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A Newsletter distributed to Community Groups in Whanganui and surrounding Districts
Issue 208 — May 2020

Hi all

Hope everyone is safe and well.



As you know, New Zealand is currently at Alert Level 3. Under Alert Level 3 people must work from home if they can, but where that is not possible businesses may re-open if they comply with health and safety requirements for physical distancing and contactless engagement with customers.

All organisations providing social services can operate under Alert Level 3 providing they undertake the health measures outlined by the Government to keep their workers, and the people and families they support, safe. This means:

- people must work from home, and organisations should continue to deliver services remotely, where possible.
- organisations delivering face to face services to people, or opening their premises to staff, must maintain recommended hygiene and safety measures, as well as following physical distancing requirements of two metres where possible or one metre as a minimum. WorkSafe have a great template of things to consider if you are operating at Alert Level 3 <https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/covid-19-safety-plan-what-you-need-to-think-about/>.
- Organisations must record the contact their workers have with all other people to ensure this can be traced if necessary.
- at Alert Level 3, the definition of essential social services and the register of social sector organisations able to provide those essential services, will remain in place. Organisations that are not on the register can operate under Alert Level 3 but should only carry out in-home visits in exceptional circumstances (e.g. if an essential service provider is not already engaged with the person, family or whānau). If the country moves back to Alert Level 4, it will revert to the current position where only organisations listed on the register are able to carry out face-to-face 'in-home' visits.
- the Government has given clear direction on the need to 'protect' people's bubbles with the move to Alert Level 3. For services where face to face engagement is required, this means minimising the number of people engaging with people and whānau in their home. This will only be possible if the different organisations working with a person or whānau coordinate their work and take action to minimise the number of people in their bubble (e.g. by identifying a lead whānau worker to carry out home visits). Where possible, existing relationships between a whānau and a trusted person that they identify, should be maintained.

Under Alert Level 3 the Community House Building will remain locked and not open to the general public. The Community House Office staff will continue to work remotely.

People requiring support can ring the Whanganui District Council call centre on 06 349 0001. It will be manned from 8am to 5pm and then will go to the afterhours call centre. People can also phone or text the 1737 # for support.

If you are unwell phone the COVID-19 Healthline on 0800 358 5453. If you are going to your general practice (GP) - phone first. If you are so unwell you need to go to the hospital ED – please phone first. In an emergency, always call 111.

Don't forget you can search the Community Organisations Database at any time for contact information to find out what's happening with local groups and organisations. Go to <http://communityhouse.org.nz>, click on the database tab, and search key words.

It is still a good time to consider cutting all non-essential expenditure where possible. Remember to engage with your bank as early as possible if you experience any issues. You should also engage with landlords if you know you will struggle to meet lease/rental payments. Remember to keep in touch with staff and volunteers – it is a worrying time for everyone. Continue to explore other modes of service delivery where possible, using technology such as Zoom, Skype & Face Time where appropriate. Finally, look out for other channels of support offered by the community which can provide assistance.

Stay safe

Shelley

What to do if you think you have COVID-19

If you think you have
COVID-19
(Coronavirus)
What to do next

1 Home (self care)

Mild flu-like symptoms, stay home away from other people, rest, fluids, pain relief if needed, wash your hands frequently.

Call Healthline anytime day or night if you need advice or feel worried - **0800 358 5453**.

Watch for any changes in symptoms.

2 General Practice (GP) or after hours care

Dry cough, feverish, breathlessness.

RING FIRST

3 ED (Emergency Department)

Very unwell, with a high temperature (over 38°C), and severe breathing difficulties.

RING FIRST

COVID-19 (Coronavirus)

What is COVID-19? COVID-19 is a new illness that can affect your lungs and airways. It's caused by a type of coronavirus. Some symptoms are similar to other things like cold and flu. There is no vaccine for it as this stage. The best thing to do to protect yourself and others are good hygiene practices and staying away from others when you are unwell.

If you suspect you have COVID-19

- Stay home, away from places where there are other people – e.g. doctor's, supermarkets, pharmacies, workplaces, pre-schools, schools, etc.
- Cough or sneeze into your elbow.
- Dispose of tissues in a bag or bin immediately.
- Avoid touching your face, eyes, nose or mouth.
- Stay warm and comfortable and get plenty of rest.
- Drink plenty of fluids and healthy food if you're feeling well enough.
- Don't share cups, cutlery and communal food.
- Clean and disinfect surfaces often including phones, keys, door handles etc.
- If you are feeling anxious or distressed talk to someone or ring or **text 1737** free anytime of the day or night.
- Call Healthline anytime day or night for advice on **0800 358 5453**.

RING your GP or an after-hours clinic if:

- your symptoms are getting worse
- you or your family/whānau member is feverish, has a dry cough and breathlessness.

Please RING your GP first, DO NOT go into the practice... explain your symptoms and they will tell you what you need to do next.

ED (Emergency Department)

RING first

- If you are very unwell, have a high temperature (over 38°C), or are having severe breathing difficulties.

For advice call Healthline: **0800 358 5453**, or for more info visit www.health.govt.nz/covid-19 or www.healthnavigator.org.nz.

COVID-19 Funding

There is funding available for organisations doing critical work in the fight against Covid-19. Please see below

<https://www.msd.govt.nz/about-msd-and-our-work/newsroom/2020/covid-19/community-awareness-and-preparedness-grant-fund.html>

COVID-19 Community Awareness and Preparedness Grant Fund

As part of the Government's response to COVID-19, new funding is being prioritised to support community efforts on the ground. We recognise there are community groups and individuals doing critical work in the fight against COVID-19. This funding will allow them to continue to support their communities and help them through challenges they may face in the coming months.

