



# WAIROA RECOVERY

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



WEDNESDAY, JUNE 18<sup>TH</sup> 2025 | NEWSLETTER 18

## WAIROA DISTRICT COUNCIL WINS EXCELLENCE IN COMMUNITY ENGAGEMENT AWARD

Wairoa's Recovery newsletter was recognised at a national level, picking up the Local Government Excellence award for Community Engagement.

Wairoa Whakapiri - Uniting Through Recovery, was selected from a field of 16 entries - the largest of the seven categories in this year's awards.

The award recognised the role of the Recovery Newsletter, which was created in response to the devastating events of Cyclone Gabrielle and continued after the June 2024 flooding.

Judges described Wairoa Whakapiri as a textbook example of communications in a disaster recovery situation and in communities that may not always be easy to reach in the best of times. "The council's communications remind us that successful engagement during and post a natural disaster must not only inform but create a community collective spirit and empower cohesive action."

Wairoa Mayor Craig Little said the FrankGroup award for excellence in community engagement is a recognition for every member of our community who showed strength,

care, and unity in the face of adversity. The newsletter was one of many tools we used to keep whānau informed, supported, and connected during a very difficult time for our district.

"I am really proud of our local team for achieving national recognition. This is a significant award. It recognises that times were tough, but we did and continue to do our best to stay connected and share

information with our communities. Thank you to everyone who has been involved with this work, and congratulations to Council staff, the Recovery Team and our Wairoa community."

This is the 18th newsletter published by the Wairoa Recovery Team

To view all the newsletters, head to [www.wairoarecovery.co.nz](http://www.wairoarecovery.co.nz)



Wairoa Mayor Craig Little, Council Chief Operating Officer Juanita Savage, Recovery newsletter editor Kate Standing and Interim Chief Executive Malcolm Alexander with the Local Government Excellence award for Community Engagement.



# WAIROA FLOOD MITIGATION PROJECT

Option 1C+ has been confirmed as the preferred flood mitigation option for North Clyde, with the full \$70 million of Crown funding ring-fenced for Wairoa released following joint Ministerial approval of the Project Delivery Plan (PDP).

The PDP was submitted to the Crown in late March and was based on the preferred flood mitigation solution Option 1C+ that, once under construction, will enable around 600 properties to shift from Category 2C to Category 1.

Crown Manager, Lawrence Yule says progressing Option 1C+ remains subject to land accessibility, with the project team continuing to engage directly with those home and landowners directly impacted by the proposed flood mitigation solution.

"As individual owners have indicated they are ready, we have commenced the independent valuation process, and this work will continue to make progress over the coming weeks as we work to

try and find a solution that enables those directly impacted to move forward with certainty.

"We're also working closely with both the Māori Land Court and Te Tumu Paeroa, where appropriate, to support the ongoing kōrero with owners of whenua Māori.

"We acknowledge the deep importance of mātauranga Māori to the people of Wairoa. Further cultural assessment activity is planned to ensure the proposed flood mitigation solution can protect marae and other cultural taonga, including Te Kopua and Waihirere Urupā, and we remain very open to the sharing of further cultural input and lived experience as we move forward.

"There is still a significant amount of mahi ahead for us all, and we remain committed to progressing this work at pace, and to continuing to work together to help safeguard the resilience and wellbeing of the community of Wairoa," Mr Yule says.

## OPTION 1C+

Option 1C+ involves a 190m wide, 1,100m long floodway which temporarily allows excess water to flow through it only when river levels reach a certain height – for example, during very high flood events. At all other times, when the floodway is not in use, it will be dry, grass-covered land.

The floodway will have an average depth of 1.2m and will cover a total area of approximately 31 hectares. It will be enclosed by small stopbanks averaging 1.5m in height. In addition, flooding risk will be further mitigated by raising the floor levels of three houses in Frasertown, and through the construction of stopbanks on the southern side of the Wairoa River, from the State Highway 2 (SH2) bridge in the Wairoa township, along the river esplanade and toward Mitchell Road. While more detailed design is required, the total length of these stopbanks is currently estimated to be around 1,200m.

For more information on the Wairoa Flood Mitigation Project, including how you or your whānau can access support, please visit: [www.wairoafloodproject.co.nz](http://www.wairoafloodproject.co.nz).

