



## Na fehoahoaniga e avanoa ma e maua mai i fea

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### **Kafai ko tō ola e ono afaina, ke telefoni ki te 111.**

Mo na fakaaliga muli nei, ahiahi ki te [www.civildefence.govt.nz](http://www.civildefence.govt.nz) ma mulimuli ki na fautuaga tuku hako mai i na pahina a te Civil Defence Emergency Management Group i te vāteatea.

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### **Fakaāteakehe ma na fale hulufaki**

#### **Fakaāteakehe**

Kafai e manakomia koe ke fakaāteakehe, fakamolemole fakaāteakehe ki na fale o na uo pe ko na kaiga kafai e mafai.

Kafai e hē mafai ke nonofo ma na kaiga, e mafai ke fakaāteakehe ki he Civil Defence centre. Mō he lihi o nā fale a te Civil Defence, ahiahi atu ki te fale o te Civil Defence e lata atu.

Kave ni vaega tāua e ono manakomia e koe. E aofia ai na fuālakau, kofu mafanafana ma na vaega tāua mo na pepe.

Kafai e iei hau maile fehoahoani e tuha ai ko to hē malohi, kave tau maile.

Mō ki lātou iē e hē mafai ke auai ki nā fale iēnei a te Civil Defence, fakamolemole fehokotaki ki te fakalāpotopotoga a te Civil Defence Management Group e lata atu kia te koe ke fakatalatalanoa nā vāega e manakomia e koe.

Hakili te Civil Defence Emergency Management Group i te [www.civildefence.govt.nz/find-your-civil-defence-group/](http://www.civildefence.govt.nz/find-your-civil-defence-group/)

## Pihi o te auala ma na femalagaakiga

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### Femalagaakiga i na auala

Mulimuli ki te fautuaga a te Civil Defence Group ma na pule fakaloto-i-fale

Mo te pihi o na auala ma na femalagaakiga mulimuli ki te pahina a te NZ Transport Agency i te facebook pe ko te vāteatea [www.nzta.govt.nz/traffic-and-travel-information/](http://www.nzta.govt.nz/traffic-and-travel-information/)

Fakaogā te Peleni taki a te NZ Transport Agency's Journey Planner ke peleni ai tau malaga, e maua i te [www.journeys.nzta.govt.nz/journey-planner/](http://www.journeys.nzta.govt.nz/journey-planner/)

## Fehoahoaniga tau heleni

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### Fehoahoaniga tau heleni

Kafai e iei ni tulave tau heleni, Work and Income e ono mafai ke fehoahoaniga atu. E tuha pe ko koe e faigaluega.

E kehekehe ia fakafitauli o tagata uma. E ono mafai e te Work and Income oi fehoahoani ke totogi ni vaega ve ko:

- na moega,
- meakai,
- te tau fakavaitaimi o te fale,
- pili eletihe,
- fakalelei atili o ni vaega o te fale, pe
- fakalelei pe hui nā meāfale.

Ko na vaega e mafai ke maua e koe ma pe tatau ke toe totogi mai e fua ki to fakalavelave.

Ahia te [www.workandincome.govt.nz](http://www.workandincome.govt.nz) pe telefono ki te 0800 559 009 mo ni ietahi fakamatalaga.

## Ola malōlo ma ola malōlo lelei

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### E avanoa na tautuaga tau te ola malōlo

Ko na tautuaga tau te ola malōlo e avanoa kafai e manakomia.

Kafai koe e hē malohi ma e manakomia fakafuaheki ni tautuaga, fano ki te tautuaga fakafuaheki tau te ola malōlo lata atu **pe vili ki te 111**.

Kafai e hē ko he fakalavelave fakafuaheki? E mafai koe ke vili ki te tautuaga tau te ola malōlo (Healthline) i te numela 0800 611 116. Ko te laina telefoni e avanoa 24 itula i na aho takitahi, 7 aho o te vaiaho mo ni tautuaga hē totogia mai na kaukauna fakapitoa. Ko tēnei fautuaga e aofia ai pe ko fea ma ko afea e fano ai koe mo hau ahehi ma ni fofō kafai ko na vaega ia e manakomia.

Kua lehitara ki he fōmai pe e iei he tautuaga tau te ola malōlo mahani? Vili ki tau fōmai pe ko tau tautuaga tau te ola malōlo mahani ke tuku he aho ke fanake ai koe. E avanoa ke fakatino fakavave te tukuga o he aho kafai e fakamatala e koe pe ko hea te fakafitauli.

Kafai koe e heki lehitara pe ko tau tautuaga mahani e hē vave avanoa, e mafai koe ke fano ki te tautuaga vave (urgent care) avanoa tau te ola malōlo pili atu. E hē manakomia ke tuku ho taimi, kae e ono fakatali koe.

