

TARARUA DISTRICT CYCLONE GABRIELLE RECOVERY PROGRAMME



FREQUENTLY ASKED QUESTIONS



SOCIAL SUPPORT

My kids are struggling and fearful as a result of the cyclone's impact. What do I do?

Children and young people are sometimes very frightened by these types of weather events. You could talk to your doctor to discuss medical options or referrals to wellbeing support. The Tararua Cyclone Gabrielle Recovery web pages www.tararua.govt.nz/recovery have a number of support options.

I feel like I am struggling / I know people who have been struggling since the cyclone, can we access Mental Health Support?

Feeling all sorts of emotions is normal - free support is at hand. If you or someone you know needs further tautoko/support, it's okay to ask for help. No one should go through a tough time alone. Need to talk? - Call or Text 1737 any time for support from a trained counsellor. Rural Support Trust 0800 787 254. For more tips and support, go to allsorts.org.nz.

I have some free time and specific skills, is there any need for volunteers still?

Absolutely! Please contact the council service desk on 06 374 4080 (North) 06 376 0110 (South) with your details and any relevant skills and this will be passed onto the recovery team who will be in contact with you.

I would like to help by donating money to the recovery. How do I do this?

Donations to the Mayoral Relief Fund www.tararua.govt.nz/mayoralfund would be most welcome. Tararua District Council, 03-0614-0088406-01, reference: Flood Relief. Donations can also be made at Council customer service centres and libraries.

I am needing financial aid to help recover from this event, what is available?

Mayoral Flood Relief Fund applications are open to Tararua District residents, farmers, ratepayers or small business owners (including self-employed people and sole-traders), and not-for-profit organisations who have suffered financial hardship because of damages caused by Cyclone Gabrielle. Visit the Tararua District Council website for more information, criteria and application forms. www.tararua.govt.nz

Visit the Tararua District Council website (www.tararua.govt.nz) for links and further information on the other support.



HOMES/HOUSES/BUILDINGS

How many buildings in the Tararua District were affected by Cyclone Gabrielle?

As at 21 June 2023 we have three red-stickered buildings (two homes and the Waione Hall); and 13 yellow-stickered homes. The building team are working with affected homeowners on the next steps they need to take, so that the categorisation can be reassessed.



INSURANCE

Will my insurance pay out if I have to leave my red or yellow stickered home? You will need to discuss your individual situation with your insurance company.

I don't have any insurance. Is there any support available?

The Tararua Cyclone Gabrielle Recovery web pages (www.tararua.govt.nz/recovery) list assistance options.

My insurer has given me a contract to sign, should I sign it?

It is important that you seek independent advice before signing anything with your insurer.

I am concerned about what my insurance company is saying, where can I get independent and free advice?

Please contact the New Zealand Claims Resolution Service for assistance on 0508 624 327 or www.nzcrs.govt.nz



ROADS/ACCESS

Our roads are very muddy. Can you put some metal down?

The Tararua Alliance are getting around the district trying to prioritise works. You can report issues and receive updates on the phone app Antenno - www.tararuadc.govt.nz/contact-us/antenno.

When will our closed or restricted roads be fixed?

The Tararua Alliance is working as fast as they can to make sure people have access and can continue to operate i.e. farms can get stock in and out. They need to know if there's any continuing access issues for individuals or families, as this will help prioritise works. Contact via the Tararua District Council Telephone 24 Hours, 7 Days - 06 374 4080 (North), 06 376 0110 (South). Or use the Antenno phone app to report any issues - www.tararuadc.govt.nz/contact-us/antenno.

The majority of slips that have been impacting road carriageways (lanes) are now cleared. Critical works have started to restore access for communities where large-scale damage has occurred (River Road, Marainanga Gorge, Rakaia Road Bridge). Report any issues and receive updates via the phone app Antenno - www.tararuadc.govt.nz/contact-us/antenno.

Waka Kotahi has approved event recovery funding to assist with the initial response (clearing slips/trees, reopening roads); undertaking works to stabilise the roading network (opening water channels, clear blocked culverts, remove debris from bridge piers) prior to 2023 winter; and starting the investigation, design and engineering of complex sites.

As at 21 June 2023:

2357
roading faults
have been
identified

88 high
complexity faults
identified

435 medium
complexity faults
identified

1560 low
complexity faults
identified

248 faults are
still to be
categorised



FARM SUPPORT

My crops / farmland / stock have been heavily impacted by the cyclone. Is there assistance for farmers?

Contact the Tararua Cyclone Gabrielle Rural Recovery Lead to discuss your situation and what assistance or support is available - jane.tylee@ruralsupport.org.nz

One of / several of our farm bridges / culverts have washed out. We need to get something back in place. What are the rules around this?

The Horizons Regional Council oversees these rules and regulations. A link to this information is posted on the Tararua Cyclone Gabrielle Natural Recovery web page: www.tararuadc.govt.nz/services/emergency-management/cyclone-gabrielle-recovery/natural-recovery

My land is in a mess following the cyclone. I'm not sure where to start.

For assistance with on-farm clean up, contact jane.tylee@ruralsupport.org.nz for more information.

Horizons Regional Council has land management advice and support to provide landowners as they continue to recover from the impact of Cyclone Gabrielle.

www.horizons.govt.nz/news/horizons-land-management-advisors-here-to-help-wit



BUSINESS SUPPORT

What sort of support do you have available for businesses impacted by the cyclone?

The \$355,000 in business recovery grants Tararua District Council received from the Ministry of Business, Innovation and Employment have now been allocated. If you are still impacted and needing support, please contact Economic Recovery Lead Colin Yonge at the Tararua District Council, colin.yonge@tararuadc.govt.nz.

If your farm has been impacted, please contact Rural Recovery Lead Jane Tylee, jane.tylee@ruralsupport.org.nz.



ENVIRONMENT

What's happening with debris management in the rivers? Whose responsibility is the clean-up?

Horizons checked any urgent issues at the time of the cyclone and these have now been dealt with. The River Management Team have undertaken a number of landowner visits and have recently carried out a further aerial inspection of the Akitio and Wainui Rivers. This inspection revealed more work is required in the Wainui. If you have any specific concerns please contact rmenquiries@horizons.govt.nz.

If you need some help with this or would like further information, please do not hesitate to get in touch with our friendly team: 06 374 4080 (North) or 06 376 0110 (South)

Email: info@tararuadc.govt.nz

website: www.tararuadc.govt.nz

22 June 2023