



Auckland Severe Weather Event January 2023

What support is available and where can you get help

Auckland Civil Defence and Emergency Management Group

Auckland Emergency Management is coordinating assistance to communities affected by the January 2023 severe weather event.

Civil Defence Centres now open

Auckland Emergency Management have opened Civil Defence Centres for those who need to evacuate and cannot stay with friends or whānau. Please bring with you any essential items you may need, including medication, warm clothing and baby items.

For an up to date list of Civil Defence Centres, visit

<https://www.aucklandemergencymanagement.org.nz/major-incident/flooding-2023#Support>

Community information hubs

Auckland Emergency Management have established community and information hubs for information about the severe weather and what support is available to you. For an up to date list of community information hubs visit <https://www.aucklandemergencymanagement.org.nz/major-incident/flooding-2023#Support>

If you need help

- To report flooding, damage to drains, or stormwater issues, please log your issue online: <https://www.aucklandcouncil.govt.nz/report-problem/Pages/report-a-problem.aspx>
- If your life is at risk, phone 111.
- If you need urgent accommodation assistance, phone Auckland Emergency Management on 0800 22 22 00.
- For welfare assistance, you can call the Ministry of Social Development on 0800 400 100.

As the situation continues to evolve, Auckland Emergency Management advises that people keep up to date with the latest travel advice by following Auckland Transport on Twitter [@AT_TravelAlerts](https://twitter.com/AT_TravelAlerts) and by checking the Waka Kotahi website: <https://www.nzta.govt.nz/traffic-and-travel-information/>

Water supply and wastewater network

Watercare's water treatment plants are operating and your water is safe to drink.

Residents living in Titirangi, Woodlands Park, Oratia, Greenbay, Waima and elevated sections of Scenic Drive are likely to have no water or low water pressure for at least the next 48 hours.

A 30-metre-long section of water pipe that ran along Scenic Drive in Titirangi was washed away with the road due to a landslide. It will be challenging to repair due to the extent of the damage and

access to the site.

Watercare is sending out water tankers to the area. Customers will be able to fill up their water bottles from the tankers.

Residents on the North Shore are asked to reduce their water use. Please keep your showers short and do not use your washing machines. This is to reduce the volume of wastewater leaving your properties.

A wastewater pump station on Wairau Road that serves several suburbs on the North Shore has been flooded. This means the pump station is overflowing into a nearby waterway.

The wastewater networks and treatment plants have been overwhelmed by stormwater, causing numerous overflows across Auckland.

Watercare is prioritising overflows that are damaging private property. Most of the clean-up activity will need to occur when the rain stops, as this is when the overflows will stop flowing.

For more information, visit Watercare's dedicated [information page](https://www.watercare.co.nz/About-us/News-media/Important-information-for-customers-following-the):
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Cleaning up after a flood

It is important to clean and dry your house and everything in it. Floodwater may contain sewage and other hazardous materials which can contaminate your home.

- If your gas meter has been affected by water or debris, contact your gas supplier.
- Always work safely when cleaning up after a flood by wearing protective clothing and washing hands thoroughly after clean-up and before handling food.
- Keep children and animals away from previously flooded areas until they have been cleaned and made safe.
- Take photos and videos of the damage and anything that needs to be removed before starting the clean-up, for insurance purposes.
- Clean up, drain, and dry inside as quickly as possible. Take out everything that is wet and that can be moved – floor coverings, furniture, bedding, clothing, etc., and put them outside to dry when the weather is fine.
- Throw away all food and drinking water that has come in contact with floodwater, including things stored in containers.
- Do not eat garden produce if the soil has been flooded. Clean up and remove debris and sprinkle gardens with lime.

Traffic and travel updates

As the situation continues to evolve, Auckland Emergency Management advises that people keep up to date with the latest travel advice by following Auckland Transport on Twitter @AT_TravelAlerts and by checking the Waka Kotahi website.

- We are anticipating further rainfall so please keep an eye on the weather forecast
- Please only return to your property if it is safe to do so
- Do not drive through floodwaters and remember it could be contaminated
- Hazards and debris could also be beneath the surface

Information for domestic and international visitors

If you are travelling to New Zealand via Auckland please check with your airline, travel agent and travel insurer directly about any disruptions that may impact you.

