



# Ngātiwai Trust Board

## Pandemic Tangi (Bereavement)

### ACTION PLAN

For and on behalf of Te Iwi o Ngātiwai

*Kia Tūpato!*

*Ka tangi a Tūkaiaia kei te moana, ko Ngātiwai kei te moana e haere ana;  
Ka tangi a Tūkaiaia kei tuawhēnua, ko Ngātiwai kei tuawhēnua e haere ana.*

*Beware!*

*When Tūkaiaia calls at sea, Ngātiwai are at sea;  
When Tūkaiaia calls inland, Ngātiwai are inland.*

Contact Person	Representative Body
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## 1. Introduction

This Action Plan was identified as an essential step in the implementation of the Ngātiwai Trust Board Pandemic Emergency Management Response Plan to ensure that Ngātiwai whanau experiencing a Mate (death) are supported and assisted in a pandemic and after.

## 2. Ngātiwai Contacts

Name and role	E-mail address	Phone
Aperahama Kerepiti-Edwards, Trustee for Matapouri Marae	aperahama.edwards@ngatiwai.iwi.nz	022 314 6006
Ropata Diamond Trustee for Tuparehuia Marae	ropatadiamond@gmail.com	0221 918 724
Huhana Lyndon Raukura (CEO)	rauкура@ngatiwai.iwi.nz	021 0744673
Tania McPherson, Treaty Claims Manager	Tania.mcpherson@ngatiwai.iwi.nz	021 6677 98
Barry Caldwell, Communications Advisor	barry.caldwell@ngatiwai.iwi.nz	021 728 291

## 3. How can Ngātiwai Staff help

All decisions about how a whanau chooses to respond to a bereavement in their whanau household or bubble is ultimately up to them.

However, some whanau may have never had any experience with decisions that need to be made during a death in their whanau let alone a pandemic.

For this reason there are some practical steps that Ngātiwai staff can help with to assist whanau such as providing:

- a) official guidelines on tangi (attached),
- b) contact details for funeral directors,
- c) contact details for police iwi liaison, and
- d) contact details for accessing support or grief counseling.

In this context Staff act a navigators to Ngātiwai whanau seeking support.

#### 4. Steps from Initial Contact

If contact is made to a Ngatiwai staff member by a whānau member requesting help or support for a death, the following steps should be followed:

- a) Establish contact details. Collect the member's accurate contact details (name, phone number, cell phone number, e-mail) and Marae affiliation. This information is important for follow-up on any referrals that are made.
- b) Establish their context for support:
  - a. If the need arises from a death at home
  - b. If the need arises from a death at a hospital
  - c. If the need arises from a death overseas
- c) Provide information, advice and referrals as set out below.
- d) Follow up to make sure support has been provided.

If further advice is required, contact one of the Ngātiwai Contacts set out in the table at section 2 above.

#### 5. Death occurs at home

If contact is made by someone in a family where the death has occurred at home staff should encourage them to:

- a) **contact a local funeral director** to assist whanau with arrangements. See table of funeral directors at section 10 below.

**Note to staff:** in most cases the funeral director will assist whanau with everything that needs to be taken care of including contacting their loved ones doctor and the police iwi liaison officer. However, if the whanau are reluctant to contact a funeral director then the next steps apply.

- b) **contact their loved ones doctor** or health care provider to inform them of the death. The whanau should know who their own doctor is and how to contact them if they don't they may need help locating this information online.

**Note to staff:** If the death occurred through known or expected causes a death certificate may be straight forward. If the death occurred through unknown causes, a tragic accident or a possible suspected infection related to the pandemic a post-mortem may be required before a death certificate can be issued. By encouraging the whanau to contact their loved ones doctor as soon as possible this may help alleviate wait time for the whanau.

- c) **contact their local police iwi liaison officer** to inform them of the death.

**Note to staff:** the Police have advised that their role is to assist if matters get out of hand and they are needed to explain the restrictions put in place that funeral directors have been asked to abide by. In most cases they will be contacted by the funeral directors or doctor if needed. However, experience has shown that in some cases police liaison have offered a police escort for whanau traveling with their loved ones between home, hospital, marae and urupa and this may be helpful for the whanau concerned.

#### **6. Death occurs in hospital**

If a death occurs in hospital the doctors will be immediately on hand to work with the whanau directly. However, whanau may still make contact for support for funeral directors (see table below) or for contacting their local policy iwi liaison (also below).

#### **7. Death occurs overseas**

If a death occurs overseas during a pandemic, New Zealand borders are likely to remain closed until the risk abates. Therefore whanau are encouraged to consider bring their loved one home after boarder restrictions are lifted.

#### **8. Follow up**

Every member in need who is referred to a third party for assistance should be followed up with a phone call within 24 hours of the initial contact to ensure that the need has been met and if not, to establish what further assistance is required.

#### **9. Death of a loved ones infected with a pandemic virus**

This Action Plan does not distinguish between the death of a loved one infected with COVID-19 during level 4 lockdown and others. All advice and support including navigation should be treated in the same way.

