



Ko e heigoa e tau lagomatai ne kua ha i ai mo e moua ke he mena fe e lagomatai

Kaeke kua tū hagahaga kelea haau a moui, vilo ke he numela foni 111.

Ke moua e tau fakailoaga foonu, finaatu ke he www.civildefence.govt.nz mo e mui atu ke haau a Civil Defence Emergency Management Group he kupega hila mo e ha i ai foki e falu a poko mahuiga he kupega hila.

Ko e heigoa e tau fakailoaga ne ha ki loto (Contents)

- [Ko e tau puhala ke fehola kehe mai mo e tau nonofoaga](#)
- [Tau puhala tu, tau peleo afi mo e tau fenoga o fano](#)
- [Tau lagomatai tupe](#)
- [Tau malolo tino mo e moui olaola](#)
- [Tau lagomatai ma e tau tagata kua nakai katoatoa e malolo ke he tau alaga tino](#)
- [Tau lagomatai ma e tau magafaoa Maui](#)
- [Tau lagomatai ma e tau tagata mai he atu Pasifika](#)
- [Tau lagomatai ma e tau matakau mai he tau motu kehekehe](#)
- [Tau tagata ne totou ke he tau motu kehe](#)
- [Tuaga he moui he tau manu](#)
- [Inisua](#)
- [Tau tagata nonofo fale no mo e tau pule kaina](#)
- [Ko e tau fale aoga mo e tau aoga fakamahani](#)

Ko e tau puhala ke fehola kehe mai mo e tau nonofoaga

Fehola ke hao ai

Kaeke kua lata a koe ke hola, fakamolemole ti hola atu ke he tau kapitiga po ke tau magafaoa kaeke ke maeke ia koe.

Ka nakai maeke i a koe ke nonofo mo e tau magafaoa, maeke i a koe ke hola atu ke he taha Civil Defence Centre. Fakakia ke he poko kupega hila

Civil Defence Emergency Management Group ke moua e taha fakamauaga he tau Civil Defence Centres ne veveu.

Uta mo koe e tau koloa ne mahuiga ne ligaliga a koe ke fakaaoga. Lalafi ki ai e tau segavai, tau menatui mafana mo e tau koloa ke lata mo e tau mukemuke.

Kaeke ke fai kuli lagomatai ke he tau alaga he tino a koe, uta haau a kuli mo koe.

Ke lata mo lautolu kua nakai maeke ke matutaki atu ke he Civil Defence Centre, matutaki atu ke he Matakau ne leveki ke he Civil Defence Emergency Management Group ke fakatutala hagaa ke he haau a tau puhala ke moua e lagomatai.

Kumi haau a Civil Defence Emergency Management Group he www.civildefence.govt.nz/find-your-civil-defence-group/.

Nofoaga

Maeke he Temporary Accommodation Service (TAS) ke lagomatai a koe ke moua e nofoaga fakaku. Lagomatai ke he tau magafaoa ne kua moua e fakataaga ke taute pihia he magaaho ka fakafoou po ke liu ke ta e fale haau. Po ke kaeke ko e fakatalitali a koe ke he fakamooliaga po ke tuaga he haau a kaina.

Fakamau he www.tas.mbie.govt.nz po ke hea ke he numela 0508 754 163.

Ha i ai e tupe ke totogi ke lata ma e tau nonofoaga fakaku oti. Ka e kaeke kua gofua a koe ma e TAS, to ligaliga maeke i a koe ke moua e lagomataiaga faka tupe kaeke kua ukauka ha ko e tau lekua tupu fakalutukia.

Iloa falu a vala tala he www.tas.mbie.govt.nz/financial-information

Tau puhala tu, tau peleo afi mo e tau fenoga o fano

Tau fenoga ke he tau puhalatu

Mumui tua ke he tau lagomatai he haau a Civil Defence Group mo e tau pule matakavi.

Ke moua e tau vala tala hagaa ke he tau peleo afi mo e tau fenoga o fano mumui atu ke he NZ Transport Agency he tau poko kupega hila po ke finaatu ke he www.nzta.govt.nz/traffic-and-travel-information/

Fakaaoga e NZ Transport Agency Journey Planner ke palana haau a fenoga he www.journeys.nzta.govt.nz/journey-planner/

Tau lagomatai tupe

Tau lagomatai foaki tupe

Kaeke ko e taufetului a koe ke maeke ke moua e tau koloa mahuiga ke he moui, to ligaliga maeke e Work and Income ke lagomatai a koe. Pete ni e gahua tupe a koe.