What is the Grant Fund for and who can apply?

The Community Awareness and Preparedness Grant fund is available to Community based groups that are or will be providing essential community-led solutions to support local resilience and community wellbeing during the period of Covid-19 - Alert Level 4.

Grants allocated from the Fund will be one-off with priority being given to requests that support Maori, Pacific, older people, people with disabilities, people with current significant health considerations, migrant communities and people who are rurally isolated.

How much funding is available?

The fund has an initial cap of up to \$5,000.00 (excluding GST) per request.

Requests that are more than the initial cap will be considered by exception and may require further documentation.

A total budget of \$4.8M (GST exclusive) is available for allocation.

When will the Grant fund become available?

The fund is available from 26 March 2020 and will remain available until the fund has been fully allocated.

Community Awareness and Preparedness Grant Fund eligibility criteria

1. Must be a community-based group
2. Must provide details on:
 - how use of the grant will contribute towards the provision of essential community-led solutions to support local resilience and community wellbeing in relations to Covid-19
 - total grant amount and how the amount has been calculated
 - must have confidence that the capability and capacity requirements needed to provide the community-led solution can be met.

Some examples of initiatives are:

- supporting community efforts to establish ways of maintaining links with, and supporting each other in new ways in light of social distancing and other possible requirements;
- translation services for published information;
- developing local plans to provide food and supplies for people not able to access these through fear of going out due to self-isolation concerns and implementing them;
- preparation of meals to be distributed from a central place like local Marae;
- wider assistance with self-isolation and development of community outreach programmes.

What we cannot fund:

- salaries or administration costs, activities that intend to generate profit, the promotion of commercial, political, or religious objectives, or the purchase of alcohol;
- wage subsidy or direct financial assistance;
- major changes in service demand on current services;
- grants are not to be for the sole benefit of one individual.

Monitoring and Reporting

MSD will make follow up contact with successful recipients. Fund recipients will need to provide a short story about their initiative including:

- what you did
- what impact the initiative had
- how the grant funds were spent.

Who should I contact with questions?

If you have any questions, please email:

CAPGF_2020@msd.govt.nz

Fund application process



[Download the application process](#) (PDF 155.24KB)

1. To apply for a grant, community organisations need to send an email describing your initiative, attach an invoice with the costs itemised and bank account verification to CAPGF_2020@msd.govt.nz.
2. Tax Invoices must be addressed to the Ministry of Social Development, PO Box 1556, Wellington, 6140.
 - For organisations that are registered for GST you need to include your GST number and show the GST component on your invoice
 - For groups that are not GST registered you need to state this on the Tax Invoice and do not need to show the GST component.

[Download the Tax invoice template](#) (PDF 87.79KB)

3. Bank account verification can include, a pre-printed bank deposit slip, a letter from the bank, a copy of your bank statement showing your account name and account number only.
4. These will be reviewed as they are received. For initiatives that meet the fund criteria you will be updated by email and payment will be made within five days.
5. For initiatives that need clarification we will contact you to discuss this further.



Here for your community

COVID-19 Support Grant

- Accepting applications up to \$5000 (small grants up to \$1000 encouraged).
- For applications over \$5000, please contact us to discuss your requirements first.
- Grants given for one or both of the following purposes:
 1. Projects, activities, or to cover costs incurred in providing goods and services to members of the community most in need on the basis of COVID-19. E.g.
 - food banks,
 - advocacy services,
 - in-home care/cleaning,
 - support for those isolated by this virus because friends and family can no longer visit with food and assistance,
 - mental and physical health,
 - other material assistance
 2. Assistance for community organisations who incur additional costs related to COVID-19 e.g.
 - IT costs to support staff who need to work remotely. May include purchase of laptops/devices, cost of broadband, cost of set-up for remote access of office computers, etc.
 - Urgent staffing costs where it is necessary to hire staff to perform vital roles due to unavailability of volunteers.
 - Additional cleaning costs and costs of personal protective equipment
 - Vehicle/petrol costs where increased travel is required
- You may apply for more than one COVID-19 Support Grant. Each application will be assessed on merit.

<https://whanganuicommunityfoundation.org.nz>

Normal Funding Rounds

COGS—funding round opens 08 April 2020 and closes 20 May 2020.

www.communitymatters.govt.nz.

Even through the Internal Affairs, Community Operations offices are closed Community Advisors are still available via phone or email for any funding support.

Contact information: maggie.regan@dia.govt.nz 06 3548918; Wiki.Mulholland@dia.govt.nz : James.etuale@dia.govt.nz 06 3558088 or you can ring 0800 824824.

Community Contracts—2020 funding round to be advised. www.whanganui.govt.nz.

Whanganui Community Foundation—closes 27 July 2020 for Community Support Grants and 01 June 2020 for Quick Response Grants.

www.whanganuicommunityfoundation.org.nz.

Pub Charity Ltd—check area eligibility prior to applying.

www.pubcharitylimited.co.nz.

Postponed until further notice due to COVID-19.

TG Macarthy Trust—annual applications 01 May - 30 June 2020. www.publictrust.co.nz.

Four Regions Trust—next round closes 30 June 2020.

www.powercowhanganui.org.nz.

Manawatu / Whanganui Lottery Community Committee—next funding round opens 03 June 2020 and closes 15 July 2020.

www.communitymatters.govt.nz.

NZCT—always open, allow up to 8 weeks for outcomes. www.nzct.org.nz.

Not currently receiving applications due to COVID-19.

Lion Foundation—always open, allow up to 8 weeks for outcomes.

www.lionfoundation.org.nz.

All grant award applications are temporarily suspended due to COVID-19. Not currently processing new applications.

Infinity Foundation—check area eligibility prior to applying.

www.infinityfoundation.org.nz.

