



28 June
2021

Support for those affected

If you were affected by the Papatoetoe tornado on Saturday 19 June and need support, information or advice, you can visit the Papatoetoe Library, 30 Wallace Road, Papatoetoe, or phone us on 0800 22 22 00.

Financial Assistance

The Ministry of Social Development (MSD) financial support Civil Defence payments are available for people who have been affected by the tornado. You don't have to be on a benefit to qualify. In most cases it doesn't matter what your income is or what assets you have.

If you have been affected, you can phone Work and Income on **0800 752 102** to make an application. This number will remain in operation until Friday, 2 July. If you need to contact MSD after this date, please phone 0800 559 009.

Further information about support available from MSD can be found by searching 'South Auckland Tornado' on the Work and Income website at www.workandincome.govt.nz

If you have urgent food needs as a result of being displaced by the tornado, you can look for providers on www.familyservices.govt.nz

Temporary Accommodation Service

The Ministry of Business, Innovation and Employment (MBIE) Temporary Accommodation Service (TAS) is available to assist you to find temporary accommodation if you have been displaced by the Papatoetoe tornado.

You can register your details via www.tas.mbie.govt.nz or call **0508 754 163**.

Where to turn for wellbeing help or support

It's normal for you and your family 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** for free to speak to a trained counsellor.

Mayoral Relief Fund

Applications to the Auckland Mayoral Relief Fund can be made online via the Auckland Council website: <https://aucklandcouncil.smartygrants.com.au/AMRF> or by calling **09 301 0101**.

Papatoetoe Library staff will also be providing in-person application support to those who need it. Papatoetoe Library is located at 30 Wallace Road, Papatoetoe, Auckland.

Insurance Advice

The Insurance Council of New Zealand advises that in support of insurance claims, you should:

- Make your home safe and sanitary but don't do non-essential repairs.
- If safe to do so, try to protect your home from further damage.
- Get essential services repaired and keep copies of invoices.
- Take photos of any damage, note details of valuable items, and don't dispose of anything until you've spoken to your insurer. It will help speed up assessments of your claims.
- Check with your insurer before you dispose of perishable or unsanitary items and take photographs for your claims. Some insurers also cover food items.
- Do not do anything that puts your safety at risk or causes more damage to your property.

Building Inspections

Auckland Council Building Inspectors are assessing buildings damaged by the Papatoetoe tornado to:

- Understand the damage.
- Identify any damage that represents a significant risk to people and ensure it is being managed appropriately.
- Ensure that people arriving at a damaged home understand if it is safe to enter/ occupy. We may use coloured placards to indicate the building's safety rating which we will place in a visible position.
- Capture welfare needs of occupants and enable them to get in touch with services that can assist them.

For any specific enquiries about repairing your building please contact Auckland Council on **09 301 0101**.

Vector has advised that power has been restored to most properties, other than those that have been deemed uninhabitable. If issues persist, contact Vector on **0508 832 867**.