



# Canterbury Flood Event May/June 2021

## What support is available and where can you get help

### Canterbury Civil Defence Emergency Management (CDEM)

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Canterbury Civil Defence Emergency Management is coordinating assistance to communities affected by the Canterbury flooding event (May–June 2021).

To register for assistance or for queries related to roading, water and wastewater, contact your local council.

For additional information or any questions concerning welfare please contact:

- Ashburton District Council      03 307 7700
- Christchurch City Council      03 941 8999
- Hurunui District Council      03 3148 816
- Kaikōura District Council      03 319 5026
- Mackenzie District Council      0800 685 8514
- Selwyn District Council      0800 735 996
- Timaru District Council      03 687 7200
- Waimakariri District Council      0800 965 468
- Waimate District Council      03 689 0000
- Waitaki District Council      03 433 0300

### Where to turn for help and support

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It's normal to feel upset and physically drained after events like this. You're not alone in feeling this way, and you don't have to cope on your own.

If you need support or advice, or have feelings of anxiety, stress, prolonged fear, hopelessness or anger, or you just need to talk with someone, you can text or phone **1737** to speak to a trained counsellor.

If you have health questions, phone **Healthline** on **0800 611 116**. Healthline is staffed by experienced registered nurses 24 hours a day, 7 days a week.

If you have questions about your child or baby's health or wellbeing, phone **PlunketLine** on **0800 933 922** to speak to a Plunket nurse. PlunketLine runs 24 hours a day, 7 days a week.

**In an emergency, always call 111.**

## Iwi support

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For support please contact:

### Te Rūnanga o Ngāi Tahu

Phone: 0800 KAITAHU

Email: [info@ngaitahu.iwi.nz](mailto:info@ngaitahu.iwi.nz)

### Te Puni Kōkiri Te Waipounamu Christchurch Regional Office

Phone: 0800 875 839

Email: [tpk.te-waipounamu@tpk.govt.nz](mailto:tpk.te-waipounamu@tpk.govt.nz)

## Pacific Whanau Ora

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Pasifika Futures have support services available for Pacific families in the Canterbury region through two Pacific Whanau Ora Providers. The contact details are:

### Ministry for Pacific Peoples – Christchurch Regional Office

Phone: 03 366 7202

Email: [southern@mpp.govt.nz](mailto:southern@mpp.govt.nz)

**Etu Pasifika:** 0800 388 727 (support contact: Mr Antonio Filimoehala)

**Fale Pasifika O Aoraki:** 027 321 6149 (support contact: Ms Vicky Cunningham)

## Ethnic Communities

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For support, please call 0800 656 656 or email [ethnic.communities@dia.govt.nz](mailto:ethnic.communities@dia.govt.nz)

## Disability Support

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For support and referral please contact **CCS Disability Action** at 0800 227 2255

## Returning to your home after flood damage

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**The following advice is aimed at helping you make your home habitable in the shortest possible time.**

**Remember that flood waters are sewage polluted so all items in contact with flood water should be treated with caution. Small children should be kept away during the clean-up phase.**

**To be habitable a house must be at least electrically safe, have a good water supply and an operative sewerage system, as well as be reasonably clean and dry.**

**Check your local council's website to see if there is a 'boil water' notice in place for your area.**

**Before returning to your home, please ensure:**

1. That the electrical supply authority has checked that electrical installation is safe.
2. That health, building, or plumbing inspectors from your local authority have checked the sewerage system and the water supply.

**YOU WILL ONLY BE ALLOWED TO RETURN TO YOUR HOUSE WHEN CLEARANCE HAS BEEN RECEIVED FROM THE ABOVE INSPECTORS.**

3. If you have gas at your property, that the gas supply has been checked by an authorised technician.

**When you return to your property:**

- Clear out everything that is wet.
- Get rid of any water or mud left behind.
- Do things to encourage quick and thorough drying. Quick drying is important. Don't be afraid to cut out material – it can be repaired.
- Repairs and redecorating should be carried out only when the structure of the house is dry enough. Do not rush this work. Wait until the house is fit to live in and thoroughly dry.

In most cases it will take months, rather than weeks, to completely restore your home after it has been damaged by flood water.

