

**Kawerau District Council**  
**COVID-19 related issues and questions that affect our community**

## Key contacts

[www.covid19.govt.nz](http://www.covid19.govt.nz)

### Phone numbers

#### *All of Government contact line*

For general Covid-19 queries that are not covered on the website:

0800 779 997 (8am–1am, 7 days a week).

0800 22 66 57 (9am to 5pm Monday to Friday)

#### *Healthline*

Only refer people to this for specific queries about their health.

0800 358 5453

OR please phone your Doctor

Mental health - 'Need to talk?' call 1737. Talk with a qualified counsellor free, 24/7

### Essential services

If you are a business, or you would like to talk to someone about a business that is open, please phone:

0800 22 66 57 (9am to 5pm)

Email [essential@mbie.govt.nz](mailto:essential@mbie.govt.nz).

### Reporting breaches

If you have concerns about a gathering of people, a non-essential shop or service that is open, anyone who is not self-isolating as required, or an event that breaches the criteria, you can report it to Police online at [www.105.police.govt.nz](http://www.105.police.govt.nz). Do not ring 105. Reports will be prioritised based on risk.

## Q&As

### **Q: What does the COVID-19 Level 4 Alert mean?**

A: The situation with COVID-19 in New Zealand has become extremely serious.

Level 4 measures include:

- anyone not involved in essential work, needs to stay at home
- educational facilities are now closed
- businesses are closed, except for essential services like supermarkets, pharmacies and clinics, and lifeline utilities.

This will save lives. You must stay home.

You must reside at the same place while New Zealand is at Alert Level 4.

You must only be in physical contact with those you are living with. It is likely Level 4 measures will stay in place for a number of weeks. Remember, what you do now, will affect all of us.

For COVID-19 information please check [www.covid19.govt.nz](http://www.covid19.govt.nz)

**Q: What can I do to get through and support others?**

New Zealand is now at Alert Level 4. Everyone must stay at home.

Think about the things that will support you and your whānau get through the coming weeks. This could include:

- Check in on older relatives or vulnerable people over the phone, to make sure they have everything they need
- Offer to organise any medication repeats for vulnerable people
- Make sure you have phone numbers for people in your community
- Cancel social gatherings of any size
- Only interact in person with people in your immediate household. Connect with others online or by phone to maintain connections and mental wellbeing
- Go for a walk – but keep a two metre distance between you and anybody you meet.

We are in unprecedented times. It's normal to feel a wide range of emotions including being stressed or anxious.

If you feel you are not coping, it is important to talk with a health professional. For support with grief, anxiety, distress or mental wellbeing, you can call or text 1737 – free, anytime, 24 hours a day, 7 days a week – to talk with a trained counsellor.

**Q: Can I leave my house?**

You should stay at home as much as possible, except for going for a walk or picking up essentials.

If you leave your home, keep a two metre distance from other people at all times. When you return home from being in public, thoroughly wash your hands. Stopping physical contact with people outside your household is the single most important thing we can do right now to stop further community transmission.

**Q: When does the COVID-19 Level 4 Alert come into effect?**

All of these initiatives come into effect at 11.59pm Wednesday 25 March.

**Q: How do I keep my whanau safe during these times?**

Please check out the [www.COVID19.govt.nz](http://www.COVID19.govt.nz) website or COVID-19 Facebook page. Personal hygiene, handwashing for 20 seconds with soap and water and then drying them thoroughly. Staying away from other people are the best methods.

**Q: What are the essential businesses that will stay open?**

Supermarkets, Pharmacies, Food, Medicine, internet and financial support, lifeline units, petrol stations and energy companies.

These organisations will still continue working, but will put in place alternative ways of working to keep employees safe.

**Q: What about Rubbish Collections in Kawerau?**

Effective from 11.59pm Wednesday, 25 March:

There will be a weekly collection of residents' rubbish (green waste, recycling and general waste) all in the 240L (green waste) bin.

If you have less rubbish, you can use your general waste bin instead.

It will be collected weekly as per your usual rubbish collection schedule.

The reason for this is to protect yourselves, the public and our staff.

**Q: What are the transfer station hours from Wednesday onwards?**

The Kawerau Transfer Station will close to the public at 4:00pm on Wednesday 24 March. This is in alignment with our neighbouring district councils who are also closing their transfer stations and the government's directive to keep people safe. It will be closed until further notice to the public.

**Q: Can I still shop today at Kawerau New World today Tuesday, 24 March and Wednesday, 25 March 2020?**

Yes, but please nominate one person to do the shopping. Do NOT take your family or older people and risk them contracting the disease.

There are limited numbers of people being allowed into the supermarket.

