

We are working together:

Council services during COVID-19

Our five councils in Hawke's Bay are working together to bring you all the information on the availability of the councils' services during this difficult time



Thoughts on Easter

We asked our local council leaders what their top tips for this Easter were.



Try baking your own hot cross buns. This is a tradition in my house that was started by my Mum and an Alison Holst recipe clipped from the newspaper in the 80's. As an added bonus, it also saves an extra trip to the supermarket. Happy Easter to all!

Alex Walker

Mayor, Central Hawke's Bay



We are past the two week mark and I want to say well done to our community. We are incredibly grateful to our hard working community, who have been caring for each other. Easter is a lovely time to stay home and stay local. Celebrate Easter with your loved ones, attend church and community get-togethers using video chat, email, texting or calling. I hope the Easter Bunny reaches your place! "Kia kaha, We are all in this together.

Sandra Hazlehurst

Mayor, Hastings



When my daughter was younger I started the tradition of buying a new pair of winter PJs as an Easter present and having a pyjama party and movie night. Now that she is a teenager, I still buy her PJs, but the movie night hasn't happened for the last couple of years. She just asked me in the last few days whether she'd still be getting her new PJs this year. Unfortunately this will have to wait until we're out of lockdown. But on the positive side, we may get to have a movie night this year. I hope my small family tradition might inspire other families to enjoy it too.

Kirsten Wise
Mayor, Napier



Kia ora koutou. Many of us have never had to spend so long at home - with no chance to visit stores or get supplies for hobbies or projects. I hope you are all keeping each other safe and well. While access to parks and open spaces is limited, we can at least look after and enjoy our own local environments. All the best, Rex.

Rex Graham
Chair, Hawke's Bay Regional Council



While lock down brings restrictions, it also creates opportunities. Use this time to phone or message old friends, do some ancestral research. Bake Easter buns and treats instead of buying them, flick through old photos, reminisce on the past and plan for the future. We live in a very fast paced world and this is a time to slow down and take time to smell the roses. There are not many times when you can lie back on the couch without feeling guilty. Make the most of it. Enjoy the company of the people in your bubble, stay home, stay safe and have a great Easter.

Craig Little
Mayor, Wairoa

Whānau Pounamu

Māori and Pasifika whānau within the Ngāti Kahungunu rohe who need extra support are getting it thanks to collaborative efforts that are underway across the region.

Under the umbrella of the Tihei Mauri Ora Emergency Response Centre, Hawke's Bay District Health Board and Ngāti Kahungunu Iwi Inc in partnership with Ngā Taiwhenua o Kahungunu, Māori health providers, Post Settlement Governance Entities, Non-Government Organisations and private organisations have created community hubs across the region from Paritū in the North (Wairoa) to Tūrakirae in the South (Wairarapa).

The aim is to provide support to "Whānau Pounamu" within our communities – the phrase depicting those in the community who need protecting, taking care of, and like anything cherished, not being left behind.

Regular Zoom hui are being held to exchange information and get an idea of where and what care is needed, and about 60 to 80 whānau champions have been established across the Taiwhenua to work side by side and connect in with their Whānau Pounamu.

There has already been a lot of activity. As of last week 24 tonnes of fresh fruit and vegetables had been distributed and stories have come through of hundreds of care packages being delivered in Ahuriri and kai stations set up in Wairoa.

Great stories were coming back from Tararua about gearing up a local restaurant to bake fresh bread for whānau, and a fishing vessel was dispatched last week to trawl for two days on behalf of Ngāti Kahungunu Iwi Inc within our local waters.

Going by the catch phrase "Fish on Monday's" this vessel's first outing landed 120 bins full of Tāmure, Moki, Pūwhaiāu, and Terakihi, which were processed at Takitimu Seafoods last weekend and dispatched to the seven hubs and Taiwhenua.

The aim of all these efforts is to ensure no-one is missed, that everyone that needs support gets it and that everyone acts in unity, celebrating this region's proud culture of manaakitanga.



