been delivering much-needed items to those moving into completed homes, organising silt and debris removal, and connecting impacted people with relevant supporting agencies.

We acknowledge the many organisations and individuals who donated much-needed items for impacted families following the June event. We have been overwhelmed with the generosity people have shown Wairoa, from donated items from a motel refurbishment in Rotorua to knitted hats. We will close the Pātaka at the end of this month, so we cannot accept any more donated items. However, anyone still needing items is encouraged to contact the Recovery Team, as we may be able to assist. We will also be holding an open day for all Cyclone Gabrielle and June Flood impacted whānau/families, as well as those in need, at the Pātaka (former New World supermarket building) this Saturday December 7th to carry out a needs assessment of items people require that we may have available. Any items remaining at the Pātaka after December 13 will be donated to other charities/community groups that assist people in need.

The Recovery Team has also been active in the event space. Coming up on Sunday, December 22, is the inaugural Wairoa Volunteer Fire Brigade Lolly Run, which will start on the southside of town before heading over the Bridge and covering North Clyde.

In the environmental space, the Recovery Team has been working alongside Hawke's Bay Regional Council to extend the Driftwood Remobilisation Project to include material that accumulated following the June event. Smaller material has been raked into piles, and larger driftwood has been stacked. These stacks are being burnt or buried to minimise fire risk in recreational/conservation areas, such as the

Ngāmotu and Whakamahi Lagoon areas and Whakaki, Waihua and Mohaka Beaches.

As this is our last Newsletter for 2024, in closing, we acknowledge that it has been a difficult year for many of you, and at times it may appear that little progress has been made. We are here to support anyone who the flooding events have impacted - no matter how small or trivial you may think your need is, we may be able to help, please contact us. We will endeavour to meet your needs where we can, and if it is outside our area of responsibility/expertise, we will connect you with other agencies/services that can assist.

Wishing you all a Merry Christmas and all the best for 2025.

CUSTOMER SERVICE REQUESTS

If you need assistance around flood recovery, the best way to make contact is by filling out a CSR (Customer Service Request) with the Wairoa District Council.

We have been tweaking our system to ensure we can respond to requests.

There have been a few times when the system has been overloaded and some CSRs may have been overlooked or taken longer to action than we would have liked.

Please, if you have lodged a CSR and have not received a satisfactory response, try again, and we will do our best to assist you.

A CSR can be made by ringing the Council office on 06 838 7309, in person at the Wairoa District Council or online by going to the Wairoa District Council website: www.wairoadc.govt.nz/contact-us/customer-service-request

SOUTH SIDE FLOOD-IMPACTED HOMES BEING REPAIRED

Siblings Malcolm White and Marie Tuahine are amongst the first homeowners impacted by the June south side flooding to be moving back into their repaired houses.

Living two doors away from each other at 150 and 154 Apatu Street, the brother and sister said they weren't scared when the flooding started - because they never believed the river would flood through their homes.

Marie and her late husband built their home 50 years ago, and it was an extra six inches higher than other homes in the neighbourhood - but even that didn't prevent the floodwaters from washing through the home.

Marie says on June 26, she woke up to one of Malcolm's daughters banging on the window, telling her to get out quickly. "I ran to the front door. It was still dark, and the water was above my niece's knees. I managed to drive out and reached higher ground in Lahore Street but later my car was written off."

Marie stayed at a friend's home for the first two months and then moved into a pod at the rear of her property.

Malcolm was also woken by his daughter on the morning of the flooding. "I was only a week out of hospital, so I stayed where I was. "I thought it would be alright, the water had never been into the house before. However, by about 7am, Malcolm reassessed the situation and his family insisted he leave the house. By then, the flooded river was halfway up his

truck. "I knew high tide was still coming and decided I had better get out of there, and I left with nothing."

Malcolm and six other family members had lived in his whānau home for the past 10 years. "It's been hard because we have all been displaced and haven't been able to stay together.

While the house was insured, Malcolm didn't have contents insurance and is grateful for the support he has received from Wairoa Recovery and the Pātaka. "I have beds and whiteware, so I just need drawers now."

Marie and Malcolm were both excited to be moving back into their homes. "It's bittersweet says Marie. "I am grateful to have insurance. I lost everything, my memories are gone because of flooding that should never have happened. We always check the Wairoa River bar, we've been doing it for years, especially when we know there is rain coming and the bar would be opened - but this time it was left too late."

The pair say they are not afraid of staying in their repaired homes as long as the river mouth is managed properly.



