

# Eastern Bay of Plenty floods

## What support is available and where can I get help?

### Civil Defence Emergency Management

Civil Defence Emergency Management is co-ordinating assistance to communities.

For the latest information, visit the Whakatāne District Council website ([www.whakatane.govt.nz](http://www.whakatane.govt.nz)) or Facebook page ([www.facebook.com/WhakataneDistrictCouncil](http://www.facebook.com/WhakataneDistrictCouncil)).

### Where to turn for help and support

It's normal to feel upset after extreme weather events like this. If you need support or advice, or have feelings of anxiety, stress, prolonged fear, hopelessness or anger and need to talk with someone, you can phone **Healthline** on **0800 611 116**.

Healthline is staffed by experienced registered nurses 24 hours a day, seven days a week.

Other places you could go for support include:

- Your GP or local community health centre;
- Eastern Bay Primary Health Alliance Mental Health Service – 07 307 0188;
- Mental Health and Addiction Services District Health Board (Adult services – 0800 774 545, Child and Youth – 0800 486 947);
- Ngati Awa Social and Health Services – 07 306 0096;
- Tu Wharetoa Ki Kawerau Health & Social Services – 027 435 4994;
- Te Puna Ora O Mataatua – 0800 294 462;
- Tuhoe Hauora – 07 312 9874.

Remember, in an emergency, always call 111.

### 0800 Government Helpline

If you're struggling to support yourself or your family, or you would like more information about the help available, you can call the **0800 Government Helpline** on **0800 779 997** (8am–6pm, seven days a week).

There are lots of ways we can help and we can point you in the right direction based on your situation.

### Civil Defence payments

Extra financial support is available to people affected by flooding.

You don't have to be on a benefit to be eligible. We can help with: payments if you're hosting evacuees (private homes, marae or community centres);

- accommodation costs if you're evacuated and are staying in tourist accommodation (motels, hotels, or temporary rental accommodation);
- loss of livelihood (where you can't work and have lost your income because of the floods);
- food, clothing and bedding (immediate needs up to a maximum amount).

Ring the **0800 Government Helpline** on **0800 779 997** to find out more.

## Insurance and lodging an EQC claim

If your home, car or contents has been damaged by the flood, take photos before you remove or repair anything and report it to your insurance company as soon as possible. Your insurance company will let you know what you need to do next, how to claim and how EQC works.

If you need to make your home safe, sanitary, secure and weather tight, please record the work done, take photos and keep a copy of the bills paid.

You can make an EQC claim online at [www.eqc.govt.nz/claims](http://www.eqc.govt.nz/claims) or call **0800 326 243**.

## Temporary accommodation

If you've been affected by the floods and need support to find temporary accommodation, the Ministry of Business, Innovation and Employment (MBIE) and the Ministry of Social Development (MSD) can help.

MSD will register your temporary accommodation need and MBIE will work with you to identify suitable temporary accommodation options.

To register your details, please go to [www.temporaryaccommodation.mbie.govt.nz](http://www.temporaryaccommodation.mbie.govt.nz) or phone **0800 779 997**.

## Schools and early childhood centres

All schools are now closed for the holidays. Parents with children in early childhood education services me ngā kōhanga reo should check with their early learning provider for updated information.

## Keeping children safe

If you're worried that a child or young person you know is not safe or being cared for, or you know a child who has been separated from their parents or caregivers you can call the Ministry for Vulnerable Children, Oranga Tamariki on **0508 326 459** (24 hours a day, seven days a week) or email [contact@mvcot.govt.nz](mailto:contact@mvcot.govt.nz).

## Support for rural communities

If you need help on the farm, please contact Federated Farmers on **0800 327 646**. They can help with stock movements and feed.

Rural Support Trusts have local people trained to offer assistance and support, and their help is free and confidential. Call **0800 RURAL HELP (0800 787 254)** or visit [www.rural-support.org.nz](http://www.rural-support.org.nz).

## Animal welfare

If you need feed, blankets or other animal supplies, please contact Whakatane SPCA on 07 308 4608 between 8.30am–11.30am.

If you find a sick or injured animal, or an animal that has passed away, please call **0800 306 0500** for assistance.

If you have registered your pet as missing but don't have your pet at this stage, efforts are continuing to find your pet and you will be contacted as soon as possible.

## Tenancy Information

If you are the tenant or landlord of a rental property, you can find information on your rights and obligations at [www.tenancy.govt.nz](http://www.tenancy.govt.nz) or by calling **0800 TENANCY (0800 836 262)**.

## Tax relief

Customers who've missed filing returns or making payments can ask Inland Revenue to grant relief from penalties.

If you've been impacted by the flooding, and are struggling to deal with your tax or payments, please contact your tax agent or accountant. You can also call Inland Revenue on **0800 473 566**.