

Level 4 Snapshot: early and emerging impressions from South and West Auckland

? WHAT IS HAPPENING FOR WHĀNAU, KAIMAHĪ,
• BUSINESS, COMMUNITY ORGS?

? WHAT PATTERNS, PRESSURES + OPPORTUNITIES
• FOR EQUITABLE RECOVERY ARE EMERGING

? HOW MIGHT THIS DIRECT HOW WE ACT NOW
• + NEXT?



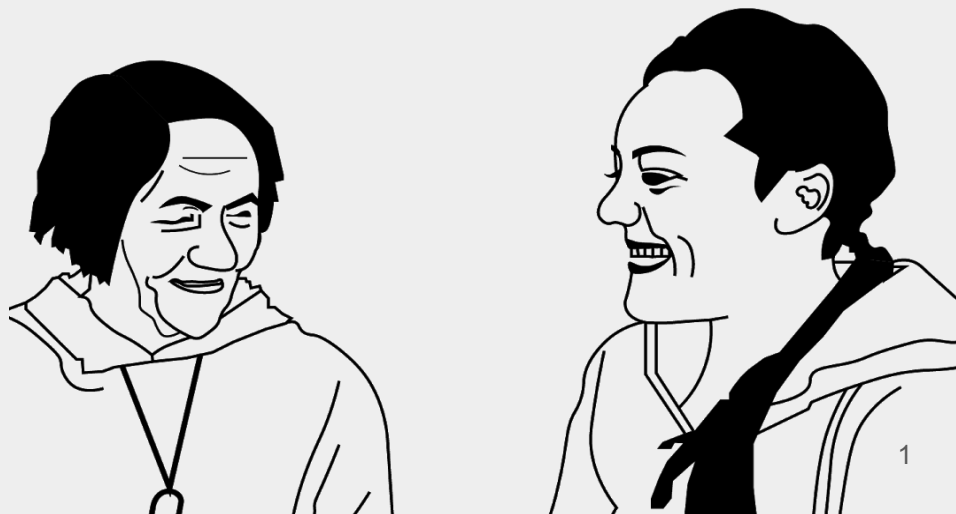
The
**Southern
Initiative**

COVID19
Lockdown snapshot
APRIL 2020

This snapshot shares some of what the The Southern Initiative and The Lab team are hearing and observing as we collectively respond to and make sense of the impact of COVID19 with our partners in **South and West Auckland**.

It brings together themes and impressions gathered through the course of our work and connections with whānau, businesses and community partners during the Level 4 lockdown April 2020.

These are indications of activity to support further and more systematic discovery, conversation and mahi.



What's been happening on the ground?

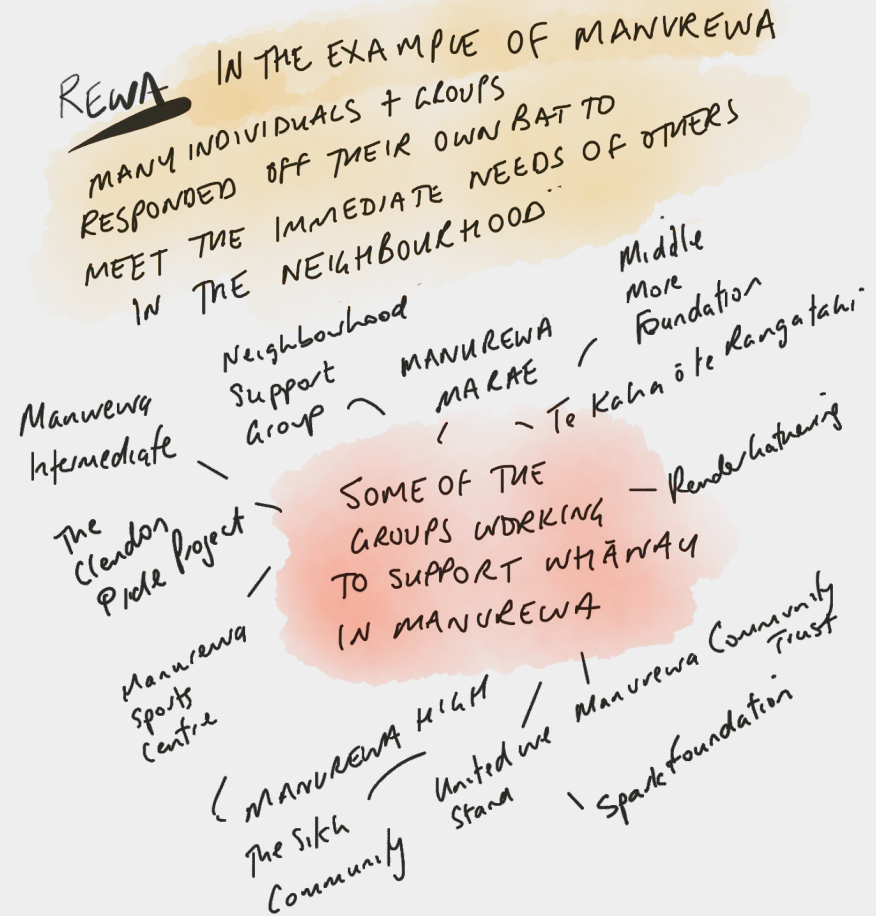
LOCAL AND CENTRAL ACTION

Immediate support and responses have come from many places - whānau, iwi, marae, neighbourhoods, kura, schools, communities, business and philanthropy alongside and in collaboration with local and central government led responses.

Marae, kura and schools have played key roles in getting information and support out to families, and leading in organising responses.

