

Support for individuals, whānau & communities in Marlborough

Tips for wellbeing

- Take note of signs of distress for yourself, your whānau, your friends and your neighbours - little changes matter
- Take time to check in - “How are you getting on?” “Are you okay?”
- **Minimise Exposure:** focus on what you can control, minimise further stressors, take time out each day to do something you enjoy
- **Acknowledge event:** this is a significant event which has had significant impacts on people and communities
- **Normalise:** ‘It’s okay to not be okay’
- **Educate:** Stress response and feeling overwhelmed or on-edge are normal reactions. Talking to neighbours, friends, family or a professional is important, alongside maintaining some normality & activities that make you happy.
- **Review, Restore, Refer:** Don’t be afraid to ask for help or to identify others who need support – utilise your normal support systems & access further support available as needed
- **Self-care:** Look after your own wellbeing through good sleep, healthy kai, keeping active and connecting with others
- Supporting Tamariki - keep communication up, reassure them about the future, maintain routines where possible, encourage them to play and spend time with friends

Local healthcare services

- **Contact your GP in the first instance or Healthline on 0800 611 116**
- **Free-call or text 1737** to talk to a trained counsellor 24 hours a day.
- **In an emergency, call 111**
- **Acute Mental Health Marlborough:** 0800 948 497, press 2 for urgent concerns
- Contact your midwife for support and advice during pregnancy and postnatal.
- For more immediate attention people can either go to the: Urgent care, Hospital Road (adjacent to Wairau Hospital). For over 13’s this is a fee of up to \$80. The price reduces with a community services card.
- Te Tauihu **Māori health provider** Te Piki Oranga on 0800 ORANGA (**0800 672 642**) or 03 578 5750. **Address: 22 Queen Street.**
- **PlunketLine on 0800 933 922** to speak to a Plunket nurse. PlunketLine runs 24 hours a day, 7 days a week.

* Free GP appointments available for people affected by the Weather Event, including 3 free Mental Health apts.

Financial support

In emergencies, Work and Income can help with costs if you don't have any other way of paying. **You don't have to be on a benefit.**

Work and Income can help with: medical costs, bedding, food, power bills, repairs or replacing appliances, emergency accommodation costs, benefits and housing assistance.

Everyone’s situation is different, so what you qualify for will depend on your situation. You may have to pay the money back depending on your situation.

Website: www.workandincome.govt.nz/urgent-costs

Call on **0800 559 009** for help with emergency costs from 7am – 6pm Monday – Friday, 8am – 1pm Saturday.

Inland Revenue Department (IRD) can also support with Tax relief, income assistance, kiwisaver holidays & working for families payments for people affected by extreme weather events [Tax relief - extreme weather and natural disasters](#) [Working for Families](#)

Māori community / Iwi support

Please don't be whakamā to ask for help. For hauora support, call Te Tauihu Māori health provider **Te Piki Oranga** on 0800 ORANGA (**0800 672 642**).

For general support, please call **Te Kotahi o Te Tauihu** Trust on **0800 514 358**.

You can also call the **Whānau Ora navigators** at your local marae or iwi office.

- Te Hauora O Ngāti Rārua: 03 5778404
- Waikawa marae: 03 573 7547
- Omaka marae: 03 5789256
- Maataa Waka: 03 5779256

Pacific support

For support for Pacific Peoples please contact:

Marlborough Pacific trust

Phone

0277224342

Email

marlboroughpacifictrust@gmail.com

Insurance

The Residential Advisory Service (RAS) within MBIE provide advocacy services and advice to homeowners who are navigating insurance claims to remediate damage suffered due to an event.

info@advisory.org.nz **0800 777 299**, 03 379 7027

Tenancy and Accommodation

If you are the tenant or landlord of a rental property, you can find information on your rights and obligations at www.tenancy.govt.nz or by phoning 0800 TENANCY (**0800 836 262**).

Temporary Accommodation Service (TAS): Find safe, secure and accessible temporary accommodation while their home is repaired.

0508 754 163

Monday to Friday - 8:30am to 5:00pm

Saturday to Sunday - 9:00am to 5:00pm

Nelson, Tasman, Marlborough flooding »

Temporary Accommodation (mbie.govt.nz)

Support for rural communities

For initial help or updates on the farm, get in touch with your industry body:

- <https://www.dairynz.co.nz/business/adverse-events> **0800 4 DairyNZ (0800 4 324 7969)**
- <https://beeflambnz.com> **0800 BEEFLAMB (0800 233 352)**
- **Federated Farmers** on **0800 327 646**.

Rural Support Trusts have local people who are trained to offer assistance and support, and their help is free and confidential. Phone **0800 RURAL HELP (0800 787 254)** or visit www.rural-support.org.nz.

Further information on dealing with floods on farm is available at <http://www.mpi.govt.nz/funding-rural-support/adverse-events/dealing-with-floods/>

Animal welfare

See **Ministry for Primary Industries (MPI) factsheet: Animals affected by flood** - www.mpi.govt.nz/animals-in-emergencies

Animal welfare concerns

Phone **MPI** on **0800 008 333** to log any animal welfare concerns. **MPI** will follow up on animal welfare calls.

For small domestic animals, call the SPCA on 03 547 7171

Veterinary services

If your animals need veterinary treatment, contact your veterinary clinic.

Livestock

For requests for assistance with livestock, lifestyle blocks or feed phone **Federated Farmers** on **0800 FARMING (0800 327 646)**.