Office for Seniors Community Connects Fund—no 2020 dates available.

www.superseniors.msd.govt.nz.

Vodafone New Zealand Foundation Innovation Fund— no 2020 dates available.

<https://foundation.vodafone.co.nz>.

For a full list of funders in the Whanganui/Rangitikei/Waimarino Regions visit the Whanganui Community Foundation website Other Funders page

Good luck with your applications



MARGARET WATT CHILDREN'S TRUST INCORPORATED

Applications are invited for grants from this Trust. The aims of the Trust are to assist New Zealanders aged 6—20 years in their training for life.

Applications for grants must be received on the official form obtainable from the Trust, PO Box 358, Wanganui, telephone 345-4292, or email max.barbara@inspire.net.nz. An information leaflet will be included. Successful applicants will be required to complete an evaluation of the outcome of their project.

Applications close on 31 July 2020.

COVID-19 Alert Level Summary

New Zealand COVID-19 Alert Levels Summary

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- The Alert Levels are determined by the Government and specify the public health and social measures to be taken in the fight against COVID-19. Further guidance is available on the [Covid19.govt.nz](https://covid19.govt.nz) website.
- The measures may be updated based on new scientific knowledge about COVID-19, information about the effectiveness of control measures in New Zealand and overseas, or the application of Alert Levels at different times (e.g. the application may be different depending on if New Zealand is moving down or up Alert Levels).

- Different parts of the country may be at different Alert Levels. We can move up and down Alert Levels.
- Essential services including supermarkets, health services, emergency services, utilities and goods transport will continue to operate at any level. Employers in those sectors must continue to meet health and safety obligations.
- Restrictions are cumulative (at Alert Level 4, all restrictions from Alert Level 2 and 3 apply).

Published 16 April 2020

ELIMINATION STRATEGY – New Zealand is working together to eliminate COVID-19

Alert Level	Risk Assessment	Range of Measures (can be applied locally or nationally)
Level 4 – Lockdown Likely the disease is not contained	<ul style="list-style-type: none"> Community transmission is occurring. Widespread outbreaks and new clusters. 	<ul style="list-style-type: none"> People instructed to stay at home (in their bubble) other than for essential personal movement. Safe recreational activity is allowed in local area. Travel is severely limited. All gatherings cancelled and all public venues closed. Businesses closed except for essential services (e.g. supermarkets, pharmacies, clinics, petrol stations) and lifeline utilities. Educational facilities closed. Rationing of supplies and requisitioning of facilities possible. Reprioritisation of healthcare services.
Level 3 – Restrict High risk the disease is not contained	<ul style="list-style-type: none"> Community transmission might be happening. New clusters may emerge but can be controlled through testing and contact tracing. 	<ul style="list-style-type: none"> People instructed to stay home in their bubble other than for essential personal movement – including to go to work, school if they have to or for local recreation. Physical distancing of two metres outside home (including on public transport), or one metre in controlled environments like schools and workplaces. People must stay within their immediate household bubble, but can expand this to reconnect with close family / whānau, or bring in caregivers, or support isolated people. This extended bubble should remain exclusive. Schools (years 1 to 10) and Early Childhood Education centres can safely open, but will have limited capacity. Children should learn at home if possible. People must work from home unless that is not possible. Businesses can open premises, but cannot physically interact with customers. Low risk local recreation activities are allowed. Public venues are closed (e.g. libraries, museums, cinemas, food courts, gyms, pools, playgrounds, markets). Gatherings of up to 10 people are allowed but only for wedding services, funerals and tangihanga. Physical distancing and public health measures must be maintained. Healthcare services use virtual, non-contact consultations where possible. Inter-regional travel is highly limited (e.g. for essential workers, with limited exemptions for others). People at high risk of severe illness (older people and those with existing medical conditions) are encouraged to stay at home where possible, and take additional precautions when leaving home. They may choose to work.
Level 2 – Reduce The disease is contained, but the risk of community transmission remains	<ul style="list-style-type: none"> Household transmission could be occurring. Single or isolated cluster outbreaks. 	<ul style="list-style-type: none"> Physical distancing of one metre outside home (including on public transport). Gatherings of up to 100 people indoors and 500 outdoors allowed while maintaining physical distancing and contact tracing requirements. Sport and recreation activities are allowed if conditions on gatherings are met, physical distancing is followed and travel is local. Public venues can open but must comply with conditions on gatherings, and undertake public health measures. Health services operate as normally as possible. Most businesses open, and business premises can be open for staff and customers with appropriate measures in place. Alternative ways of working encouraged (e.g. remote working, shift-based working, physical distancing, staggering meal breaks, flexible leave). Schools and Early Childhood Education centres open, with distance learning available for those unable to attend school (e.g. self-isolating). People advised to avoid non-essential inter-regional travel. People at high risk of severe illness (older people and those with existing medical conditions) are encouraged to stay at home where possible, and take additional precautions when leaving home. They may choose to work.
Level 1 – Prepare The disease is contained in New Zealand	<ul style="list-style-type: none"> COVID-19 is uncontrolled overseas. Isolated household transmission could be occurring in New Zealand. 	<ul style="list-style-type: none"> Border entry measures to minimise risk of importing COVID-19 cases. Intensive testing for COVID-19. Rapid contact tracing of any positive case. Self-isolation and quarantine required. Schools and workplaces open, and must operate safely. Physical distancing encouraged. No restrictions on gatherings. Stay home if you're sick, report flu-like symptoms. Wash and dry hands, cough into elbow, don't touch your face. No restrictions on domestic transport – avoid public transport or travel if sick.

For a more detailed summary go to <https://covid19.govt.nz/assets/resources/tables/COVID-19-alert-levels-detailed.pdf>.

