



WAIROA RECOVERY

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



THURSDAY, FEBRUARY 27TH 2025 | NEWSLETTER 17

Me mahi tahi tatou mo
te oranga o te katoa

We should work
together for the
wellbeing of everyone.



**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

MAKE THE MOST OF THE AVAILABLE RESOURCES

Rebuilding our town after two Civil Defence emergency flood events within 18 months of each other has been enormous.

Wairoa Recovery Manager Te Aroha Cook acknowledges that everyone's recovery journey is different and moves at a different pace.

"However, there is also a need for the district to get back to its new normal. As part of our recovery and rebuild, we will begin to phase out the Recovery Office and encourage people to draw on available

resources while they still can. At this stage, the Recovery Office will remain open until the end of June. Assistance and support will remain available through the Wairoa District Council, but a dedicated team will not be in place after the end of June.

"Key resources are still available to people to support recovery and help our town look better. We can remove abandoned cars, clean up silt and debris, and have funding and resource channels for impacted people."

RESOURCES CHECKLIST ✓

To ensure everyone has accessed all the resources they possibly can, please check if you need assistance with any of the following. If you do, please contact the Recovery Team.

- 1 Silt and Debris removal – this includes silt from under houses and buildings, cyclone debris from households, building items and flood-impacted items.
- 2 If your house or business was flood-affected and received a white or yellow placard, and you have completed the necessary building repairs, please contact us to arrange to check and remove the placard status.
- 3 If you haven't yet applied, the Wairoa Mayoral Relief Fund is still open for applications from people affected by the June 2024 flooding. Applications can be made online via the Wairoa District Council website or by calling the Council offices and collecting a hardcopy application form.
- 4 If you need gib-board, we may be able to help - reach out
- 5 Whānau whose homes were damaged and affected by flooding may be eligible to have insulation reinstalled at their house.
- 6 There may be some Red Cross funded support available for people impacted by Cyclone Gabrielle who are still rebuilding their homes. Funding is delivered via plumbing and electrical packages for septic tank cleaning, reticulation plumbing, reinstatement of home heating, and essential electrical and bathroom repairs. Check with us to see if you meet the criteria.

FLOOD DAMAGE CLEAN-UP

Wairoa has a small window of opportunity left to complete its flood-related clean-up with the Government-funded Silt and Debris Fund set to finish at the end of June.

Wairoa Mayor Craig Little is urging local people to go hard on clean-ups over the next couple of months before the fund closes.

"We are appreciative that the government extended the fund to the end of June to allow our clean-up to continue. We now have to use that window to remove any flood-related debris and silt. We are focusing on abandoned cars and flood-damaged items and, of course, still removing silt from properties and under houses.

"We have four months left to do this work at no cost to Wairoa ratepayers. After that, there will be no funding, so it is vital we get onto it now.

"It is great to have more scope to be able to clean up the town, but we need buy-in from our community as well. If you have silt, flood-damaged items, buildings and materials, trees and debris or abandoned or derelict cars that need collection and disposal - at no cost to you, or you know of someone or somewhere that needs help, please contact the Recovery Team. For those people who privately paid for silt or debris removal, there may be an opportunity to reimburse you for the costs/insurance excess. Again, check this out with the Recovery Team.

"Council will also be checking its drains and networks, but if you know of an area that still has silt, or a drain that is blocking, please let us know – please be our eyes and ears.

"We are extremely grateful to the government for this fund, and the extension, and we encourage people to make the most of it. As long as

the clean-up meets the criteria, the work will be done for free.

"The Council has already collected thousands of tonnes of flood-affected property, which has been disposed of at no cost to individuals. This fund has been vital in helping restore flood-impacted people's lives and also reinstating public places. Now we just have this one more push to restore our township.

"Because we need to collate the collection, we are asking everyone who has silt, debris, and flood-impacted materials and cars for collection to please lodge a CSR (Customer Service Request) to arrange collection. This can be done by phoning the Council on 06 838 7309 and asking for the Recovery Team, going online at www.wairoadc.govt.nz/contact-us/customer-service-request/ or calling into the Council offices."

