

“Supporting and Caring For Our People “



PowerNet have a Psychological First Aid (PFA) programme in place to support all staff and their family and whanau. PFA is a humane, caring, compassionate response that primarily addresses the practical needs and concerns in those suffering from distressing and challenging life events.

Our motto “We Care not Cure”. The welfare support team are here to care and assist our people to access resources that work for them and suit their requirements. We are the fence at the top of the cliff not the ambulance at the bottom.

Our aim is to foster short- and long-term adaptive functioning and promote a sense of safety, self-care/efficacy, connectedness, **hope and everyday resilience**.

We (Welfare Support Team) can provide confidential non-judgemental support to our people who may be struggling in various areas or are faced with challenges in their life (but not limited to):

- Suicide
- Relationships
- Drugs – Alcohol & Substance Abuse
- Gambling
- Family Harm

Covid-19 Taking care of your mental wellbeing

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public/covid-19-taking-care-your-mental-wellbeing>

Covid-19 Health and wellness support

https://www.health.govt.nz/system/files/documents/pages/covid19_all_of_government_factsheet_17_feb_2020_0.pdf

We are available now to support you either by phone, Skype, text or email.

<https://dms.powernet.co.nz/work/link/d/PowerNet!3341809.1>



COVID-19 - Taking care of your mental wellbeing

This page was last updated 20 March 2020.

We are in uncertain and unprecedented times, and everyone will respond differently to how COVID-19 is impacting them.

It's important not only to look after our physical health but also look after our mental health at the same time.

It's completely normal for people to be feeling a wide range of emotions, including worried, anxious, scared.

We are all in this together, and while we might not be able to be physically in touch right now, it's important to stay connected in other ways.

New Zealand is known for its manaakitanga and now more than ever we need to remember the power of kindness and uniting together.

While there are things that we can't control at the moment, there are things you can do to boost your mental wellbeing and that of your loved ones.

Top ways to look after your mental wellbeing

- **Staying connected with others** is so important for our wellbeing and helps to make us feel safer, less stressed and less anxious. We can support each other to get through this. While we are limiting social contact to contain the spread of COVID-19, there are still lots of ways we can connect.
- **Acknowledge your feelings and reach out for support.** It is completely normal to feel overwhelmed, stressed, anxious, worried or scared in the current situation. Allow yourself time

to notice and express what you are feeling. This could be by writing them down in a journal, talking to others, doing something creative, or practising meditation. Talk with people you trust about your concerns and how you are feeling.

- Whereever possible we should try to **stick to our daily routines**. Try to go to sleep and wake up at the same time, eat at regular times, shower, change your clothes, have regular e-meetings with colleagues or virtual coffee dates with friends, do your chores. Meditating and exercising can help you to relax and have a positive impact on your thoughts. Try not to increase unhealthy habits like comfort eating, drinking or smoking.
- **Assisting other people who might need help** and reaching out to those who may be feeling alone or concerned can benefit both you and the person receiving support.
- **Seek accurate information from legitimate sources**. You may find it useful to limit your media intake. Get the facts in order to help distinguish facts from rumours. Seek information updates at specific times during the day once or twice.
- **Seek further professional support if you need it**. For support with anxiety, distress or mental wellbeing, you can call or text 1737 to talk with a trained counsellor for free, 24 hours a day, 7 days a week.
- **If you are currently getting help with your mental health, continue with this if possible** and notice if your symptoms are getting worse. Talk to your GP, counsellor, case worker or mental health team about how they can continue supporting you. Can your appointments take place over the phone, via email, text or video chat? What tips do they have to help you get through? Who can you call if you need help urgently? Write this down so you have it handy when you need it.

See our [advice on wellbeing in self-isolation](#) ([/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public/covid-19-self-isolation/covid-19-wellbeing-self-isolation](#)), for more information.

Taking care of children

There may be children or young people in your life who experience distress. As a trusted adult, you can help reassure and educate them about COVID-19 – it can be good to talk to them now, so they can understand the illness and be reassured. If you feel the child or young person is getting distressed through this conversation, reassure them and end it.

Children react to stress differently than adults – they may withdraw or behave in a more ‘babyish’ way, seem anxious or clingy, be preoccupied with illness in their play or drawing, have problems sleeping or nightmares, or may get physical symptoms such as stomach aches or headaches. Here are some tips for supporting children and young people:

1. **Reassure** them they are safe.

