



Te turu e 'ōronga'ia nei, e te ngā'i tiki tauturu

Me te tārotokakā ra koe e, ka kino koe, tāniuniu'ia te numero 111.

No te au 'akakitekite'anga 'ōu rava atu, 'ākara'ia te www.civildefence.govt.nz ma te āru i te Civil Defence Emergency Management Group o te 'oire, na runga i te roro uira, e te social media.

Te au mea i roto nei

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Te 'akaātea'anga, e te ngā'i no'o'anga

Te 'akaātea'anga

Me te anoano ra koe i te 'akaātea, me ka tika, 'akaātea atu ki ko i te au taeake, me kore ra, ki ko i te whānau/kopu tangata, me ka rauka iā koe.

Me kāre e rauka iā koe i te no'o ki ko i te whānau/kopu tangata, ka rauka iā koe i te ākaātea ki ko i te Civil Defence Centre. 'Ākara'ia te kupenga uira a te Civil Defence Emergency Management Group no teta'i 'akapapa'anga Civil Defence Centres, te tu'era ra.

‘Apaina‘ia teta‘i ‘ua atu ‘apinga ka anoano koe. Tei roto i teia, te vairākau, te kākā‘u mā‘ana‘ana, e te au mea no te pēpē.

Me e disability assist dog ta‘au, ‘apaina‘ia.

Me kāre koe e tae ki teta‘i Civil Defence Centre, ‘ārāvei atu i to‘ou Civil Defence Emergency Management Group, i te komakoma atu no runga i te au ‘iki‘anga tau no‘ou.

Kimi‘ia to‘ou Civil Defence Emergency Management Group, ki runga i te www.civildefence.govt.nz/find-your-civil-defence-group/.

Te ngā‘i no‘o‘anga

Ka rauka i te Temporary Accommodation Service (TAS), i te tauturu no teta‘i ngā‘i no‘o‘anga, no teta‘i tuātau poto. Ka turu teia i te au ngutu‘are tangata tau, i te tuātau te ‘akapu‘apinga‘ia ra, me kore ra, te ‘akatu ‘aka‘ōu‘ia ra to‘ou ‘are. Me kore ra, me te tiaki ra koe kia‘akapāpu‘ia te au mea tei tupu, me kore ra, te turanga o to‘ou kainga.

Retita ki runga i te www.tas.mbie.govt.nz me kore ra, tāniuniu‘ia te numero 0508 754 163.

E tutaki rāi teta‘i no te au ngā‘i no‘o‘anga poto katoatoa. Inārā, me ka tau koe no te TAS, ka rauka pa‘a iā koe te turu na roto i te moni, me te manamanatā ra koe, no te mea, na te manamanatā tupu po‘itirere teia i ‘akatupu.

Kimi‘ia teta‘i atu ki runga i te www.tas.mbie.govt.nz/financial-information

Te au mea ‘aka‘oro i runga i te mataāra, e te teretere‘anga

Te teretere‘anga na runga i te mataāra

Āru‘ia te arataki‘anga a to‘ou Civil Defence Group, e te aronga ‘aka‘aere i te ‘oire.

No te ‘akakitekite‘anga no runga i te au ‘aka‘oro i runga i te mataāra, e te teretere‘anga, ‘aru‘ia te NZ Transport Agency i runga i te social media, me kore ra, ‘ākara‘ia te www.nzta.govt.nz/traffic-and-travel-information/

Tā‘anga‘anga‘ia te NZ Transport Agency’s Journey Planner, i te parāni i to‘ou tere, i runga i te www.journeys.nzta.govt.nz/journey-planner/

Te turu na roto i te moni

Te tauturu na roto i te moni

Me te ngatā nei te tutaki'anga i te mea e anoano ra koe, ka rauka pa'a i te Work and Income i te tauturu iā koe. Noātu me te 'anga'anga ra koe.

'E tuketuke te turanga o te katoatoa. Ka rauka pa'a i te Work and Income, i te tauturu iā koe, i te tutaki i te au mea mei te:

- au mea no te ro'i moe,
- kai,
- tutaki tara'u,
- pīra no te uira,
- 'akapu'apinga 'aka'ōu, me kore ra
- te mono i te au appliances.

Tei runga 'ua i to'ou turanga, te au mea te ka rauka iā koe, e me ka anoano'ia koe kia tutaki, a muri ake.