Hakili he tautuaga vave avanoa tau ola malōlo pili atu [www.healthpoint.co.nz/gps-accident-urgent-medical-care/](http://www.healthpoint.co.nz/gps-accident-urgent-medical-care/).

### Na fuālakau inu tūmau

Kafai kua uma au fuālakau inu tūmau pe e hē mafai ke maua, ko te vaega e pito hili ke fakatino ko to fano ki he fōmai ke maua ho pepa fualakau fou.

Kafai e hē mafai ke kikila he fōmai, e mafai ke fehoahoani atu na fale e tala ai na fuālakau. E mafai e te tala-fuālakau ke foki atu ni hapalai mo ni aho fakafuaheki e tolu. E ono mafai ke taugatā atili tēnei vaega ona ai hē iei ni fakatupega fehoahoani mai te Mālo mo na vaega venei.

Hakili he fale talavai i te [www.healthpoint.co.nz/pharmacy/](http://www.healthpoint.co.nz/pharmacy/).

### Na kope tau te ola malōlo e manakomia te eletihe

Kafai e manakomia te eletihe mo ni kope tau te ola malōlo vilakau, pe ko ni mahini fakaolaola ma e hē iei hau afi-moli ke tautali ai, fehokotaki ki tau

kamupani eletihe ma fakamatala kiei to fakalavelave. Kafai e hē talafeagai tenei vaega, fehokotaki ki te kamupani na hapalai mai ai au kope. Kafai e hē lelei tenei vaega, vili ki te 111.

### **Ola Malōlo Lelei**

Ko te fīta o te mafaufau he vaega e mahani tutupu i he fakafitauli fakafuaheki. Ko he tautali mahani tēna agai ki nā fakafitauli fakatigā vēnei. Ko te fakahoa ki iētahi ma fehoahoani foki ki iētahi e ono mafai ke fehoahoani lahi lele.

Mo he fehoahoaniga ki na fīta, popole pe ko te ola lelei faka te mafaufau, vili pe meli pukupuku ki Need to Talk? i te 1737. E mafai koe ke talanoa fua ki he faufautua fakapitoa, i loto o te 24 itula o te aho, 7 aho i te vaiaho.

Mo ni fehoahoaniga tau te ola lelei faka te mafaufau, ahiahi ki te [www.wellbeingsupport.health.nz](http://www.wellbeingsupport.health.nz)

E tāua te taumafai ke lava te moe i na vaitaimi faigatā venei. Hakili ni fehoahoaniga ke moe lelei ai i te [www.healthnavigator.org.nz/sleep-tips/](http://www.healthnavigator.org.nz/sleep-tips/).

Kafai e iei ni fanau e afaina ona ai ko he fakafitauli fakafuaheki, talanoa kiei pe ko hea te tutupu. Hakili ni fehoahoaniga ke tautali ai ki na fīta o na fanau i na taimi o na fakafitauli tau te natula i te [www.kidshealth.org.nz/coping-natural-disaster](http://www.kidshealth.org.nz/coping-natural-disaster).

Hakili ni iētahi lihohi tau te ola lelei faka te mafaufau i te [www.getready.govt.nz/mental-wellbeing/](http://www.getready.govt.nz/mental-wellbeing/).

### **Fehoahoani mo ki latou e nonofo i te togāva**

Kafai ko koe he fafagamanu pe ko he totō lakau, e maua na fehoahoaniga kui atu i te Rural Support Trust.

Fehokotaki ki te Rural Support Trust i te 0800 Rural Help (0800 787 254) pe ko te [www.rural-support.org.nz](http://www.rural-support.org.nz).

## **Nā tautuaga mō Tagata e hē Katoatoa te Mālohi**

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### **Fehoahoaniga Lautele**

Kafai e ke manakomia vave he fehoahoani, vili ki te 111. Kafai e iei ni o lave tau te fakalogo pe ko te tautala i te telefoni, e mafai ke lehitala koe mo te tautuaga a te 111 meli pukupuku i te [www.police.govt.nz/111-txt](http://www.police.govt.nz/111-txt).

Mo na fehoahoaniga tau te ola malōlo, fehokotaki ki te Whakarongorau Aotearoa, New Zealand Telehealth Services. Telefoni ki te 0800 111 213 pe meli pukupuku ki te 8988.

Kafai e iei ni o lave tau te fakalogo pe tautala i te telefoni, e mafai ke fakaogā te New Zealand Relay Service ke fehokotaki ai ma iētahi i na laina telefoni. Fakaako ki tenei tautuaga i te [www.nzrelay.co.nz](http://www.nzrelay.co.nz).

