

Winter Warmth & Wellbeing Referrals Directory – 2013

This directory is designed to help organisations in the Healthy Christchurch network to quickly identify local resources for your clients this winter.

It covers some ways to support well-being throughout the colder months:

Winter warming information on heaters, assistance with power bills

Getting help and advice on how to maintain a warm dry home.

Advice on how to stay well both mentally and physically.

Assistance with transport and mobility.

Please refer to this directory as needed. It is not an exhaustive collection of information and you may already be well informed about local resources. If not – we hope this helps you. All the information in this directory is correct at the time of printing.

If you have any new information or changes to existing information, please contact

Community and Public Health Ann

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WINTER HEATING:

Research evidence on home energy usage (Lloyd 2006), indicates that some Cantabrians can face financial difficulty in ensuring a warm home throughout the colder months. It may be due to an under-insulated house or an unaffordable power bill.

Health professionals in New Zealand are in agreement that health improves in warmer drier homes. Living rooms need to be at least 16 degrees Celsius. Health risks may increase at lower temperatures.

The World Health Organisation guidelines say that a temperature range of 18 – 21 degrees Celsius is a comfortable and healthy indoor temperature.

The bedroom temperature for infants and elderly people needs to be 16 degrees Celsius.

When people come to your agency, they may tell you that they feel cold at home. This presents an opportunity to ask a few key questions about their home heating needs. At that point it will become obvious whether the householder is facing difficulties and needs some expert advice. First of all, here are some questions you could ask.

1. In the last year have you had any difficulties keeping your home warm?

2. Do you have any difficulties making ends meet/paying bills?

The Energy Advice Service can provide the person with free user friendly advice on ways to make the home warmer and drier and affordable to run. It can be done over the phone or through a visit to their home.

The number is: 0800 388 588.

| Support/resource available | Agency | Available to | Accessed by |
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| Winter Warmer Packs | | | |
| <p>Winter Warmer Packs</p> <p>Red Cross will be providing 7,500 Winter Warmer Packs. The purpose of these packs is to support winter wellbeing.</p> | Red Cross | <p>Red Cross will be working with partner agencies to ensure packs are distributed to those in need.</p> <p>Up to 1000 packs will include DIY insulation materials (e.g. home window insulation kits). Red Cross will be working with CEA to identify those in need.</p> <p>Further information including how to access the Winter Warmer packs will be posted at community hubs.</p> | <p>If agencies would like to discuss possible referrals or would like to be involved please contact the Red Cross at:</p> <p>winterwarmer.packs@redcross.org.nz</p> |
| Energy efficiency measures | | | |
| <p>Insulation and clean heat</p> <p>The Warm Up New Zealand: Heat Smart programme provides grants for insulation and/or a clean heating for homes built before 2000.</p> <p>Scheme is expected to close this year.</p> | EECA | <p>If you are a homeowner (including landlords) and your house was built before the year 2000, you can get up to \$1,300 (or 33%) towards the cost of ceiling and underfloor insulation and its installation.</p> <p>If you have a Community Services Card, you may be able to get 60% off the total cost of insulation and its installation. This funding is limited, however, so be sure to check its availability with service providers</p> | <p>To find a participating service provider homeowners can call 0800 749 782 or visit http://www.energywise.govt.nz/funding-and-programmes/insulation-and-clean-heating</p> |
| <p>Energy Advice Service: free, practical, independent home energy advice over the phone or per email</p> | Community Energy Action | <p>Suitable and available for homeowners and tenants including tenants in social housing</p> <p>House built pre 2000</p> | <p>Call 0800 388 588 or energyadvice@cea.co.nz for free advice</p> |

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| In-home energy check (a fee applies) | Community Energy Action | <p>Suitable and available for homeowners and tenants including tenants in social housing</p> <p>Home Energy Check for subsidised fee with Community Services Card</p> <p>Home Energy Check free with Community Services Card and health referral from GP/health professional</p> | <p>0800 388 588 or energyadvice@cea.co.nz</p> <p>www.cea.co.nz for medical referral form</p> |
| Curtain Bank: free recycled lined curtains | Community Energy Action | Homeowners and tenants including tenants in social housing with Community Services Card | Get referral from partner agency, see www.cea.co.nz for list of referral partners or call 374 7222 |
| Insulation subsidies | Community Energy Action | <p>Homeowners and tenants in private rentals with or without Community Services Card</p> <p>Higher subsidies for homeowners with Community Services Card and private landlords with tenants with Community Services Card.</p> <p>Higher subsidies for homeowners with Community Services Card and a chronic health condition and private landlords with tenants with Community Services Card and a chronic health condition.</p> <p>Community Energy Action has currently run out of subsidies for those without a Community Services Card, this may or may not become available again later this winter.</p> <p>House built pre 2000</p> | <p>info@cea.co.nz</p> <p>www.cea.co.nz</p> <p>374 7222 0800 GETWARM</p> <p>www.cea.co.nz for medical referral form</p> |