Boredom busters

Caring for wildlife is an essential service that continues to be undertaken by the National Aquarium of New Zealand's animal team. They've also been working with the aquarium's educators to create some great activities and fun lessons for the whole family to get involved with. Here's some top picks to keep you entertained over the Easter period:

- Make your own short film or documentary by learning Stop Motion Animation with Karlie.
- Learn more about the kiwi and take the kiwi quiz!
- Watch the Seahorses having breakfast and take a peek at the coral tank.
- How well do you know the Little Penguins? There's a fun activity sheet to complete including drawing a burrow for Draco, and you can watch feeding time and see Mo getting up to mischief!

- Recycle old scrap paper and make your own paper sheets by doing a papermaking class with Jacque.
- Explore the depths of the ocean and create your own deep sea creature.

There's a new lesson posted on their social media channels every day at 9.00am. You can also visit their website www.nationalaquarium.co.nz to see all the lessons on their page "Education From Our Place To Yours".

DO YOU OR DOES SOMEONE YOU KNOW NEED HELP?



If you can't leave home, and have no support networks to help you, call the Hawke's Bay Civil Defence Emergency Management Group on **0800 HBAYCD (0800 422 923)**.

Someone will be on the end of the phone to provide local connections to the services you need.



**HAWKE'S BAY
EMERGENCY MANAGEMENT
GROUP**

Exercise right

Exercise is important for both our physical and mental health, but remember it needs to be done at home or in our local neighbourhood, while following the guidelines:

- Keep a 2-metre distance from other people at all times
- Only exercise alone or with the people in your bubble
- Don't drive to another suburb to walk on a track
- Do not touch surfaces others may have touched including pathway railings, gates or park benches
- Don't travel far from home, especially not to baches or second homes

With a big increase in usage, and to help ensure people stay safe, Napier City Council has temporarily closed some of its reserves with narrow tracks, stairs or gates (details below), Hastings District Council has increased signage around parks and reserves reminding of 2m distances, and Central Hawke's Bay parks gates are closed to vehicles.

Please remember to keep your dog on a lead at all times and take a bag to pick up after your dog. Dispose of your dog poo hygienically; bag it and put it in the bin or if the bin is full, take it home so our paths and tracks can be enjoyed by all.



Help and support

Your local council is still operating, it may look a little different, but it's still business as usual.

You can still contact your council – all contact details are below. Other agencies and supports that are in place to help you through this time:

Feeling unwell?

If you think you are experiencing symptoms of COVID-19 call the dedicated Healthline on 0800 358 5453. For non-COVID-19 related health issues call **Healthline on 0800 611 116** or your regular GP. Please remember to phone your GP surgery before visiting. **If you need urgent assistance, contact emergency services on 111.**

Need help accessing essential goods?

If you don't have local support networks to help you access key items during Level 4, phone the Hawke's Bay Civil Defence Emergency Management Group's free number **0800 422 923 between 7am and 7pm daily.**

Managing your mental wellbeing

It's completely normal to feel overwhelmed, stressed, anxious, worried or scared in the current situation. **You can get free support from a trained counsellor by calling or texting 1737 any time of day or night.**

Help with money

Work and Income may be able to assist you with urgent costs in the form of a benefit or other financial help. **Contact their call centre on 0800 559 009.**

Still not sure?

If you're not sure what assistance may be available or who to call for help, phone the **Government Helpline on 0800 779 997, 8am to 1am, 7 days a week.**

Essential services being maintained across the region:

- **Council-owned drinking water, waste water (sewerage) and storm water systems**
- **Kerbside rubbish collections** – put your rubbish out on your normal day
- **Dog control** – public safety matters such as dangerous dogs, wandering stock only
- **Road maintenance** – urgent works only
- **Environmental Health** – public health risks only
- **Cemeteries and crematoria** – operational but closed to the public; please contact your funeral director for further advice
- **Building inspections** – emergency inspections only
- **Liquor Licensing** – application processing only
- **Car parking** – public safety risks only; parking in all parts of the region is free
- **Resource and building consents** - as normal; excludes property visits
- **Harbourmaster** – essential responses only
- **Pollution** – essential responses only
- **Biosecurity** – essential responses only
- **Flood control and drainage** – essential responses only