Equally, if you or your whānau have any questions, please get in touch with the Project team: [info@wairoafloodproject.co.nz](mailto:info@wairoafloodproject.co.nz) or 027 236 7494.







## MAYORAL MESSAGE

### JUNE 2024 FLOODING

As we approach the first anniversary of the June 2024 south side flooding, I would like to acknowledge all those people who, through no fault of their own, remain impacted by this event, and also those still impacted by Cyclone Gabrielle.

There are still over 150 yellow-stickered homes in our town, along with impacted businesses, garages, outhouses, sheds, etc.

It is heartbreaking to see families still struggling, people who have lost everything and are trying to put their family homes back together.

Through the Mayoral Relief Fund, we have managed to help people in a small way, and I remain grateful to the generous donations businesses and organisations have made to the fund. If you haven't already applied, please do so, or contact the Council, as they may be able to find some assistance for you.

**WAIROA MAYORAL  
RELIEF FUND  
STILL OPEN FOR  
APPLICATIONS**



# HOMES RESTORED

Two more flood-impacted North Clyde homes have been refurbished thanks to the generosity of the Church of Jesus Christ of Latter-day Saints.

John Morrell and Justin Maaka both had their homes restored, with the completed homes now officially handed over.

John and Justin both extended huge gratitude to the church for the transformative restoration work and also to Wairoa Recovery and Tātau Tātau o Te Wairoa which also supported the work.

**John Morrell in the new kitchen of his Te Rato Road home which was refurbished thanks to the generosity of the Church of Jesus Christ of Latter-day Saints with support from Wairoa Recovery and Tātau Tātau o Te Wairoa.**



## MAKE THE MOST OF THE AVAILABLE RESOURCES

Local flood-impacted people are encouraged to draw on available resources while they still can.

Vehicle Removal from properties is continuing with any type of vehicle impacted by floodwaters meeting the criteria, along with any other vehicle a property owner wants removed, trailers and general metal waste such as roofing/fencing sheets and roller doors.

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/](http://www.wairoadc.govt.nz/contact-us/customer-service-request/) or call into the Council offices.



Vehicle removal is being carried out throughout the district.

# KSO FOR LOCAL MAN

Wairoa Recovery Kaimanaaki Matua Rūpene Amato has now officially been made a Companion of the King's Service Order for services to survivors of abuse in care.

Mr Amato was named in the New Year's Honour List and was presented with his King's Service Order last month.

Wairoa-born and bred, Mr Amato has been an advocate for takatāpui and rainbow community survivors and has used his personal experience at St Joseph's School in Wairoa to advocate for male survivors of sexual abuse by priests.

He has represented the rainbow community at local, national and international levels for Out at Work, a support network for LGBTQI+ workers advocating for inclusivity at work sites and has been a Board Member of the Waikato branch of Male Survivors of Sexual Abuse.

Mr Amato has also been a member of the 'Survivor Advisory Group of Experts' (SAGE) for the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions since 2019. SAGE has helped provide the inquiry with guidance and support to engage with survivors and their representative organisations on their experiences in state and faith-based care. Mr Amato has advocated to ensure the response to the inquiry accounts for the concerns and interests of all survivors, including survivors of abuse from rainbow communities.

Mr Amato is the son of Manu and Julie Amato and was raised in North Clyde. He returned home after Cyclone Gabrielle to help his parents whose home flooded. He was quickly picked up by the Wairoa District Council Recovery team and has held the position of Kaimanaaki Matua since then.



Local man and Wairoa District Council Recovery team member Rūpene Amato has been made a Companion of the King's Service Order for services to survivors of abuse in care. He is pictured with The Right Honourable Governor General Dame Cindy Kiro.



Want to receive the Wairoa Recovery Newsletter?

Visit our website or email us:  
[recovery@wairoadc.govt.nz](mailto:recovery@wairoadc.govt.nz)  
[www.wairoarecovery.co.nz](http://www.wairoarecovery.co.nz)



# RECOVERY OFFICE TRANSITIONING

WAIROA RECOVERY MANAGER TE AROHA COOK

The activities of the Recovery Office will be transitioned into Council business between now and the end of the year.

The Wairoa District Council and the Recovery Team extend our sincere thanks and gratitude to the individuals, whānau, communities, groups, organisations, service providers, donors, and funders who have played a vital role in our Recovery journey to date. The road to Recovery is a long one and is reliant on people coming together as a community to achieve desired outcomes, particularly where the need heavily outweighs available financial assistance. The strength and aroha of the Wairoa community lies in its willingness to assist others, with many of you putting your own needs aside for others.