'Ākara'ia te www.workandincome.govt.nz me kore ra, tāniuniu'ia te numero 0800 559 009 no teta'i atu 'akakitekite'anga.

Turu'anga mei ko i te au pāngaka

Me te manamanatā nei koe i roto i te turanga moni, no teta'i manamanatā tupu po'itirere, komakoma viviki atu ki to'ou pāngaka.

E au pupu no te turanga manatā-moni (hardship teams) to te pāngaka, te ka rauka iā koe i te komakoma atu, no runga i ta'au au 'iki'anga.

E ma'ata 'ua atu te au rāvenga tauturu, tei runga 'ua i to'ou anake turanga. Tei roto i teia:

- Te tau'anga ki teta'i interest-only repayments, no teta'i tuātau poto, e te 'akapae'anga i te
- Tutaki no te tā'anga'anga'anga i te term deposits.

E tūkē 'ua atu rāi te au turanga tātakitā'i. Te viviki 'ua i to'ou komakoma'anga ki te pāngaka, te pu'apinga atu ia o ta ratou tauturu.

Te ora'anga mātūtū, e te ora'anga meitaki

Te rapakau'anga e vai nei

Te vai nei te rapakau'anga, me anoano koe i te reira.

Me e āka maki to'ou, e te anoano ra koe kia 'ākono tupu po'itirere'ia koe, 'aere atu ki ko i to'ou emergency department, waitata rava atu **me kore ra, tāniuniu'ia te numero 111.**

Kāre i te anoano tupu po'itirere? Ka rauka iā koe i te tāniuniu i te Healthline, ki runga i te numero 0800 611 116. Ka vai tu'era 'ua te Healthline no teta'i 24 ora i te ra, e 7 ra i te 'epetoma, no te arataki'anga tutaki-kore mei ko i te au health professionals. Tei roto i teia arataki'anga, te ngā'i tau i te 'aere, te tuātau tau no te 'aere'anga kia 'ākara'ia, e te rapakau'anga, me te anoano ra koe i te reira.

Kua rētitā'ia āninei koe, ki ko i teta'i Taote, me kore ra, i teta'i puna rapakau'anga? Tāniuniu i to'ou Taote, me kore ra, puna rapakau'anga, i te'akatinamou i teta'i taime no'ou. Ka rauka pa'a teta'i tuātau tupu po'itirere no'ou, me 'akamārama atu koe i te manamanatā.

Me kāre koe i rētitā'ia, me kore ra, kāre to'ou puna rapakau e va mai no te reira tuātau, ka rauka iā koe i te 'aere ki ko to'ou urgent care centre, o te 'oire. Kāre koe e anoano i teta'i taime tei 'akatinamou'ia, ināra, ka tiaki pa'a koe.

Kimi'ia teta'i urgent care centre ki runga i te www.healthpoint.co.nz/gps-accident-urgent-medical-care/.

Te Vairākau tei Tātā'ia mai e te taote

Me kua pou to'ou vairākau tei tātā'ia mai e te taote, me kore ra, kāre e rauka mai iā koe, ko te 'ārāvei'anga atu i to'ou taote, no teta'i tātā'anga vairākau 'ōu, te 'iki'anga tau, i te ma'ata'anga o te taime.

Me kāre e rauka iā koe i te 'ārāvei atu i teta'i taote, ka rauka pa'a i reira, i te au toa 'oko vairākau, i te tauturu. Ka rauka pa'a i te tangata 'oko vairākau, i te 'ōronga atu i teta'i, i roto i te tuātau manamanatā tupu po'itirere, no teta'i toru ra. Ka 'oko ma'ata pa'a teia, i te mea e, kāre e pūtē-moni no ko mai i te Kavamani, no teia.

Kimi'ia teta'i toa 'oko vairākau, ki runga i te www.healthpoint.co.nz/pharmacy/.

Te au matini uira no te rapakau'anga (powered medical equipment)

Me te anoano ra koe i te uira no te matini rapakau'anga, te au vairākau, me kore ra, i te turu i te ora'anga (life support), 'ē kāre a'au generator, 'ārāvei atu i to'ou kāmupani uira, ma te 'akamārama atu i to'ou turanga. Me kāre teia e 'anga'anga, 'ārāvei atu i te aronga na rātou te mātini. Me kāre teia e 'anga'anga, tāniuniu'ia te numero 111.

