

# Kaikoura Earthquakes

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

Information about assistance you and your family may receive if you've been affected by the November 2016 Kaikoura earthquakes.

### Civil Defence Emergency Management

Civil Defence Emergency Management is coordinating assistance to communities affected by this event. For queries related to roading, water and wastewater, Civil Defence Centres or Recovery Assistance Centres, contact your local civil defence team at your council.

Recovery Assistance Centres will have key agencies available to answer questions and provide advice.

**Hurunui District Council** 03 314 8816 [www.hurunui.govt.nz](http://www.hurunui.govt.nz)

**Kaikoura District Council** 03 319 5026 [www.kaikoura.govt.nz](http://www.kaikoura.govt.nz)

**Marlborough District Council** 03 520 7400 [www.marlborough.govt.nz](http://www.marlborough.govt.nz)

**Emergency Management Canterbury** [www.cdemcanterbury.govt.nz](http://www.cdemcanterbury.govt.nz)

**Wellington Region Emergency Management Office** [www.getprepared.org.nz](http://www.getprepared.org.nz)

### 0800 Government Helpline

You can call the Government Helpline on **0800 779 997** from 7am - 9pm, seven days a week if you:

- would like assistance
- are struggling to support yourself, or your family
- would like more information about how we can help.

Even if you don't think you'd qualify, please call us because there are lots of ways we may be able to help, and we can point you in the right direction based on your situation. You don't have to be on a benefit. We may be able to organise payments for you over the phone.

### Stress counselling and support

It's completely normal for you and your family to be emotionally and physically drained by the earthquakes. You're not alone in feeling this way, and you don't have to cope on your own. Friends and family members not affected by the event can help you cope with the added stress. Local qualified and experienced counsellors are also available free of charge.

Call the Earthquake Support Line on **0800 777 846**

Your employer may also be participating in an Employee Assistance Programme (EAP) and will be able to provide you with those details.

For school and Early Childhood Education (ECE) staff, the contact number for the EAP is 0800 327 669. Your school/ECE has already been provided with this information.

### Accommodation/Housing support

If your household was affected by the recent earthquakes, and you need support to find temporary accommodation, we can help. Please visit [www.temporaryaccommodation.mbie.govt.nz](http://www.temporaryaccommodation.mbie.govt.nz). If you are unable to access the website, please contact **0800 673 227**. Alternatively, you can discuss your needs in person at local recovery assistance centres.

The Ministry of Business, Innovation and Employment (MBIE) and the Ministry of Social Development (MSD) are working together to assist displaced people in finding suitable temporary accommodation while your home is being repaired or rebuilt.

## Support for rural communities

If you have requests for or offers of help on the farm, please contact Federated Farmers on **0800 327 646**.

Rural Support Trusts are staffed by trained local people who provide assistance and support to the rural community in times of hardship. Contact your local Rural Support Trust coordinator for free and confidential information about assistance and support on **0800 RURAL HELP (0800 787 254)** or visit **www.rural-support.org.nz**

As well as the usual Government financial support, Rural Assistance Payments are available through Work and Income to help farming families who are temporarily unable to produce sufficient income to meet essential basic living costs. The level of assistance is usually equivalent to the Jobseeker Support benefit. Your Rural Support Trust can give you more information on this.

For queries related to road access or telecommunication issues, contact your local civil defence team at your council.

**Ministry for Primary Industries** 0800 00 83 33 [www.mpi.govt.nz](http://www.mpi.govt.nz)

### Mayoral Disaster Rural Relief

A support package for the primary sector around the upper South Island has been made available. This is to help with non-insurable assets such as tracks, on-farm bridges and water infrastructure. For more information call the Government Helpline **0800 779 997**

## Financial support to individuals

### Civil Defence payments

Extra financial support has been made available for people in these locations: Hurunui, Kaikoura, Seddon and Ward.

Civil Defence payments can cover the following costs:

- payments if you're hosting evacuees (private homes, marae or community centres)
- accommodation costs if you've 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 earthquake)
- food, clothing and bedding (immediate needs up to a maximum amount).