While the Recovery Office transitions to Council, with continued financial

support from the Department of Internal Affairs and Wairoa Taiwhenua, our three Recovery Officers will remain available to assist. Their focus will be monitoring of yellow and white placards, removal of flood-impacted vehicles, directing impacted whānau to appropriate support services/agencies, and facilitating events for impacted whānau.

The Recovery Manager position will end at the end of this month and the responsibilities of this role will be overseen by the Group Manager Community Services and Development, as part of their responsibility for Civil Defence and Emergency Management activities within Council. This will include advising the Mayoral Relief Fund Committee of requests for assistance that may qualify for financial support and implementing

the Wairoa Recovery Exit Strategy.

While we will have limited financial assistance moving forward. Anyone who requires assistance should contact the Recovery Team at Council, and we will try to connect you with appropriate service providers, and/or government agencies, to provide the support, or information required.

In closing, we will be hosting an event at the end of June, not as an anniversary or celebration, but an opportunity to bring impacted whānau and the wider Wairoa community together to reflect on both flooding events and how far we have come together in our Recovery journey.

*'He oranga ngākau, he pikinga waiora'*

*'Positive feelings within you enhances wellbeing'*



## Wairoa JUNE FLOODS

*One year on!*

THURSDAY 26<sup>TH</sup> JUNE

*'From the floods,  
we rose'  
I ahu mai tatou i te waiipuke!*

6.50am - 7.00am  
Te Rangi Houa - Pilot Hill  
Karakia, Waerea, Waiata

7.00 - 7.45am  
Wairoa Riverside Walkway to Ahi  
Kōmau Courtyard  
via Wai Koro Hiko Stream for planting

7.45am - 8.30am  
Gemmells  
Speeches, Refreshments, Whakawhanaungatanga

5.30pm - 7.30pm  
The Gaiety Theatre  
FREE: Unplugged Whanau Concert

House of Shem's - Te Omeka Perkins



Wairoa's Own - Kiri Gilbert





# WAIROA MAYORAL RELIEF FUND STILL OPEN FOR APPLICATIONS

The Wairoa Mayoral Relief Funds, established in response to Cyclone Gabrielle and the subsequent heavy rainfall event on June 26 2024, are still open for applications.

The local funds aim to support Wairoa district residents most affected by the flood events, particularly those whose homes have been yellow-stickered.

So far, just under \$1.5 million from the Cyclone Gabrielle fund, and just over \$400,000 from the June 2024 fund, have been distributed.

The aim of the funds 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/>



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

# IMPROVING RURAL RESILIENCE

Four local sites have had solar panels and storage installed as part of a climate change resilience project.

The Wairoa District Council successfully secured \$400,000 to install solar panels at four local sites as part of a post-Cyclone Gabrielle pilot phase.

The War Memorial Hall, Taihoa Marae, Tuai Hall, and Kotemaori Hall were selected as part of the programme, with the sites chosen based on strict criteria. Each system cost around \$100,000.

The last installation has now been completed with positive community feedback.

The solar option increases power supply resilience by reducing reliance on power lines and electricity supply while also lowering electricity bills as the sites generate their own electricity.

Those involved with the halls and marae are now learning how to maximise solar power.

Based on the success of the local rollout, Wairoa has now been invited to apply for additional solar funding through the Energy Efficiency and Conservation Authority (EECA).

Potential sites, again based on

a strict risk matrix, have been submitted for consideration, and the Council is awaiting the outcome.

Meanwhile, district halls at Kotemaori and Putere have also received attention through predominantly DIA funding secured

by the Council. The aim has been to upgrade the halls to a weatherproof level to improve their capability during an emergency. The council will continue to proactively secure external funding to upgrade more halls around the district.



Solar panels and storage have been installed at Tuai Hall as part of a climate change resilience project that saw the Wairoa District Council secure funding for four solar sites.

## 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.

Weave Hawke's Bay (formerly 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 and or

the June flooding event. Offering confidential services from a private space on the Marine Parade, Weave Hawke's Bay offers Wairoa whānau a safe place to explore and express thoughts and feelings with support and without judgment. The counselling team are all registered with professional bodies.