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| <p>Insulation installation during EQC repairs:</p> <p>Recently a decision was made that enables EQC customers to arrange for installation of insulation to exposed wall, ceiling and under-floor spaces during the repair process. EQC customers must arrange this work themselves and advise Fletcher EQR at the time of the scoping of their home repairs to ensure it is allowed for during the EQC repair process.</p> | EQC | Must have a claim lodged with EQC. | <p>Call EQC 0800 DAMAGE (326 243)</p> <p>http://www.eqc.govt.nz/canterbury-earthquakes/home-repairs/insulation</p> |
| <p>Fuel Poverty</p> <p>We want to ensure that people do not deny themselves a basic level of household warmth in winter. The temperature should not go below 16 degrees Celsius as this creates a greater health risk. Some people may ration the use of their heaters because they are very worried about the power bill. If the client spends more than 10% of their income on electricity costs during winter months they may need help to find a more economical way to heat their home.</p> | | | |
| <p>Electricity Costs</p> | | | |
| <p>Disability Allowance and heating costs</p> <p>Work and Income may be able to provide ongoing assistance with the additional electricity, gas or heating costs that a person has because of their disability.</p> | Work and Income | Applicants must meet a number of criteria including an income and cash asset test. | Contact Work and Income on 0800 559 009. |
| <p>Assistance with heating costs</p> <p>Work and Income may be able to provide recoverable assistance with electricity, gas or firewood.</p> | Work and Income | Applicants must meet a number of criteria including an income and cash asset test. | Contact Work and Income on 0800 559 009. |

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| Heating subsidies | Community Energy Action | Very limited subsidies available for homeowners with Community Services Card and a chronic health condition which have been hospitalised twice in the last 12 months and private landlords with tenants with Community Services Card and a chronic health condition which have been hospitalised twice in the last 12 months. | info@cea.co.nz www.cea.co.nz 374 7222 0800 GETWARM |
| Meridian Energy Support and Resources available: Meridian know it is important that your clients have access to power, no matter what the situation. Energy efficiency can help customers save money. Let them know if you meet any of these criteria. | | Medically dependent: If someone in the home depends on electricity for medical purposes, let Meridian know as soon as possible. Vulnerable customers: If power disconnection would cause serious hardship to someone in your household. (Elderly, disabled or chronically sick). Financial hardship: If you have trouble paying a bill they can assist with payment options and budget advice or put you in contact with Work and Income. | Call the Customer Services Team on 0800 496 496 Monday - Friday. 7.30am - 7.30 pm. or email them at customerservice@meridianenergy.co.nz http://www.meridianenergy.co.nz/for-home/your-account/medically-dependent-customers/ |
| Mayors Welfare Fund The Mayor's Welfare Fund provides assistance to families and individuals in our community who are in extreme financial distress. The fund works with other helping agencies in the city and can provide assistance on a one-off basis where real need can be shown. The fund is a last resort measure when people have exhausted other appropriate sources such as Work and Income New Zealand (WINZ). | Christchurch City Council | The Mayor's Welfare Fund is only available for Christchurch City residents. As every applicant's circumstances are unique and the criteria for different categories of assistance varies. Applicants need to contact the Mayor's Welfare Administrator. The Fund has a limited amount of funding categories with which it can assist applicants and criteria on levels of assistance apply. | Applicants need to make an appointment to see the Mayor's Welfare Administrator. Contact: For appointments to meet with The Mayor's Welfare Administrator, Phone: (03) 941 8999. The Mayor's Welfare Fund is located at the Civic Offices, 53 Hereford Street. http://www.ccc.govt.nz/cityleisure/communityfunding/mayorswelfare/index.aspx |
| Red Cross is not providing a Winter Assistance Grant for 2013 | | | |

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| Heating devices | | | |
| <p>Assistance to purchase heat source</p> <p>Work and Income may be able to provide assistance with the costs of purchasing a portable heater.</p> | Work and Income | Applicants must meet a number of criteria including an income and cash asset test. | Contact Work and Income on 0800 559 009. |
| <p>Earthquake damage to primary heating source</p> <p>Fletcher EQR has been contracted by EQC to carry out Heat source replacement work as part of the Canterbury Home Repair Programme. This has been undertaken to ensure that all homes in Christchurch have at least one functioning heat source. This programme is complete.</p> <p>However, it is possible (for eg, in the event of another sizeable quake) that some customers are without a primary heat source due to earthquake damage. If this happens please call EQC 0800 DAMAGE (326 243).</p> <p>Installation of secondary heat sources are available for residents who would normally have more than one heating source but only if they meet the vulnerable criteria on the EQC website for elderly, illness, young children, disable etc.</p> | EQC | Must have a claim lodged with EQC. | <p>Call EQC 0800 DAMAGE (326 243)</p> <p>If you would like further information or to download and view the “Chimney Replacement Programme Guide” please visit www.eqr.co.nz</p> |
| Home repairs – weather tightness and sub-standard housing. | | | |
| <p>Urgent repairs to homes, including weather tightness</p> <p>Emergency repairs needed as a result of earthquake damage can be carried out by Fletcher EQR on direction from EQC.</p> <p>The criteria for urgent repairs are occupied homes that are, due to earthquake, not:</p> <ul style="list-style-type: none"> - Secure - Sanitary - Safe - Weather-resistant | EQC | Must have a claim lodged with EQC. | <p>Call EQC 0800 DAMAGE (326 243)</p> <p>http://www.eqc.govt.nz/canterbury-earthquakes/home-repair-process/urgent-repairs</p> |

