



Wellbeing Recovery Tāmaki Makaurau Progress Report

June 2025

**Te Kāwanatanga
o Aotearoa**
New Zealand Government



Background

The [Wellbeing Recovery Plan for Tāmaki Makaurau](#) (the Plan) was approved by the Auckland Regional Leadership Group on 6 June 2024.

The purpose of the Plan is to coordinate work across central and local government agencies, NGOs and service providers, to create a shared understanding of wellbeing recovery for the 2023 weather events. It also aims to align and deliver relevant wellbeing initiatives, support and services across seven key focus areas:

1. Access to services and support to address basic needs
2. Opportunities for social connection
3. Spaces to promote wellbeing
4. Opportunities for communities to actively participate in local planning
5. Local capacity building and leadership development
6. Access to services and support for tamariki and rangatahi
7. Access to relevant mental health services and support

The Plan aims to achieve three key outcomes:

1. **Improved access to services and support** – ensuring individuals, families, whānau, and communities have the necessary resources and opportunities to support their wellbeing throughout their recovery journey, moving towards a more hopeful future.
2. **Culturally grounded recovery for whānau Māori** – ensuring impacted Māori communities feel culturally supported and empowered to navigate their recovery journey in a way that honours and enhances their unique identity and wellbeing.
3. **Collaborative, future-focused systems** – enabling key agencies and organisations to establish strong foundations for working together in anticipation of future weather events and the long-term impacts of climate change.

The coordination and monitoring of the Plan has been supported by the Wellbeing Recovery Working Group, which was established in January 2024. Membership included representatives from Te Whatu Ora, Ministry of Social Development (MSD), Department of Internal Affairs, the Health and Education Collaborative, Kāinga Ora, Te Puni Kōkiri, New Zealand Red Cross, and Auckland Council.

The Working Group met monthly to collaborate on short, medium, and long objectives, relating to the focus areas of the Plan, and have played a key role in supporting transition into business as usual. On 17 June 2025, the Working Group held its final hui, during which members expressed a strong desire to retain relationships and continue meeting, with a renewed focus on future resilience.

This report provides a summary of progress mapped against key success indicators of the Plan. It is the final progress report delivered by the Well-being Recovery Working Group. Previous progress reports ([June 2024](#) and [December 2024](#)) are available on the [Auckland Council website](#).

Progress summary

Success indicator	Focus area (s)	Progress
Individuals, families and whānau have access to support relating to basic needs and feel empowered to move forward with their lives	1	<ul style="list-style-type: none">• The Storm Recovery Navigation Service (Navigation Service) has provided tailored support to over 2,100 whānau, enabling many to address urgent needs, access services, and move toward longer-term stability.• At its peak in June 2024, 36 Navigators supported 918 whānau; this reduced to 20 Navigators working with 419 whānau by May 2025, reflecting decreased demand and successful transitions.• The service has delivered Pathway Packs, individual transition plans, and referrals for complex cases, helping whānau continue their recovery with confidence and connection to longer-term services.• A phased transition began in November 2024, with the service on track to conclude in December 2025.• The Temporary Accommodation Service (TAS) supported 606 households in Auckland, with 123 active cases remaining as of 30 June 2025.• Only two families remain in TAS accommodation, with the rest having moved on to repaired homes or alternative housing, demonstrating that the service has enabled transitional housing support while longer-term options are secured.• A further 124 families who have exited TAS continue to receive support from Matching & Placement Coordinators to resolve issues such as rent arrears, bond refunds, final inspections, or unresolved repairs.• TAS recovers debt through a phased approach involving notices, payment plans, and debt collection, based on the principles of fairness, minimising hardship, and maximising public value. This ongoing support is enabling smoother transitions into stable housing, reducing the risk of housing insecurity, and helping families regain financial stability after displacement.• Temporary Accommodation Assistance, managed by MSD, supported homeowners to bridge financial gaps while securing longer-term accommodation. At its conclusion on 30 June 2025, it was supporting 131 families.• The Accommodation and Insurance Response Team, launched by Ministry of Business, Innovation and Employment in April 2025, integrates TAS and New Claims Resolution Service (NZCRS) functions. This enables more coordinated support for displaced families navigating the complex intersection of housing and insurance, improving outcomes and reducing stress.• \$1.875 million in hardship grants were distributed by the Recovery Office, supporting impacted households meet urgent needs like food, clothing, and transport during critical phases of recovery. This financial relief reduced stress and removed short-term barriers, enabling whānau to focus on longer-term stability and planning.