The Silt and Debris Fund covers the collection and disposal of flood-impacted and abandoned and derelict vehicles.

Wairoa Mayor Craig Little said there were literally hundreds of cars caught in Cyclone Gabrielle and the June event flood waters, with many still left abandoned.

"These cars are an eyesore and an environmental and safety risk. Through the silt and debris fund extension, we now have the opportunity to clean up the cars – at no cost to the owners or the landowner where they may be parked.

"We are expecting to start the car collection at the end of March.

"This is a one-off government-funded chance to clean up our town, and I urge everyone to take advantage of the opportunity.

"To register for collection, please contact the Wairoa Recovery Team by phoning 06 838 7309, or go online at www.wairoadc.govt.nz/contact-us/customer-service-request/ or call into the Council offices."



Abandoned and derelict cars will be collected for free as part of the extended Silt and Debris Fund. Register now if you have vehicles to be collected and disposed of.



TWO YEARS ON FROM CYCLONE GABRIELLE

WAIROA RECOVERY MANAGER TE AROHA COOK

February 2025 has been a time of reflection rather than celebration for those impacted by Cyclone Gabrielle 2023 and the June 2024 flood events.

The Recovery Team continue to assist impacted people. Being at the forefront, we are the first to recognise that, for some, the recovery rebuild journey has only just begun, and for others, it is still to commence. Regardless of where people are in the recovery rebuild continuum, we acknowledge this has been a long, hard road to traverse, and challenges are by no means small.

To enable impacted whānau/families/individuals to come together, the Recovery Team continues to organise events to ensure 'no one gets left behind' and to build on our resilience as a community and district. The Southside School Holiday Programme in January catered for 50 of our young people ranging in age from 5-12 years. We are also finalising details for a Moko Wānanga to be run in March, a Building Champions Confidence Course that will be set up at Clyde Domain on March 19 and 20, a Men's Mental Health Wānanga, and our next School Holidays Programme from April 14-17.

The Recovery Team is also organising an Emergency Services Expo at the end of April, where we will be inviting services and agencies that are involved in the response and/or recovery phase of an emergency to participate in an information day that is freely accessible to everyone. The intent is to bring people together to share their experiences and, learn

how to access support and ensure that people are prepared for future events.

The Recovery Team acknowledge the continued and valued support from Tātau Tātau o Te Wairoa (TToTW) and Latter-Day Saints (LDS) for their contribution to the rebuilding of impacted homes. Several houses are in various stages of repair, with piles/foundations being removed and replaced, donated gib being installed, and plumbing for essential living areas reinstated, with the aim of bringing impacted homes to a living standard.

The Recovery Team is here to support people by meeting with you in person either at the Council offices or at your property or liaising via emails and or phone calls.

Recently, support has included being intermediaries for insurance-related matters and connecting people with resolution services, liaising with service providers for those requiring alternative temporary housing, assisting people in identifying tradespeople and project managers to commence rebuilds, informing people of avenues to obtain financial assistance or how to access donated construction materials that will help ease the financial burden.

The Recovery Team will also be visiting properties to assist the Council's Building Control Team to identify homes that have completed rebuild requirements but still need to be inspected. It is important to note that if your home had a Yellow or White Placard put in place, it must be inspected by a member of our Building Control Team for these to

be removed. There is no cost for this inspection.

We are fortunate the Silt and Debris Fund has been extended until the end of June. If you still have silt on your property, under your home or buildings, or have piles of flood-related debris, please contact us, and providing the criteria is met, the Recovery Team will be able to assist with removal. To enable the costs to be met by this fund, work needs to be completed by early May. Also, if you removed silt and debris from your home/property at your own expense, please contact us to see whether you qualify for reimbursement of those costs from this fund.

