

**Kawerau District Council**  
**COVID-19 related issues and questions that affect our community**  
25 March 2020 – 10:00am

**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.

It is likely the disease is not contained. The risk is that there will be sustained and intensive transmission and widespread outbreaks – therefore:

- People are instructed to stay home.
- All schools, universities and wānanga are closed.
- Businesses are closed except for essential services.
- There will be rationing of supplies and requisitioning of facilities.
- Travel will be severely limited.
- Major reprioritisation of healthcare services.

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

**General Government Helpline:**

If you're not sure what assistance may be available, or you don't know who to contact for help please phone the Government Helpline on 0800 779 997 (8am until 1am, 7 days a week).

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

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

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

A: 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 limiting all exposure to other people are the best methods.

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

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

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

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

A: This has been a rapidly evolving landscape. Effective from 11.59pm tonight:

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

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?***

A: 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?**

A: 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?**

A: 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?**

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

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

A: 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?**

A: 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?**

A: 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.

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

A: 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?**

A: The COVID-19 Level 4 Alert system instructs people to stay home and rather 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.**

A: 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?**

A: 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, wastewater, or sewerage issue?**

A: 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?**

A: 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**

A: 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: Will there be a Civil Defence Emergency declared?**

A: The COVID-19 Alert System at Level 4 has similar powers.

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

A: Cemetery services will continue as usual – although to organise please phone the Council on 07 306 9009.

Unfortunately, due to the severity of the COVID-19 situation, there may be implications in terms of numbers of people attending.

**Q: What about dogs?**

A: Council can only provide essential services during this emergency.

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

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

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