Ora'anga meitaki

E mea mātau'ia te taitaiā, i roto i teta'i tuātau manamanatā tupu po'itirere. E manatā mātau'ia teia, i roto i teta'i tuātau manamanatā. Ka pu'apinga pakari pa'a, te komakoma'anga ki teta'i atu, e te tauturu'anga i teta'i atu.

No te tauturu i te taitaiā, te no'o'anga ngatā, me kore ra, te ora'anga manako, tāniuniu'ia, me kore ra, tukuna atu te karere patapata, ki te Need to Talk? ki runga i te numero 1737. Ka rauka iā koe i te komakoma atu ki teta'i counsellor kua terēni'ia, e kāre e tutaki, e 24 ora i te ra, e 7 ra i te 'epetoma.

No teta'i turu mata-ki-te-mata, no te ora'anga meitaki o te manako, 'ākara'ia te www.wellbeingsupport.health.nz.

E mea pu'apinga i te tautā kia rava te moe i roto i te au tuātau manamanatā. Kimi'ia te au tāmanako'anga no runga i te moe, ki runga i te www.healthnavigator.org.nz/sleep-tips/.

Me kua tukia te tamariki i te manamanatā tupu po'itirere, komakoma atu kia rātou no runga i te au mea e tupu nei. Kimi'ia te au tāmanako'anga, i te tauturu i te tamariki, i teta'i tuātau manamanatā nātura, ki runga i te www.kidshealth.org.nz/coping-natural-disaster.

Kimi'ia teta'i atu au rāvenga tauturu no te ora'anga meitaki o te manako, ki runga i te www.getready.govt.nz/mental-wellbeing/.

Te turu no te au 'oire i va'o

Me e pāma koe, me kore ra, e tangata tanutanu, ka rauka te turu na roto i te Rural Support Trust.

'Ārāvei atu i te Rural Support Trust 0800 Rural Help (0800 787 254) me kore ra, 'ākara'ia te www.rural-support.org.nz.

Te turu no te pakipakitai

Te turu no te katoatoa

Me te anoano viviki ra koe i te tauturu, tāniuniu'ia te numero 111. Me e ngatā iā koe te rongo'anga, me kore ra, te tuatua'anga ki runga i te terepōni, ka rauka iā koe i te rētita 111 TXT service ki runga i te www.police.govt.nz/111-txt.

No te turu no te ora'anga mātūtū, 'āravei atu i te Whakarongorau Aotearoa, New Zealand Telehealth Services. Numero terepōni 0800 111 213 me kore ra, karere patapata 8988.

Me e ngatā iā koe te rongo'anga, me kore ra, te tuatua'anga ki runga i te terepōni, ka rauka iā koe i te tā'anga'anga i te New Zealand Relay Service, i te komakoma ki teta'i atu na runga i te terepōni. 'Āpi'i'ia koe no runga i te turanga tauturu, ki runga i te www.nzrelay.co.nz.

Te 'akaātea'anga e ta'au disability assist dogs

Me te anoano ra koe i te 'aere ki teta'i Civil Defence Centre, 'ē, 'e assist dog ta'au, 'apaina'ia ta'au puakaāoa. 'Apaina teta'i 'ua atu mea anoano'ia no'ou, e ta'au puakaāoa. Tei roto i teia, ta'au au devices, vairākau, kāka'u mā'ana'ana, e te au mea no te pēpē.

Te au matini uira no te rapakau'anga (powered medical equipment)

Me te anoano ra koe i te uira no te matini rapakau'anga, te au vairākau, me kore ra, i te turu i te ora'anga (life support), 'ē kāre a'au generator, 'ārāvei na mua i to'ou kāmupani uira, ma te 'akamārama atu i to'ou turanga. Me kāre teia e 'anga'anga, 'ārāvei atu i te aronga na rātou te mātini. Me kāre teia e 'anga'anga, tāniuniu'ia te numero 111.

Te turu no te au kopu tangata Māori Nūtirēni

Te turu no te katoatoa

Te 'anga'anga kāpiti nei te Civil Defence Emergency Management Groups, 'ē Te Puni Kōkiri. Ka 'anga'anga rātou ki roto i te iwi, hapū, e te au putuputu'anga Māori, i te 'akapāpu kia turu'ia te Māori tei tukia e te manamanatā.