		<ul style="list-style-type: none"> • NZCRS has supported 991 whānau with insurance advice and guidance, resolving 916 cases and actively managing 75 others. This has improved access to expert insurance advice and reduced stress for affected homeowners, enabling them to navigate insurance claims with greater confidence. • The Contracts of Insurance Act 2024 sets clearer expectations for plain language, faster claim timeframes, and improved insurer accountability. This enables more transparent, efficient, and fair insurance processes for homeowners. • Insurance Council of New Zealand has committed to clearer event protocols and better support for vulnerable customers. These changes lay the foundation for a more equitable and transparent insurance experience. • Toka Tū Ake Natural Hazards Commission and insurers are delivering public education campaigns to help individuals better understand their policies and natural hazard risks, enabling more informed decisions and faster navigation of future claims.
Māori have access to high quality programmes and initiatives, and culturally appropriate resources and practices to enable their well-being	1	<ul style="list-style-type: none"> • The Mental Wellbeing Fund Learning Review (March 2025) found that trusted relationships and flexible funding models enabled the seven iwi and Māori organisations to respond quickly and effectively with tikanga-based recovery solutions. • Delivered programmes and services included whānau wellbeing wānanga, Waiata Wenerei, kapa haka, traditional healing and rongoā training, Māra Kai, Pouaka Marakai workshops, Waka Ama, and Matariki events. • These initiatives strengthened cultural identity, supported intergenerational connection, and empowered Māori communities to draw on their own strengths during recovery.
Communities are well connected to support recovery and adaptation and feel more prepared to respond to future events	2, 4	<ul style="list-style-type: none"> • Over \$370,000 in community wellbeing grants, were distributed by the Recovery Office, supporting a diverse range of iwi and community-led initiatives. These grants have enabled collective healing, built local capability, and strengthened social connection and preparedness. • Impacted communities-led recovery planning is underway in 22 communities, helping residents identify local recovery priorities and take collective action. • Emergency preparedness consistently emerges as a priority, with calls for clearer plans, better communication, and improved access to risk information. • Many communities are also working to strengthen neighbourhood support systems, community hubs, and local events to build resilience and cohesion.
Spaces to promote healing are made available and supported on a local and neighbourhood level to aid physical, mental, social and spiritual wellbeing	3	<ul style="list-style-type: none"> • The Interim Storm Affected Land Use guidance supports safe, temporary use of Category 3 storm-affected land, enabling community groups to create local spaces for planting, events, and activities that promote physical, mental, social, and spiritual wellbeing while long-term land decisions are made. • Community wellbeing grants have been distributed to support local spaces and initiatives. • Adventure Specialties Trust were funded to deliver Reconnection programmes in South Auckland and Mt Roskill, helping students rebuild trust in the natural environment. This supports young people's emotional and psychological recovery and builds the capacity of teachers to support outdoor reconnection and reduce post-storm anxieties. • Kumeū Arts and Mairangi Arts Centre were funded to deliver creative healing initiatives through art-based activities. These programmes offer inclusive, accessible pathways for emotional expression, cultural connection, and stress relief within storm-impacted communities. • Reading Warrior were funded to deliver a creative storytelling programme empowering young people to process storm-related anxieties and tell their own stories. This has fostered healing, connection, and neighbourhood cohesion, as recognised by the Wellbeing Recovery Working Group and community priorities highlighting the value of sharing local experiences.