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





# Need support? We're here.

**If the past couple of years have 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**

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**CONTACT US TODAY ABOUT FREE MENTAL HEALTH SUPPORT IN WAIROA**  
Call 0508 678 910 or complete our enquiry form online  
[weavehb.org.nz](http://weavehb.org.nz)



## PREPAREDNESS IS KEY

Civil defence training prepares individuals and communities for disasters and emergencies, equipping them with the skills and knowledge to respond effectively.

Training covers various aspects, including emergency planning, rescue techniques, survival skills, and coordination within a Civil Defence Emergency Management (CDEM) framework.

Community-led Civil Defence response workshops have also been held to empower communities and local leaders. The workshops identified that communication lifelines are the most critical need, local knowledge is the greatest untapped resource.

Wairoa Civil Defence Controller Juanita Savage said there has been a real emphasis on preparing local people for emergency events. Wairoa District Council and Hawke's Bay Regional Council staff have also been involved in specialised training as well as gaining experience around emergency management. "We have been very fortunate to have received training from experienced high-calibre personnel. Thank you to all those people involved in the training that builds capacity and capability for emergency events, and also to those people who have delivered the training and courses."



**There has been a local focus on upskilling Civil Defence staff to meet emergency management framework requirements.**

## NEW PLAN FOR WAIROA RIVER MOUTH WILL IMPROVE RESILIENCE FOR THE WAIROA COMMUNITY

A new plan for managing the Wairoa River Bar is set to improve resilience for the Wairoa community in flood events.

The Intermediate Management Plan for the Wairoa Bar, led by Hawke's Bay Regional Council in collaboration with Wairoa District Council and Tātau Tātau o Te Wairoa, outlines a proactive approach to managing flood risks.

The top priority remains to keep a healthy open mouth in its optimal location, and where there are opportunities to relocate the mouth from a poor to ideal location – this will be progressed.

Also, as conditions allow, it has been agreed to carefully lower a section of the beach crest between Rangi-houa (Pilot Hill) and the old pier. This will be maintained, and monitored, and allow water to safely exit during a flood, reducing the need for emergency bar openings and helping to manage risk more effectively.

Hawke's Bay Regional Council Chair Hinewai Ormsby says the plan is a more resilient way of managing the Wairoa River mouth.

"We're grateful for the partnership with Wairoa District Council and Tātau Tātau o Te Wairoa in delivering this important piece of work."

The plan is a 'living document' that will be reviewed and updated as needed, she says.

Wairoa Mayor Craig Little welcomed Regional Council's approach to river mouth management.

"Anything that can be done to mitigate flooding risks is imperative. As we near the first anniversary of the June 2024 flooding, I am mindful that we still have many people who have not recovered from the floods, and we will support anything we can to help protect our community."

Crown Manager Lawrence Yule has emphasised the importance of a holistic floodplain management approach for Wairoa, including both short-term and long-term strategies for the river bar.

"This plan marks an important step toward a safer and more consistent approach to managing the Wairoa River mouth. It's also just one piece of the puzzle, and further work to develop a permanent, long-term solution to the bar is ongoing," Mr Yule says.



# TAHURI MAI

is proud to present

# MATARIKI AHUNGA NUI

Rāhina 16 - Rāpare 19 Hune/ Monday 16 - Thursday 19 June

"MO TE WAIROA WHĀNUI"