You can call the Government Helpline **0800 779 997** to find out more about this.

## Earthquake Support Subsidy for businesses and sole traders

If you're a small business or sole trader impacted by the 14 November earthquakes, you may be able to get a subsidy to help you retain staff and continue to pay them while transitioning back to business-as-usual.

To find out more, visit **www.workandincome.govt.nz** or call the Government Helpline on **0800 779 997** from 7am-9pm, seven days a week.

## Support for Iwi, hapū and whānau Māori

Te Puni Kōkiri provide advice and support for whānau affected by the Kaikoura earthquakes. To find out more visit **www.tpk.govt.nz** or contact the local office in your area.

- **Lower Hutt** - 04 570 3180 email: [tpk.tetaihauauru@tpk.govt.nz](mailto:tpk.tetaihauauru@tpk.govt.nz)
- **Nelson** - 03 539 0687 email: [tpk.tetaihauauru@tpk.govt.nz](mailto:tpk.tetaihauauru@tpk.govt.nz)
- **Christchurch** - 0800 875 839 email: [tpk.te-waipounamu@tpk.govt.nz](mailto:tpk.te-waipounamu@tpk.govt.nz)

## Insurance & Lodging an EQC Claim

If your home, car or contents have been damaged by the earthquake, 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 insurance works. Homeowners have until midnight on 14 February 2017 to make a claim with EQC.

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

Make a claim with EQC online at **www.eqc.govt.nz/claims** or by calling **0800 326 243**.

The EQC call centre is open 7am to 9pm Monday to Friday, and 8am to 6pm on Saturdays. Having your insurance policy at hand helps.

## Schools and Early Childhood Centres

The Ministry of Education is working with all schools and early childhood centres in the Kaikoura and Hurunui district to help them open as soon as possible. It's natural for children to be feeling nervous about returning to school or an early childhood centre. When students return to school or to their ECE service, the school and ECE will lead support for their attendance, safety and wellbeing. The Ministry of Education are ready to provide schools and ECE services with support and advice wherever they can.

Parents should check with their school or early childhood centre for updated information.

## Child Friendly Spaces

Save The Children NZ have set up a Child Friendly Space at Kaikoura Primary School, Torquay Street. This is a place where 4-12 year old children can come during the day to play and forget about the stresses and strains associated with the earthquake. It is currently operating 9am-12pm and 1pm-4pm until schools reopen.

## Keeping Children and Young People Safe

If you are worried that a child or young person you know is not safe or being well cared for, or you know a child who has been separated from their parents or caregivers, you can contact Child, Youth and Family on **0508 FAMILY (0508 326 459)**.

Our social workers will listen to your concerns and discuss what help they or other agencies may be able to give you.

## Health

**In an emergency you should always call 111.**

It is normal to feel upset after an earthquake. If you need support or advice or have feelings of anxiety, stress, prolonged fear, hopelessness or anger and need to talk with someone then phone the Earthquake Support Line. For health advice call your GP or Healthline to talk to a registered nurse.

**Earthquake Support Line** 0800 777 846 (24/7)

**Healthline** 0800 611 116 (24/7)

**Kaikoura Hospital and Medical Centre** (Deal Street) 03 319 3500

**Amuri Community Health Centre** (Rotherham) 03 315 6328

**Waikari Health Centre** 03 314 4506

**Cheviot Community Health Centre** 03 319 8630

## Food Hygiene

There are a number of basic steps you can take to minimise food spoilage and maintain food hygiene.

- Eat perishable foods first, (for example bread and meat) and eat canned foods last
- Do not take fish or shellfish from local waterways, as they may be contaminated with sewage
- Only open the fridge or freezer when you need to take food out
- Always wash and dry your hands before preparing food – if water is in short supply, keep some in a bowl with disinfectant

Check with your local council for any current 'boil water' notices.

If you are thinking of reopening your food business, you will need to take extra steps to ensure food is safe for your customers. What you will need to do depends on the amount of damage to your premises and equipment, the availability and amount of drinking water supply you need, condition of food in stock and the type of food you want to sell.