Siblings Marie Tuahine and Malcolm White are amongst the first homeowners impacted by the June south side flooding to have moved back into their repaired houses.

CLAIMS RESOLUTION SERVICE

Resolving insurance claims can be difficult, particularly for homeowners in the North Clyde area whose properties have shifted from Land Category 2A to 2C.

If you need support with an insurance claim, the New Zealand Claims Resolution Service can help you access the services you need. They provide free advice, case management where appropriate and access to legal, engineering and wellbeing support,

tailored to individual's needs.

The Wairoa Recovery team is also available to work with you if you are struggling to sort out your insurance needs. There have been cases of miscommunication and different messaging, so please feel free to reach out to the team for assistance or go to nzcrs.govt.nz for more information.



TE WAIROA KA ORA TE WERO TE TAKI
STRENGTH X UNITY X RESILIENCE

WAIROA RECOVERY

IS PROUD TO SUPPORT THE...

LOLLIE
RUN

WAIROA

FIRE BRIGADE

“WATCH FOR OUR FIREFIGHTERS BRINGING
CHRISTMAS CHEER & LOLLIES TO YOU”

22ND DECEMBER 2024

FROM 10 AM TO LATE

START MARINE PARADE

FINISH NORTH CLYDE



HOMES REPAIRED AFTER BEING DAMAGED IN CYCLONE GABRIELLE

A total of 24 Cyclone Gabrielle-impacted Wairoa homes have been fully repaired with funding sourced through Tātau Tātau o Te Wairoa.

Tātau Tātau o Te Wairoa Chairman, Leon Symes, said 70 percent of the homes were occupied by Māori, and more than 30 percent were rental properties

Three local building companies were used for the repairs: M K Tipoki Building, Red Antler Building, and Ngawari Homes. With local subcontractors completing essential services, including electrical work, plumbing, painting, and flooring installation.

Through Wairoa Recovery, homeowners have also been supplied with furniture and whiteware – as part of Red Cross support, and Te Whare Marie o Tapuae contributed heat pumps and insulation support.

The repair initiative was part of a broader commitment to ensure that affected homes are warm, safe, and healthy with the home repair programme also exemplifying how Tātau Tātau o Te Wairoa can provide pathways to trades for rangatahi and whānau, fostering skill development and employment opportunities.

"It's encouraging to see whānau returning to their homes after more than 18 months of displacement," said Mr Symes.

"However, there is still much work to be done to tackle the housing crisis in Wairoa, especially with hundreds of whānau still affected by Cyclone Gabrielle and the flooding in June.

Tātau Tātau o Te Wairoa is now focusing on assisting whānau whose homes on the south side of the river were affected by June's flooding.

TEMPORARY FLOOD MITIGATION SOLUTIONS CONSIDERED

Wairoa Flood Mitigation Crown Manager Lawrence Yule is taking a holistic approach to help protect Wairoa from future flooding.

"While the focus remains on a permanent flood mitigation option for North Clyde, we are also exploring other options in the hope of providing reassurance and confidence to the broader community.

"Unfortunately, there is no silver bullet to totally protect Wairoa from flooding. However, exploring our options and looking at different methods that could help minimise the impacts of future flooding events is worthwhile. Moving forward, we need a whole catchment management approach, which includes working with a range of agencies."

One approach being considered is temporary flood barriers. Fighting

water with water is the concept behind ARK Flood Barriers, which provided a demonstration in Wairoa recently.

Mr Yule said the ARK flood barriers are one of many products that could provide temporary flood protection while permanent long-term mitigation solutions are developed.

ARK is a reusable dam manufactured in New Zealand made up of long PVC tubes that are joined together to create a continuous barrier to water. Once filled, the tubes become heavy and strong and can be an alternative to sandbags. The pipes are easy to lift and deploy, work in straight lines or curves and when filled, become heavy and mould to the ground. The flood barrier can be re-used multiple times, and once the flood risk is over, can be emptied, rolled up and stored for next time.



A demonstration of reusable mobile stop banks was held in Wairoa recently.

REFURBISHED HOMES FOR NORTH CLYDE

Months of hard grafting have resulted in five North Clyde flood-impacted homes being refurbished thanks to a helping hand from The Church of Jesus Christ of Latter-day Saints.

The church committed to the restoration work as part of a desire to partner with Wairoa and help those people whose homes were affected by the Cyclone Gabrielle flooding.

