



WAIROA DISTRICT COUNCIL

We have a long road of recovery ahead of us, but we are here to help

+64 6 838 7309

customerservices@wairoadc.govt.nz

PO Box 54, Wairoa 4160, Hawke's Bay

Coronation Square, Queen Street, Wairoa

CYCLONE GABRIELLE INFORMATION SHEET

Welfare Services

Our focus is providing food and essential supplies to isolated communities. Civil Defence Centres (Taihoa Marae & Hinemihi Marae) are still operational; however, their ongoing need is being assessed. If you need clothing, this is available at Taihoa Marae. Local support from The Ministry of Social Development is also based at Taihoa Marae for anyone who needs it. If you need access to welfare services please phone:

☎ 0800 117 672 (free helpline)

Mon to Fri 8am – 8pm, Sat to Sun 8am to 4.15pm

People who are already having their needs assessed and met should continue to go there. This 0800 helpline is an additional service, not a replacement of existing ones.

Clean Up

Contractors will continue to collect flood-affected items until Friday 10 March which will then be reviewed. Please put items by the side of the road if you are able. If you need assistance, please contact us. Our regular kerbside collections will recommence Monday 6 March. The Landfill & Recycling Centre will be **open to the public**:

Saturday 4 & Sunday 5 March from 8am - 4pm

Saturday 11 & Sunday 12 March from 8am - 2pm

Looking After Yourself After a Flood

It is understandable to feel sad, distressed, worried, confused, anxious or angry at the moment. Wairoa Hospital with support from Kahungunu Executive and Enabled Wairoa are here to help. Reach out to friends or whānau or call:

☎ 0800 611 116 (Healthline)

Flood waters are contaminated with toxins, bugs and sewerage which can make you sick, causing an upset tummy, diarrhoea and vomiting. Please stay away from flood water. If you are injured, treat wounds immediately. If you feel unwell after coming into contact with floodwater or a wound becomes infected call your doctor or call Healthline for free.

Queen St Practice is operating during their regular hours and are providing free healthcare, with after hours at the Wairoa Hospital emergency department. If you have a **specialist appointment booked between now and Friday 10 March 2023**, please contact Queen St Practice.

Animal Welfare

If you require pet food, purchase it at local suppliers where possible. If you still require some you can pick it up from the Council offices. If you need help moving livestock to an unaffected area please contact the Compliance Team at Council (stock pounds are available too if needed). If you have lost any livestock, farmers may be able to bury their own dead livestock as per normal conditions:

- Consider proximity to waterways (50m or more)
- Consider usual pest/vermin control

Property Damage

A placard/sticker system is being used while our Building Team is inspecting damaged properties.

- White: liveable
- Yellow: non-liveable (access for cleaning, but you cannot stay)
- Red: unsafe (no access)

In a flood situation, 'short-term use' yellow placards prevent normal occupancy of a building due to flood damage and the consequential risk to the health of occupants. Contact your insurer first. For a yellow placard to be removed and the building reoccupied, a number of criteria are required to be satisfied. For a comprehensive guide on returning to your home, please head to our Cyclone Gabrielle webpage (search for "Gabrielle") or contact the Building Team at our offices.

Financial Support

Ministry of Social Development - Civil Defence payments

☎ 0800 400 100 (Freephone) Mon - Fri 7.00am – 5.00pm, Sat 8am - 1pm

🌐 www.workandincome.govt.nz

Ministry for Primary Industries - Recovery Grants

☎ 0800 00 83 33

✉ funding@mpi.govt.nz

🌐 www.mpi.govt.nz

Hastings District Council - Hawke's Bay Disaster Relief Fund

☎ +64 6 871 5000

✉ communitygrants@hdc.govt.nz

🌐 hbrc.info/HBDisasterFund

Hawke's Bay Chamber of Commerce - Recovery for Businesses

🌐 www.hbchamber.nz

📍 Wairoa i-Site *daily application support between 10am - 4pm*

The Temporary Accommodation Service - Temporary housing

🌐 www.tas.mbie.govt.nz (*register online*)

☎ 0508 754 163

Council Payments

No financial penalties will be incurred for late payments relating to the quarterly rates instalment (due 21 February 2023) or water accounts (due 20 March 2023). For red and yellow stickered homes, Direct Debit Payments will be paused until further notice. Direct Debit Payments restart from Tuesday 7 March 2023 with monthly and quarterly payments taken that day.

Going forward there are a few options for people to make up the missed payments:

- Phone or email if you would like your direct debit to be recalculated.
- Manually pay the missed payments (via online banking or pay over the counter at our offices).
- Continue at your normal amount and the missed payments will be recalculated in the new financial year (after 30 June 2023).

Roads and Access

For the latest information on State Highways visit

🌐 www.nzta.govt.nz

For the latest information on Wairoa District roads visit

🌐 www.wairoadc.govt.nz

Find out more

For the latest updates and information, please visit our socials

🌐 www.wairoadc.govt.nz

📱 [@wairoadistrictcouncil](https://www.facebook.com/wairoadistrictcouncil)