Iga e tagata mo e tau tutuaga kehekehe. Ligaliga maeke e Work and Income ke lagomatai a koe ke totogi e falu mena tuga:

- tau mohega mo e tau koloa kafu,
- tau mena kai,
- e nofoaga no,
- tau pila hila,
- tau mena ke fakafoou, po ke
- liu fakafoou e tau koloa gahua hila.

Ko e heigoa haau ne gofua ke moua mo e kua lata nakai a koe ke liu ke totogi ko e uta ni ke he haau a tuaga ke he matematekelea.

Finaatu ke he www.workandincome.govt.nz po ke hea ke he 0800 559 009 ke moua foki falu a fakailoaaga.

Tau lagomatai mai he tau fale tanaki tupe

Kaeke kua logona e koe e uka he nakai fai tupe ha ko e tau lekua tupu fakafofo, tutala fakamafiti mo e haau a fale tanaki tupe.

Ha I ai e tau matakau ki loto he tau fale tanaki tupe ne maeke ke folafola atu e tau lagomatai ne maeke i a koe ke fifili ki ai.

Maeke he tau fale tanaki tupe ke lagomatai ke he loga e tau puhala, mo e mailoga e tau lekua ne kua lauia a koe ki ai. Putoia ke he tau mena nei:

- Hiki ke totogi fakaku ni he muka initalese fakamua, mo e
- Utakehe e tau totogi ka totogi aki e tau tupe tuku pauaki mo e fai fafatiaga ke he loa fefe ka toka ki ai e tau tupe to maeke ke fakaaoga. Kehekehe e tau logonaaga ha ko e tau mena ne fakafepa mo e tau momoui. Ka mafiti na koe ke fakatutala mo e haau a fale tanaki tupe, to mitaki atu ha lautolu a tau lagomatai atu ma haau.

Tau malolo tino mo e moui olaola

Ko e tau faahi malolo tino ne ata

Ata agaia ni e faahi malolo tino he magaaho ka manako a koe ki ai.

Kaeke ke gagao lahi a koe mo e kua lata ke moua e taha lagomatai mafiti, finaatu ke he haau a faahi gahua ne fakatali atu ke he tau lekua pehe nei **po ke hea atu ke he 111**.

Nakai ko e lekua ne kua lata ke lagomatai fakamafiti? Maeke i a koe ke hea atu ke he Healthline he 0800 611 116. Ata e Healthline 24 e tula he aho, 7 e aho he faahiu tapu mo e moua noa e tau lagomatai faka malolo tino mai he tau pulotu ke he tau malolo tino. Ko e hataki nei ne putoia ke he mena fe po ke finaatu magaaho fe ke moua e tau fuafuaaga mo e tului kaeke ko e mena ia ne kua lata a koe ke moua.

Kua fakamau nakai e higoa haau mo e Ekekafo po ke fai faahi malolo tino nakai ne leveki atu ke he haau a malolo tino? Hea atu ke he haau a ekekafo po ke faahi malolo tino ne leveki atu ki a koe ke fakamau hifo e taha magaaho ke finaatu ki ai. Ko e fakafeleveiaaga mafiti mo e ekekafo to liga moua kaeke ke fakamaama age e koe e lekua.

Kaeke kua nakai la fakamau hifo a koe po kua nakai mafiti ke ata e haau a faahi malolo tino, maeke i a koe ke finaatu ke he faahi malolo tino tata ne leveki ke he tau fekau mafiti. Nakai amanaki kua fita e fai fakamauaga a koe ke kitia e ekekafo, ka e liga fai magaaho a koe ka fakatali.

Kumi ke moua e taha faahi malolo tino ne leveki ke he tau fekau mafiti he www.healthpoint.co.nz/gps-accident-urgent-medical-care/.

Tau vai tului ne fakaata mai he ekekafo

Kaeke kua oti lapa haau a tau tegavai mai he ekekafo po kua nakai maeke i a koe ke moua, ko e puhala ni ne kua lata ko e finaatu ke kitia e ekekafo ke moua e taha fakaataaga mai he ekekafo ke moua foki e tau vai tului.

Kaeke ke nakai maeke i a koe ke kitia e ekekafo, to ligaliga maeke e tau fale talavai ke lagomatai. Maeke he tau fale talavai ke foaki atu 3 e aho ke lagomatai aki a koe. Maeke ke lahi e totohi he tau vai nei ha ko e mena nakai fai tupe ne moua mai he Fakatufono ke lata mo e tau mena pehe nei.

