

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



Help & Support

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

You can find the most up to date information on your council's website and Facebook page. For regular enquiries please contact your council by email - for more urgent information please phone.

All contact details for local councils are on the last page of this document.

We've also put together some contacts for 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're struggling with the impact of COVID-19 and don't have local support networks to access key items like groceries, medication and necessary household goods, phone the Hawke's Bay Civil Defence Emergency Management Group's new regional telephone 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.**

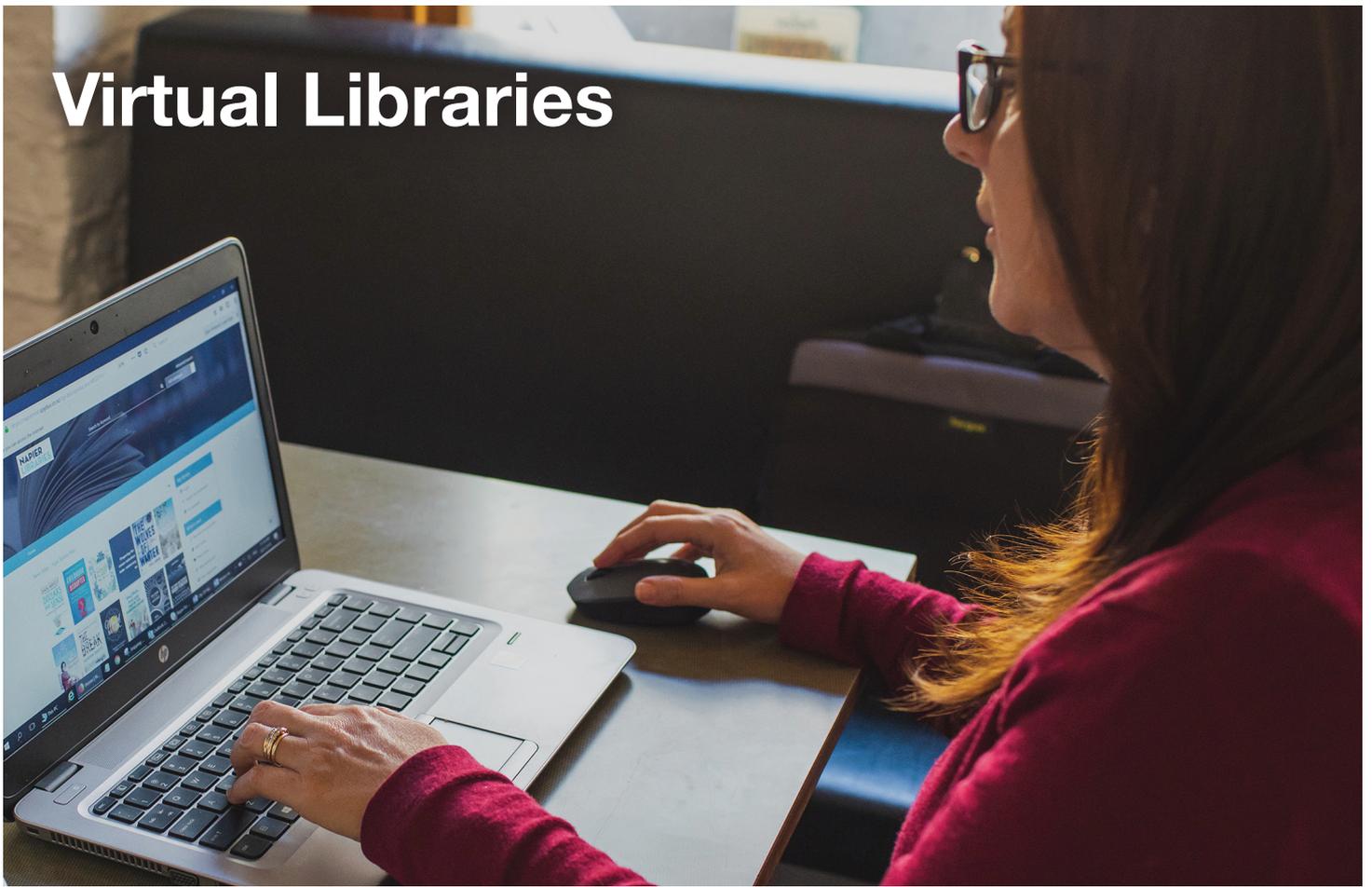
Help with money

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.**

Virtual Libraries



As with all Council facilities, all libraries across the region are closed.