<p>Mana Whenua have a voice and are provided with meaningful opportunities to partner, participate, and express rangatiratanga in the rebuilding of their communities through reciprocal partnerships, collaboration and decision-making opportunities.</p>	<p>3, 4</p>	<ul style="list-style-type: none"> • Mana whenua-led local recovery planning is underway with ten mana whenua, enabling them to exercise kaitiakitanga within their rohe in response to the 2023 severe weather events and climate change. • Te Kawerau ā Maki, Ngāti Tamaoho, Ngāti Tamaterā, Ngāti Maru, Ngāti Whātua Ōrākei, Te Ahiwaru, Te Uri o Hau, Ngātiwai, Ngāti Whanaunga and Ngāti Te Ataare leading recovery efforts grounded in their tikanga, values, and aspirations, strengthening iwi-led planning and rangatiratanga across their rohe.
<p>Communities have access to a range of opportunities to participate in planning for the future of their community and feel heard and included in the decisions that are made.</p>	<p>3, 4, 5</p>	<ul style="list-style-type: none"> • Priority communities-led local recovery planning has seen Auckland Council invest in three-year, community-led recovery projects in Māngere, Mt Roskill/Wesley, and Henderson-Rānui, recognising these areas were already disadvantaged prior to the events and face increased social vulnerability. • Roskill Together, Te Kawerau ā Maki Tiaki Trust (partnering with MPHS and the Rānui Accord), and I AM Māngere are leading community engagement in their areas through workshops, events, and ongoing kōrero, ensuring diverse voices are heard and reflected in recovery priorities. • These participatory approaches have empowered communities to identify key recovery themes like flood risk awareness, mental health, housing equity, environmental restoration, and emergency readiness, and to shape locally relevant plans responsive to their unique needs. • Impacted communities-led local recovery planning is being supported through the Auckland Council website, which provides direct contact information for each funded recovery group and features a Key Events page highlighting upcoming community activities. This resource enables residents to connect with local recovery efforts and participate in ongoing decision-making. • Natural Hazards Plan Change engagement included a panel of storm-affected residents to provide input, supported by the Recovery Office. Their feedback on risk tolerance informed planning policy. This process enabled residents to shape council decisions and prompted continued engagement with local and central government on resilience and adaptation. • Political participation was strengthened when Milford residents, supported by a Community-led Recovery Specialist in the Recovery Office, successfully advocated for flood prevention measures at a council committee meeting. This enabled direct community influence on formal council decisions and reinforced accountability in recovery efforts.
<p>Community leaders and volunteers are acknowledged and provided with relevant development opportunities to enable communities to lead their own solutions.</p>	<p>5</p>	<ul style="list-style-type: none"> • The Adapting Together leadership programme, developed by Leadership New Zealand with support from the Recovery Office and Lottery Community Funding for Change, is backing 28 community leaders already active in local recovery. Over seven months, the programme is growing their capability, confidence, and connection across communities. • This investment in relational, place-based leadership is enabling a network of resilient local leaders equipped to guide their communities through recovery and future disruptions. • Natural Hazards Commission's National Reference Group has invited two impacted residents and community leaders from the Piha, Karekare, and Anawhata Stickered Residents Group to join its work on community resilience and disaster recovery. Their invitation, following a joint presentation with Recovery Office staff, enables local voices to shape national approaches and priorities.

Tamariki and rangatahi have access to relevant wellbeing services and support	6	<ul style="list-style-type: none"> • Community wellbeing grants are enabling Adventure Specialties Trust, Kumeū Emergency Network, SIAOLA, and The Fatimah Foundation to deliver initiatives such as outdoor reconnection programmes, creative storytelling, and culturally grounded wellbeing support for Tongan and Muslim families. These initiatives are helping young people process their experiences, grow confidence, and strengthen social and emotional wellbeing. • Kia Ora Ake is a locally co-designed, school-based wellbeing programme operating across Counties Manukau as part of the national Mana Ake initiative. It delivers tailored mental and emotional support to tamariki (ages 5–12), their whānau, and schools focusing on helping children and families navigate social stressors affecting schooling. • This support enables tamariki to develop key skills such as emotional regulation, positive relationships, and adaptability, while also strengthening whānau and community connections through holistic, culturally grounded wellbeing at individual, group, and whole-school levels. • Blueprint Youth Mentoring programme, funded by MSD and delivered by Blue Light, supported 16–18-year-olds impacted by the weather events to re-engage with education and develop cultural identity, career goals, and pathways to study or employment. • Of 76 funded places, around 69 young people participated, mostly in South Auckland. This support helped most stay in education or transition to employment, with improved confidence, attendance, leadership, and positive behaviour reported by schools. The programme concluded in June 2025, with future funding under review.
Individuals, families and whānau are supported to achieve wellbeing through accessible, equitable mental health resources and services in their local communities.	7	<ul style="list-style-type: none"> • Community wellbeing grants are enabling Age Concern, Saves9, Anxiety NZ, The Fatimah Foundation, VisionWest and SIAOLA to deliver mental health and wellbeing initiatives including expanded counselling for older people, culturally tailored psychological first aid, climate anxiety resources, trauma-informed support, and faith- and culture-based programmes for Muslim and Tongan communities. • These accessible, culturally grounded supports are helping more people receive timely mental health care locally, fostering resilience and collective healing.