

SUPPORT FOR INDIVIDUALS, WHĀNAU AND COMMUNITIES **IMPACTED BY WEATHER EVENTS IN NELSON TASMAN**



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.
- Normalise “It’s okay to not be okay”.
- Review, restore, refer – don’t be afraid to ask for help or to identify others who need support – utilise your normal support systems and access further support available as needed.
- 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 and activities that make you happy.
- Self-care – look after your own wellbeing through good sleep, healthy kai, keeping active and connecting with others.
- Acknowledge event – this is a significant event which has had significant impacts on people and communities.
- 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 call Healthline on 0800 611 116. **Free GP appointments are available for people affected by the weather event, including three free mental health appointments.**
- For more immediate attention, go to the Medical and Injury Centre, Waimea Road (adjacent to Nelson Hospital) or if in Golden Bay, Golden Bay Health Centre.
- In an emergency, call 111.
- Free-call or text 1737 to talk to a trained counsellor 24/7.
- Acute mental health: 0800 776 364, option 2 (Nelson Tasman) or 03 525 7647 (Golden Bay – Te Whare Mahana).
- Contact your midwife for support and advice during pregnancy and postnatal.
- PlunketLine on 0800 933 922 to speak to a Plunket nurse. (24 hours a day, 7 days a week).
- Te Taihu Māori health provider Te Piki Oranga on 0800 ORANGA (0800 672 642).
- Social connectedness: www.wellby.org.nz/talking-cafes and www.wellby.org.nz/found-directory

FINANCIAL SUPPORT

Work and Income

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. They 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.

Call on 0800 559 009 from 7.00 am – 6.00 pm
Monday – Friday, and 8.00 am – 1.00 pm Saturday.

www.workandincome.govt.nz/urgent-costs

Inland Revenue Department (IRD)

IRD can support with tax relief, income assistance, Kiwisaver holidays and working for families payments for people affected by extreme weather events.

www.ird.govt.nz/business-income-tax/extreme-weather-relief

www.workingforfamilies.govt.nz

MĀORI COMMUNITY / IWI SUPPORT

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

For general support, please call Te Kotahi o Te Taihū Trust on 0800 514 358 or Whakatū Te Korowai Manaakitanga Trust on 03 547 5958.

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

PACIFIC SUPPORT

For support for Pacific peoples please contact:

- Ministry of Pacific Peoples Christchurch Regional Office: 03 366 7202 or southern@mpp.govt.nz
- Nelson Tasman Pasifika community trust: info@nelsonpasifika.org.nz

INSURANCE

The Residential Advisory Service within MBIE provide advocacy services and advice to homeowners who are navigating insurance claims to remediate damage suffered due to an event. Phone 0800 777 299, 03 379 7027 or email info@advisory.org.nz

TENANCY AND ACCOMMODATION

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

Temporary Accommodation Service: Find safe, secure and accessible temporary accommodation while your home is repaired. Phone 0508 754 163 Monday – Friday, 8.30 am – 5.00 pm or Saturday to Sunday, 9.00 am – 5.00 pm.

www.tas.mbie.govt.nz/nelson-tasman-marlborough-flooding

SUPPORT FOR RURAL COMMUNITIES

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

- www.dairynz.co.nz/business/adverse-events 0800 4 DairyNZ (0800 4 324 7969)
- www.beeflambnz.com 0800 BEEFLAMB (0800 233 352)
- Federated Farmers 0800 FARMING (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 a farm is available at www.mpi.govt.nz/funding-rural-support/adverse-events/dealing-with-floods

ANIMAL WELFARE

See Ministry for Primary Industries factsheet 'Animals affected by flood' at 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 assistance with livestock, lifestyle blocks or feed phone Federated Farmers on 0800 FARMING (0800 327 646).

MAYORAL RELIEF FUND

The fund is open to Nelson City and Tasman District residents, ratepayers or business owners, and not-for-profit organisations who have suffered personal financial hardship as a result of the flood event that began on 17 August 2022. For more information and to apply, visit www.tasman.govt.nz/mayoral-relief-fund