**A note on insurance:** In all cases approach your insurance company prior to disposing of any goods or carrying out any restoration on your house. If an agreement cannot be reached with the insurance company in this matter, guidance can be sought by an environmental health officer at your local Council.

**CHECKING FOR STRUCTURAL DAMAGE: Has the house moved? Look for:**

- Buckled floors
- New cracks in walls
- Out of shape door frames.

## **Cleaning inside homes which have been subject to flooding**

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**It may not be safe to return home even when the floodwaters have receded. Only return home after Civil Defence and emergency services have told you it is safe to do so.**

**Always wear protective gear when cleaning up after a flood, including gloves and masks, in case you're exposed to hazardous material. Wash your hands thoroughly after each clean-up session and before handling food.**

- Blankets, sheets, drapes, clothing, etc., which can be boiled can be re-used. Materials of this nature which cannot be boiled, should be thoroughly washed with the use of disinfectant. Other such articles of value can be restored by dry-cleaning.
- Pillows, mattresses (flock, kapok, inner sprung and foam rubber mattresses) as well as soft upholstered furnishings, should be discarded. Shoes should also be discarded.
- Carpets and rugs should be discarded.

- Furniture that is absorbent, such as wood, should be discarded.
- Vinyl on concrete that shows lifting or damage at the joins or coving must be discarded. Vinyl on wooden flooring must also be discarded.
- Soft toys must be discarded, as must plastic or metal toys that cannot be cleaned effectively.
- Electrical appliances such as refrigerators, deep freezers, electrical heaters, etc., should be checked by an electrician before using.
- Frozen foodstuffs which have thawed should be discarded. Any food stuff which is not in a waterproof container and has been covered with flood water should also be discarded. Foodstuffs contained in bottles and jars with crown caps that have been under flood water should also be discarded.
- Food in freezers can only be retained if it has not thawed, has not been in contact with flood water and an alternative storage can be found, otherwise it should be discarded.

## Insurance

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If your home, car or contents have been damaged by the floods, take photos before you remove or repair anything, and let your insurance company know as soon as possible.

If you need to make your home safe, sanitary, secure and weather tight, record the work done and keep copies of any bills.

If you rent your property, contact your landlord and your contents insurance company as soon as possible.

Your insurance company will let you know what you need to do next and how to make a claim. If you believe you have residential land damage from flooding or storms, you can contact either your insurer or the Earthquake Commission (EQC) to discuss EQC Cover.

Learn more about flood and storm damage at [www.eqc.govt.nz/storm-damage](http://www.eqc.govt.nz/storm-damage).

## Financial support

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Extra financial support is available to people affected by the Canterbury flooding. Everyone's situation is different, and there is a range of help available.

### Civil Defence Payments

Civil Defence Payments are available for people who have been affected by the flooding. You don't have to be on a benefit to qualify for a Civil Defence Payment. In most cases it doesn't matter what your income is or what assets you have.

These can help with:

- Emergency food, clothing and bedding if yours has been damaged or destroyed.
- Accommodation costs if you have been evacuated and are staying in accommodation such as a motel, hotel or temporary rental accommodation.
- Loss of income due to an inability to work caused by the flooding.
- Payment if you have evacuees staying with you in places such as a private home, marae or community centres.

Call Work and Income on **0800 752 102** for more information or go to [workandincome.govt.nz/about-work-and-income/news/2021/canterbury-floods.html](https://workandincome.govt.nz/about-work-and-income/news/2021/canterbury-floods.html)

### Help with other costs

Depending on your situation, there are other ways that Work and Income may be able to help you and your family with things like medical costs, bedding, food, rent, power bills, repairs or replacing appliances.

You don't need to be on a benefit to get help, it's also available to people on a low income. However, you may have to pay the money back depending on your situation.

More information can be found at [workandincome.govt.nz/eligibility/urgent-costs/index.html](https://workandincome.govt.nz/eligibility/urgent-costs/index.html) or by calling **0800 559 009**.

### Support available from Inland Revenue

If you've been impacted by the floods and are struggling to deal with your tax or payments, please contact your tax agent or accountant.

If you have missed filing returns or are late on payments, you can ask Inland Revenue to grant relief from penalties.