Homes with insulation impacted by the June 2024 event are reminded to contact the Recovery Team to enable us to include your details for assessment. If you reinstated insulation prior to the HBRC Fund being made available, you are encouraged to contact the Recovery Team as you may qualify for reimbursement of costs incurred, if not met by insurance, or reimbursement of your no-claims bonus if you were insured.

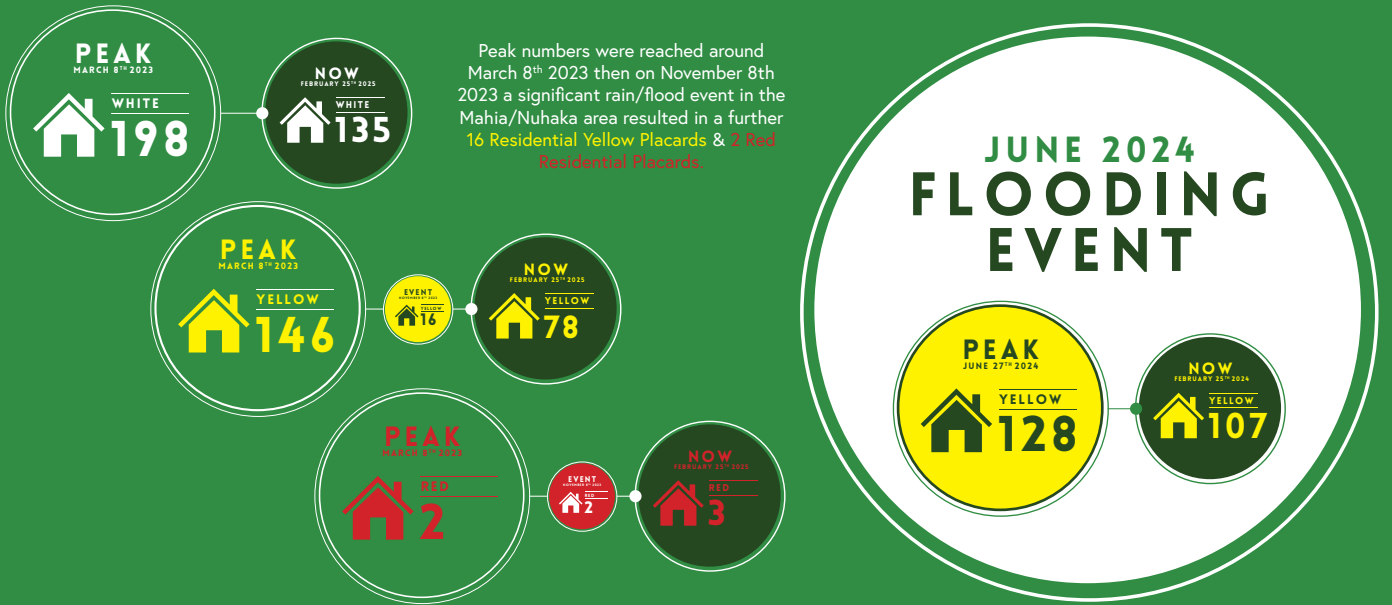
In closing, 'E tū ki te kei o te waka, ki a pakia koe e ngā ngaru o te wā – Stand at the stern of the canoe and feel the spray of the future biting at your face. While we take time to reflect, our focus should not become fixed on the past. Despite ongoing challenges, our strength and determination are best served by focusing on what lies ahead, working together to ensure our whānau and community are strong, safe, and resilient.

LODGING A CSR

When lodging a Customer Service Request please provide as much information as you can to describe your issue and if possible, include photos. It will be helpful to know if:

- You have already done the repairs and are looking to have some costs reimbursed,
- You need an assessment to determine what the total repair costs will be,
- You need septic tank cleaning, heating reinstated, or essential electrical and plumbing repairs

STATUS OF STICKERED HOMES



PLACARDED PROPERTIES

If your flood-impacted home or business received a yellow or white placard, the building will need to be assessed by Wairoa District Council's building team to enable the stickered status to be removed.