Kumi ke moua e taha fale talavai he www.healthpoint.co.nz/pharmacy/.

Tau koloa fakaaoga he tau fahi malolo tino ne fakaaoga ke he hila.

Kaeke kua manako a koe ke he hila ke lata ma e tau koloa lagomatai hila, tau vai tului, po ke tau koloa ke fakamoui e tagata ke he hila mo e nakai fai enitini fakamoui hila pale tua, matutaki atu ke he haau a faahi leveki ke hila mo e fakamaama age haau a tuaga. Ka nakai gahua e puhala nei, matutaki ki a lautolu ne moua mai e tau koloa nei. Ka nakai gahua, hea 111.

Tūaga ke he moui malolō tino katoatoa

Ko e logonaaga maimainā kua fa mahani lahi ke tupu he tau magaaho ka fai lekua tupu fakafo. Ko e mena fa mahani a nei ke tupu ke he tau magaaho hauhauā pehe nei. Tutala ke he tau tagata mo e lagomatai ke he falu foki ko e mena kua mitaki mo e aoga lahi.

Ke moua e lagomatai ha ko e maimaina, tupetupe po ke moui olaola e manamanatuaga, hea po ke telefoni hila Need to Talk? he 1737. Maeke i a koe ke tutala mo e taha lagomatai kua moua e tau fakaakoaga, nakai toto mo e ata 24 e tula he aho, 7 e aho he faahi tapu.

Ke moua noa e fakafeleveiaaga mata-ke he-mata e lagomatai ke he moui malolo, finaatu ke he www.wellbeingsupport.health.nz.

Kua mitaki lahi ke lali ke moua mitaki e taha mohe he tau magaaho uka pihia. Kumi e tau lagomatai mohe he www.healthnavigator.org.nz/sleep-tips/.

Kaeke kua lauia e tau fanau ha koe lekua tupu fakafo, tutala ki ai hagao ke tau mena tutupu. Kumi falu a tau puhala ke lagomatai aki e tau fanau ke fahia ha ko e lekua tupu fakafo www.kidshealth.org.nz/coping-natural-disaster.

Kumi ke tau tohi ke lagomatai aki e malolo olaola ke he tau manamanatuaga he www.getready.govt.nz/mental-wellbeing/.

Lagomatai ke he tau maaga i tua

Kaeke ko koe ko e tagata gahua fonua po ke taha tagata to akau, fai lagomatai ne maeke ke moua mai he Rural Support Trust.

Matutaki ke he Rural Support Trust 0800 Rural Help (0800 787 254) po ke finaatu ke he www.rural-support.org.nz.

Tau lagomatai ma e tau tagata kua nakai katoatoa e malolo ke he tau alaga tino

Tau lagomatai ma e tokologa

Kaeke ke manako mafiti e lagomatai, hea 111. Kaeke ke ukauka ha kua nakai logona e koe po ke uka ke tutala he telefoni, maeke i a koe ke fakamau e higoa ke lata ma e lagomatai 111 TXT he www.police.govt.nz/111-txt.

Ke lata ma e lagomatai ma e tau malolo tino, matutaki ki a Whakarongorau Aotearoa, New Zealand Telehealth Services. Telefoni 0800 111 213 po ke tohi telefoni hila 8988.

Kaeke ke ukauka a koe ke logona po ke tutala he telefoni, maeke i a koe ke fakaaoga e New Zealand Relay Service ke fakatutala mo e falu he telefoni. Kumikumi ke iloa e tau lagomatai mai he www.nzrelay.co.nz.

Fehola ke hao mo e tau kuli lagomatai ke he tau ukiuki

Kaeke ke manako a koe ke fano ke he Civil Defence Centre mo e fai kuli lagomatai a koe, uta haau a kuli mo koe. Uta e tau koloa mahuiga ma haau mo e haau a kuli. Lalafi ki ai e tau koloa hila, tau segavai, tau menatui mafana mo e tau koloa ke lata mo e tau mukemuke.

Tau koloa fakaaoga he tau fahi malolo tino ne fakaaoga ke he hila.