It is important that you do not try and return books or other material you currently have on loan –returns bins at libraries and other external locations are closed. No books will be accepted or collected if left outside libraries or at any other location. Please be assured that there are will be no fines during this period and all 'on loan' items have been extended.

In these trying times, the libraries are there to help and have a range of online services available.

Make the most of their websites and other digital services:

- Free E-books and E-Audio books
- Start work on your family tree with access to a range of databases and free information portals
- Get the latest newspapers and a range of magazines online free of charge
- Some events and programmes will be run online including the 'Hell Reading Challenge'
- Free movie downloads for adults & children through Kanopy (Napier Library members)
- Learn a new skill with online courses such as How to Paint, Practising Mindfulness, and Photography (Napier and Central Hawke's Bay Library members)
- Follow your local library's Facebook page to keep up to date with changes and new information

Online access

- If you're a current library member but don't have a password or have forgotten it, you are able to reset this online with Napier Libraries through their website or by emailing Hastings, Wairoa and Central Hawke's Bay Libraries as per below.
- If you're not a library member, you can easily join online through the relevant library's website. Digital only memberships are available at Hastings and Central Hawke's Bay Libraries.

Contact

Library teams are available to respond to your inquiries during normal business hours. Please be mindful of delays in response due to the volume of inquiries coming through.

Napier Libraries

Email: info@napierlibrary.co.nz • Phone: 06 834 4180
www.napierlibrary.co.nz

Hastings Libraries

Email: libraries@hdc.govt.nz • Phone: 06 871 5000 www.hastingslibraries.co.nz

Central Hawke's Bay District Libraries

Email: debbie.williams@chbdc.govt.nz • Phone: 06 8578060 www.chblibrary.nz

Wairoa Library

Email: library@wairoadc.govt.nz • Phone: 06 838 7309
www.wairoalibrary.co.nz

Keep your dog in your bubble



It is great to see so many dog owners out and about walking their dogs. When you are walking please keep your dog on a lead to lower the risk of COVID-19 transmission and keep your bubble intact.

What this means:

- Don't drive somewhere to take your dog for a walk. Stay close to your neighbourhood
- Keep your dog on a lead at all times to avoid coming into close contact with someone else when walking or retrieving your dog. This includes off-lead exercise areas

- Don't let your dog touch another dog
- Don't touch or pat another person's dog
- And as always, keep to social distancing rules.

In general, keep exercising your dogs and caring for your pets as usual, while following Government guidance. Walk dogs on a lead and avoid any unnecessary pats or contact from people outside your self-isolation 'bubble'. Normal rules also still apply on where you can take dogs.

If you come across a stray or roaming dog, do not pet the dog or put yourself at risk by trying to catch it. While you are able to report the dog to your council's Animal Control team, they will not be catching roaming dogs during the level 4 lockdown.

Save our pipes from wipes



If you are using wipes, remember to dispose of them in the bin, not the toilet. They may say they are flushable, but unfortunately they aren't flushable at all.

When wet wipes are flushed down the toilet, they cause blockages in the sewer network, blockages that can then spill over and pollute our waterways. Dealing with these blockages during the COVID-19 lockdown takes our essential workers away from other essential work and increases their risk of contracting the COVID-19 virus.

And remember washing your hands well with soap is still the best level of prevention against the spread of COVID-19 (not wipes).

Support for local business



Our local businesses are what makes the Hawke's Bay economy tick and it's important they access any support available to get through COVID-19 and beyond.

If your business has been affected by COVID-19 there are a number of avenues to seek assistance, and our councils are also working proactively with our business partners to help provide practical advice to cover the weeks and months ahead.