It is likely many local flood-impacted buildings have had the required building work completed, but now, they need a Council inspection to ensure the work has been finished and criteria met so the placard can be officially removed.

Wairoa Recovery Manager Te Aroha Cook said the Recovery Team want to help our flood-impacted communities move on from these events and the stickered property

system. "This is an important part of our rebuilding and closing the loop.

"We know in many cases, work has been completed, or there is very little left to do in order to have the placard status removed.

"There may also be opportunities where we can direct property owners to other support streams, such as donated gib board and Red Cross funding, which could help with rebuilds and assist in having the stickered status changed.

"As well as asking placarded Cyclone Gabrielle affected property owners to contact us, the Recovery Team will also be visiting properties so building records can be updated."

If your home or business received a stickered status and you think the appropriate remediation work has been undertaken and the status can be removed, or you need advice on how to get the building to the required standard, please contact the council on 06 838 7309 so an assessment can be arranged.



STATUS OF STICKERED BUSINESSES



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.



WAIROA FLOOD MITIGATION PROJECT PROGRESSING

CROWN MANAGER LAWRENCE YULE

Crown Manager, Lawrence Yule, has welcomed the Hawke's Bay Regional Council's decision to support the progression of Option 1C, with further refinement of the profile and alignment of the proposed floodway now underway to minimise potential impacts to home and landowners.

Mr Yule said the decision to progress Option 1C remains subject to land accessibility. "There are still a lot of conversations to be had with home and landowners, and with the wider community. We want to continue to hear everyone's thoughts and feedback on what remains a critically important project for the future of Wairoa.

"From the outset, we've made it clear our shared kaupapa for this project is about finding the best possible technically viable solution that minimises negative impacts on whānau, their land and homes and protects marae, urupā and cultural taonga in the process.

"We are continuing to investigate and model a refined profile and alignment of the proposed 1C floodway to further minimise the potential impacts to owners of whenua Māori, whānau, homes and landowners where possible."

Mr Yule said the Project is now heading into a period of focused engagement with the community of Wairoa with a continued emphasis on landowners and owners of whenua Māori. "The purpose of this kōrero will be to understand the position of all whānau, home and landowners potentially impacted by Option 1C, and to further discuss the land access required to deliver flood mitigation for Wairoa. We will continue working closely with the Māori Land Court and Te Tumu Paeroa, seeking their guidance and advice where appropriate.

"Once a refined 1C footprint is confirmed, the Project team will contact confirmed impacted owners directly to let them know of the next

steps. This may include providing owners with the information they need to seek legal and valuation advice, with the fair and reasonable costs associated with seeking this advice being covered by the Project."

Confirming a final solution is only one part of the process, and there is more important mahi ahead with the final decision to be made by the Government. The Project team remains on track to submit the business case to the Crown by 7 March. This is an important part of securing the Crown's \$70 million that has been specifically ring-fenced for flood mitigation for Wairoa.

Meanwhile, the broader community conversation around holistic flood plain management for Wairoa remains an important priority, says

Mr Yule.

"Longer-term solutions to better manage the Wairoa River mouth are also being modelled, and a public meeting will be held on Thursday, March 6, at the War Memorial Hall from 4pm, with a presentation from 5-6pm, to further share this information with the community and seek their continued input and feedback."

For more information on the Wairoa Flood Mitigation Project, you can visit: www.wairoafloodproject.co.nz.

If you or your whānau have any questions, or if you need further help or support, please get in touch with the Project team: info@wairoafloodproject.co.nz or 027 236 7494.



WAIROA FLOOD MITIGATION PROJECT

Community Hui

**Thursday 6 March 2025 from 4pm – Presentation 5-6pm
War Memorial Hall, Queen Street, Wairoa**

We're continuing the important conversation about solutions to help protect Wairoa from future flood events. This hui is specifically to provide an update on longer-term solutions for the Wairoa River bar and Kopu Road.