Te turu no te aronga no te Moana-nui-o-Kiva

Te turu no te katoatoa, e te 'akakitekite'anga

Te 'anga'anga kāpiti nei te Civil Defence Emergency Management Groups, e te Ministry for Pacific Peoples. Ka 'anga'anga rātou ki roto i te au arataki no Moana-nui-o-Kiva, te au 'oire tangata, e te au putuputu'anga no te Moana-nui-o-Kiva, i te 'akapāpu, kia turu'ia te aronga no te Moana-nui-o-Kiva, tei tukia e te manamanatā.

Kimi'ia te 'akakitekite'anga no runga i te tauturu i roto i te tuātau manamanatā tupu po'itirere, ki runga i te kupenga uira a te Ministry for Pacific Peoples, e te kapi Facebook.

- Kupenga uira: www.mpp.govt.nz/emergency-response
- Facebook: @MinistryforPacificPeoples

Turu no te au 'oire tangata no teta'i basileia anake

Te turu no te katoatoa, e te 'akakitekite'anga

Te 'anga'anga kāpiti nei te Civil Defence Emergency Management Groups, e te Ministry for Ethnic Communities. Ka 'anga'anga rātou ki roto i te au arataki no te Ethnic Communities, te au 'oire tangata, e te au putuputu'anga, i te 'akapāpu, kia turu'ia te aronga no te 'okota'i anake Basileia, tei tukia e te manamanatā.

Kimi'ia te 'akakitekite'anga no runga i te tauturu i roto i te au reo e mānganui, tei runga i te kupenga uira a te Ministry for Ethnic Communities, e te kapi Facebook.

- Kupenga uira: www.ethniccommunities.govt.nz
- Facebook: @ethniccommunities.govt.nz

Te aronga Nūtirēni no teta'i ake basileia

Tauturu no te aronga Nūtirēni no teta'i ake basileia

Me kāre koe e no Aotearoa, e te anoano tauturu ra koe, ka rauka iā koe i te tā'anga'anga i teia kapi. Ka rauka katoa iā koe, i te 'ārāvei atu i to'ou Embassy, me kore ra, High Commission.

Kimi'ia to'ou embassy, me kore ra, high commission, ki runga i te www.mfat.govt.nz/en/embassies/.

Me e manu'iri koe ki roto i Aotearoa, e kua tāmanamanatā'ia to'ou tere, 'ārāvei atu i to'ou travel insurer.

Kua pou te tuātau/kua pou te tuātau o te visa (expired/expiring visa)

'Ārāvei atu i te Immigration New Zealand, no te tauturu no runga i te visa, ki runga i te www.immigration.govt.nz/about-us/contact

Te 'ākono'anga i ta'au 'ānimara

Te pāroru'anga i te 'ānimara

Tei iā koe te ora'anga o ta'au au 'ānimara. Ka anoano'ia koe kia 'ākono 'ia rātou i roto i teta'i manamanatā tupu po'itirere.

Me ka 'akaātea koe, 'apaina ta'au au 'ānimara 'akaperepere, me e turanga ponuia'au te reira.

Me ka 'akaruke koe i ta'au au 'ānimara, 'akapāpu meitaki e, tei roto ratou i teta'i ngā'i mou-piri, e te ruru.

'Āpi'ia koe no runga i te 'ākono'anga i ta'au au 'ānimara, i roto i teta'i manamanatā tupu po'itirere, ki ko i te www.mpi.govt.nz/animals-in-emergencies/.

Au manamanatā no te ora'anga o te 'ānimara

'Ārāvei atu i to'ou Civil Defence Emergency Management Group, i te rētitā i teta'i 'ua atu manatā, no runga i te ora'anga o te 'ānimara. Ka 'ākara meitaki te Ministry for Primary Industries, i teta'i 'ua atu manatā.

Kimi'ia to'ou Civil Defence Emergency Management Group, ki runga i te www.civildefence.govt.nz/find-your-civil-defence-group/.

Te au 'ānimara maki, e te au 'ānimara kua kino

Me maki ta'au au 'ānimara, me kore ra, kua kino, 'ārāvei atu i to'ou veterinary clinic.

Insurance

Te au mea kua kino i roto i te 'āua

Me kua kino to'ou ngutu'are, 'apinga 'aka'oro, me kore ra, te au 'apinga i roto i te 'are, nene'ia, i mua ake ka 'akaātea ai koe, me kore ra, ka 'akapu'apinga ai koe i teta'i 'ua atu 'apinga.