TE WHARE TAKARO



RĀHINA 16 HUNE  
9.30AM - 2.30PM  
TE RAUA/ WAIROA  
NETBALL COURTS

KURA TUATAHI/ PRIMARY  
SCHOOL

TE WHARE TAKARO



RĀTU 17 HUNE  
9.30AM - 2.30PM  
TE RAUA/ WAIROA  
NETBALL COURTS

KURA TUATAHI/ PRIMARY  
SCHOOL

MUKA KAUMATUA



RĀAPA 18 HUNE  
10AM - 1PM  
TE RAUA/ WAIROA  
NETBALL COURTS

NGĀ KAUMATUA

HAUTAPU



RĀPARE 19 HUNE  
6AM - 7.30AM  
TE RAUA/ WAIROA  
NETBALL COURTS

COMMUNITY  
WĀNANGA

MOKO WĀNANGA



RĀHINA 16 HUNE  
4PM - 7PM  
TE RAUA/ WAIROA  
NETBALL COURTS

COMMUNITY WĀNANGA

MAHI KAI, MAHI WAIRUA



RĀTU 17 HUNE  
4 - 7PM  
TE RAUA/ WAIROA  
NETBALL COURTS

COMMUNITY WĀNANGA

NGĀ TIKANGA O MATARIKI



RĀAPA 18 HUNE  
4PM - 7PM  
TE RAUA/ WAIROA  
NETBALL COURTS

COMMUNITY WĀNANGA

MATARIKI MOKOPUNA BALL



RĀPARE 19 HUNE  
4PM - 7PM  
THE GAIETY THEATRE

KŌHANGA REO/ ECC

REGISTER NOW! 027 8923779 OR [TAHURIMAIMOVEMENT@GMAIL.COM](mailto:TAHURIMAIMOVEMENT@GMAIL.COM)



# WATER TREATMENT UNITS

Disaster-ready water treatment units can result in up to 1400 litres of seawater being transformed into drinking water in just one hour.

The desalination water treatment units are a key part of the Tairāwhiti 'wāroa' in a bid to increase regional resilience.

Wairoa's Civil Defence Project Team visited Gisborne recently to check out the units.

Gisborne District Council Emergency Management Group Manager/ Group Controller and former Wairoa man Ben Green said the units can produce the equivalent of 27 pallets of bottled water in 24 hours.

The units can be remotely monitored and are powered by solar or generator energy.

The larger 'Garrison' unit, the first of its type in New Zealand and with a \$140,000 price tag, aims to embed capability in communities.

Mr Green said that in Cyclone Gabrielle, Tairāwhiti experienced 10 breaks in water pipelines and lost water supply for 45 days. We were

able to use a backup water plant, but only had one day's supply in the city's main water tanks.

"The unit can treat river or salt water,

providing an alternative water supply option with the end result exceeding New Zealand and Australian water standards.



Pictured with a Gisborne-based Garrison water treatment unit are Karla Hogan of the Wairoa District Council, Gisborne District Council Emergency Management Group Manager/Group Controller and former Wairoa man Ben Green and Garrison developer Dael Liddicoat.

## EXTREME WEATHER HUB

In Hawke's Bay, the weather can turn quickly.

When this happens, our community need timely, accessible, and easy-to-navigate weather information.

Check out the Hawke's Bay Regional Council's (HBRC) newly launched Extreme Weather Hub - Te Pae Huarere Taikaha, which brings together a wide range of information tools, maps, and advice that were previously spread across different parts of the HBRC website.

You'll find:

- Live river level and rainfall data
- Webcams of key rivers and river mouths
- Drought planning tools for rural communities
- Simple informative animations on how flood protection systems work

The hub reflects feedback from the community and aims to support people with information before and during severe weather events.

Check it out here: <https://hbrc.info/extremeweatherhub>



**Want to receive the Wairoa Recovery newsletter?**  
Email us: [recovery@wairoadc.govt.nz](mailto:recovery@wairoadc.govt.nz)

# RURAL COMMUNITY RESILIENCE

Building resilience for rural communities and moving forward together is a priority for the Wairoa District Council Civil Defence Emergency Management Project Team.

Working alongside Hawke's Bay Civil Defence Emergency Management, the Council is actively meeting with rural communities to help plan emergency preparedness.

Wairoa Civil Defence Controller Juanita Savage said it is vital Wairoa learns from the weather and flood events that it has been through.

"We know preparedness is key, and it is great to see so many rural communities taking the initiative to look after themselves. Council wants to be part of this planning and looks forward to helping and assisting, but people must take responsibility for looking after themselves and each other. Our role is to facilitate and connect, we are not here to take over.

"Since Cyclone Gabrielle, many improvements have been made, including improved roading and communication connectivity, emergency pods, and an awareness of what needs to be done. During and after the cyclone, we had

hundreds of rural people who were isolated due to road slips and dropouts, and we know this could happen again. There is still a lot of work ahead of us, but I am encouraged by the community response that we are seeing.

"Rural communities are stepping up by developing central hubs around halls, marae or emergency pod containers, and building community structures around that hub. Their motivation is people first while planning how to respond to an emergency and function in isolation."

Mrs Savage said Council staff recently caught up with The Guardians of Ruakituri group, which provided a great example of how communities are planning to look after themselves.