### **Fakaātea kehe ma na manu fehoahoani mo na hē katoatoa te malohi**

Kafai e manakomia ke fano koe ki he Civil Defence Centre ma e iei hau manu fehoahoani, olo ma tau manu. Kave ma ho ni vaega tāua mo koe ma tau manu. E aofia ai na fuālakau, kofu mafanafana ma na vaega tāua mo na pepe.

### **Na kope tau te ola malōlo e manakomia te eletihe**

Kafai e manakomia te eletihe mo ni kope tau te ola malōlo. vailakau, pe ko ni mahini fakaolaola ma e hē iei hau afi-moli ke tautali ai, fehokotaki ki tau kamupani eletihe ma fakamatala kiei to fakalavelave. Kafai e hē talafeagai tenei vaega, fehokotaki ki te kamupani na hapalai mai ai au kope. Kafai e hē lelei tenei vaega, vili ki te 111.

## **Fehoahoaniga mo Kaiga Maoli**

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### **Fehoahoaniga Lautele**

Ko te Civil Defence Emergency Management Groups e i loto o he faigāpāga ma te Te Puni Kōkiri. E faigaluega ma te iwi, hapū ma na fakalāpotopotoga Maoli ke fakamautinoa e iei ni fehoahoaniga mo na Maoli e āfaina.

## **Fehoahoangia mo Tagata Pahefika**

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### **Fehoahoaniga ma na fakamatalaga lautele**

Ko na Kulupu ve ko te Civil Defence Emergency Management Groups e galulue fakatahi ma te Mataeke o Tagata Pahefika (Ministry for Pacific Peoples). E galulue ki latou ma na takitaki Pahefika, na komiuniti ma na fakalāpotopotoga Pahefika ke fakamautnoa ai ko na tagata Pahefika iē e āfaina e maua ni fehoahoaniga.

Hakili fakamatalaga mo na tautali fakafuaheki mo Tagata Pahefika i te laupepa i te vāteatea mo Tagata Pahefika ma te latou pahina facebook.

- Website: [www.mpp.govt.nz/emergency-response](http://www.mpp.govt.nz/emergency-response)
- Facebook: @MinistryforPacificPeoples

## Nā tautuaga a te Ethnic Communities support

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### Fehoahoaniga ma na fakamatalaga lautele

Ko te Civil Defence Emergency Management Groups e galulue fakatahi ma te Mataeke mo Ethnic Communities. E galulue fakatahi ma na takitaki o te Ethnic Community, na komiuniti ma na fakalāpotopotoga ke fakamautinoa ko ki latou mai iētahi atunuku na āfaina e maua te fehoahoaniga.

Hakili fakamatalaga mo na tautali fakafuaheki mo Tagata Pahefika i te laupepa i te vāteatea mo Tagata Pahefika ma te latou pahina favcebook.

- Website: [www.ethniccommunities.govt.nz](http://www.ethniccommunities.govt.nz)
- Facebook: @ethniccommunities.govt.nz

## Tagata e atunuku kehe

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### Fehoahoaniga mo tagata e atunuku kehe

Kafai koe e hē hitiheni Niuhila ma e manakomia he fehoahoaniga, e mafai ke fakaogā e koe na fehoahoaniga i tenei laupepa. E mafai foki koe ke fehokotaki ki tau Embassy pe ko tau High Commission.

Hakili tau embassy pe ko te high commission i te [www.mfat.govt.nz/en/embassies/](http://www.mfat.govt.nz/en/embassies/).

Kafai koe e ahiahi mai ki Niuhila ma ko au femalagaakiga kua tulave, fehokotaki kia te kilatou na inihua tau malaga.

### Na pemitā kua uma/ka uma

Fehokotaki ki te Ofiha o Femalagaakiga a Niuhila mo he fehoahoaniga tau pemitā i te [www.immigration.govt.nz/about-us/contact](http://www.immigration.govt.nz/about-us/contact)

## Te malōlo lelei o meaola

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### Puiuiga o na meaola

Ko au manu tauhi, eo koe lava te tiute ke gafa ma koe. E manakomia ke taukikila e koe i he fakafitauli fakafuaheki.

Kafai e tatau koe ke fakaātea kehe, kave au meaola kafia ko te mea e pitohili ia te haogalemū.

Kafai e manakomia ke tuku au meaola i te fale, fakamautinoa ei loto o he koga haogalemū.

Mātau totoka pe nia na vaega ke fakatotoka ke taukikila fakalelei ai au meaola i na fakafitauli fakafuaheki i te [www.mpi.govt.nz/animals-in-emergencies/](http://www.mpi.govt.nz/animals-in-emergencies/).