Ripōti viviki i te kino, ki to'ou kāmupani insurance. Ka 'akakite atu to'ou kāmupani insurance, i te mea tau kia rave koe.

Me te anoano viviki ra koe, i te ma'ani i to'ou kainga kia mā, e kia ponuia'au, ma'ani'ia teta'i rekōti'anga, no runga i te 'anga'anga tei rave koe. Nene'ia i mua ake, 'ē, i muri ake. Tāporoporo'ia te au kapinga o te pira tei tutaki koe.

Me e insurance ta'au no te au 'apinga i roto i te 'are, inārā, kāre e insurance no te ngutu'are, komakoma atu ki to'ou insurer, no runga i te au mea tei

tāmaru'ia. Nene'i kia ma'ata te tūtū, ma te tāporoporo i teta'i rekōti'anga, no teta'i 'ua atu 'apinga, tei titiri koe ki va'o.

Te ma'ani'anga i teta'i 'oro'anga insurance

'Ārāvei atu i to'ou insurer, i te ma'ani i teta'i 'oro'anga i raro ake i te NHCover, no te kino tei 'akatupu'ia e te au manamanatā nātura.

Te 'anga'anga kāpiti nei te Natural Hazards Commission Toka Tū Ake, e te au insurers, i te ma'ani i te 'okota'i ngā'i 'ārāvei'anga no te au 'ona-kainga.

Na to'ou insurer e vāito, 'aka'aere, e te 'akatanotano i te katoa'anga o te 'oro'anga. Tei roto i teia, te tu'anga NHCover.

Te tauturu no te au 'oro'anga insurance

Kāre e tutaki no Te New Zealand Claim Resolution Service. Ka rauka 'ia rātou i te tauturu iā koe, no runga i teta'i 'ua atu ui'anga, me kore ra, teta'i manatā no runga i to'ou house insurance policy, me kore ra, te rāvenga no te 'oro'anga.

No te komakoma atu ki teta'i tangata no runga i ta'au 'oro'anga, e te tauturu'anga a te service, tāniuniu'ia te numero 0508 624 327, mēre uira contact@nzcrs.govt.nz me kore ra, 'ākara'ia te www.nzcrs.govt.nz.

NHCover

E insurance no runga i te au manamanatā nātura, te NHCover. Kua tāmaru takere 'ia koe e te NHCover, me e private residential insurance policy takere ta'au, no to'ou ngutu'are, me kore ra, 'enua, e tei roto katoa i teia, te fire insurance. Kāre pa'a teta'i au 'enua tei kino, e tāmaru'ia e te NHCover.

Te insure nei te NHCover no runga i te au mea tei ngaro, me kore ra, tei kino, mei roto i te:

- ngaruerue 'enua,
- nga'oro'anga 'enua nātura,
- te au ngarepu'anga maunga kā,
- hydrothermal activity,
- ngaru 'akakī, e te
- a'i tei 'akatupu'ia e teia au manamanatā nātura.

Te insure katoa nei teia i to'ou 'enua, mei te kino tei 'akatupu'ia e te au 'uri'ia, me kore ra, te au vai-puke.

Tatau'ia te Householders' Guide to NHCover no teta'i atu 'āpi'i'anga, 'akara'ia te www.naturalhazards.govt.nz/our-publications/guide-to-natural-hazards-cover/.

Te aronga tāra'u ngutu'are, e te au 'atu 'enua

'Akakitekite'anga na te katoatoa

Me e tangata tara'u 'are koe, me kore ra, e atu 'enua no teta'i kainga tara'u, 'ākara kia kite koe no runga i to'ou tika'anga, e te au 'irinaki'anga ki runga iā koe 'uā'orāi, ki runga i te www.tenancy.govt.nz or call 0800 TENANCY (0800 836 262).

Te au 'āpi'i, e te au turanga 'āpi'i punanga

'Akakitekite'anga na te katoatoa

'Akapāpu ki ko i ta'au 'āpi'i, me kore ra, turanga 'āpi'i punanga, no te 'akakitekite'anga 'ōu rava atu, ma te 'ākara, me kua topiri'ia rātou, e ta rātou parāni no te 'akatu'era'anga 'aka'ōu.