Kaeke kua manako a koe ke he hila ke lata ma e tau koloa lagomatai hila, tau vai tului, po ke tau koloa ke fakamoui e tagata ke he hila mo e nakai fai enitini fakamoui hila pale tua, matutaki atu ke he haau a faahi leveki ke hila mo e fakamaama age haau a tuaga. Ka nakai gahua e puhala nei, matutaki ki a lautolu ne moua mai e tau koloa nei. Ka nakai gahua, hea 111.

Tau lagomatai ma e tau magafaoa Maui

Tau lagomatai ma e tokologa

Kau fakalataha e Civil Defence Emergency Management Groups mo Te Puni Kōkiri. Gahuahua a lautolu mo e iwi, hapū mo e tau matakau Maui ke fakamooli kua moua mooli e tau lagomatai he tau tagata Maui ne kua lauia.

Tau lagomatai ma e tau tagata mai he atu Pasifika

Ko e tau lagomatai ma e tokologa

Gahua fakalataha e Ministry for Pacific Peoples mo e Civil Defence Emergency Management Groups. Gahuahua a lautolu mo e tau takitaki he atu Pasifika, tau maaga mo e tau matakau he tau maaga Pasifika ke fakamooli kua moua mooli e tau lagomatai he tau tagata Pasifika ne kua lauia.

Kumikumi e tau vala tala ne tau ai atu ke lata ma e tau tagata mai he atu Pasifika he poko kupega hila he Ministry for Pacific People mo e taha poko he Facebook.

- Kupega hila: www.mpp.govt.nz/emergency-response
- Facebook: @MinistryforPacificPeoples

Tau lagomatai ma e tau matakau mai he tau motu kehekehe

Ko e tau lagomatai mo e tau fakailoaaga ke he tokologa

Gahua fakalataha e Ministry for Ethnic Communities mo e Civil Defence Emergency Management Groups. Gahuahua a lautolu mo e tau takitaki mai he tau motu kehekehe, tau maaga mo e tau matakau ke fakamooli kua moua mooli e tau lagomatai ke he tau tagata mai he tau motu kehekehe nei ne kua lauia.

Kumikumi e tau vala tala ne tau ai atu mo e fakaaoga ke he tau vagahau kehekehe ke lata ma e tau tagata he poko kupega hila he Ministry for Ethnic Communities mo e taha poko he Facebook.

- Kupega hila www.ethniccommunities.govt.nz
- Facebook: @ethniccommunities.govt.nz

Tau tagata ne totou ke he tau motu kehe

Tau lagomatai ke lata ma e tau tagata ne totou ke he tau motu kehe

Kaeke ke nakai ko e sitisene Niu Silani a koe mo e manako lagomatai, maeke i a koe ke fakaaoga e lagomatai he laupepa nei. Maeke foki i a koe ke matutaki atu ke he Embassy po ke High Commission.

Moua haau a hukui po ke komisina tokoluga he www.mfat.govt.nz/en/embassies/.

Kaeke ko koe ko e tagata ahiahi ki Niu Sialani mo e kua tauhele, matutaki atu ke he matakau inisua haau.

Kua mole e tau aho fakatoka/kua tata e tau aho fakatoka ke lata ma e visa

Matutaki atu ke Immigration New Zealand ke moua e taha lagomatai ke he tau visa he www.immigration.govt.nz/about-us/contact

Tuaga he moui he tau manu

Puipui ke he tau manu

Ko koe ni ke leveki e haau a tau manu fao. Ko koe ni ke leveki ki ai ka mole e taha lekua tupu fakafofo.

Kaeke kua lata ke fehola kehe mai, uta haau a tau manu fao mo koe kaeke ke haohao mitaki ke taute pihia.

Kaeke kua lata i a koe ke toka hifo haau a tau manu fao, fakakia fakamitaki kua haohao mitaki mo e malu ha lautolu a tau nonofoaga.

Kumikumi ke iloa ko leveki fefe e koe haau a tau manu fao kaeke ke tupu e taha lekua fakafofo he www.mpi.govt.nz/animals-in-emergencies/.

Tau manatu tupetupe ke he tuaga he tau momoui he tau manu

Matutaki ke he Civil Defence Emergency Management Group ke fakailoa kaeke ke fai tupetupe a koe ke he tuaga he moui he tau manu. To kumikumi ki ai he Ministry for Primary Industries kaeke ke fai fakailoaaga tupetupe.

Kumi haau a Civil Defence Emergency Management Group he www.civildefence.govt.nz/find-your-civil-defence-group/.