You can report to Police online suspected COVID-19 L4 isolation breaches and businesses you suspect are breaching the essential services rule. Before making your report, please refer to information from the [Ministry of Health about self-isolation](#) and the Government guidelines about [Essential businesses](#).

Price gouging can be reported at pricewatch@mbie.govt.nz.

For information about social sector organisations providing Essential Services, please go to the following link: <https://www.msd.govt.nz/about-msd-and-our-work/newsroom/2020/covid-19/list-of-social-sector-organisations-providing-essential-services.html>. On this page you will also see a central Community email address you can write to and make enquiries about whether your organisation could be deemed to be an essential service under Covid-19. All organisations offering essential services must register.

COVID-19 MSD Information

If you've been affected by COVID-19, we may be able to help.

While our website is being regularly updated, the [Ministry of Health is the Government agency](#) leading the response to COVID-19 and should be your first port of call for health and status information.

Employer support

We have 2 payments available to support employers affected by COVID19; a Wage Subsidy and the Essential Workers Leave Support.

[Find out more information on our Work and Income website](#)

The Government has announced changes to the COVID-19 Essential Workers Leave Support so that workers in other businesses, who can't work when New Zealand moves to Alert Level 3, can apply for their employees.

The payment will be called the COVID-19 Leave Payment. The changes will be effective 1 May.

[Essential Workers Leave Support changes](#)

COVID-19 Wage Subsidy Employer Search

You can search here for companies that have received payments under the COVID-19 Wage Subsidy Scheme.

[Wage Subsidy Employer search](#)

Supporting providers through COVID-19

We know the COVID-19 situation is having widespread implications and we're working together with providers so services can continue wherever possible.

[Find out more about support for providers through COVID-19](#)

Where to go for services and support

Find out what types of help are available, who you can get it from and how you can contact them.

[Where to go for help and support](#)

What to do if you're concerned

To find out what help may be available, who to contact for help, or for more information, call the Government Helpline on **0800 779 997** (8am–10pm, 7 days a week).

For health-specific questions please call Healthline directly on **0800 358 5453**.

You can also download the All of Government factsheet for Welfare Support.

[Download the All of Government Factsheet from the COVID 19 website](#)

MSD support

[Financial support](#)

We may be able to provide financial support if you are struggling to meet your costs. We have a range of help available for individuals and employers. Every situation is different so please contact us to talk about your situation.

[COVID-19 reporting](#)

For the period of the COVID-19 pandemic response, additional reports will be produced to provide more information.

COVID-19 Council Services and Facilities



Council services and facilities COVID-19 Alert Level 3

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Whanganui District Council has made changes to its levels of service in response to the Government's announcement to move to Alert Level 3.

If you need to contact the Council, please call 06 349 0001.

We also offer a full range of online services and we encourage you to use these whenever possible. Please visit:
www.whanganui.govt.nz/Online-Services

For detailed information on all services and facilities under Alert Level 3, please visit:
www.whanganui.govt.nz/covid-19

Council Customer Services at 101 Guyton Street and Infrastructure Office, 179 St Hill Street
CLOSED

Innovation Quarter, 179 St Hill Street
CLOSED

Sarjeant on the Quay, 38 Taupō Quay, and Sarjeant above the i-SITE
CLOSED

Whanganui i-SITE Visitor Information Centre, 31 Taupō Quay
CLOSED

Whanganui Regional Museum and Archives, Watt Street
CLOSED

Durie Hill Elevator
CLOSED

Whanganui District Libraries, Mobile and Community Libraries
CLOSED
(Visit www.whanganuilibrary.com for further information and to find out about digital services.)

Royal Whanganui Opera House Box Office, St Hill Street
CLOSED

War Memorial Centre, Watt Street
CLOSED

Cooks Gardens Event Centre & Velodrome
CLOSED

New Zealand Glassworks, 2 Rutland Street
CLOSED

Whanganui Airport terminal and South Beach Café
CLOSED

Splash Centre, Springvale Park
CLOSED

Public Toilets

- Pākaitore / Moutoa Gardens public toilets will remain open 24/7 and will be cleaned twice daily.
- St Hill Street men's and women's public toilets will be kept open and will be cleaned twice daily
- All other public toilets are closed to the public

Dog Pound, Ridgway Street
CLOSED

Please be assured, our staff are still attending to the dogs in the pound as per normal. We have prepared for this situation and have ample food, cleaning supplies and basic health supplies. Council animal management officers will continue to attend incidents where there is an immediate risk to people or property.

Dog Walking

The Council's animal management team asks dog owners to keep themselves and their dogs safe during COVID-19 Alert Level 3.

Please follow these rules:

- Your dog MUST be on a lead AT ALL times and kept AT LEAST 2 metres apart from other dogs.
- Maintain your physical distance – 2 metres – from other dog-walkers and dogs.
- Pick up your dog's stools.
- Find other ways to enjoy your dog at home, such as playing games and extra training.

Playgrounds, Parks and Sportsgrounds

- All Council playgrounds remain closed until further notice.
- Parks and reserve areas are open for casual recreational use, but visitors must maintain social distancing requirements.
- Please note that public toilets are not open at parks and reserves – take this into consideration if you intend to visit a park that is not close to your home.
- Bason Botanic Gardens will reopen from Friday, 1 May 2020.
- Sportsgrounds are open for casual recreational use such as walking or running. No group sports activity is allowed until further notice. Contractors will be undertaking maintenance activities on all public spaces, operating under a Safe Work plan. Please respect their requirements for social distancing.

Rubbish and Recycling

The Whanganui Resource Recovery Centre has partially reopened for recycling and green waste drop offs. E-waste and scrap metal cannot be accepted at this time.