Not open/operating: **All council customer service centres in the region are closed (see alternative contact details on last page)**

- **All playgrounds and community barbecues** in the region are closed
- **All public pools** in the region are closed
- **All i-Sites** in the region are closed
- **All council-owned community centres, museums, theatres, halls and sports centres** in the region are closed
- **All public libraries** in the region are closed
- **Most freedom camping areas** in the region are closed; the exceptions are designated self-contained vehicle camping areas within Napier
- **All public drinking water fountains** in the region have been disabled
- **All chlorine-free water taps** (Hastings and Napier) have been disabled
- **All animal control centres** in the region are closed to the public
- **The Hastings Chapel** (Hastings Cemetery) is closed to the public
- **Most public toilets** in the region are closed
- **All events** across the region have been cancelled until further notice

Rubbish and recycling

- **Kerbside rubbish collections** are operating as normal across the region – put your rubbish out on your normal day
- **Kerbside recycling collections** differ across the region. Please check your council's website for the latest updates
- **Napier, Central Hawke's Bay and Hastings transfer stations**, including recycling centres, are closed to the general public
- **Wairoa recycling centre and landfill** are open to the public
- **Rubbish disposal services for rural residents** differ across the region. Please check for options on your council's website

Parks, walking tracks, reserves and beaches

Most of our regional parks and reserves are open to walkers and bikers but closed to vehicles. Parts of the Hawke's Bay Trails which require people to open gates have been closed to reduce the risk of virus transmission. For information on open trails see: hbtrails.nz. The following Napier reserves are temporarily closed – Dolbel Reserve, SugarLoaf, Sturms Gully, parts of Maggie's Way and the viewing platform on Marine Parade.

Te Mata Park (operated by the Te Mata Park Trust) is closed to vehicles. It is open to walkers and cyclists who live nearby.

Central Hawke's Bay park gates are closed to vehicles.

Public transport

GoBay public transport (buses) is ONLY available to people working in essential services or people accessing essential services (supermarkets, healthcare, pharmacies). Passengers are required to maintain a two-metre distance from others on board and at bus stops.

On weekdays the Saturday timetable is operating PLUS Routes 10, 11, 16A, 16B and 17.

The normal weekend timetable is operating on Saturdays and Sundays.

GoBay bus travel during this period is free.

Rates

With all five council offices closed, rates cannot be paid at council customer service centres. Rates payments can be made electronically, over the counter at your bank if it is operating, or by posting a cheque. Cheques will not be cleared until after the isolation notice is lifted.

Contacting your council

- You will find most information you need on your council's website
- For regular enquiries, please contact your council by email
- If you need information urgently, contact your council by phone
- You can also follow your council's Facebook page for the latest updates

Hastings District Council

Web: www.hastingsdc.govt.nz
Email: customerservice@hdc.govt.nz
Phone: 06 871 5000
Facebook: @hastingsdc

Napier City Council

Web: www.napier.govt.nz
Email: info@napier.govt.nz
Phone: 06 835 7579
Facebook: @NapierCityCouncil

Wairoa District Council

Web: www.wairoadc.govt.nz
Email: customerservices@wairoadc.govt.nz
Phone: 06 838 7309
Facebook: @wairoadistrictcouncil

Central Hawke's Bay District Council

Web: www.chbdc.govt.nz
Email: customerservice@chbdc.govt.nz
Phone: 06 857 8060
Facebook: @CHBDistrictCouncil

Hawke's Bay Regional Council

Web: www.hbrc.govt.nz
Email: info@hbrc.govt.nz
Phone: 06 835 9200
Facebook: @HBRegionalCouncil

For health information see:

www.COVID19.govt.nz

To keep up to date with Hawke's Bay

Civil Defence messaging see

Facebook: @hbemergency

**Unite
against
COVID-19**