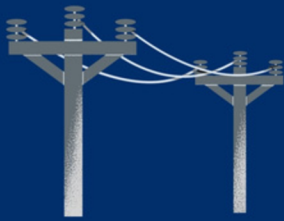


# Weathering the storm: What you need to know

1



## Still without power?

PowerNet's priority is getting power restoration to lifelines for telecommunications, water and wastewater

If you have debris over fallen lines, have power lines and poles down, please don't touch them.

2



## Generator & welfare requests

If you need a generator or have urgent welfare needs, please contact:

phone: 0800 890 127

email: [welfare@cdsouthland.nz](mailto:welfare@cdsouthland.nz)

facebook message: [cdsouthland](#)

3



## Rural rapid assessment

We're collecting this information to help CDEM, MPI and Response partner agencies understand the impacts of the event on your farm and coordinate recovery support.

4



## Managing water and waste in tough times

If you are on a serviced water or sewerage line, please be conscious of water use to keep pressure off water capacity and sewerage systems while PowerNet are checking lines

5



## Safety around the house

- Use torches or battery powered lamps rather than candles if possible. If you must use candles, put them in a holder with a stable base, such as a jar.
- If you are using camp cookers or alternative forms of heating, always make sure they are on a stable base that will not tip over.
- The temperature is forecasted to drop so please make sure you have sufficient heating and cooking supplies

# Keeping well during storm recovery

October 2025

## Protecting your health during an emergency

- Emergencies can be stressful. If you're having a tough time, free counselling is available by calling or texting 1737 at any time of the day or night.
- Food and water are easily contaminated during emergencies, so take extra care to avoid getting sick.
- Washing your hands is one of the best ways you can protect you and your family from getting sick. Clean, warm soapy water should always be your first choice. If safe water is not available, you can use alcohol-based products to disinfect your hands.
- Always wash your hands with soap and safe water (that has been boiled or disinfected):
  - Before preparing or eating food
  - After using the toilet
- Use safe/clean water to drink brush your teeth, wash your hands, wash and prepare food, baby formula and ice and wash dishes.

**For more information, visit:**

1. <https://info.health.nz/keeping-healthy/protecting-health-natural-disaster/during-an-emergency#use-water-safely-during-an-emergency-4934>
2. <https://www.taumataarowai.govt.nz/for-communities/emergencies/treating-water/>

## Food and medication safety in an emergency

- If you have no power for your fridge – eat foods that expire first like bread and meat.
- Open the fridge and freezer as little as possible to keep it cool for longer
- Put any medication that requires refrigeration in a chiller bin or bag with ice packs. If the power outage is for a prolonged period, contact a local pharmacy or your family doctor who may be able to provide advice about whether your medicines are safe to use and/or provide emergency supplies. Visit: <https://www.healthpoint.co.nz> for pharmacies and doctors opening hours in your area.
- Throw out rotting food before it spoils other food
- Eat canned food last.

**For more information, visit:**

1. <https://www.mpi.govt.nz/food-business/food-safety-in-natural-disasters-and-emergencies-2/>
2. <https://info.health.nz/keeping-healthy/protecting-health-natural-disaster/during-an-emergency>

## Feeding your baby safely during an emergency

- Breastfeeding is the safest way to feed babies, particularly in an emergency. If this is not an option, take extra care when preparing infant formula. You will need safe, clean water and a way to sterilise equipment like bottles and teats.
- If you do not have safe water or electricity, take extra care preparing feeds.
- Surfaces and utensils must be as clean as possible. If you cannot clean a surface, cover it with a clean paper towel.
- Wash your hands for 20 seconds. If you do not have warm, soapy water use a baby wipe for any visible dirt and then use an alcohol-based sanitiser.

### Sterilise in hot water

- Boil equipment at a rolling boil for 1 minute. Keep the pot covered until you need the items and use tongs to remove items. You can re-boil the water and use again.

### Sterilise in cold water

- Use sterilising tablets and soak for at least 15 minutes, making sure there are no air bubbles. You can keep the equipment in the solution with a lid on it.
- Make a new sterilising solution every 24 hours. Use the old solution for washing hands or dishes.
- If you do not have a bottle, use a sterilised cup or spoon. Let the baby sip, don't pour formula down the baby's throat. They will need practice.

### Make water safe for preparing formula

- If your usual drinking water supply is not available, make sure your replacement water is safe.
- The safest water option to use in an emergency is commercial bottled water that is sealed.
- Boil water (including commercially bottled water) for 1 minute for babies of all ages, this is especially important for babies less than 3 months of age. Remember to cool to room temperature before use.
- You can use an electric jug or a stove kettle until it switches or whistles.