Under COVID-19 Alert Level 3, the centre will be open for the hours listed below, seven days a week:

- Between 9.00am-10.00am each day the centre will be open only to residents aged 65 years and older.
- From 10.00am-4.30pm the centre will be open to everyone.
- From 4.30pm-9.00am the centre will not be accessible.
- The centre is anticipating heavy volumes so please expect delays and be considerate towards centre staff and other visitors.
- Safety protocols are in place to ensure the centre is operating according to the Ministry of Health's COVID-19 Alert Level 3 guidelines. Please visit www.wrrc.co.nz for more information.

Household kerbside and rural collections (provided by private companies) continue as usual on their normal days.

Kerbside collection of wheellie bins and stickered rubbish bags from residential addresses is continuing – collection will be on your usual days. Rural waste collection services will continue as usual.

Transfer Stations

- Waste Management's Midtown Transfer Station, at 14 Liffiton Street, has reopened to the public.
- The Midtown Transfer Station's hours are Monday to Saturday, 8.00am-4.30pm, and Sunday from 9.00am-4.00pm.
- Envirowaste's Whanganui Transfer Station and Recycling Centre at 27 Gilbert Street will remain closed.

Building Services

- Most Council building services have returned to normal under Alert Level 3, with staff adhering to stringent safety protocols when on-site.
- We will continue to respond to reports of damage or other issues relating to dangerous or insanitary buildings within the district and to assist with any essential services.
- You can apply online for Land Information Memorandum (LIM) reports at: www.whanganui.govt.nz/lims

Planning Services

We are still able to receive and register resource consent applications that are lodged online. (Please note that applications submitted in hard copy form or emailed to the planning team WILL NOT be processed during Alert Level 3.)

Planning services available during Alert Level 3:

- Online resource consent applications are available at: www.whanganui.govt.nz/resource-management
- Please submit pre-application enquiries to: hamish.lamp@whanganui.govt.nz
- For queries regarding current applications, please contact planning team members via their regular work email addresses.
- Please direct planning enforcement enquiries ONLY to Council Customer Services at 06 349 0001.

Compliance Services

- Council Environmental Health staff remain available to attend nuisance complaints where there is an immediate risk to public safety.
- Armourguard continues to respond to noise complaints on a 24-hour/seven-days-a-week basis in conjunction with Whanganui Police.
- Compliance Officers continue to monitor illegal rubbish dumping complaints and respond to incidents on a case-by-case basis.
- Compliance Officers will respond to any incidents of non-compliance that are required in the interests of public safety.
- Monitoring of licensed premises and responding to complaints against licensed premises is suspended until further notice.

Parking

All parking services are suspended until further notice.

Roading

Whanganui District Council roading network operations, including maintenance and construction, have resumed.

- Access to the Whanganui River Road and Kaiwhaiki Road is currently restricted to residents and essential and emergency services only. Apart from essential and emergency services, non-residents must not use these roads under any circumstances.

Water and Wastewater Services

Operational maintenance and repair will be kept to essential work only, to ensure a continual supply of water and wastewater services to residences and business premises.

Sampling of Whanganui's drinking water supply continues as usual.

Council and Committee Meetings

The next Council meeting will be held at 1.00pm on Tuesday, 26 May via video conference. It will be live-streamed to the public on the Council Facebook page and on our live-streamed council meetings page at: www.whanganui.govt.nz/live-council-meetings

Most other Council and committee meetings will be postponed until further notice.

For more information on services and facilities during Alert Level 3, please visit:
www.whanganui.govt.nz/covid-19

COVID-19 Health Matters

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HEALTH MATTERS

Mā tātau
katoa e
ārai atu te
COVID-19

THE GOLDEN RULES FOR ALERT LEVEL 3

- ✓ **Stay home.** If you are not at work, school, exercising or getting essentials then you must be at home, the same as at Alert Level 4.
- ✓ **If you are sick, stay at home and quickly seek advice from your GP or Healthline about getting a test.** There is no stigma to COVID-19. We will only be successful if everyone is willing to play their part in finding it wherever it is.
- ✓ **Wash your hands often with soap. Then dry them.** Cough and sneeze into your elbow.
- ✓ **Keep your bubble as small as possible.** If you need to, you can expand your bubble a small amount to bring in close family, isolated people or caregivers.
- ✓ **Work and learn from home if you can.** We still want the vast majority of people working from home, and children and young people learning from home. At-risk students and staff should also stay at home, and they will be supported to do so.
- ✓ **Early learning centres and schools** will physically be open for up to Year 10 for families who need them.
- ✓ **Public venues are still closed** (e.g. libraries, museums, cinemas, gyms, pools, playgrounds).
- ✓ **Retail shops and malls remain closed, but click & collect and online shopping available.**
- ✓ **Cafes, restaurants & takeaways still closed... BUT food delivery and drive-through services available.**
- ✓ **Home services (tradies) can work if it is safe** to do so – keep the two metre rule.
- ✓ **Gatherings of up to 10 people** allowed for weddings and funerals... **no reception and no food.**
- ✓ **Public transport is available** for travel to school and work – sit two metres away.
- ✓ **Stay regional.** You can exercise at parks or beaches within your region, but the closer to home the better. Activities must be safe – keep 2 metres away from anybody not in your bubble. Make minimal trips.

IS COMMUNICATION GETTING A LITTLE STRAINED IN YOUR HOUSE?

If you aren't used to being cooped up in the same space with others for long periods, then things can start to get a little tense and people's emotions can start to affect you. Here's a way of looking at things through different lenses.

The 'We' lens versus 'Me' lens

Let's take an example: your partner is distant, snappy and maybe a little rude.

