

Supporting people through significant events in Marlborough

Tips for frontline workers:

- Manaaki first – no matter how busy you are, people need connection and kindness
- Upholding Mana – ask permission every step of the way & invite whānau to be a part of the process e.g. create space for pātai (questions), allow whānau to walk alongside you
- Look for signs of distress – little changes matter
- Take time to check in - “How are you getting on?” “Are you okay?”
- **Minimise Exposure:** give them time to breath and minimise further stressors
- **Acknowledge event:** significance and understanding
- **Normalise:** ‘It’s okay to not be okay’
- **Educate** as required: 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:** Encourage people to get help, link them with their normal support systems & sign post to further support as needed
- **Self-care:** You are important too! Look after your own wellbeing (good sleep/healthy kai/keeping active), talk to friends/family/colleagues, access support available & ask for help.

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](#)

<p><u>Māori community / Iwi support</u> 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).</p> <p>For general support, please call Te Kotahi o Te Tauihu Trust on 0800 514 358.</p> <p>You can also call the Whānau Ora navigators at your local marae or iwi office.</p> <ul style="list-style-type: none"> • Te Hauora O Ngāti Rārua: 03 5778404 • Waikawa marae: 03 573 7547 • Omaka marae: 03 5789256 • Maataa Waka: 03 5779256 	<p><u>Pacific support</u></p> <p>For support for Pacific Peoples please contact:</p> <p>Marlborough Pacific trust</p> <p>Phone 0277224342</p> <p>Email marlboroughpacifictrust@gmail.com</p>
<p><u>Insurance</u> The <u>Residential Advisory Service</u> (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</p>	<p><u>Tenancy and Accommodation</u> 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).</p> <p>Temporary Accommodation Service (TAS): Find safe, secure and accessible temporary accommodation while their home is repaired.</p> <p>0508 754 163 Monday to Friday - 8:30am to 5:00pm Saturday to Sunday - 9:00am to 5:00pm</p> <p><u>Nelson, Tasman, Marlborough flooding »</u> <u>Temporary Accommodation (mbie.govt.nz)</u></p>
<p><u>Support for rural communities</u> For initial help or updates on the farm, get in touch with your industry body:</p> <ul style="list-style-type: none"> • 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. <p>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.</p> <p>Further information on dealing with floods on farm is available at http://www.mpi.govt.nz/funding-rural-support/adverse-events/dealing-with-floods/</p>	<p><u>Animal welfare</u></p> <p>See Ministry for Primary Industries (MPI) factsheet: Animals affected by flood - www.mpi.govt.nz/animals-in-emergencies</p> <p>Animal welfare concerns</p> <p>Phone MPI on 0800 008 333 to log any animal welfare concerns. MPI will follow up on animal welfare calls.</p> <p>For small domestic animals, call the SPCA on 03 547 7171</p> <p>Veterinary services If your animals need veterinary treatment, contact your veterinary clinic.</p> <p>Livestock For requests for assistance with livestock, lifestyle blocks or feed phone Federated Farmers on 0800 FARMING (0800 327 646).</p>