Two homes were completed recently, and after 18 months of living in pods and garages, the owners, Waikohae Kapene and Julie and Manu Amato, have been able to move into their homes. The other three homes are also close to being finished.

A celebration of the work was held in Wairoa and attended by Elder John R. Higgins, Area Seventy of The Church of Jesus Christ of Latter-day Saints, Arama Puriri, the Church's Welfare and Self-Reliance Manager for the Pacific Area and local leader of the Church of Jesus Christ, Caleb West, who oversees Church congregations in Gisborne, Wairoa and surrounding areas.

Wairoa Mayor Craig Little said the handover was a big day for Wairoa. "Cyclone Gabrielle devastated North

Clyde, and people lost everything, including their hope. The Church of Jesus Christ of Latter-day Saints gave people their faith back and led by example by doing what it said it would. Families are now better off because of the generosity of the church and the donations from its members. We still have a long way to go and also now have the south side flooding to deal with, but we are so appreciative of this contribution. Thank you for making this happen for Wairoa."

Elder Higgins said it was a blessing to have the privilege to work together. "The church saw a need and is proud to have been able to help. Thank you to the contractors and all those who brought this together."

The Church of Jesus Christ of Latter-day Saints provides relief and development projects for humanitarian purposes in countries worldwide. This is the first time a project of this type has been undertaken globally, and the decision to support Wairoa was based on data and information telling the story of Wairoa's needs.

Additional partners, such as the New Zealand Red Cross, support

the collaborative project, with The Church of Jesus Christ of the Latter-day Saints – Latter-day Saints Charities Pacific Area Arm covering other non-funded materials and labour costs. Donations for the project are principally from Church members but also from people around the world, who make the relief projects possible. One hundred percent of the donations given to the Church's humanitarian services are used for relief efforts.

NEED SUPPORT?

WE ARE HERE

For those experiencing increased anxiety, feelings of helplessness, frustration, anger, or worry – there is help available. You do not have to go through it alone.

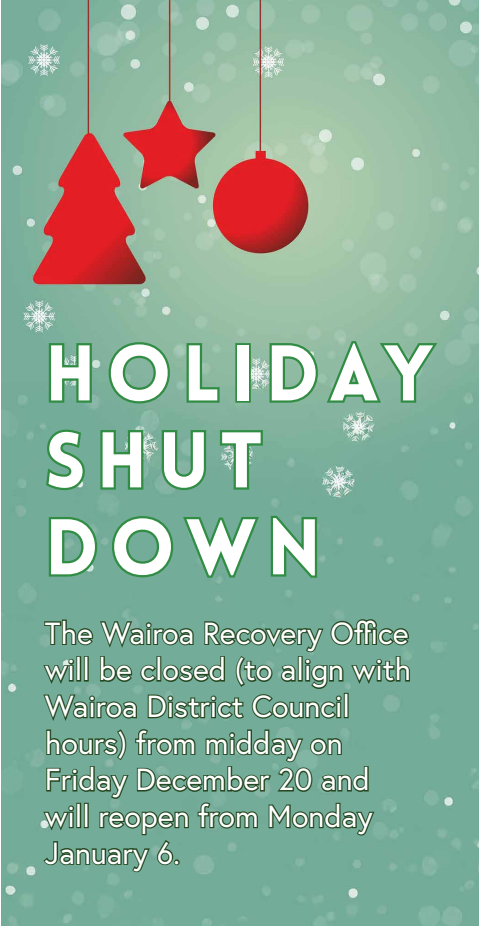
Napier Family Centre's (NFC) counselling team is available to support the Wairoa community free of charge.

Whānau don't have to be physically affected by a natural disaster for their wellbeing to be impacted. People can access free counselling support whether they have been directly or indirectly affected by Cyclone Gabrielle. Offering confidential services from a private space on the Marine Parade, NFC offers Wairoa whānau a safe place to explore and express your thoughts and feelings with support and without judgment. The counselling team are all registered with professional bodies.

Seeking help can be difficult. The NFC team aims to minimise barriers to accessing the service. No referral is needed - individuals can start the process by calling 0508 678 910.



It was a celebration day for Waikohae Kapene, Julie and Manu Amato, whose flood-impacted homes were restored thanks to the generosity of the Church of Jesus Christ of Latter-day Saints.



HOLIDAY SHUT DOWN

The Wairoa Recovery Office will be closed (to align with Wairoa District Council hours) from midday on Friday December 20 and will reopen from Monday January 6.