If you are in New Zealand and travelling in Auckland and other parts of the North Island , please stay safe by checking with [Waka Kotahi](#) about any impacts to highways.

Some businesses like restaurants or tourism operators may be affected, please check to ensure they are operating.

New Zealand's [i-SITE visitor information](#) network is also available for you to talk to about alternative travel options in New Zealand.

If your life is at risk, phone New Zealand's emergency services on 111. The National Emergency Management Agency website [Home » National Emergency Management Agency \(civildefence.govt.nz\)](#) has links to regularly updated information such as emergency accommodation and welfare support.

Where to turn for help and support

Financial support from Work and Income

Support and assistance is available if you've been directly affected by the flooding in Auckland.

There are lots of ways Work and Income can help, and we can point you in the right direction based on your situation. You don't have to be on a benefit.

In emergencies, Work and Income can help with costs if you don't have any other way of paying.

We can help with:

- medical costs
- bedding
- food
- power bills
- repairs or replacing appliances
- loss of income because you can't work.

Work and Income also provides other help such as benefits and help with paying your housing costs.

Everyone's situation is different, so what you qualify for will depend on your situation. You may have to pay the money back depending on your situation.

Website: <https://www.workandincome.govt.nz/eligibility/urgent-costs/index.html>

Call on 0800 400 100 for help with emergency costs from 8.00am – 5.00pm.

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, and non-residents may be eligible. 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.
- loss of income due to an inability to work caused by the flooding.
- Costs if you've had to leave your home.
- A 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 400 100 for more information from - 8.00am – 5.00pm

Temporary Accommodation Service

The Ministry of Business, Innovation and Employment (MBIE) has activated the Temporary Accommodation Service (TAS) to assist people who are unable to return to their homes to find suitable temporary accommodation.

TAS can help you find temporary accommodation now or in the future. You can also reach out to TAS if you are staying in emergency accommodation or with friends or whānau and, think you will need longer-term accommodation while your home is repaired, rebuilt or you are unable to access your home.

Register your details via our website www.tas.mbie.govt.nz or email aucklandfloodtempaccom@mbie.govt.nz, or call 0508 754 163 to discuss your needs.

Our team will contact you to assess your needs and work with you to help you find suitable temporary housing.

There is a cost for temporary accommodation and the TAS team will work with every household who needs the service. If you are uninsured, or your insurance policy doesn't cover temporary accommodation, you may be eligible for financial assistance. Our coordinators can advise you which agencies may provide financial support for the event that has damaged your home.

If you are the tenant or landlord of a rental property www.tenancy.govt.nz has information on your rights and obligations after a natural disaster.

If you need more information, call 0508 754 163 or email: temp.accom@mbie.govt.nz

Insurance and lodging a claim

If your home, car, or contents have been damaged by the severe weather, take photos before you remove or repair anything and report it to your insurance company as soon as possible. You only

need to contact your insurance company and they'll let you know what you need to do next, how to claim and – if applicable – how EQ Cover from Toka Tū Ake EQC works.

If you need to make your home safe, sanitary, secure, and weather tight, please record the work done, take before and after photos, and keep copies of the bills you paid.

If you are an uninsured homeowner, contact the AEM ECC Welfare team on 0800 22 22 00.

If you don't have house insurance but do have contents insurance, speak to your insurer about what is covered. Make sure you take lots of photos and keep good records before you throw anything out, where possible.

Free and independent advice is available through [Residential Advisory Service](#) (RAS) within MBIE provide advocacy services and advice to homeowners who are navigating insurance claims to remediate damage suffered due to an event. You can contact info@advisory.org.nz or ring 0800 777 299, 03 379 7027 for more information.