Please stick to what you need, as supplies are going to be continually re-stocked.

**NOTE: On Thursday, 26 March onwards the Kawerau New World supermarket (and every essential business) will implement government directive to take the name, address and phone number of every designated shopper.**

**This is only for the purpose of 'contact tracing' just in case someone is exposed to COVID-19. This information will eventually be destroyed.**

**Q: How am I going to get my groceries?**

Shops that sell food and meat are deemed essential services and will remain open with restrictions.

The Kawerau New World will continue to be open during the COVID-19 Level 4 alert.

However, the hours from Thursday 26 March onwards will be 8am until 7pm daily.

Please nominate one designated shopper per family.

There will be limited 'click and collect' services available each day.

Essential food items are being continually restocked.

**Q: Are the roads into Kawerau going to be shut off?**

There are no plans to close off the roads to Kawerau by Council.

**Q: How will I pay my rates?**

The Council offices were closed at 5:00pm on Monday 23 March until further notice.

Rates can be paid online via [www.kaweraudc.govt.nz](http://www.kaweraudc.govt.nz)

If you need to talk to someone about your rates please phone 07 306 9009.

All over New Zealand, Councils are discussing what is appropriate for these times.

**Q: Are there any public toilets open in Kawerau?**

No all public amenities, including toilets are closed for public safety.

**Q: What about our neighbours? They don't have internet? They don't know what is going on?**

For people who you are concerned about who may not have family etc please do check in on them by phone. Update them about how serious the situation is for the entire country. Ensure they stay home. If they need assistance and you are not able to help them please direct them to the Government Helplines.

**Q: Are any public facilities open in Kawerau?**

No – all public facilities are now closed.

This is to prevent the risk of the disease spreading and also, to ensure that venues will be available for setting up medical facilities.

Please do not encourage

**Q: What about taking the kids to the playground?**

The COVID-19 Level 4 Alert system instructs people to stay home and **not** to play on playground equipment. This is for your safety and that of the community.

**Q: Library books and/or videos that will need returning soon.**

The Kawerau Library staff will re-issue your books for a further period. There will be no fines for any overdue material during this COVID-19 emergency period.

**Q: What if I want to borrow books?**

The Kawerau Library and Museum are closed until further notice.

If a library customer knows their user name (which is their book barcode number) and their four-digit pin number, they can access online books.

**Q: What if I have a water, waste water or sewerage issue?**

Please phone the Council on 07 306 9009 anytime.

There may be a delay as staffing levels have been reduced to ensure that any people who may be more at risk of contracting COVID-19 (novel coronavirus) are not in contact with the public.

**Q: Driver licensing – my licence is going to expire soon? I need RUCs or a registration?**

All of the NZTA Freephone support is no longer available.

Road user charges and Motor Vehicle Licensing are both available online

[www.nzta.govt.nz](http://www.nzta.govt.nz)

**Q: Talk to Council Staff**

If you have any issue or problem, please phone the Council 07 306 9009.

Or check the website [www.kaweraudc.govt.nz](http://www.kaweraudc.govt.nz)

Staff will man the phones during the usual business hours 8am until 5pm.

After hours services remain unchanged at this stage.

Please be aware, there may be delays to your requests.

**Q: What about our Cemetery services?**

Unfortunately, due to the severity of the COVID-19 situation, there are implications in terms of funerals and tangi. Please phone one of the Eastern Bay Funeral Directors

to organise funerals or tangi who will provide these details and assist you through the process.

**Q: *What about dogs?***

Council can only provide essential services during this emergency.

To report a dog attack – please call the Council as usual on 07 306 9009.

**Q: *Should Dogs stay in our Bubble?***

Yes, dogs should not enter the 2 metre ‘bubble’ of others, so please be respectful of others and keep your dog on a leash in public places.

Please keep your dog securely in your property, on a leash or within an dog exercise area.

You are responsible for picking up your dog’s excrement and disposing of it in a bin.

**Q: *Can I use my car?***

Using private vehicles for transport is allowed. You can only travel if you’re accessing essential services, if you’re an essential worker, or if you’re driving to a local area for a walk or to exercise. You should only travel in your car with people from your household.

Personal walks and other active travel like cycling or scootering, is fine, provided you keep a two metre distance from anybody outside of your household. Stick to simple outdoor exercise and avoid areas where you can get injured or lost. It’s important the emergency services remain available to support the response to COVID19.

Remember, any unnecessary travel may spread COVID-19.

**For general information and online services please visit the Council website [www.kaweraudc.govt.nz](http://www.kaweraudc.govt.nz)**

**For Council services and issues please phone the Council 07 306 9009.**