A food safety checklist for businesses considering reopening is available on the MPI food safety website.

**www.foodsafety.govt.nz**. You can also call Food safety: **0800 69 37 21**

**Ministry for Primary Industries** 0800 00 83 33 [www.mpi.govt.nz](http://www.mpi.govt.nz)

## Foreign Nationals

If you are a foreign national travelling in New Zealand requiring further consular assistance, please contact your nearest Embassy or High Commission in the first instance. Contact details are available on the Ministry of Foreign Affairs and Trade Website [www.mfat.govt.nz](http://www.mfat.govt.nz)

## Information for International Visitors

New Zealand remains a safe a place to visit. Like many countries, New Zealand has earthquakes. While this event has had a significant impact on Kaikoura, the rest of NZ is still open for business.

If you need help with your onward travel bookings please contact your nearest i-SITE or your travel provider. For the latest local travel conditions and for rearranging travel arrangements contact one of the 80 i-SITEs throughout New Zealand. See [i-SITE.org](http://i-SITE.org) for a full list.

If your visa is about to expire, please contact Immigration New Zealand on **0508 558 855** or visit the website <https://www.immigration.govt.nz/new-zealand-visas>

## Animal welfare

### Veterinary services

The veterinary clinic in Kaikoura, Vet Care (57 Beach Road Kaikoura **03 319 5693**) is open for any animal health issues. All veterinary clinics in the areas surrounding the Kaikoura area e.g. North Canterbury and Marlborough are open. You can find clinics in these areas by going to Find-a-vet on the New Zealand Veterinary Association website [www.nzva.org.nz](http://www.nzva.org.nz)

### Petfood

If this cannot be purchased at supermarkets, the VetCare clinic or stock and station agents, donated petfood may be available through SPCA Canterbury **03 349 7057** or Emergency **03 366 3886** or via email from their website [www.spcacanterbury.org.nz](http://www.spcacanterbury.org.nz)

Requests for assistance with lifestyle Blocks, livestock or dog food supply assistance please contact **0800 FARMING (0800 327 646)**.

### Animal Welfare Complaints

For animal welfare issues relating to production farm animals / livestock call **0800 00 83 33**.

For animal welfare issues relating to companion animals such as cats and dogs, call SPCA Canterbury.

For any animal welfare related matters please contact the MPI National Animal Welfare Coordinator Wayne Ricketts on **022 657 9836**.

## Other useful phone numbers and websites

**NZTA** 0800 4 Highways (0800 44 44 49)  
[www.nzta.govt.nz/traffic-and-travel-information](http://www.nzta.govt.nz/traffic-and-travel-information)

**Citizens Advice Bureau** 0800 367 222 [www.cab.org.nz](http://www.cab.org.nz)

**Get Ready Get thru** [www.getthru.govt.nz](http://www.getthru.govt.nz)

**Kidsline** 0800 54 37 54 (24/7) [www.kidsline.org.nz](http://www.kidsline.org.nz)

**Youthline** 0800 376 633 Free TXT 234 [www.youthline.co.nz](http://www.youthline.co.nz)

**Healthline** 0800 611 116 (24/7) [www.health.govt.nz](http://www.health.govt.nz)

**Metservice** [www.metservice.com](http://www.metservice.com)

**GeoNet** [www.geonet.org.nz](http://www.geonet.org.nz)

**NZ Red Cross** [www.redcross.org.nz](http://www.redcross.org.nz)

**IRD** 0800 775 247 [www.ird.govt.nz](http://www.ird.govt.nz)

**ACC Claims** 0800 101 996 [www.acc.co.nz](http://www.acc.co.nz)

**Plunketline** 0800 933 922 (24/7) [www.plunket.org.nz](http://www.plunket.org.nz)

**Victim Support** 0800 842 846 (24/7)  
[www.victimsupport.org.nz](http://www.victimsupport.org.nz)

**Salvation Army** 04 384 5649 [www.salvationarmy.org.nz](http://www.salvationarmy.org.nz)