BUILDING SUPPLIES AND HOUSEHOLD ITEMS AVAILABLE

If you are flood-impacted and need materials to rebuild your home, or household necessities, the Wairoa Recovery Office may be able to help.

Wairoa has received donations of sheets of gib board, whiteware and furniture – all tagged to help those who were affected by Cyclone Gabrielle and the June flooding.

Some supplies are currently being stored, at the Wairoa Pātaka site, which was run by Tātau Tātau o Te Wairoa after Cyclone Gabrielle, and then taken over by the Wairoa Recovery team.

The lease of the storage building is nearing expiry, and the Recovery team is keen to distribute as much of the available product as possible.

An open day for all Cyclone Gabrielle and June flood-impacted whānau/families, as well as those in need, will be held at the Pātaka in the former New World supermarket building this Saturday, December 7 from 9am-2pm.

People are urged to call into the Pātaka and express any needs you may have and following an assessment, there may be supplies given to you.

Any items remaining at the Pātaka after December 13 will be donated to other charities/community groups that assist people in need.

If you need help, call into the Wairoa District Council and ask to speak to a member of the Recovery team or phone 06 838 7309.



A Kiwiana Christmas

Christmas Market & Parade

December 14, 2024

Market: 9am - Parade: 12pm

For more information or to register head to www.wairoadc.govt.nz/a-kiwiana-christmas or call 06 838 7309

CYCLONE CLEAN-UP SUPPORT CONTINUES

Assistance to dispose of flood-related materials is still available.

If you have materials that need to go to the landfill, please complete a CSR (Customer Service Request), and collection will be arranged.

Wairoa District Council Chief Executive Kitea Tipuna said the Council is continuing to meet the needs of the flood-affected communities on both the North Clyde side of town and those impacted by the June flooding.

We are also still supporting under-house silt removal, and we can direct people to the right agencies for the removal of under-house insulation and reinstatement.

"The council has collected thousands of tonnes of flood-affected property, which has been disposed of at no cost to individuals. We won't be able to continue this free service indefinitely, but we want to help our community and ensure these materials are disposed of appropriately for as long as possible.

"Because we need to collate the collection of building materials and silt, we ask everyone who would like building materials collected or under house silt removed to please lodge a CSR (Customer Service Request) with the Council to arrange collection. This can be done by phoning the Council on 06 838 7309 or going online at www.wairoadc.govt.nz/contact-us/customer-service-request/ or call into the Council offices."

WAIROA MAYORAL RELIEF FUND STILL OPEN FOR APPLICATIONS

The Wairoa Mayoral Relief Fund, established in response to the impact of the subsequent heavy rainfall event on June 26 2024, is still open for applications.

The local fund aims to support Wairoa district residents most affected by the flood event, particularly those whose homes have been yellow-stickered.

So far, around \$390,000 has been distributed to applicants.

The aim of the fund is to provide some relief to those impacted and enable some immediate needs to be met. There is not enough funding available to meet everyone's needs, and the fund is not intended as a substitute for insurance.

Applications can be made online via the Wairoa District Council website or by calling the Council offices and collecting a hardcopy application form.