Tau manu gagao mo e fai pakia

Kaeke ke gagao mo e fai pakia haau a tau manu, matutaki ke he kiliniki he tau manu (veterinary).

Inisua

Malona e tau koloa

Kaeke kua malona e haau a kaina, peleo afi po ke tau koloa ne ha i ai, poki e tau ata to utakehe mai poke fakafoou e tau koloa nei.

Hokotaki fakamafiti e tau koloa malona nei ke he haau a kautaha inisua. To talaatu he kautaha inisua ki a koe e tau mena ke taute e koe.

Kaeke kua lata ke gahua fakamafiti ke he haau a kaina ke mea mo e haohao mitaki, tohi hifo e taha fakamauaga he tau gahua ne kua taute e koe. Poki e tau ata to gahua mo e tau ata he mole. Toka e tau lagaki he tau kaitalofa ne kua totogi e koe.

Kaeke kua nakai fai inisua a koe ma e kaina kae fai inisua ma e tau koloa he kaina, tutala ke he kautaha inisua haau ko e heigoa e tau mena ne kua malu ha koe haau a inisua. Poko fakaloga e tau ata mo e fakamau hifo oti e tau koloa kua tolo e koe ke vao.

Tuku atu haau a ole ke he kautaha inisua

Matutaki ke he haau a kautaha inisua ke tuku e tohi ole NHCover ke lata ma e tau koloa malona ha ko e tau mena tutupu fakalutukia ne lauia ai e takatakaimotu.

Kua kau fakalataha e Natural Hazards Commission Toka Tū Ake mo e tau kautaha inisua ke taha ni e matutakiaga ke kumiatu ki ai e tau tagata ha ko e tau kaina.

To faala fakamakutu, leveki mo e fakakatoatoa he haau a inisua e tohi ole haau. Lalafi ki ai e vala ke he NHCover.

Lagomatai ke he tau tohi ole inisua

Nakai fai totogi ka fakaaoga e The New Zealand Claim Resolution Service. Maeke ke lagomatai a koe kaeke ke fai huhu po ke tupetupe ha ko e haau a inisua ke lata ma e fale po ke tau nakai maama lahi ko e gahuahua fefe e ke moua e tau mitaki mai he tohi ole haau.

Ke tutala mo e taha hagaa ke he haau a tohi ole mo e tau puhala ne maeke a lautolu ke lagomatai a koe, hea atu ke he 0508 624 327, tohi hila contact@nzcrs.govt.nz po ke finaatu ke he www.nzcrs.govt.nz.

NHCover

Ko e NHCover ko e inisua ke lata ma e tau mena tutupu ke he takatakai motu. Kaeke kua fita e fai inisua a koe ke lata ma e fale nofo haau po ke fonua ne ha ki ai foki e inisua ke lata ma e tau koloa ka vela, ti kua fita foki e hu atu e NHCover ke he inisua ia. Falu he tau vala kekelekele ne kua fita e malona ne ligaliga ke nakai uufitia he NHCover.

Inisua he NHCover a koe mai he tau koloa galo po ke malona ha ko e:

- tau mafuike,
- tau vala kekelekele ne kua malolo hifo,

- tau mouga pa,
- tau vai puna mai he fonua,
- tau peau kula (tsunami), mo e
- afi ne tupu mai he tau lekua hagamaga kelea.

Inisua foki e haau a fonua kaeke ke moumou he tau afa po ke tau vai tafe mo e puke.

Totou e pepa lagomatai ke mama e NHCover (Householder's Guide to NHCover) ke iloa atu foki finaatu ke he www.naturalhazards.govt.nz/our-publications/guide-to-natural-hazards-cover/.

Tau tagata nonofo fale no mo e tau pule kaina

Tau vala tala ma e tau iloaaga

Kaeke ko koe ko e tagata ne nofo ke he kaina poke pule ke he kaina kua nofo totogi ai he tau tagata, maeke ia koe ke moua e tau fakailoaaga hagamaga ke he haau a tonuhia mo e haau a tau mena kua lata ke taute ke he www.tenancy.govt.nz poke vilo atu ke he 0800 TENANCY (0800 836 262).

Ko e tau fale aoga mo e tau aoga fakamahani

Tau vala tala ma e iloaaga he tokologa

Fakakia ke haau a fale aoga po ke aoga fakamahani ke moua e tau vala tala fou mo e iloa kaeke kua nakai hafagi a lautolu mo e ko e magahao fe ka hafagi ai.