We look forward to updating you on this important community mahi.

Lawrence Yule, **Crown Manager** – info@wairoafloodproject.co.nz
www.wairoafloodproject.co.nz



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

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, nearly \$400,000 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/>



AWA COLLECTION ART GIVEAWAY

Local artist Kat Pickering has been overwhelmed with the response to her Healing Through Art Giveaway.

The online promotion was Kat's way of honouring those who were impacted by both Cyclone Gabrielle and the June flooding.

People who were deeply affected by the flooding were nominated with 74 nominations received.

Kat extended a heartfelt thank you saying she was overwhelmed with gratitude for the incredible response. "Each nomination was filled with heartfelt stories of resilience, love, and the deep connections that make our community so special."

Six winners were selected to each receive an awa mandala painting. The individuals were chosen based on the strength of their stories and the number of nominations they received.

"Their stories truly touched my heart and aligned with the healing intention of this special collection of mandala paintings, using blue kyanite and quartz crystals to bring healing to our awa, our whenua and our people following the flooding events.

Kat says the artworks are designed to radiate healing energy to those who are struggling, to reconnect our community to the spirit and strength of our river and to serve as a symbol of hope for the future. "Most people who live in Wairoa have been affected in some way by the flooding in our district, and this work brings healing and reconnection to those affected by the floods."

"To protect the winners' privacy, I have chosen not to share their names publicly, but I want to assure you that each painting found its way to someone deeply deserving. I hand-delivered each of these paintings, and it was such a privilege to connect with each of these people in person.

"To everyone who took the time to nominate someone: thank you for your participation, your kindness, and your love for this community. Your words have been a powerful reminder of the strength and compassion we share as we continue to heal together."

To check out Kat's work head to www.kathleenpickering.co.nz.



Local artist Kat Pickering honoured local flood-impacted people with an awa collection art giveaway.

FUNDING CONFIRMED FOR WAIKARE GORGE REALIGNMENT

The Government has confirmed funding to deliver the Waikare Gorge realignment project, ensuring a resilient and safe connection between Hawke's Bay and Wairoa District on to Tairāwhiti can be restored.

In February, at the time of Cyclone Gabrielle's two-year anniversary, Transport Minister Chris Bishop said the Government is committed to delivering transport infrastructure that boosts economic growth and creates a safer, more resilient transport network for people, vehicles, and freight.

"Currently, the state highway travels through Putorino and down into Waikare Gorge. This section of road through the gorge has been prone to slips in the past, and the gorge bridge was destroyed in Cyclone Gabrielle, severing the connection between Hawke's Bay and Wairoa for three months until a Bailey bridge opened across the river.

"We know how critical this SH2 connection is for the thousands of road users and freight operators who use this corridor every day, and the local communities and businesses who have been looking forward to this keenly anticipated project going

ahead.

"Cabinet has now confirmed the Crown will provide funding to the NZ Transport Agency (NZTA) to help deliver the Waikare Gorge realignment project, with four kilometres of State Highway 2 realigned between Wairoa and Napier, including a 160-metre-long arch bridge over the top of Waikare Gorge.

"This funding allows NZTA to get on with the project, finalise the design, and complete negotiations with property owners in the area. NZTA wants to work with local contractors for as much of the construction as possible, and I look forward to this beginning once pre-implementation work is completed.

"I know recovery work has been a tough grind for the East Coast. The Government is committed to the region and prioritising the delivery of roading investment across New Zealand is part of our plan to boost economic growth. That includes the Waikare Gorge realignment, alongside all the other recovery work currently underway.

"I want to acknowledge the patience and persistence of those living,

working and travelling through the East Coast. I also want to thank the local MPs Katie Nimon and Dana Kirkpatrick, Wairoa Mayor Craig Little, and other community leaders for their continued strong advocacy for this important project. I look forward to construction starting on the Waikare Gorge realignment as soon as possible."