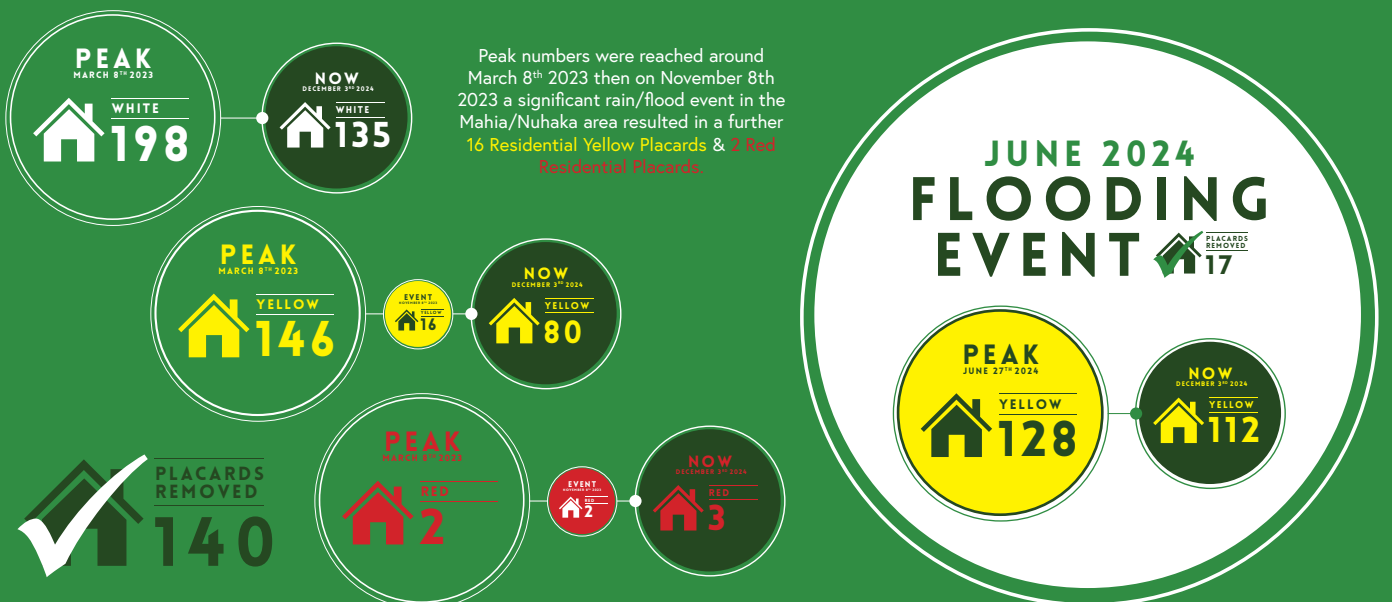
All applications are considered by a panel comprising Nigel How, Chair of Wairoa Taiwhenua, well-respected kaumātua Hine Kohn and Wairoa Mayor Craig Little.

A reminder to applicants, if you can please complete your application online as this enables it to be processed more quickly. Also, don't forget to attach the relevant information, especially bank account details.

To apply head to <https://www.wairoadc.govt.nz/services/civil-defence-emergency/flood-related-information/wairoa-mayoral-relief-fund-june-2024/>



STATUS OF STICKERED HOMES





Need support? We're here.

If the past year has left you feeling out of sorts, we're here to help.

Maybe you're feeling anxious, sad, stressed, frustrated, or worried about your tamariki. You may be experiencing different feelings, and they might come and go. These feelings are understandable given the stress of recent weather events and it is perfectly normal to think and feel this way. Talking with someone might help.



FREE confidential & professional service available



Our counselling team can support you with strategies to get on the right track



We work with adults, tamariki, families & couples from all walks of life



You don't have to be physically affected by a natural disaster for your well-being to be impacted

CONTACT US TODAY ABOUT FREE MENTAL HEALTH SUPPORT IN WAIROA

Contact our Registered Counsellor Sharon on 0508 678 910 • 260 Marine Parade, Wairoa

www.napierfamilycentre.org.nz

DIRECTORY OF RECOVERY INFORMATION

Wairoa District Council has set up a one-stop shop page with key information and contact details for whānau who need support during recovery from the June Flooding event and Cyclone Gabrielle.

Head to the Council's website, www.wairoadc.govt.nz; click the Flood Information tab on the homepage.

MAYORAL RELIEF FUND

The Wairoa Mayoral Relief Fund, set up in response to the heavy rain on 26 June 2024, is open for applications. The local fund aims to support Wairoa District residents most affected by the flood.

Apply here: <https://www.wairoadc.govt.nz/services/civil-defence-emergency/flood-related-information/wairoa-mayoral-relief-fund-june-2024/>.

INSULATION

Whānau whose homes were damaged and affected by flooding from the June 26 event may be eligible to have insulation reinstalled at their house. Subject to conditions, those who require insulation replacement could have between 80% and 100% of the cost subsidised by the Energy Efficient & Conservation Authority (EECA). This initiative is only available to those affected by the June 26 Flooding event.

If you would like to have insulation replaced at your flood-affected home, please fill in a Customer Service Request Form and call into the Wairoa District Council office.

If you would like to speak to someone about this initiative, please call 06 838 7309.

KAHUNGUNU EXECUTIVE

The team at Kahungunu Executive provides a range of services and programmes that could benefit local whānau affected by flooding. These services include counselling, parenting programmes, abuse prevention, home-based support and mental health.

To contact Kahungunu Executive, email kahu-exec@xtra.co.nz or call 06 838 3259 or 06 838 6835. Or you can visit www.kahu-exec.co.nz.