### **Mō nā popolega ki te ola malōlo lelei o nā manu tauhi**

Fehokotaki ki tau Civil Defence Emergency Management Group ke fakailoa kiei ni popolega agai ki au manu tauhi. Ko te Ministry for Primary Industries e ki latou taukikila ho he popolega venei.

Hakili te Civil Defence Emergency Management Group i te [www.civildefence.govt.nz/find-your-civil-defence-group/](http://www.civildefence.govt.nz/find-your-civil-defence-group/)

### **Na meaola e tauale ma e lavevea**

Kafai ko au manu kua tauale pe lavevea, fehokotaki ki te fomai manu.

## **Inihua**

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### **Afainaga ki te maota**

Kafai ko to fale, tavale pe ko na kope na āfaina, tapuke ni ata kae ko heki fakalelei pe fakafou ni vaega.

Lipoti na vaega kua āfaina ki te kamupani e inihua ai i he taimi vave. Ko tau kamupani inihua e ia fakailoa atu na vaega e tatau ke fakatino.

Kafai e manakomia vave ke fakatino ni vaega kae ke mamā ma haogalemū ai to fale, tauhi he lihi o na vaega uma na ke faia. Tapuke ni ata i te taimi muamua ma te taimi mulimuli. Tauhi ho ni pili e ke totogia.

Kafai e hē iei he inihua o to fale kae e iei ni vāega o au meāfale e insured, talanoa ki tau insurer pe ko nia tonu nā vāega e kava i lalo o tena inihua. Tapuke ni ata ke lahi ma tauhi he lihi o na vaega uma e ke tiakia.

### **Fakatinoga o he talohaga inihua**

Fehokotaki ki tau kamupani inihua ke fakatino he NHCover claim mo na āfainaga talu ai te fakalavelave faka te natula.

Ko te Natural Hazards Commission Toka Tū Ake kua faigāpāga ma na kamupani inihua ke iei ai he koga fakapitoa fokotahi ke fehokotaki kiei na tino eo latou na fale.

Ko tau inihua e ahehi, fakahoa ma fakatotoka kātoa e ia te peleni. E aofia ai te vaega a te NHCover.

### **Fehoahoaniga mo na talohaga tau inihua**

Ko te New Zealand Claim Resolution Service ko he tautuaga e maua fua. E mafai ke fehoahoani atu ki ho he fakafehili pe ni popolega o koe agai ki te polihi inihua o to fale pe ko fekuikuiakiga o tau talohaga inihua.

E mafai ke talanoa koe ki he tino agai ki tau talohaga ma pe vefea ona fehoahoani atu te tautuaga, vili ki te 0508 624 327, imeli [contact@nzcrs.govt.nz](mailto:contact@nzcrs.govt.nz) pe ahiahi ki te [www.nzcrs.govt.nz](http://www.nzcrs.govt.nz).

### **NHCover**

NHCover ko te inihua o na fakalavelave faka te natuala. E matea kafai kua iei hau NHCover kafai kua iei hau polihi inihua mo to fale e aumau mahani ai koe pe ko te fenua, e aofia ai te inihua mo na mū. E iei na fenua e āfaina e ono hē mafai ke fakatino ni NHCover.

Ko te inihua a te NHCover e puipui ai koe mai te fakaheai pe ko te āfaina mai na:

- mafuiē,
- fenua hoholo,
- mauga mū,
- lologai/gaoioiga o na vai,
- tsunami, ma
- afi mumū na mafua mai i na fakalavelave faka te natula ienei.

E inihua foki to fenia mai na āfainaga ona ko te hē lelei o te tau ma na lolovai.

Faitau te Householders' Guide to NHCover ke mātau ai ni i` tahi vaega i te [www.naturalhazards.govt.nz/our-publications/guide-to-natural-hazards-cover/](http://www.naturalhazards.govt.nz/our-publications/guide-to-natural-hazards-cover/).

## **Na tino e nonofo faka vaiami i he fale ma te tino eo ia te fale**

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### **Fakamatalaga Lautele**

Kafai ko koe e totogi rent pe kafai eo koe te faletōtino (e kē maua te rent) e ke maua na fakamatalaga ki ō aia-tatau ma nā vāega e tatau ke kē amanakia i te [www.tenancy.govt.nz](http://www.tenancy.govt.nz) pe telefoni ki te 0800 TENANCY (0800 836 262).

## **Ākoga ma nā maota o nā ākoga kāmata**

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### **Fakamatalaga Lautele**

Hiaki ki te ākoga ma te ākoga kāmata tafapili atu mo na fakamatalaga taukave ma ke iloa ai pe e tapuni ki latou ma fakamautinoa pe ko afea foki e peleni ai ke toe tatala.