At a later date whanau may wish to have a memorial service for their loved one. After restrictions have been relaxed further follow up with the whanau contact person will help to identify what if any further support can be provided.

## 10. Funeral Directors

For a comprehensive list of Funeral directors go to <https://www.fdanz.co.nz/planning-a-funeral/find-a-funeral-director/>.

The following table provides a quick reference to funeral directors in Northland.

Name	Area	Phone	e-mail
<b>Northland</b>			
Geards Funeral Home 13 Pukepoto Road	Kaitia Northland	09 408 0970	info@geards.co.nz
Scotts Funeral Services 144A Kerikeri Road	Kerikeri Northland	09 407 6367	info@scottsfunerals.co.nz
Squire Funeral Services 15 Wihongi Street	Kaikohe Northland	09 4052616	sfskho@xtra.co.nz
Haven Falls Funeral Home 139 Bank Street	Whangarei Northland	0800428 64	whangareioffice@havenfalls.co.nz
Morris & Morris Ltd 199 Kamo Road	Whangarei Northland	09 437 5799	office@morrisandmorris.co.nz
Morris & Morris Cnr Victoria & Gladstone Streets	Dagraville Northland	09 439 8048	office@morrisandmorris.co.nz
Mangawhai Funerals 8 Molesworth Drive	Mangawhai	09 431 7707	nil
Faithfull Funeral Services 35 Red Beach Road	Red Beach	09 421 9844 0800324843	info@faithfulls.co.nz
Jason Morrison Funeral Services 24 Whitaker Road	Warkworth Mahurangi	09 425 7707	offic@jasonmorrison.co.nz
Forrest Funeral Services 39 Riverside Road	Hibiscus Coast Orewa	09 426 7950	leanne.little@forrests.co.nz

### Funeral Directors (Continued)

Name	Area	Phone	e-mail
<b>Auckland</b>			
Dil's Funeral Services Ltd 185 Schnapper Rock Road	Albany Auckland	09 415 8720	info@dils.co.nz
Forrest Funeral Services East Coast Bays 8 Glen Road	Browns Bay Auckland	09 479 5956	grodgers@forrests.co.nz
Dil's Funeral Services Ltd 92 Hinemoa Street	Birkenhead Auckland	09 415 8720	info@dils.co.nz
Auckland Funerals & Memorials Ltd 158 Lake Rd	Belmont Auckland	09 2504808 09 2770718 0211173236	aklfunerals@gmail.com
C. Little & Sons Ltd 287 Manukau Road	Epsom Auckland	09 638 9125	c.little@xtra.co.nz
Davis Funeral Services 400 Dominion Road	Mt Eden Auckland	09 638 9026	office@davisfunerals.co.nz
Haven Falls Funeral Home 3 View Road	Henderson Auckland	0800 428 363	office@havenfalls.co.nz
Davis Funeral Services 51 Kirkbride Road	Mangere Auckland	09 275 8808	mwfd@xtra.co.nz
Davis Funeral Services 2A Udys Road	Pakuranga Auckland	09 576 7108	pakuranga@davisfunerals.co.nz
Davis Funerals 110 Kolmar Road	Papatoetoe Auckland	09 277 2526	papatoetoe@davisfunerals.co.nz
Ese Tatupu Funeral Directors 18 Norman Spencer Drive	Manukau Auckland	09 262 3700	info@tatupufunerals.co.nz



## 11. Police Iwi Liaison Contacts

Name	Area	Phone	e-mail
Mario KAKE Senior Constable	Te Tai Tokerau / Whangarei / Kaipara	09 9456209  0211916015	mario.kake@police.govt.nz
Karen MURPHY Kaitakawaenga Senior Constable	Rodney / Waitemata North	0211913107	Karen.murphy@police.govt.nz
William PAKI Senior Constable Dargaville Police	Rodney / Waitemata	021191578	William.Paki@police.govt.nz
Debra BREWER Kaitakawaenga North Shore Police Station	Te Raki Pae Whenua / North Shore / Waitemata East	0211916198  09 4264555	Debra.BREWER@police.govt.nz
Wayne WHARERAU Kaitakawaenga &	Waitakere / Waitemata West	0211920533	william.wharerau@police.govt.nz
Samatha Cox Constable	Waitemata West	0211920759	Samather.cox@police.govt.nz
Tama MOREHU Sergeant Auckland Central Police will connect you with their Aotea kaitakawāenga	Aotea / Great Barrier Island	0211912889	Tama.Morehu@police.govt.nz

## 12. Accessing support or grief counselling

In the first instance whanau should be encouraged to contact their own Kaumatua/Kuia, Trustee on the Board or Church support contacts.

In the event that whanau seek private and confidential support they should be provided with the government helpline number call or text 1737 – free, anytime, 24 hours a day, 7 days a week – to talk with a trained counsellor.

## 13. Review

This plan will be reviewed as the government announces any changes, in particular to alert levels resulting in any further measures or restrictions.