**For more information, visit:**

1. <https://info.health.nz/keeping-healthy/protecting-health-natural-disaster/during-an-emergency#feeding-your-baby-safely-during-an-emergency-6838>
2. [How to make water safe to drink under a boil water notice — Taumata Arowai](#)

3. <https://info.health.nz/keeping-healthy/protecting-health-natural-disaster/during-an-emergency>

## Animal welfare

If you have questions or concerns about animal welfare emergency management phone MPI on 0800 00 83 33.

## Food safety advice

- If you have no power, avoid getting sick from unsafe food
- Eat foods that will expire soon first – such as bread, meat, salads, and dairy products – because they spoil more quickly than non-perishable food.
- During the power failure, open your fridge or freezer as little as possible to help keep it cooler for longer. Unopened fridges should hold refrigeration temperature for 4 hours.
- Freezers will remain colder for longer if they are full (2–4 days) compared to if they are half full (1–2 days). So, leave already frozen food in the freezer if possible.
- Eat your canned and non-perishable pantry foods last.
- If in doubt, throw it out. All perishable food can become unsafe to eat if it reaches temperatures where harmful bacteria can grow and cause food poisoning.
- See our factsheet for more information: <https://www.mpi.govt.nz/dmsdocument/55615-Food-safety-in-the-home-after-flooding>

# Looking after your wellbeing, and others during storm recovery

October 2025

**It's okay to feel a bit all over the place right now. You're not alone - help is available.**

- Our body's natural response to threatening situations can leave us feeling rattled, on-edge, or make it hard to concentrate.
- Once we are in a position of safety, it helps to take some slow, deep breaths and remind ourselves we are not in immediate danger.
- It's also good to not be alone, or to reach out to loved ones by phone or in person if possible.
- Try to limit your use of media or social media as this can often be sensational or misleading and add to our stress levels. Stick to trusted, authoritative sources of information such as Southland District Council.

## Where to get help

- Please contact your doctor or health professional, or call Healthline 24/7 on 0800 611 116 if you have any concerns about your own or others' health.
- You can text or phone 1737 anytime to speak to a trained counsellor for free.
- More mental health support options: <https://info.health.nz/mental-health/where-to-get-help>

## A few additional ways to support your wellbeing and those around you

- Take care of basic needs — food, rest, and connection
- Listen and offer practical help where you can
- Breathe deeply and remind yourself you're safe now
- Stay connected — reach out to loved ones
- Find out more here: <https://info.health.nz/keeping-healthy/protecting-health-natural-disaster/managing-stress-in-an-emergency>

# Rural Storm Recovery Advice



## Using a Generator

- If you use a portable generator, it's important it's used properly to keep yourself, your whānau, farm team, and others safe. Do not connect a generator directly into a cowshed or a building. It requires special hard wiring to connect and needs to be installed by a qualified electrician.
- Plug appliances directly into the generator.
- The generator needs to be located in a well-ventilated place with the exhaust gases funneled away from any internal or confined space. The generator must never be used in an indoor space where people are present; this includes areas such as an internal garage. The rating of the connected equipment should not exceed the rating of the generator. Remember to always use a safety switch (RCD) where the supplied equipment is outside or in a damp location. If you require a generator call the Welfare Team at the Emergency Management Southland by calling 0800 890 127 or emailing with your contact details, locations and requirements - [welfare@cdsouthland.nz](mailto:welfare@cdsouthland.nz)
- Further information is available by going to <https://bit.ly/43ufpPE>

## Insurance advice

- Keep good records. Take notes and photos of damage.
- Lodge your claim as soon as you can, even though you may not have all the information.
- If you need to carry out urgent work to make your home and safe, sanitary and secure. Keep track of costs incurred and take photos as you go.
- Detailed quote for repair (Ensure your repairer includes a breakdown of the costs).
- Keep records of any costs incurred in relation to continuing your farming operations. This could include hiring a generator, purchasing additional fuel for the generator/s.
- If you need to throw any food or items out, take photos first.
- Talk to Environment Southland, your milk supplier if you need to dispose of spoiled milk.
- Information is available here from FMG <https://bit.ly/479H2Qp>

- Farmers and growers who are finding it challenging and want a confidential chat to contact the Southland Rural Support Trust on 0800 787 254.



- If you have questions or concerns about animal welfare phone MPI on 0800 00 83 33.

## Food safety advice

- See our factsheet for more information - <https://bit.ly/4nt7xoS>

## Biosecurity when using a neighbour's shed

- Move only essential animals and keep herds separate.
- Clean/disinfect gear and vehicles before returning home.
- Use your own personal protective equipment.
- Record all movements and contacts.
- Speak with your insurer and vet for advice.