



# Whakaari / White Island Eruption 9 December 2019

## What support is available and where can you get help

### Bay of Plenty Civil Defence Emergency Management (CDEM)

Bay of Plenty Civil Defence Emergency Management is coordinating assistance to communities and all those affected by the Whakaari / White Island eruption.

### Inquiry for missing persons

We encourage anyone worried about a loved one to attempt to contact them as they normally would, before registering their details on the Family Links site.

People may contact NZ Police on the '105' line and provide information or/requests for information, if unable to make contact by normal means of communication. Call +64 49 105 105 if you are overseas.

### Where to turn for help and 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** to speak to a trained counsellor. It is free to call or text.

If you have health questions, phone **Healthline** on **0800 611 116**. **Healthline** is staffed by experienced registered nurses 24 hours a day, 7 days a week.

#### **Other options**

- Emergencies: **111**
- Police non-emergencies: **105** (calling from overseas: **+64 49 105 105**)

**Remember, in an emergency, always call 111.**

### Financial support

Extra financial support is available to people affected by the Whakaari / White Island eruption.

In emergencies, Work and Income can help you with costs you don't have any other way of paying. You do not need to be on a benefit to be eligible and even if you don't think you qualify, call **Work and Income** on **0800 559 009** to check your eligibility. There may be other options available and Work and Income can point you in the right direction.

You can find more information (including eligibility criteria) on the **Work and Income** website at [www.workandincome.govt.nz](http://www.workandincome.govt.nz) under '**benefits and payments**'. Work and Income can help with:

- loss of livelihood (where you can't work and have lost your income because of the Whakaari / White Island eruption)

Call **Work and Income** on **0800 559 009** to find out more.

#### **Loss of income**

Work and Income may be able to help if you have lost wages because of the Whakaari / White Island eruption. For example, if:

- you can't work because your workplace is closed, or
- you have to stay home and look after family members.

### Other help from Work and Income

Work and Income also provides other help such as benefits and housing assistance. Everyone's situation is different, so what you qualify for will depend on your situation.

### Contacting Work and Income

Contact Work and Income if you:

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

Visit the Work and Income website [www.workandincome.govt.nz](http://www.workandincome.govt.nz) or phone **0800 559 009**.

Work and Income may be able to help you over the phone, without you coming into an office.

If you do need to come in, Work and Income will make an appointment and tell you what to bring.

## ACC Support for those injured and their families

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### Information for New Zealand citizens and residents

If you have been injured, or have lost a family member, as well as paying for medical care, there are several ways ACC can support you:

- Compensation for loss of earnings
- Help at home
- Childcare
- Helping with funeral costs
- Survivor grants for families
- Ongoing support for children in New Zealand
- Weekly compensation for families

### Information for visitors to New Zealand

If you have been injured while visiting New Zealand, or have lost a family member, as well as paying for medical care, there are several ways we can support you:

- Helping with funeral costs
- Survivor grants for families

### How to get support

Phone us on 0800 080 273 (international +64 7306 0100). Email us at [claims@acc.co.nz](mailto:claims@acc.co.nz)

Visit us at the Whakatane branch, 1st Floor, Niederer Plaza, Corner Boon Street & The Strand, Whakatane. We are open 8.30am – 5pm, Monday to Friday.

More information on ACC support is also available on our website: [www.acc.co.nz](http://www.acc.co.nz)

## Information for international visitors

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We recommend staying up-to-date with the advice of authorities regarding the eruption on White Island if you are in the area.

If you need help adjusting your travel bookings as a result of the event on White Island, contact your nearest i-SITE or your travel provider. There are 77 i-SITEs throughout New Zealand, visit [www.i-SITE.org](http://www.i-SITE.org) for a full list.

If you are a foreign national travelling in New Zealand requiring further consular assistance, contact your nearest Embassy or High Commission in the first instance. Contact details are available on the **Ministry of Foreign Affairs and Trade** website [www.mfat.govt.nz](http://www.mfat.govt.nz).