

Earthquake Support Coordination Service

Case studies of how the coordinators can help.

Ruth: Navigating paperwork

For Ruth, a red-zone resident in her sixties, dealing with the earthquake commission and insurance processes was becoming a struggle. “My contents claim was initially rejected and all my possessions were still sitting in my red stickered home.”

A distraught Ruth was referred to the Earthquake Support Coordination Service who helped her prepare her claim, accompanied her to meetings and connected her with counselling so she could get the tools to cope.

“My coordinator communicated with me every step of the way”, said Ruth. “She went through the paperwork with me, photocopied things for me but most importantly, believed in me. Without her I don’t know how I would have coped with the high stress I felt dealing with the insurance processes.”

Ken and Pauline: Staying warm and healthy

The house of Ken and Pauline was considerably damaged in the September earthquake. Receiving a payout from EQC and their insurance company, they started the repair work. However, the Boxing Day and February earthquakes damaged their home further. Ken, a senior citizen and not enjoying the best of health, battled on, trying to complete the repair work while coping with limited facilities.

Luckily, Ken’s sister recommended they contact the Earthquake Support Coordination Service. Coordinator Chris visited Ken and Pauline and identified a number of positive things they could do. These formed the basis of a plan which allowed Ken and Pauline to begin their journey towards recovery.

The first thing Ken and Pauline did was visit their local GP to check on their health and wellbeing. Next, Chris helped them apply to the Red Cross for a hardship grant. During the middle of winter their home was exceptionally cold, so Chris helped them apply for a heat pump, supporting their application with a letter stressing the couple’s dire situation. The heat pump was installed within 10 days.

Ken says: “In hindsight, having someone like Chris from the onset would have made the whole process less stressful – it certainly made all the effects of the earthquakes easier to understand and cope with.”

“Dealing with people over the phone is difficult and misunderstandings often occur. A big thank you to Chris for being there and going through our options with us at all stages, without being obtrusive, and for giving us good positive scenarios which assisted in our decision making. We would certainly recommend anyone who is having problems to phone the Earthquake Support Service.”



Moana: Urgent damage repairs

Moana spoke to a coordinator to discuss a concern she had with EQC.

She had just been diagnosed with cancer and her friends from overseas were arriving soon to support her. Her home was liveable but badly damaged. The ceiling of the room where her friends would sleep was shedding lumps of plaster with any vibration. Moana was very concerned that her quake-afraid friends would not cope with this and would leave.

Moana was desperate to have the ceiling repaired. EQC had said that they would not consider repairing one part of one room, but

would only do the whole house as one job. Due to her ill health, Moana knew she couldn't cope with builders working through the whole house.

John, the Earthquake Support Coordinator, asked EQC to reconsider and to tackle the spare room ceiling as a one-off, emergency piece of work. EQC not only agreed but added John to their system so that he could get additional information for Moana. Within a week, the work on the ceiling had started.

Tim: Coping

For some, the destruction of their homes as well as their city, proves too much to bear. Tim said he tried to carry on as normal and keep his emotions under wrap.

"I was pretending I was OK, and then I had my meltdown and tried to end my own life. When I got out of hospital, I was referred to an

Earthquake Support Coordinator. He connected me to the services I needed to take care of myself. I can now realise when these feelings are happening and feel all right about asking for help."

Phone 0800 777 846, the Canterbury Support Line, and ask to be connected with an Earthquake Support Coordinator.

Earthquake Support Coordinators work with people to provide information and practical support. They can support people navigate through the various processes and services.

Coordinators can meet people wherever is needed, including visiting homes.

The service is confidential and free.

Please note that some names and details have been changed in the case studies.