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- Council website [www.chbdc.govt.nz](http://www.chbdc.govt.nz)
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## Cyclone Gabrielle

# Welfare Support – things you need to know

### Need Information or Support?

Pop over to the **Waipawa Library**, 64 High St, our support team along with local agencies are ready to assist you, even if it's just for a cuppa and a chat.

Waipawa Library hours - Monday, Tuesday, Thursday and Friday 9am - 5pm, Wednesday 10am - 5pm and Saturday 10am - 1pm. Alternatively you can call the Hawke's Bay Cyclone Gabrielle Welfare Help Line on **0800 117 672** between the hours of Monday-Friday 8am - 8pm, Saturday - Sunday 8am - 4.15pm

**Pōrangahau Community Led Centre** is currently operating at the Pōrangahau Rugby Club Rooms. A place to connect with others and get support and information.

### Food Supplies

**Central Hawke's Bay Food Bank**, 125 Ruataniwha St, Waipukurau. Phone **06 858 9891**, email [reception@centralconnect.co.nz](mailto:reception@centralconnect.co.nz), or text or phone **022 135 8051**. This is a distribution point and non-perishable food donations are accepted here.

**The Food Basket**, CHB Community Rooms on Kitchener St, Waipukurau. Phone **027 3344 039** or follow Facebook @[foodbasketchb](https://www.facebook.com/foodbasketchb). This is a distribution point and non-perishable food donations are accepted here.

### Clean Up Support

Follow @**Volunteer Central Hawke's Bay** on Facebook for support from the community.

Drop into the Waipawa Library if you need support with the clean up or are wanting to assist or phone **06 857 8060** or email [EOC.Welfare@chbdc.govt.nz](mailto:EOC.Welfare@chbdc.govt.nz).

### Disposal of Flood Damaged Items

Contact Central Hawke's Bay District Council to apply for a permit to dispose of flood damaged items free of charge. Phone **06 857 8060** or email [wastepermit@chbdc.govt.nz](mailto:wastepermit@chbdc.govt.nz)

### Temporary Accommodation Service

For those needing accommodation following a natural disaster contact **0508 754 163** Monday - Friday 8.30am - 5pm, Saturday and Sunday 9am - 5pm. [www.tas.mbie.govt.nz](http://www.tas.mbie.govt.nz).

### Wellbeing – Do you need to talk?

Call or text **1737** anytime for a chat and support or phone Tihei Mauri Ora Response Centre on **0800 211 024**. If you have urgent mental health needs call **0800 112 334**.

### Do you need clothing, bedding or furniture items?

Clothing, bedding, linen, towels, shoes etc can be collected from Ascende Church (cnr Ruataniwha St/Kenilworth St). Open Thursdays 10am - 6pm. Large items such as furniture and whiteware can be collected from 5 Cook St, Waipukurau.

### Financial Support

Ministry of Social Development (MSD) Civil Defence Payments. Phone **0800 400 100** or visit [www.check.msd.govt.nz/services/civil-defence-payment](http://www.check.msd.govt.nz/services/civil-defence-payment)

### Mayoral Relief Fund

Visit [www.chbdc.govt.nz](http://www.chbdc.govt.nz) for information on how to apply.

### Rapid Building Assessments

A red stickered house means no access and yellow means restricted access. Rapid building assessments are an initial safety check. You will need to contact your insurer as a first step and depending on the damage, speak to a suitably qualified tradesperson or chartered professional engineer. Once work has been completed, Council Inspectors will need to sign it off to have the sticker removed from your property. For more information phone **06 857 8060**.

### Insurance

Contact your insurance provider in the first instance.

**The New Zealand Claims Resolution Service**. Phone **0508 624 327**, email [contact@nzcrs.govt.nz](mailto:contact@nzcrs.govt.nz) or visit [www.nzcrs.govt.nz](http://www.nzcrs.govt.nz).

DK Legal, Phone **06 876 3553** or email [emma@dklegal.co.nz](mailto:emma@dklegal.co.nz) or [nicola@dklegal.co.nz](mailto:nicola@dklegal.co.nz).

### Rates

Rates Relief may be available through Central Hawke's Bay District Council. Phone **06 857 80 60** or visit [www.chbdc.govt.nz](http://www.chbdc.govt.nz).

### CHB District Libraries

- **Waipawa Library** – 64 High Street, Waipawa.
- **Te Huinga Wai** – 4 Bogle Brothers Esplanade, Waipukurau.

Free Wi-Fi available and printing services. Quiet space to relax and connect. Phone **06 857 81 23** or visit [www.chblibrary.nz](http://www.chblibrary.nz).

### Animal Welfare

For pet supplies and stock food visit the Waipukurau Racecourse. Phone Kirsty Lawrence - **027 268 8890**.

Disposal of dead livestock. Consider proximity to waterways (50m for a waterway). Consider usual pest/ vermin control. For further support contact Hawke's Bay Regional Council (HBRC) - **06 835 9200** or **0800 108 838**.

### Rural Communities

For recovery advice, support and funding please visit [www.mpi.govt.nz/funding-rural-support/adverse-events/cyclone-gabrielle-recovery-advice-support-and-funding-available](http://www.mpi.govt.nz/funding-rural-support/adverse-events/cyclone-gabrielle-recovery-advice-support-and-funding-available) For welfare support please contact our Council welfare team on **06 857 8060** or reach out to Rural Support Trust at [www.rural-support.org.nz/Regions/North-Island/East-Coast](http://www.rural-support.org.nz/Regions/North-Island/East-Coast)

### Other Welfare Support

If your home hasn't been yellow or red stickered but you feel you need support or information please phone us on **06 857 8060**.

**The impacts of Cyclone Gabrielle will be felt by our community for weeks to come, please know that the Council Welfare team is here to help. Please get in touch via 06 857 8060 (24/hr service) or email [EOC.Welfare@chbdc.govt.nz](mailto:EOC.Welfare@chbdc.govt.nz)**