

Cyclone Gabrielle Information Sheet



Napier City Council, May 2023

Mental Wellbeing

For free support from a trained counsellor, text or call **1737**. This service is available 24 hours a day, 7 days a week.

For resources and links to **free mental wellbeing support services near you** go to Te Whatu Ora's Wellbeing Support website www.wellbeingsupport.health.nz

Napier Family Centre is offering free counselling support to those affected by Cyclone Gabrielle.

More information can be found here - www.napierfamilycentre.org.nz/free-counselling-following-cyclone-gabrielle/

Support for children and young people is available from The Lowdown (available 24/7), **0800 111 757**, free text **5626**, webchat at www.thelowdown.co.nz

Practical and emotional support for lifestyle block owners, growers, farmers, workers and whānau is available from the Rural Support Trust, **0800 787 254**.

Rubbish Removal

Redclyffe Transfer Station

Redclyffe Transfer Station is open for flood waste, general waste, green waste and recycling services.

- Flood-damaged waste will need to be weighed but remains free of charge until further notice.
- General waste and green waste will be charged as per normal rates.
- Recycling can be dropped off for free.

Flood-damaged waste

If you have flood-damaged waste that you need help to collect or remove from your property please call Napier City Council's Customer Service Centre on **06 835 7579** and we will help provide you with a service that best suits your needs.

Accommodation

Many home and contents insurance policies cover temporary accommodation. Policy wording will differ, so check with your insurer.

The Temporary Accommodation Service (TAS) can help you find temporary accommodation. Call TAS on **0508 754 163** for more information.

If you are providing accommodation to evacuees, you may also be eligible for an accommodation payment.

Financial Support

Hawke's Bay Relief Trust Fund

The Hawke's Bay Relief Trust is approving payments as part of the Cyclone Gabrielle relief package.

The Fund offers one-off hardship grants to alleviate hardship due to flooding, prolonged power outages and landslips.



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For the rural community, applications can be extended to provide some assistance for emergency funding requirements for livestock and disposal of dead stock.

More information about eligibility and how to apply is available here

www.hbrc.info/HBDisasterFund

MSD Eligibility Line

Call **0800 559 009** or **0800 552 002** to work out what assistance you qualify for and what you need to do.

Rates

Napier City Council has approved rates remissions in response to Cyclone Gabrielle.

The remissions apply to red and yellow stickered properties and the application form is available here

napier.govt.nz/rates-remission-for-cyclone-affected-ratepayers/

In addition to this we will not be charging late payment penalties on this quarter's rates instalment through till the end of March 2023.

Stop Banks

Hawke's Bay Regional Council is rebuilding stop banks to what they were before the cyclone. All stop banks will be improved based on priorities, but this will take time.

www.hbrc.govt.nz/our-council/cyclone-gabrielle-response/flood-infrastructure-repairs/

NZ Claims Resolution Service

If you need help with your insurance claim/s, contact the New Zealand Claims Resolution Service on **0508 624 327**.

If you are a tenant, you can get more information about your rights and obligations after a natural disaster at www.tenancy.govt.nz

Older People

If you have concerns about an older family/whānau member or neighbour, please contact Age Concern Napier on **0800 652 105** for advice and support.