2. **Encourage** them to talk about how they feel.
3. **Tell them they can ask questions** and answer these in plain language appropriate to their age – be honest, but avoid details which may distress or cause anxiety.
4. **Tell them that feeling upset or afraid is normal**, that it's good to talk about it and that they'll feel better soon.
5. **Be understanding** – they may have problems sleeping, throw tantrums or wet the bed – be patient and reassuring if this happens. With support and care, it will pass.
6. **Give your children extra love and attention.**
7. **Remember that children look to their parents to feel safe and to know how to respond** – reassure them, share that you are upset too but that you know you will all be fine together.
8. **Try to keep to normal routines** – mealtimes, bedtimes etc. – allow them to get out and play, to go to the park etc.

However, if a child's distress is escalating or they are displaying any worrying behaviours (such as extreme withdrawal, terror that you cannot comfort them from etc.), seek help early.

If you or the child(ren) are in self-isolation, call Healthline first ([0800 611 116](tel:0800611116) (tel:0800611116)).

Otherwise, your GP is a good starting point. For support with grief, anxiety, distress or mental wellbeing, you can call or text [1737](tel:1737) (tel:1737), to talk with a trained counsellor for free, 24 hours a day, 7 days a week. Parents or whānau concerned about a young person in crisis should seek help.

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COVID-19 (Coronavirus disease)

New Zealand Government

What support is available and where can you get help?

Health and wellness support

It is normal to feel distressed and to experience symptoms of stress related to COVID-19

It's normal to feel distressed if you or your friends and family have possibly been exposed to COVID-19.

You may have trouble sleeping, feel tense, irritable or find yourself having repeated thoughts that are stressful. You may also have physical stress symptoms such as being jumpy, having headaches, pain from tense muscles or feeling your heart pounding.

These kinds of feelings and symptoms are part of our normal reaction to mental distress, and for most people they pass over several days or weeks.

However, if over the following days and weeks you feel you are not coping, it's important to seek help and professional support. Your family doctor is a good starting point. For support with grief, anxiety, distress or mental wellbeing, you can also call or text **1737 Need to talk?** This service is free, available 24 hours a day, 7 days a week and gives you the chance to talk it through with a trained counsellor.

For information about supporting children who may be experiencing stress, see the Ministry of Health website here: <https://www.health.govt.nz/your-health/healthy-living/emergency-management/managing-stress-emergency/helping-children>

Health questions or concerns about COVID-19

The Ministry of Health updates their webpage regularly with the latest advice, information about self-isolation and common questions and answers about COVID-19 at [health.govt.nz/coronavirus](https://www.health.govt.nz/coronavirus)

If you or your whānau are unwell, the best ways to get support are:

- call your family doctor for advice or information. If you think you've been exposed to COVID-19 (through contact with someone who has it), it's important to let your family doctor know
- call **Healthline** with your COVID-19 health-related concerns. The call is free and someone is available 24 hours a day, 7 days a week on **0800 358 5453** (or for international SIMs call [+64 9 358 5453](tel:+6493585453))
 - o if you don't have a family doctor
 - o if you're feeling unwell but you're not sure if you need to see a doctor
 - o for advice about what's happening for you and next steps.

If you have questions about your child or baby's health or wellbeing, **call Plunketline** on **0800 933 922** to speak to a Plunket nurse. Plunketline also runs 24 hours a day, 7 days a week. Contact your midwife for support and advice during pregnancy and postnatal.

Other options

- Emergencies: **111**
- Police non-emergencies: **105**

Remember, in an emergency, always call 111.

0800 Government Helpline

If you're not sure what assistance may be available, you don't know who to contact for help or if you'd just like more information, phone the **0800 Government Helpline** on **0800 779 997** (9am–5pm, 7 days a week).

For health specific questions please call **Healthline** directly on **0800 358 5453**.

Financial support

In emergencies, **Work and Income** can help you with costs you don't have any other way of paying. You do not need to be on a benefit to be eligible and even if you don't think you qualify, call us on **0800 559 009** (Monday to Friday 7am–6pm, Saturday 8am – 1pm) to check your eligibility. There may be other options available and Work and Income can point you in the right direction.

In emergencies, **Work and Income** can help with:

- loss of livelihood (where you can't work and have lost your income)
- food, clothing and bedding (immediate needs up to a maximum amount)
- accommodation costs if you have to move.

You may have to pay the money back depending on your situation.

You can find more information about financial support (including eligibility criteria) on the **Work and Income** website at workandincome.govt.nz under 'benefits and payments'.

Tenancy information

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

Schools, early learning services and tertiary providers

The Ministry of Education will support schools and early learning services impacted by COVID-19. The Ministry of Education is also working with all tertiary providers to help them support their students.

Many students from China are currently unable to travel to New Zealand to commence or continue their study. The Ministry of Education is working with providers to find alternative, blended delivery options to help these students access their studies as soon as possible.

We know that during emergency events, maintaining routines is important and children look to both their parents and teachers for this support.