'Me' lens

He doesn't care about me and is ignoring me. He's going 'off' me. I don't deserve his rudeness! I haven't done anything wrong. Why's he being such a jerk?

'Him' lens

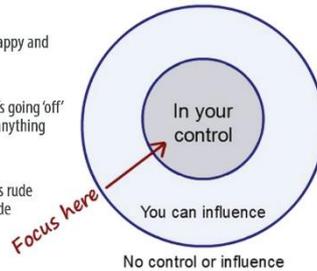
He's distant because he has a lot on his mind. He's rude because he's stressed out. It's OK for him to be rude because his stress is more important than me.

'We' lens

He's distant because he's got a lot on his mind, and rude because of his stress. I shouldn't take any of that personally, and should help him with his stress, or give him space if he needs it. BUT I should also let him know that he's being rude, and that while I understand he's stressed out, we need to learn better ways of communicating that are respectful of each other.

In the 'We' lens, everyone's needs are considered, and you don't get angry or hurt because of the other person's actions. Often, you don't need to take any action - just seeing things through this lens, helps you to be less affected by the other person's emotions.

Check out this FREE online app, it's full of helpful ideas and tools to get you through:
<https://app.melonhealth.com>



0800 HEY BRO (439 276)

Keeping Whānau Safe

This number is set up for men who feel they're going to harm a loved one or whānau member.

We're here to support 24/7 to listen and to help. So give us a call next time you're on the edge!



FACE COVID

How to respond effectively to the Covid crisis
by Dr Russ Harris, author of The Happiness Trap



F Focus on what's in your control

Fear, anxiety & worry are normal reactions. You can't magically control them. Nor can you control the Corona virus or the world economy. But you can control what you do - here & now. So focus on that!



A Acknowledge thoughts & feelings

Silently and kindly acknowledge your thoughts and feelings. With curiosity, notice what's going on in your inner world. You might say to yourself, 'I'm noticing feelings of anxiety' or 'There's my mind worrying' or 'I'm having feelings of loneliness'.



C Come back into your body

Find your own way to connect with your physical body. For example: Slowly press your feet hard into the floor, or slowly press your fingertips together, or slowly stretch your arms or neck, or shrug your shoulders, or take some slow breaths.



E Engage in what you're doing

Notice where you are, and refocus your attention on the activity at hand. Notice what you can see, hear, touch, taste and smell. Notice what you are doing, and give your full attention to that activity.



C Committed action

Take effective action. Follow official guidelines to protect yourself & others. Ask yourself often 'What can I do right now - no matter how small it may be - that improves life for myself or others?'



O Open up

Make room for all those painful feelings - and be kind to yourself. What kind things would you say to and do for a loved one in this situation? Apply those same kind words and deeds to yourself.



V Values

What sort of person do you want to be? How do you want to treat yourself and others? Your values might include love, patience, courage, kindness... or numerous others. Look for ways to live them.



I Identify resources

Identify resources for help, assistance, support, and advice. This includes friends, family, neighbours, health professionals, emergency services. Make sure you know the contact phone numbers.



D Disinfect & Distance

Disinfect often & physically distance - to care for yourself, your loved ones, and your community.



Covid 19 health advice ring Healthline **0800 358 5453** | Information www.covid19.govt.nz

Consumer information www.healthnavigator.org.nz | Te Ranga Tupua Response Hub - whānau support **0800 202 004**

Counselling support text **1737** 24hrs | Urgent help if you are in danger or being harmed ring **111** | Council Welfare Call Centre **0800 725 678**

ACCESSING HEALTH SERVICES AT ALERT LEVEL 3

WHERE CAN I GET TESTED FOR COVID-19?

There are five CBACs (Community Based Assessment Centres) set up around the Whanganui region for testing for COVID-19. In Marton and Bulls you can get tested at the General Practice – please ring first.

If you have symptoms such as:

- flu-like symptoms – a cough, fever or shortness of breath
- muscle aches, fatigue, headache, sore throat, runny nose, diarrhea
- lethargy or poor feeding in children

You can be assessed and tested at one of the CBACs

- If you are swabbed you will be advised of the result by Public Health if it is positive and the CBAC if it is negative.
- If you need medical treatment you will receive it at the CBAC or sent to WAM to see a doctor
- If you need a medical certificate for work you can get this while you are at the CBAC.
- If you are very unwell you will be taken to ED

CAN I SEE MY DOCTOR?

Yes – general practices are open. Give us a call if you are unwell and we will talk to you about what you need and what kind of appointment may be required.

If you have a long-term condition such as diabetes, heart disease, hypertension, COPD and other respiratory illnesses, it is very important you keep taking all prescribed medications and have your regular appointments with your GP/nurse. Sometimes this might only require a phone call if you are well, but if you require an appointment this will be organised for you.

CAN I VISIT A FAMILY/WHANAU MEMBER OR FRIEND IN HOSPITAL?

- Whanganui Hospital is open 24/7 for critical cases and those patients who need urgent care.
- The only **visiting** allowed is one visitor for patients: At end-stage of life, in the Critical Care Unit, Maternity Unit and the Children's Ward. All visitors must be part of the patient's bubble.

CAN I STILL GET AN X-RAY OR BLOOD TEST?

- **Yes, - if the x-ray is urgent** you will be referred by your GP and contacted by Radiology for an appointment.
- If you need a blood test please phone the lab on **06 348 1270** or **06 348 8949** and arrangements will be made for the test.

CAN I GO TO OUTPATIENTS FOR AN APPOINTMENT?

Most clinics are now done over the phone. If you need a face-to-face appointment it will be arranged for you and you will be contacted.

