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**FAQs for Returning Home after Evacuations**

**FREQUENTLY ASKED QUESTIONS**

**Q. What if my home is damaged?**

A. If you are able to (i.e. if your house has no placard or a yellow placard), you should take photos of all damage and speak to your insurance company as soon as possible.

There will be insurance experts at the Incident Information Centre daily from 8:30am - 6:30pm if you prefer to speak to someone in person.

**Q. Where can I go to for help?**

A. The Incident Information Centre is open from 8:30am – 6:30pm daily at the old iSite building Millers Acre Centre, Nelson from Wednesday 24 August.

**Q. Is there someone I can talk to about insurance?**

A. Yes- there will be insurance experts daily at the Incident Information Centre to talk to you kanohi ki te kanohi (face to face). You can also call your insurance company if you prefer.

You should be taking photos and talking to their insurer as soon as you can.

**Q. Can I get cash from the Mayoral Relief Fund?**

A. The Fund will be open to any resident, ratepayer, business owner and not-for profit organisation in Nelson or Tasman regions that has suffered financial hardship as a result of the weather event.

Details about how to apply will be made available soon.

**Q. Can I get an emergency MSD payment?**

A. You may be eligible. MSD will be at the Incident Information Point daily or you can

call 0800 559 009.

**Q. How long will we be in a state of emergency?**

A. At this stage, we are in a state of emergency until at least Wednesday 31 August. Basically, it just means Civil Defence have certain powers to make things happen to preserve community safety in an emergency.

**Q: I am really stressed. Can I talk to someone?**

A. Yes, you can call or text 1737 for 24/7 for confidential support.

**Q: What cultural or tikanga support is available before I re-enter my property?**

Pou awhina (support people) are available should you wish to receive any advice or support regarding tikanga or cultural matters pertaining to your wellbeing and your property. Please advise our Iwi Emergency Management Rōpū if you do. You can either:

• Call Barney Thomas on 027 221 8918  
• Or email: em.iwiliaison@ncc.govt.nz

**Q: What other support is available for our Māori communities?**

Please don’t be whakamā to ask for help. For hauora support, call Te Tauihu Māori health provider Te Piki Oranga on 0800 ORANGA ( 0800 672 642).

For general support, please call Te Kotahi o Te Tauihu Trust on 0800 514 358 or Whakatū Te Korowai Manaakitanga Trust on 03 547 5958.

You can also call the Whānau Ora navigators at your local marae or iwi office.