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| Emergency repairs to homes Financial assistance may be available under certain circumstances to homeowners with repairing earthquake damage to a house where an immediate or essential need can be demonstrated. | Work and Income | Applicants must meet a number of criteria including an income and cash asset test. | Contact Work and Income on 0800 559 009. |
| Repairs, maintenance and home help for over 60s. | Age Concern Canterbury | Over 60s- Home Support Programme. (handymen, tradesmen, cleaners, gardeners etc – a paid service) | Age Concern. 0800 803 344 or 3660903 |
| Non-earthquake emergency repairs to Social Housing and other rental Housing. | HNZC CCC Housing Tenant's Protection Association (CHCH) Inc Ministry of Business Innovation and Employment (MBIE). | Client or support person can complete a "14 day notice to remedy" requires that the landlord fixes the property within 14 days or explains why this cannot be done in that time. TPA and MBIE provide info about 14 day notices and can assist to fill them in. | MBIE Tenancy Line: 0800 83 62 62 CCC Housing: 03 9418999 Housing New Zealand Corp: 0800 801 601 Tenant's Protection Association (CHCH) Inc 03 3792297 www.tpa.org.nz |
| Deprivation including insufficient food supplies | | | |
| Person is elderly/physically immobile or lacks the financial resources to buy their regular food supplies | St Vincent de Paul Welfare Centre Food bank | | St Vincent de Paul Welfare Centre, 265 Stanmore Road. If people cannot visit the office due to health or mobility issues, a home visit can be arranged. Phone: 3897484 |
| Social isolation – Including householder's who are physically incapacitated and not able to get out and about. | | | |

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| <p>Age Concern: Services provided are: Community Health, Elder Abuse and Neglect Prevention. Community Nurses are able to assess emerging and serious welfare issues and ensure that help is obtained. Home visits can be arranged. Organise visitors for those who are lonely or socially isolated through an Accredited Visiting service, Minibus outings (again focussing on reducing social isolation) Social network service to help people link in to existing groups or to create a new group in their local community. Provide information about activities, entitlements and organisations in the community. Health and Safety in the home and Older Drivers Refresher Courses are available. Others may be available from time to time.</p> | <p>Age Concern Canterbury</p> | <p>Over 60s</p> | <p>Age Concern Canterbury Ph 3660903 250 Barrington St, Spreydon Christchurch 8024</p> |

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| <p>The Total Mobility scheme is to assist eligible people with impairments to access appropriate transport to enhance their community participation. This assistance is provided in the form of subsidised door to door transport services wherever scheme transport providers operate.</p> <p>This national scheme of eligible people with impairments is currently funded jointly by regional councils through local urban rates (a targeted transport rate) and central government (throughout New Zealand Transport Agency).</p> <p>Eligible individuals are able to access Total Mobility vouchers that enable them to receive subsidised taxi fares with approved service providers (taxi companies) who participate in the scheme.</p> <p>In Christchurch, the subsidy is set at 50% of the taxi fare up to a maximum of \$35.00 per voucher at present.</p> | ECAN | | <p>Sharon Boyle - Total Mobility Administrator</p> <p>Environment Canterbury, PO Box 345, Christchurch</p> <p>03 365 3828</p> <p>sharon.boyle@ecan.govt.nz</p> |
| Access to Primary Health care | | | |
| <p>Vaccinations for prevention of the Flu</p> <p>Free flu vaccination. Free for pregnant women, anyone with a long-term illness, aged over 65 years or younger than 18.</p> | <p>Canterbury District Health Board</p> <p>Pegasus Health PHO's</p> | | <p>PHOs: Call your local doctor</p> <p>Pegasus Health: 03 379 1939</p> <p>Christchurch PHO: enquiries@chchpho.org.nz</p> <p>Rural Canterbury PHO: 03 357 4372</p> |



Te Mana Whakahaere
Autonomy or community ownership



Mauriara
Secure cultural identity



Waiora
Environmental protection



Toiora
Healthy lifestyles



Nga Manukura
Leadership



Te Oranga
Participation in society