To assist farmers and growers Inland Revenue are exercising discretion in allowing early withdrawal from the income equalisation scheme.

**Inland Revenue** has a range of support in place for affected individuals and families, customers and businesses affected by the floods.

The Inland Revenue website also has information on managing financial difficulty and debt at [www.ird.govt.nz/updates/news-folder/flooding-in-canterbury-declared-a-medium-scale-adverse-event](https://www.ird.govt.nz/updates/news-folder/flooding-in-canterbury-declared-a-medium-scale-adverse-event) or phone **0800 473 566**.

### Support for rural communities

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For initial help or updates on the farm, get in touch with your industry body:

- **DairyNZ:** [www.dairynz.co.nz/business/adverse-events](https://www.dairynz.co.nz/business/adverse-events) or **0800 4 DairyNZ (0800 4 324 7969)**
- **Beef & Lamb:** [beeflambnz.com](https://beeflambnz.com) or **0800 BEEFLAMB (0800 233 352)**

- **Federated Farmers: 0800 327 646**
- Waimakariri District Council [www.waimakariri.govt.nz/your-council/news-and-information/2021/06/support-for-our-rural-community-is-available](http://www.waimakariri.govt.nz/your-council/news-and-information/2021/06/support-for-our-rural-community-is-available).

Rural Support Trusts have local people who are trained to offer assistance and support. Their help is free and confidential. Phone **0800 RURAL HELP (0800 787 254)** or visit [www.rural-support.org.nz](http://www.rural-support.org.nz).

If you need help with clean up on your farm please register at [Register for Clean Up Help \(arcgis.com\)](http://Register for Clean Up Help (arcgis.com))

See also [www.mpi.govt.nz/funding-rural-support/adverse-events](http://www.mpi.govt.nz/funding-rural-support/adverse-events)

## Tenancy information

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If you rent your property and it has been damaged by the recent severe weather in Canterbury, contact your landlord and your contents insurance company as soon as possible.

If you are the tenant or landlord of a rental property, you can find information on your rights and obligations at [www.tenancy.govt.nz/maintenance-and-inspections/repairs-and-damages/repairs-after-a-natural-disaster](http://www.tenancy.govt.nz/maintenance-and-inspections/repairs-and-damages/repairs-after-a-natural-disaster) or phone **0800 TENANCY (0800 836 262)**.

## Accommodation support

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For accommodation support, including emergency accommodation, please contact your local council in the first instance.

## Schools and early learning services

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The Ministry of Education supports all schools and early learning services in Canterbury to help them open as soon as possible and recover from the event. Parents and caregivers should check with their school or early learning service for updated information.

## Animal welfare

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### Animal welfare concerns

Phone the **Ministry for Primary Industries (MPI)** on **0800 008 333** to log any animal welfare concerns. MPI will follow up on animal welfare calls.

### Veterinary services

If your animals need veterinary treatment, contact your own veterinary clinic. If you do not have a regular veterinarian or yours is not open, you can find nearby clinics by going to Find-a-Vet on the New Zealand Veterinary Association website: [www.nzva.org.nz](http://www.nzva.org.nz)

### Pet food

If pet food cannot be purchased at supermarkets, your veterinary clinic or stock and station agents, donated pet food may be available through the **SPCA** and other charities. For any requests, please contact **03 349 7057**.

## Livestock

The Ministry for Primary Industries (MPI) has support available if you need help sourcing supplementary feed or grazing for your livestock.

The **Feed Coordination Service** connects farmers with surplus feed (such as hay, silage, or grazing) to farmers who need it.

The **Feed Planning Service** connects farmers with an industry expert. We can help you do a 'snapshot feed plan' in 20 minutes. Getting a plan in place can help give you peace of mind.

To access feed support, call **0800 FARMING** or **0800 327 646** and follow the voice prompts. Alternatively, you can visit <https://www.mpi.govt.nz/funding-rural-support/adverse-events/dealing-with-floods/#support>

## Volunteer Support Offers

It is deeply appreciated that volunteers are willing to be part of this recovery. Volunteers are requested to register at [Offers of Assistance Register \(arcgis.com\)](https://arcgis.com).