

Pigeon Valley Fire February 2019

What support is available and where can I get help?

Civil Defence Emergency Management (CDEM)

Nelson Tasman CDEM Group is co-ordinating assistance to communities affected by the Pigeon Valley Fire.

For the latest information, visit the Nelson Tasman Civil Defence website: nelsontasmancivildefence.co.nz or Facebook page: www.facebook.com/nelsontasmancivildefenceandemergencymanagement/

Government Helpline

For support or information, please call the **Government Helpline on 0800 779 997** (Monday to Friday 7am to 8pm).

If you've been affected by the fires, we may be able to help with:

- urgent or unexpected costs such as:
 - petrol
 - food
 - furniture
- urgent living expenses such as:
 - medical costs
 - house repairs or maintenance
 - replacing appliances
 - bedding
 - rent
 - power bills
- lost wages if:
 - you have to stay home and look after family members
 - your workplace is closed.
- Costs of accommodation provided by friends or family in their home

Work & Income

You can also contact Work & Income on **0800 779 997** if you:

- would like help or aren't sure if you can get help
- aren't sure if you can get help
- are struggling to support yourself or your family
- would like more information

You don't have to be on a benefit. See the Work and Income website for more information on what help is available: <https://www.workandincome.govt.nz/eligibility/emergencies/nelson-fires.html>

Rural communities

Anyone in a rural area who feels they need support can contact the **Rural Support Trust** for a confidential chat on **0800 787 254**.

Animal welfare

Call MPI on **0800 008 333 (option 4)** to log any animal welfare concerns. We're following up on animal welfare jobs logged across the valleys, and making good progress on making contact with owners. If you have phoned and have not had your issue resolved or been contacted, do call again.

You are able to collect your animals from the Richmond Showgrounds if you have been cleared to return home. If you would prefer to leave them at the showgrounds at this stage, in case there is the need to evacuate again, this is also fine.

Federated Farmers are distributing donated feed via the Feedline. Phone the Feedline on **0800 327 646 (option 2)** to request feed. Priority will be given to farms that have been affected by the fire and who rely on farm income for their living.

Health support and advice

Local health support (Health Navigators): **0800 611 116** (8am to 5pm) or email healthsupport@nbph.org.nz

Free GP visits and pharmacy prescriptions:

The usual fees for fire-related GP visits and pharmacy prescriptions are waived.

Free phonedlines for 24-hour advice:

- **Healthline: 0800 611 116** to speak to a nurse
- **Mental health:** text or phone **1737** to speak to a trained counsellor
- **Plunket line: 0800 933 922** for information for families.

Other Options:

- Emergencies: **111**
- After Hours doctor (Nelson): Medical Injury Centre 03 546 8881
- After Hours doctor (Motueka): Greenwood Health 03 528 8866
The Doctors 03 528 8358
- Contact your midwife for support and advice during pregnancy and postnatal period.

Public health advice and information (drinking water contamination, smoke inhalation etc.):

<https://www.nmdhb.govt.nz/nmdhb-news-and-notice/pigeon-valley-forest-fire-update/>

Insurance

If you have any fire damage:

- contact your insurance company to lodge a claim
- a temporary accommodation benefit may be available
- remember to take photos and record any damage
- keep any damaged items that don't pose a health and safety risk.

For latest updates visit: nelsontasmancivildefence.co.nz

or **FaceBook** at:

www.facebook.com/nelsontasmancivildefenceandemergencymanagement/