It's natural for children and young people to want to be at school or their early learning service to play with, connect with and learn with their peers. Some children and young people may be feeling worried about what has happened and being at school or at their early learning service will give them further opportunities to understand what is happening and who is helping.

The Ministry of Education is providing regular updates, including information on their website, for education providers and for parents, whānau and caregivers.

Parents and caregivers are also encouraged to check with their school or early learning service for updated information. Tertiary students are encouraged to keep connected with their education provider.

Keeping children safe

If you're worried that a child or young person you know is not safe or being cared for, or you know a child who has been separated from their parents or caregivers you can phone **Oranga Tamariki** on **0508 326 459** (24 hours a day, 7 days a week) or email contact@ot.govt.nz

17 February 2020

Animal welfare

Animal welfare concerns

Phone the **Ministry for Primary Industries (MPI)** on **0800 008 333** to log any animal welfare concerns.

Veterinary services

If your animals need veterinary treatment, contact your own veterinary clinic. If you do not have a regular veterinarian or yours is not open, you can find nearby clinics by going to Find-a-vet on the New Zealand Veterinary Association website: nzva.org.nz/

Information for international visitors

If your visa is about to expire, phone **Immigration New Zealand** on **0508 558 855** or visit the **Immigration New Zealand** website immigration.govt.nz/new-zealand-visas

If you are a foreign national travelling in New Zealand requiring further consular assistance, contact your nearest Embassy or High Commission in the first instance. Contact details are available on the **Ministry of Foreign Affairs and Trade** website mfat.govt.nz

PowerNet PFA Roster

March - April 2020

01/03	Sunday 7am - 7pm	Rachel											07/03	Saturday 7pm-7am	
	Sunday 7am - 7pm	Rachel											07/03	Saturday 7am - 7pm	
	Monday 7am - 7pm	Rachel											06/03	Friday 7pm - 7am	Lynley
	Monday 7pm - 7am	Rachel											06/03	Friday 7am - 7pm	Lynley
	Tuesday 7am - 7pm	Rachel											06/03	Friday 7pm - 7am	Mark
	Tuesday 7pm - 7am	Rachel											06/03	Friday 7am - 7pm	Mark
	Wednesday 7am - 7pm	Rachel											05/03	Thursday 7pm - 7am	Lynley
	Wednesday 7pm - 7am	Rachel											05/03	Thursday 7am - 7pm	Lynley
	Thursday 7am - 7pm	Rachel											05/03	Thursday 7pm - 7am	Mark
	Thursday 7pm - 7am	Rachel											05/03	Thursday 7am - 7pm	Mark
	Friday 7am - 7pm	Rachel											04/03	Wednesday 7pm - 7am	Lynley
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	Saturday 7am - 7pm	Rachel											04/03	Wednesday 7pm - 7am	Mark
	Saturday 7pm - 7am	Rachel											04/03	Wednesday 7am - 7pm	Mark
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	Monday 7am - 7pm	Rachel											03/03	Tuesday 7pm - 7am	Mark
	Monday 7pm - 7am	Rachel											03/03	Tuesday 7am - 7pm	Mark
	Tuesday 7am - 7pm	Lynley											02/03	Monday 7pm - 7am	Rachel
	Tuesday 7pm - 7am	Lynley											02/03	Monday 7am - 7pm	Rachel
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	Wednesday 7pm - 7am	Lynley											02/03	Monday 7am - 7pm	Rachel
	Thursday 7am - 7pm	Lynley											01/03	Sunday 7pm - 7am	Mark
	Thursday 7pm - 7am	Lynley											01/03	Sunday 7am - 7pm	Mark
	Friday 7am - 7pm	Lynley											08/03	Sunday 7pm - 7am	Mark
	Friday 7pm - 7am	Lynley											08/03	Sunday 7am - 7pm	Mark
	Saturday 7am - 7pm	Rachel											14/03	Saturday 7am - 7pm	Deon
	Saturday 7pm - 7am	Rachel											14/03	Saturday 7pm-7am	Deon

22/04	22/04	23/04	24/04	24/04	25/04	25/04	26/04	26/04	27/04	27/04	28/04	28/04
Wednesday 7am - 7pm	Wednesday 7pm - 7am	Thursday 7am - 7pm	Friday 7am - 7pm	Friday 7pm - 7am	Saturday 7am - 7pm	Saturday 7pm - 7am	Sunday 7am - 7pm	Sunday 7pm - 7am	Monday 7am - 7pm	Monday 7pm - 7am	Tuesday 7am - 7pm	Tuesday 7pm - 7am
Rachel	Rachel				Rachel		Rachel					
29/04	29/04	30/04										
Wednesday 7am - 7pm	Wednesday 7pm - 7am	Thursday 7am - 7pm	Thursday 7pm - 7am									
	Rachel											

The Welfare Support team contact information

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