

Central North Island Flooding

What support is available and where can I get help?

Information about assistance (including financial assistance) you and your family may qualify for if you've been affected by the June 2015 flooding in the Central North Island.

Support available from Work and Income

There is a range of assistance available that can help people and their families during, and after, an emergency like the June 2015 floods that have affected the Manawatu-Whanganui and Taranaki regions.

The main types of assistance are listed below. Even if you don't think you would qualify for these, please talk to us. There may be other options available, and we can point you in the right direction based on your circumstances.

Contact Work and Income

You should contact Work and Income if:

- you would like to apply for assistance
- you aren't sure if you can get assistance and would like to talk to someone
- you are struggling to support yourself or your family and would like more information.

For more information

- Visit www.workandincome.govt.nz
- Call 0800 559 009
- Visit a Work and Income Service Centre

Assistance for those in special circumstances or hardship

Civil Defence Payments have been made available for this event to cover costs associated with temporary accommodation, loss of livelihood and food, clothing and bedding.

These payments are generally payable for periods not exceeding four weeks, with anyone needing ongoing support being considered for more targeted forms of financial assistance.

Other forms of financial assistance may include; Special Needs Grants, Recoverable Assistance Payments and Advance Payment of Benefit. These payments are generally for urgent one-off items, such as petrol, food, or furniture.

Talk to us about your situation so we can identify the best support for you.

Flood Welfare Hub

A Flood Welfare Hub has been set up in Whanganui to provide co-ordinated support to people who are experiencing ongoing difficulties and hardship as a result of the flooding. This includes assistance for people unable to return to their homes.

Agencies available at the Hub are: Work and Income, Housing New Zealand, Te Puni Kokiri, Inland Revenue and Te Oranganui Iwi Health Authority.

The Hub is located at the Work and Income Service Centre, 133 Wicksteed Street, Whanganui. This service is available from Monday – Friday from 9.00am – 3.00pm

Health assistance

If you are taking medicines, make sure they are still safe to use; for example, they are dry and stored correctly (in the fridge if recommended).

Make sure you have enough medicines and any medical supplies that you need for your condition – e.g. needles or syringes, to last you for at least two weeks. If you don't, ask your GP for a repeat prescription.

If you cannot pick these medicines or supplies up from a pharmacy, please talk to your GP and your pharmacy about what arrangements can be made to obtain them.

If you have been evacuated from your home and have a chronic illness that requires ongoing treatment, please talk with your GP about when it is safe for you to return home. Depending on the conditions of the roads where you live, you may need a medical certificate before you can be transported home.

Carry a list of your medications, and how often you take them, on you – either in your purse, wallet or on your mobile phone.

Anyone with health concerns should contact their GP. Advice from trained registered nurses is also available through Healthline on 0800 611 116 – a free service which operates 24 hours a day, seven days a week.

Coping with stress

Adverse events, such as floods, disrupt the normal flow of life. They affect everything usually taken for granted and it is completely normal to feel emotionally down and physically unwell.

You are not alone in feeling this way and you do not have to cope alone either. Victim Support provides emotional and practical support for people who are affected by these recent floods.

These services are free and a Victim Support worker can meet with you in person to discuss your individual circumstances. You can call Victim Support any time of the day or night on 0800 842 846.

Tax relief

Tax relief is available to businesses, farmers, foresters and other people affected by the recent floods and storms. As long as people make a genuine effort to get their tax affairs up-to-date as soon as is practicable, Inland Revenue is able to waive any penalties.

If people can't meet a particular tax filing or payment date, Inland Revenue is able to take a realistic and flexible approach in these circumstances.

If people need help with their tax affairs they should contact their accountant, or Inland Revenue on 0800 473 566 or go to www.ird.govt.nz sooner rather than later so they can help.

Police patrols

Police officers are continuing to carry out vehicle and foot patrols in and around areas where homes remain evacuated and are working closely with Civil Defence, local agencies, and communities to ensure people get access to the services they need. If anyone witnesses any suspicious behaviour near vacated homes or unknown vehicles snooping around streets then please call 111 and provide as much information as possible.