EQCover for this event

EQCover provides the following:

- Landslip damage, EQCover available for damage to house and land
 - if the house is damaged by the landslide, cover available up to the building cap (up to \$150k or \$300k, depending on policy renewal date)
 - cover for repair or reinstatement of some residential land, up to the value of the insured land.
- Flood and storm damage, EQCover only applies to insured land, with private insurers generally providing cover for homes.
 - removal of flood debris such as silt and fallen trees

Land claims can take some time to resolve and communication between impacted people and their insurer is critical. Information that may be useful for homeowners are in links below:

General guidance

- [Householders' Guide to EQCover](#) – overview of how EQCover works, what is and isn't covered, and how EQCover claims are settled.
- [Householders' Guide to Residential Land](#) – overview of how EQCover works for insured residential land, what is and isn't covered

Specific guidance (these can be printed, as needed)

- [Land Cover – Storms and Floods](#) factsheet – how EQCover works for storm or flood damage to insured residential land
- [EQCover – Land claims](#) factsheet – steps involved in an EQCover land claim, people involved and how settlements are calculated

Tenancy information

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 or by phoning 0800 TENANCY (0800 836 262).

Schools and early childhood education centres

Guidance for this severe weather event is available on the Education website and will be updated as the situation changes, please check this web page for updates: [Severe weather event advice and guidance – Education in New Zealand](#).

The direction made on 30 January by the Secretary for Education for schools, kura, early learning services and Tertiary Organisations in the Auckland region (Wellsford to Pukekohe) to close for physical onsite attendance and instruction until Friday has been lifted. From 2 February education providers are able to open, although they are not required to do so if they are not able.

We encourage parents and caregivers to check with their school or early learning service about whether they have been affected by the weather event and when they plan to open. The Ministry of Education supports all schools and early learning services to help them in their recovery efforts.

Local healthcare Services

Health care services across Auckland are continuing to provide care if you need it.

All hospitals, including emergency departments remain open. If you are seriously unwell and need emergency care **please dial 111**.

For less critical non-emergency care, people can continue to phone their GP in the first instance. Phones will be managed 24 hours, either directly or through an after-hours duty GP. Most GPs who would normally be open at the weekend have been able to open usual.

For urgent, less serious, health concerns when your doctor is unavailable, contact your local accident and medical centre. A list of these is available on [Healthpoint](#). All clinics are open as usual.

Community pharmacies can support you if you don't have your regular prescription medications. A list of open pharmacies can be found on [Healthpoint](#).

We now have clinical support to the South Auckland Information Hub through our Māori and Pasifika Providers.

For general health advice, or if you're just not sure where you need to go to seek help, call Healthline 0800 611 116.

There are health risks associated with coming in contact with floodwater and Auckland Regional Public Health Service has updated their advice on their [website](#):

<https://arphs.health.nz/news/auckland-flooding-public-health-advice-january-2023/>

Please be extra careful if you are travelling as there may be road closures still in place; check ahead to make sure your normal route is open and safe to use.

Wellbeing

The following information will also help you with general wellbeing.

The importance of trying to get enough sleep during these challenging times

- Good tips here: <https://www.healthnavigator.org.nz/healthy-living/sleep/sleep-tips/> (this is a national DHB endorsed health site)

The importance of explaining what is going on to children – talking to them and listening to them

- Good tips here: <https://www.kidshealth.org.nz/coping-natural-disaster>

Mental Well-being options

- a. Anxiety is very common during an emergency event such as a flooding and evacuations. This is a normal response to a very stressful situation. Talking to people and helping others can be both therapeutic and useful.
- b. If you need further support for yourself or for others:
 - a. call your general practice, after-hours GP practice or Healthline on 0800 611 116
 - b. free-call or text 1737 to talk to a trained counsellor
 - c. in an emergency, call 111

Māori community / Iwi support

AEM is leading engagement with iwi, hapu and Māori community groups across the Auckland region. This includes assistance with needs assessments, resourcing, aligning with the official response and information management. Auckland Council Māori Outcomes Office is providing direct support to AEM. Te Puni Kōkiri and other agencies are assisting this effort.

Pacific support

Ministry for Pacific Peoples is the Crown's principal advisor on policies and interventions aimed at improving outcomes for Pacific peoples in Aotearoa. We have strong networks with Pacific communities around the country and expertise in understanding of Pacific people, customs, and values influence public policy, programme, and service decisions affecting Pacific Aotearoa.