Ruakituri Hall Committee members James Brownlie and Di Roadley said the challenges with accessibility and closures of the Te Reinga Bridge, which started back in March 2022, have demonstrated the Ruakituri community has responded and functioned well.

"The committee now wants to drill down on those responses, and with a Ruakituri Community Plan now developed, we need to be deliberate

in our next steps and facilitate more preparedness. We want to be prepared for complete isolation for at least three days and a longer-term plan for partial isolation."

The community has carried out a feasibility study with the next steps including attracting funding to upgrade the Ruakituri Hall.

"The aim is to have the hall functioning and able to stand up in an emergency. Work is funding-dependent and will be rolled out in stages, including rewiring and water management, providing overnight capability and ablutions. The overarching principle is to be strategic in building community resilience and emergency preparedness, including appropriate resourcing."

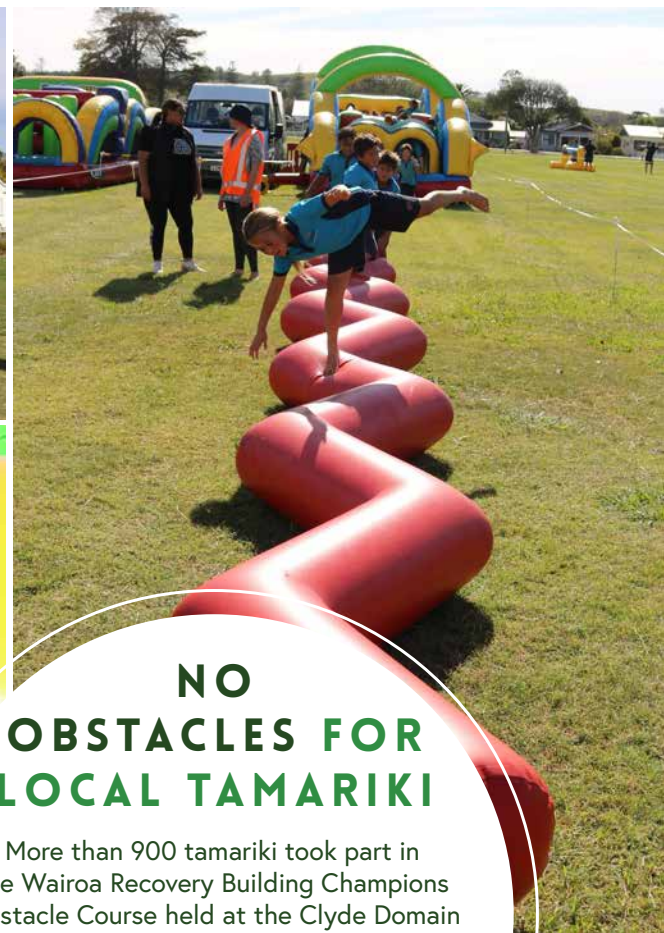
Additional areas the committee has identified to work on include funding for ongoing running costs of the hall, solar power, emergency supplies and the connection of the local Radio network to the Wairoa CD base.

Mrs Savage said the Council will continue to work with rural communities as facilitators to support them in building resilience.



Wairoa District Council staff and the Ruakituri community are moving forward together to build emergency preparedness.





## NO OBSTACLES FOR LOCAL TAMARIKI

More than 900 tamariki took part in the Wairoa Recovery Building Champions Obstacle Course held at the Clyde Domain and the Wairoa Community Centre in March.

The huge obstacle course, including inflatable challenges, brought out the inner child in adults and provided a great opportunity for local children to unleash their energy.





# 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](http://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/>.

## 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](http://www.nzcrs.govt.nz).

## 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](mailto:kahu-exec@xtra.co.nz) or call 06 838 3259 or 06 838 6835. Or you can visit [www.kahu-exec.co.nz](http://www.kahu-exec.co.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/>.

## 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.

## 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](http://workandincome.govt.nz) and click on 'Check what you might get'.

## 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.

Please email [yuanita@enabled.org.nz](mailto:yuanita@enabled.org.nz), call 06 838 7390 or visit [www.enabled.org.nz](http://www.enabled.org.nz).

## 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](http://www.tas.mbie.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](mailto: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/](http://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](http://www.wairoadc.govt.nz), and lodge a CSR online.

## 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

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



## 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](mailto: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](http://www.wairoarecovery.co.nz)