Seek immediate help in an emergency – don't delay. If you are injured or experiencing severe symptoms, it's critical you still call 111 or go to the Emergency Department.

CAN I SEE MY MIDWIFE IN PERSON?

Yes - discuss this with your midwife. Community midwives will provide services in a variety of ways, including face-to-face and online appointments.

CAN I HAVE SOMEONE WITH ME WHEN I HAVE MY BABY?

- **Yes - pregnant women** can still have a support person from their bubble during labour and birth, and can hold their newborn skin-to-skin and share a room with their baby. However, they must wash hands and dry them thoroughly before and after touching their baby.
- In the **Waimarino** region a reduced maternity service commenced on Monday 30 March, as there is only one midwife available. This means all women due to give birth in the next four weeks will be advised to do so in Whanganui Hospital.

CAN I GET PARENTING AND BREASTFEEDING SUPPORT IF I NEED IT?

Yes - Plunketline is a **free parent helpline** available to all families, whānau and caregivers, 24 hours a day, 7 days a week. We also provide specialist **breastfeeding support** through video conferencing. Please give us a call on **0800 933 922**. Calls are free from cell phones.

I NEED A REPEAT PRESCRIPTION - CAN I PICK THIS UP?

CAN I GET CONTRACEPTION PRESCRIBED?

Yes – pharmacies are open.

- Some pharmacies are restricting access inside the pharmacy, so please keep the 2 metre distance between people.
- All prescriptions are dispensed in 30 day lots.
- If you need to collect a repeat prescription please ring a day or two ahead if possible.
- If you are unable to collect your prescription ask us about having your medicines delivered.
- Unichem Pharmacy hours remain the same. Open Monday to Friday 8.30am-8.30pm, Saturday 9am-8.30pm, Sunday and public holidays 12.30pm-8.30pm.

CAN I ACCESS COMMUNITY MENTAL HEALTH AND ALCOHOL AND OTHER DRUG SERVICES?

Yes - if necessary. Appointments will continue to be over the phone or online. Some face-to-face appointments may be provided for urgent cases. Please give us a call. Alternatively if you need someone to talk to anytime day or night free text or phone **1737**.

CAN I GO TO THE DENTIST?

Yes - for emergencies only. If you are unsure please give us a call and we will let you know what can be done. If you urgently require a dentist in the weekend or on a public holiday, then phone the on call dentist on **027 444 185**. They are only open from 9-11am.

CAN I SEE A PHYSIOTHERAPIST, CHIROPRACTOR, OSTEOPATH, OPTOMETRIST OR PODIATRIST? WILL THEY BE ABLE TO PHYSICALLY TREAT ME?

Yes – some appointments will continue to be mainly online or over the phone. Some face-to-face appointments may be provided for urgent appointments only.

CAN I GET A FLU VACCINE?

Yes – if you are pregnant, over 65 or have a health condition that puts you at risk you are eligible to get a **FREE** flu vaccine. Please call your general practice to make an appointment as soon as possible.

CAN I GET MY CHILD IMMUNISED?

Yes – if your child is due for a scheduled immunisation please contact your GP for an appointment or contact the Whanganui Regional Health Network Immunisation Outreach Team on **0800 775 001**.

CAN I STILL GET SUPPORT DURING ALERT LEVEL 3 IF I NEED IT?

Yes - there are several ways to get support from across the Whanganui region if you need it. If you already use existing support networks, please continue to do so, but if you require additional support, the following welfare teams can help:

- Whanganui District - call **06 349 0001** - this line operates 8am to 5pm with an after-hours response outside these hours.
- Horizons - call **0800 725 678** - this line is available from 7am - 7pm, seven days a week.
- Ruapehu south (Waimarino) - call **06 385 8364** – this line is available 24/7.
- Te Ranga Tupua Collective Iwi Response for help, advice and support for whānau in the Whanganui, Rangitikei, Ruapehu, Otahape and South Taranaki Region - call **0800 202 004** – this line is available 24/7.
- Asian helpline – to talk to a counsellor if you are stressed or anxious – call **0800 862 342**, Monday to Friday 9am-8pm.

FAMILY VIOLENCE HELP

Is someone hurting you, or someone you know?

- Urgent help - Police **111**
- Women's Refuge **0800 733 843**
- Worried about children's safety – Oranga Tamariki **0508 FAMILY (0508 326 459)**
- Worried about elder abuse – Age Concern **06 345 1799** or **0800 326 6865**

Local social services are still working during this time – please call your social service if you need further help or advice.

COVID-19 Family Harm Contacts



**Whanganui
Family
Violence
Intervention
Network**

**FAMILY
VIOLENCE
IT'S NOT OK** | **IT IS
OK
TO ASK
FOR
HELP**

August 2019

NATIONAL HELPLINES



SHINE (Domestic Violence Helpline)
9am – 11pm PH: 0508 744 633
Shakti (for Migrant Women)
24 hours a day, 7 days a week PH: 0800 742 584
Safe to talk (Sexual Abuse)
24 hours a day, 7 days a week
PH: 0800 044 334 or TXT: 4334
Hey Bro - He Waka Tapu
(for men who want to stop being violent)
24 hours a day, 7 days a week PH: 0800 439 276



In an emergency call 111 and ask for Police. We will attend, investigate and resolve Family Harm episodes as they happen, and where necessary hold offenders accountable for their actions. Through our Family Harm Team named FLOW we aim to ensure the ongoing safety of victims and children exposed to Family Harm. FLOW members include Police, Iwi and community-based partners working in collaboration.
In addition to helping victims and children, Police work with perpetrators to reduce the incidence and effects of Family Harm within our community. For advice or non-urgent matters call 105 or 06 349 0600 or visit us between 7am and 7pm on Bell Street, Whanganui.