The arch bridge will be 160 metres long and will cross from one side of the gorge to the other. Other examples of an arch bridge can be seen crossing the Waikato River (130 metres span); on the Taupō Bypass (100m span) and near Ngaruawahia as part of Te Awa cycleway (130m span).

Once underway, the project is expected to take four years to complete. Because it's constructed mostly away from the existing SH2, there will be no traffic disruption, except when it comes to connecting the new road to the existing state highway.

The existing Bailey bridge will remain in place until the realignment is built. The Bailey bridge will follow a routine maintenance schedule with regular monitoring to ensure it remains safe and fit for purpose.



Transport Minister Chris Bishop confirmed the Waikare Gorge realignment project at the Waikare Bailey Bridge - two years after Cyclone Gabrielle destroyed the bridge and closed SH2 for three months.

CLEARING THE COASTLINES

Most of the coastline debris recovery work in the Wairoa district has now been completed.

The regionally focused post-Cyclone Gabrielle clean-up saw around 1200 jobs involving the removal of silt, mixed waste and woody debris being completed across Hawke's Bay.

In Wairoa, a locally focused team were setup in 2023, and have seen local crews remove and treat more than 220,000 cubic metres of woody debris along the coast between Māhia and Napier.

Work has also included dealing with the remobilisation of some debris during the June flooding and other weather events. Debris has been stacked and burnt where appropriate, chipped and shredded, or carted away from the beach area. In some locations woody debris has been shifted to above the highwater mark in collaboration with local tangata whenua.

January 2025 saw work undertaken at Whakamahia Lagoon, Pilot Hill, Mohaka River Mouth, Mahia-Opoutama and Taylors Bay. Work is expected to continue through February and March 2025, and expects to see work undertaken in Mohaka, Mahia, Taylors Bay and Blacks Beach.

Controlled burns to clear woody debris underway across the Wairoa Coastline have occurred with controls in place to manage the burn piles under the guidance of Fire and Emergency NZ. This includes active monitoring of birdlife around the burn areas by an ecologist.

Funding permitting, work may continue to June 2025, and continue to complete some additional

locations where woody debris remains or has been remobilised too like Te Hoe, Kaiwaitau and some Wairoa rivers.

For an insight into the Wairoa Woody debris clean up, have a watch of this video outlining the local partnerships which have helped make the clean up successful: <https://youtu.be/52ijA7Nxhpk>



Woody debris burn piles along the coastline between Mahia and Opoutama.

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.

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

WAIROA RECOVERY

presents



WHEN

19 & 20 MARCH

WHERE

CLYDE DOMAIN

TIME

FROM 9.30AM

BOOKINGS ARE ESSENTIAL
AS THERE ARE TIMESLOTS



OBSTACLE COURSE CONSISTS OF...

- 95FT LONG RADICAL RACER OBSTACLE INFLATABLE
- 43FT LONG ULTIMATE NINJA WARRIOR INFLATABLE
- BALANCE BEAMS
- OVER AND UNDER INFLATABLES
- CARGO NET CRAWLER
- TENNIS BALL TARGET THROW
- STEPPING STONES
- JUMPING HURDLES
- AFLEX BALANCE INFLATABLE

CONTACT MICHELLE ON 027 216 8008 OR
MICHELLE@WAIROADC.GOV.T.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, or if your pet is missing, please contact the 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/.

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 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.

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.

TEMPORARY ACCOMMODATION SERVICES

Owner-occupiers and renters of houses made uninhabitable by flooding are eligible for Temporary Accommodation Service (TAS) support to find accommodation. TAS provides medium and long-term accommodation to people who are displaced by natural disasters. Register your details with TAS, and a staff member will contact you to discuss suitable temporary housing options. TAS staff can also guide how to access support services such as insurance advice and financial assistance. For more information and to register your details, please call 0508 754 163 or visit www.tas.mbie.govt.nz.

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.



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