ENABLED WAIROA

The team at Enabled Wairoa provides a range of services that could benefit local whānau. Services include emergency and transitional housing, family support: one-on-one mentoring support for parents, and Strengthening Families Support to support whānau dealing with two or more agencies to achieve their goals. The team at Enabled is available from 9am to 5pm.

To contact the team, please email yuanita@enabled.org.nz, call 06 838 7390 or visit www.enabled.org.nz.

FLOOD WASTE COLLECTION

Flood-damaged household items and materials are no longer being collected from the kerbside.

Disposal of these materials needs to be directly at the landfill. If residents do not have insurance to cover the disposal cost, they can apply to the Wairoa District Council for the disposal costs to be covered by the Council.

Please find the form here: <https://www.wairoadc.govt.nz/services/civil-defence-emergency/flood-related-information/>.

INSURANCE COUNCIL NEW ZEALAND

It is essential to contact your insurance provider as soon as possible after an event to ensure the claims process is as easy and efficient as possible. They can advise you on the best next steps to take, and any information they need to get the claim process underway to help you get things back to normal. Your private insurer will be your single point of contact to support your insurance recovery if the land immediately around your home, or over the first 60 metres of your main accessway, is damaged in a natural disaster, and a Natural Hazards Claim (NHC) is required. Householders do not need to raise a claim directly with NHC Toka Tu Ake, your private insurer will handle this on your behalf.

INSURANCE CLAIMS RESOLUTION SERVICE

Dealing with residential insurance claims after a natural disaster can be complex and confusing.

The New Zealand Claims Resolution Service (NZCRS) supports homeowners with residential insurance claims after natural disasters to avoid disputes and resolve issues. Contact the team at NZCRS on 0508 624 327 or visit www.nzcrs.govt.nz.

ANIMAL SUPPORT

If you need assistance with your pets (including food), or if your pet has gone missing, please touch base with Council's compliance team by calling 06 838 7309, emailing compliance@wairoadc.govt.nz, visiting the Council office and leaving your details at reception, or filling out a customer service request form: www.wairoadc.govt.nz/contact-us/customer-service-request/.

WELFARE

For welfare support, please phone the Council on 06 838 7309, lodge a CSR (Customer Service Request), or visit the Council's website, www.wairoadc.govt.nz, and lodge a CSR online.

MINISTRY OF SOCIAL DEVELOPMENT

If you're struggling to meet your living costs, or get an unexpected bill, we might be able to help you, even if you're working. This may include food, help with accommodation costs, power or water related costs. For more information call us on 0800-559-009. 7am to 6pm Monday to Friday and 8am to 1pm Saturday. You can also visit www.workandincome.govt.nz and click on 'Check what you might get'.

PSYCHOSOCIAL SUPPORT

Free health and wellbeing support can help whānau at this difficult time. Ka Ora Telehealth 0800 252 672 offers same-day clinical consultations with a doctor or nurse. They are easy to book for anyone who cannot access a GP, including people who are not enrolled with a practice and rural and isolated communities. Ka Ora Telehealth can also issue prescriptions and make referrals as needed. You can also access counselling by calling/texting 1737.

TEMPORARY ACCOMMODATION SERVICES

TAS is available to support households with temporary accommodation following a Civil Defence emergency. The accommodation service is in place to help support eligible households in the community while their house is being repaired, rebuilt or they are awaiting confirmation on the circumstances of their home.

If your home has been impacted by the recent flooding, and you haven't yet reached out for assistance, registration via website or phone is the first step. A member of the TAS team will be in touch within five working days to discuss the household situation and determine eligibility and temporary accommodation needs. TAS is part of the Ministry of Business, Innovation and Employment (MBIE) and there is a cost for all temporary accommodation options; however, assistance is available for those who face financial hardship. TAS will work with households to provide suitable accommodation and stay in contact to help them transition back into permanent accommodation.

If you think you may be eligible or know someone else who may be eligible, register via www.tas.mbie.govt.nz.



Want to receive the Wairoa Recovery newsletter?

Email us: recovery@wairoadc.govt.nz



WAIROA RECOVERY

TE WAIROA KA ORA TE WERO TE TAKI
STRENGTH x UNITY x RESILIENCE

FOR INFORMATION AND HELP RELATING TO CYCLONE GABRIELLE AND THE JUNE FLOODING EVENT PLEASE CONTACT US:

- In-person at the Wairoa District Council during office hours
- Email recovery@wairoadc.govt.nz
- Online form via WDC website: www.wairoadc.govt.nz/contact-us/customer-service-request
- Recovery Website www.wairoarecovery.co.nz