Works with **women, children and families/whānau experiencing the traumatic effects of domestic violence.** Advice, support and advocacy, risk assessments and safety planning.

Safe housing for women and children at high risk of further harm as well as supporting women, children and families in the community.

Email: advocate@refugewhanganui.org.nz

PH: 06 344 2204
PH: 0800 733 843 North Island Option 4
24 hour crisis and support line



Rise Stopping Violence Trust provides programmes for **men, women and young people who would like to change their abusive behaviour.**



STOPPING VIOLENCE SERVICES

Provides a Men's Programme, Tikanga Programme, Women's Programme, Anxiety Management Programme and Youth Programme (ages 11-17 years).
Anyone can access these free programmes by visiting the office or go to www.rise.org.nz or admin@rise.org.nz

Helping families and whānau to live violence free

284 St Hill Street
PH: 06 347 7992

Family Works offers a range of programmes that include, parenting, boundaries for women and safety programmes for **women and children who have experienced family harm.** Social work support is available to all families as is counselling for men, women, couples, children, adolescents and families. All programmes are provided at no cost to whānau. A fee applies for counselling however funding is available to assist with this if requested. Family Works Resolution Services are available with a qualified family mediator. Part of this service includes the option to have each child and young person be heard in this process.

Caring ... Enabling ... Supporting



179 Wicksteed Street
PH: 06 345 6681

Suite 10, 236 Victoria Ave
PH: 06 345 1636



Our team journey alongside whānau and families to be confident and proud in parenting their children. Resisting violence, healing trauma, safety planning, strengthening family relationships, accessing what your family need from services such as health, education, legal, income support. We provide intensive home-based social work support, a range of programmes for parents, Social Workers in Schools (SWIS), information and advice telephone support to whānau.

www.jigsawwhanganui.org.nz

Te Oranganui's Whānau & Community Services support **whānau experiencing family violence.** They support whānau to build resiliency and live nurturing and cohesive lives.

Te Oranganui's other services also have a **zero tolerance** to family violence: Mental Health & Addiction, Disability Support Services, and GPs.

Korowāria te puna waiora hei oranga motuhake mo te iwi
Empowering whānau into their futures.



57 Campbell Street
PH: 06 349 0007



**TUPOHO - IWI & COMMUNITY
SOCIAL SERVICES TRUST**

Services include **social work** support and intervention to reduce whānau/family harm, **advocacy** and negotiation with statutory and other support agencies, and **financial mentoring** and education services.

Whakapūmautia te mana o nga tangata i roto i ngā tātanga
Nurturing . Sustenance . Empowering

Tupoho House
249 Victoria Avenue
PH: 06 345 2042



153 St Hill St Whanganui
PH: 0508 (FAMILY) 326 459
24 hours a day, seven days a week

(Formerly CYF) Statutory Child Protection Service. Investigates concerns about serious abuse of children (physical, sexual, emotional and neglect), and provides youth justice services.

Children's Team
Works together with whānau and agencies to provide joined-up support for at-risk children, their families and whānau.

To refer to the Whanganui Children's Team visit www.viki.govt.nz or call 0800 367687



Specialist therapy and counselling for children, adolescents, whānau and families, and individuals affected by the **trauma of sexual abuse and rape.**
Whanganui Safe and Free also offer **Kaiawhina/Family Support** for those directly and indirectly affected, and **preventative education programmes** for children and their parents/caregivers, for families and for students.

Email: administration@whanganuisafe.org.nz

Suite 4, 236 Victoria Ave
PH: 06 343 3416



A free and confidential **Elder Abuse Response Service** for people experiencing, or at risk of, elder abuse and/or neglect.

164 St Hill Street
PH: 06 345 1799
PH: 0800 EA NOT OK
(0800 32 668 65)



Community Legal Advice Whanganui can provide those living with family violence **information and advice** on dealing with the police, protection orders, occupation or tenancy orders, relationship property, the process to end a marriage, civil union or de facto relationship, and seeking the services of a family lawyer.

Email: claw@claw.co.nz

Suite 2, 236 Victoria Ave
PH: 06 348 8288

COVID-19 Useful Information Links



<https://www.facebook.com/UniteAgainstCovid19>

<https://covid19.govt.nz>



<https://www.facebook.com/minhealthnz>

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>



<https://www.facebook.com/whanganuidhb>

<https://www.wdwb.org.nz>



Whanganui Regional Health Network

<https://www.facebook.com/Whanganui-Regional-Health-Network>

<http://www.wrhn.org.nz>



<https://www.facebook.com/NZPolice>

<https://www.police.govt.nz/105support>



<https://www.facebook.com/fireandemergencynz>

<https://fireandemergency.nz>



WHANGANUI DISTRICT COUNCIL
Te Kaunihera a Rohe o Whanganui

<https://www.facebook.com/whanganuidistrictcouncil>

<https://www.whanganui.govt.nz/Services-Amenities/COVID-19-Response>



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

<https://www.facebook.com/MBIEgovtNZ>

<https://www.mbie.govt.nz>



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

<https://www.facebook.com/MSDNewZealand>

<https://msd.govt.nz>



Inland Revenue
Te Tari Taake

<https://www.facebook.com/IRDNZ>

<https://www.ird.govt.nz>

**EMPLOYMENT
NEW ZEALAND**

<https://www.facebook.com/EmploymentNZ>

<https://www.employment.govt.nz>

**CHARITIES
SERVICES**

<https://www.facebook.com/CharitiesServices>

<https://charities.govt.nz>

Ngā Ratonga Kaupapa Atawhai

NEED TO TALK?



<https://www.facebook.com/1737NeedToTalk>

<https://1737.org.nz>

**free call or text
any time**