

# 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

Civil Defence 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.

**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](#)

## 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**

## Support for rural communities

Local councils are providing assistance to rural communities affected by this event. For queries related to road access or telecommunication issues, contact your local civil defence team at your council.

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.

Rural Support Trusts provide assistance and support to the rural community in times of hardship. To contact your local Rural Support Trust coordinator for information about assistance and support on call **0800 RURAL HELP (0800 787 254)** or visit [www.rural-support.org.nz](http://www.rural-support.org.nz)

For support for affected farmers you can contact Federated Farmers on **0800 327 646**.

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

## 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.

## Financial support for businesses and sole traders

Work and Income can provide financial assistance to help you pay employees while you manage through the impact of the earthquakes.

### Earthquake Support Subsidy

The Earthquake Support Subsidy is a subsidy to help sole traders and small businesses impacted by the 14 November earthquakes. It aims to help you retain your staff and continue to pay them while you transition back to business-as-usual.

- It is paid for a maximum period of eight weeks and will be backdated from 14 November 2016.
- It is paid at a rate of \$500 gross per week for full-time employees, and \$300 per week for part-time employees.
- The employer is responsible for paying GST, ACC levies, PAYE and holiday pay, and any other employment related expenses in respect of the employee(s).

Payment will be made by lump sum for a period of up to four weeks. After this, businesses

### Who can get the Earthquake Support Subsidy?

To be eligible for the subsidy, the following conditions must be met.

- You can't operate or are operating at a reduced capacity because of the earthquakes.
- You have no other way to pay your employees, including insurance cover.

- You're located in the Kaikoura, Cheviot, Ward, Rotherham, Waiau, and Mount Lyford areas. (The subsidy is available in other geographic areas if you can provide evidence of earthquake related impact.)
- You're a sole trader or small business, with fewer than 20 employees.

### **It's easy to apply**

Just ring our call our Government Helpline on **0800 779 997** and we'll talk with you about your situation and let you know how to apply. You'll need to tell us:

- your business IR number
- your business bank account number
- details of the staff you want the subsidy for (employees' names, dates of birth, IR numbers and their normal hours of work).

### **Payments are made directly to your business bank account.**

We'll pay you directly. You're responsible for continuing to pay your employees.

Please call the Government Helpline on **0800 779 997** to find out more, or visit [www.workandincome.govt.nz](http://www.workandincome.govt.nz)

## **Support for Iwi, hapū and whānau Māori**

Te Puni Kōkiri provide advice and support for whānau and friends affected by the Kaikoura earthquakes. To find out more visit [www.tpk.govt.nz](http://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)

## **Accommodation/Housing support**

If you need temporary accommodation support you need to contact the Government Helpline on **0800 779 997**.

If you're in need of accommodation a person will work with you to understand your immediate housing needs and what on-going support you will need. In some cases temporary accommodation may be located for you outside of the region.

The Ministry of Social Development and the Ministry of Business, Innovation and Environment are working together to provide temporary accommodation support.

## **Insurances**

If your home, car or contents have been damaged by the earthquake, take photos 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 insurances work. You can also make a claim with EQC.

## Lodging an EQC claim

Homeowners have until midnight on 14 February 2017 to make a claim with EQC.

Take photos before you move or repair anything.

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](http://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.

**EQC 0800 DAMAGE (326 243)** [www.eqc.govt.nz](http://www.eqc.govt.nz)

## Schooling

The Ministry of Education is working with all schools in the Kaikoura and Hurunui district to help them open as soon as possible. When students return to school is up to each individual school. It's natural for children to be feeling nervous about returning to school and the Ministry of Education are ready to provide support and advice wherever they can.

The Ministry of Education are providing daily updates about schools in the affected areas on their website **Ministry of Education** [www.education.govt.nz](http://www.education.govt.nz)

## 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 steps you can take, including taking steps to minimise food spoilage and taking basic steps to maintain food hygiene.

- Eat perishable foods, for example bread and meat first 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 only 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](http://www.foodsafety.govt.nz).

Food safety: **0800 69 37 21** [www.foodsafety.govt.nz](http://www.foodsafety.govt.nz)

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

## Animal welfare

For any concerns you have about your pets and animals SPCA Canterbury can provide support and are making deliveries of donated pet food.

**SPCA Canterbury** 03 349 7057 or Emergency 03 366 3886 [www.spcacanterbury.org.nz](http://www.spcacanterbury.org.nz)

## 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)

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

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