Ministry for Pacific Peoples are actively reaching out to Pacific leaders, communities, and service providers to gather information. Currently, support is available through the following services:

South Seas Healthcare

- Immediate Flood Relief - Well-being Support
- South Seas Healthcare is based in Otara, South Auckland and is available to provide immediate wellbeing and food support.
- Call the South Seas team on **0800 31 13 31**.
- <https://www.facebook.com/southseashealthcare/posts/pfbid0356qfDot8C64sCBhsRThZQaxthCwvL2FV6MAHg2y2gQ88VKyJet3XXgXazb8vUwho/>

Pacific Regional Coordination Hub (PaRCH)

- Available to provide welfare, accommodation and medication support
- Staffed by Pacific language speakers
- Can provide assistance regardless of your residency status
- You can reach the team directly on **0800 727 240**.
- Open from 8am – 8pm

Siaola Vahefonua Tonga Methodist Mission

Siaola is available to provide food and shelter for people affected by the flooding event. If you need help, please call them on freephone 0800 SIAOLA (0800 742 652). Siaola Community Hub address: 636 Great South Road, Ellerslie, Auckland.

Pasifika Futures Ltd

Pasifika Futures Ltd is the Whānau Ora Commissioning Agency for Pacific families, providing support across NZ through their partners. By calling 0800 ETURERE, the Pasifika Futures team will be able to connect you with one of our partners to provide immediate relief support.

The Fono Feleoko Food Hub

0800 FONO4U (0800 366 648)

The Village Community Services Trust

021 845 535 (Alena)

[Food parcel request link](#)

CIDANZ

Anthony: 027 303 1832

Sean: 027 310 3675

[Help form](#)

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If you require support please email contact@mpp.govt.nz or visit www.mpp.govt.nz

Ethnic Communities support

The Ministry for Ethnic Communities will continue to send out various communications to all our communities outlining support available for them.

The Ministry for Ethnic Communities will also continue liaising with key agencies to ensure that specific needs are met for ethnic communities-such as language accessibility needs, culturally appropriate accommodation, food, prayer spaces.

Support for Disabled People

Whaikaha - Ministry of Disabled People have advised the following:

- If you are impacted personally, please contact emergency services on 111. If you have difficulty hearing or talking on the phone, try the 111 TXT service to contact Fire, Ambulance or Police: <https://www.police.govt.nz/111-txt>
- In the first instance, please up to date with the latest information and advice at <https://www.facebook.com/aklcdem/>.
- Disabled people and whānau can contact Whakarongorau Aotearoa, New Zealand Telehealth Services if you need support on 0800 111 213, Text 8988. Or access it with the New Zealand Relay Service at www.nzrelay.co.nz.
- The three current Civil Defence Centres are all accessible. People going there with assist dogs should take them. Please remember other essential items you may need, such as devices, medicine, warm clothing, and baby items

Foreign Nationals

Foreign Nationals requiring assistance should contact their Embassy or High Commission.

Contact details can be found at [Embassies | New Zealand Ministry of Foreign Affairs and Trade \(mfat.govt.nz\)](https://www.mfat.govt.nz/en/embassies/): <https://www.mfat.govt.nz/en/embassies/> .

Visitors to New Zealand should contact their travel insurer if their travel has been disrupted.

Animal welfare

Your animals are your responsibility. You need to include them in your planning in the event of an emergency.

- If you have to evacuate, take your pets with you – if you can do so safely – or take them to a safe shelter place.
- If you have to leave your animals behind, make sure they're in a secure and sheltered place either inside or outside your home.
- If you have livestock or horses in paddocks near waterways that have the potential to flood (streams, rivers etc.), move them to higher ground.

For more information see **Ministry for Primary Industries (MPI) factsheet: Animals affected by flood** - www.mpi.govt.nz/animals-in-emergencies

Animal welfare concerns

Phone Auckland CDEM on **0800 22 22 00** to log any animal welfare concerns. **MPI** will follow up on animal welfare calls.

Veterinary services

If your animals need veterinary treatment, contact your veterinary clinic.

Livestock

For requests for assistance with livestock, lifestyle blocks or feed phone **Federated Farmers on 0800 FARMING (0800 327 646)**