This includes the establishment of a local response team in conjunction with Business Hawke's Bay, and the Hawke's Bay Business Hub to help businesses get support, and offer guidance during this challenging time.

The team can be contacted through the website www.hbbusinesshub.nz, which also has a COVID-19 and drought business support section that is Hawke's Bay focused, with local tools, support, resources and links to official sites. Alternatively they can be contacted by phone (06) 650 1711.

If they haven't already, businesses are advised to look into whether they can get the financial support being offered by the Government and other organisations.

This includes:

Wage subsidy/assistance

If you have staff whose employment is affected by COVID-19 you may qualify for assistance – you can check this at workandincome.govt.nz

Mortgage holiday

A six-month principal and interest payment holiday for mortgage holders and SME customers whose incomes have been affected by the economic disruption from COVID-19.

Business Finance Guarantee Scheme

The Government and banks are implementing this scheme for small and medium-sized businesses, to protect jobs and support the economy through this unprecedented time.

It will provide short-term credit to cushion the financial distress on solvent small and medium-sized firms affected by the COVID-19 crisis, and includes loans with a limit of \$500,000 each for firms with a turnover of between \$250,000 and \$80 million per annum. The loans will be for a maximum of three years and expected to be provided by the banks at competitive, transparent rates.

Inland Revenue Department support

If your business is unable to pay its taxes on time due to the impact of COVID-19, get in touch when you can and IRD will write-off any penalties and interest.

People are encouraged, however, to continue to file as the information is used to make correct payments, and to help the Government continue to respond to what is happening in the economy.

Find out more about what Government business and financial support is available at www.covid19.govt.nz

Focusing on our food



A comprehensive region-wide focus is on keeping the primary sector functioning, given its critical importance as the engine room of Hawke's Bay's economy.

At this time of year, horticulture alone employs more than 15,000 people and brings in critical income to the region.

The region's mayors and regional council chairman are coordinating the organisations that need to work together in order to keep the industry operational: employers and industry groups, Ministry for Primary Industries, and health authorities. It is a weekly topic for the regional leaders virtual meeting, with MPI director general Ray Smith.

The industry is experiencing unprecedented challenges, feeling the impact of COVID-19 all while battling a severe drought, too. Enabling it to continue to grow, harvest, pack and process food is critical, both as a provider of food for our region and New Zealand, and for export.

Parts of the Hawke's Bay economy are being severely impacted by COVID-19, which includes tourism, hospitality and international education. Therefore, it is more important than ever for primary industry to be supported to ensure its viability.

Nationally, it is also an important component of the importing industry, as ships delivering goods to New Zealand require return cargo in order to make trips between here and the rest of the world viable. Primary produce is a significant contributor to that.

On behalf of the leaders' group, Hastings mayor Sandra Hazlehurst says the importance of the industry is recognised at the highest levels of Government as an 'Essential Industry'.

But keeping the industry functioning in this COVID-19 era has to be done safely.

More than 5000 members of the horticultural workforce come from outside Hawke's Bay, which adds significant logistical complexities.

"We must get the fruit off the trees, the grapes off the vine, the vegetables out of the ground and the meat processed, while keeping the teams working and the wider community safe," Mrs Hazlehurst says.

"MPI has prioritised the health requirements with inspectors out in the fields monitoring compliance. Employees, particularly groups of seasonal workers, have formed their own 'bubbles' with the people they live with, which allows them travel to and from work together. Outside of work, they are under the same restrictions as the rest of our community."

Physical distancing rules are followed which has impacted on pack house operations. Like other industries, numbers working at the same time have had to be reduced to enable the two-metre separation.

"We have had very good feedback from MPI. Their inspections of work sites show that the employers are fulfilling the obligations that come with being an essential industry," Mrs Hazlehurst says.

The region's leaders were very aware of the sacrifice that our seasonal workers are making at this challenging time – being away from their families. "We are incredibly grateful for their contribution to our economy. Without their support our primary industries could not operate. It is important that they feel that they are a part of our community; that we greet them with a friendly wave when we see them travelling to or from work or in the supermarket queue. We reiterate the message from the Prime Minister; Be kind."

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.

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

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**