It took one to two weeks for some of the welfare support from council and some marae to come online, with whānau, community networks and providers filling the gap till then.

There has been significant collaboration and joining up of networks and resources between smaller local and bigger partners to help respond and deliver food, tech and other support to communities in South and West Auckland. Those with a large resource base working with those holding local networks to connect people to what they need on the ground. For example getting laptops and modems out to families just before lock down.



Example from Manurewa community

What are we seeing and hearing from whānau?

STRONG NETWORKS

Whānau often already have good relationships with others in their neighbourhoods and are encouraging each other to stay home and keep safe. Whānau are sharing knowledge, activities strategies for managing at home online, setting up their own networks and digital access.

For some this is an opportunity to spend more quality time together and whānau are making the most of having everyone at home.

Many whānau are worried about others outside of their immediate bubbles and providing support to others where they can. Naturally there is fear about helping others too.

Some have been able to access types of support, including digital learning support, that have not been available to them before, as criteria has been removed or become more flexible.

For some whānau, isolation was already a protective factor and part of keeping themselves and tamariki safe. Some of the lockdown restrictions are not that different to normal reality for many whānau, in some ways they are in a better position to cope than others.



MANY NEW PEOPLE
HAVE JOINED LOCAL SOCIAL MEDIA
GROUPS. PEOPLE SHARE + ASK ABOUT:

- WINZ
- FOOD GRANTS, ESSENTIAL ITEMS
- DIGITAL ACCESS
- PLACES TO GET FOOD
- ACTIVITIES FOR KIDS
- WHERE TO GET FOOD PACKS
- CRIME, KEEPING AWARE
- LOCKDOWN RULES + ALERT LEVELS
- SUPERMARKET QUEUES, BEHAVIOUR, STOCK

What are we seeing and hearing from whānau?

PRESSURE POINTS

Home is not an adequate space for living, working and formal learning for many families. Home schooling is creating high levels of stress, keeping tamariki and rangatahi occupied is challenging. The burden of not being able to provide appropriate access and learning environments for tamariki and rangatahi is weighing on parents. There are still many homes without the things they need, including digital access.

Some tamariki and whānau are spending the day in cars to create space and manage the house dynamics, or as a space to work. Whānau looking after tamariki or who have let other whānau members into their home for lockdown are concerned about the repercussions from private and state landlords. There are low levels of trust about who is coming to the house and for what purpose for some.

Solo parents are experiencing real stress, especially with food access. Where do kids go at supermarket time? This is compounded with worry of the virus (what would happen to their kids?) and disconnection from the usual and relied upon social support networks.



Whānau are managing best they can. Some are spending the day in the car as being inside doesn't work.



What are we seeing and hearing from whānau?

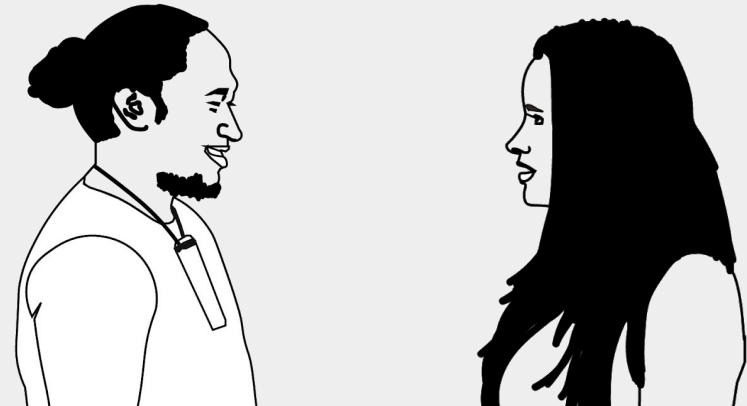
EXPERIENCES FOR RANGATAHI & TAMARIKI

Rangatahi are taking up jobs (e.g. supermarket, delivery drivers) to support whānau income and helping to look after siblings. Many are supporting other whānau to access and get online.

Rangatahi are reaching out to school counsellors, social workers and youth workers in high numbers. This may be late at night as its often the only time young people have space to release stress and concerns.

Tamariki and rangatahi are aware of their surroundings, they feel the burden on their family especially following recent job losses. They understand what is going on and are concerned. How can we support their leadership and sense of control in developing and contributing to responses?

There is redeployment with newly unemployed people moving into new roles. We know young people are going to be at the back of the queue for employment post COVID19.



A DESIRE TO
CONTINUE TO WORKING
TOGETHER
THERE IS A WILLINGNESS IN THE
COMMUNITY TO STAY + TOUCH + BE
CONNECTED. RANGATAHI WE
WORK WITH ARE MORE LIKELY TO
RESPOND NOW THAN BEFORE.

" FAMILIES WANT TO
CONTINUE OUR MAHI TOGETHER
DESIGNING NEW KINDS OF
RESPONSES + WAYS OF WORKING

What are we seeing and hearing from across iwi, marae, community and business?

LEADERSHIP & COLLABORATION

There have been some excellent demonstrations of partnership and distribution of power. Iwi and marae leadership and Māori-led responses have been foregrounded.

Planning from many iwi and marae has been early and proactive, from thinking about whānau safety and health, to communication through a te ao Māori lens to tikanga for tangihanga. Iwi have been providing support beyond their people.

Existing local collaborations, for example between marae, have been leveraged to provide coordinated responses such as Paerangi.

There is a growing openness and interest from businesses we work with to collaborate in ways that they have not been before.

Resource sharing across tech partners for the initial response for example has converted into new collaborations to address digital inequity and help pave the way for tech career pathways for rangatahi in South and West Auckland.

SUPPORT & FLEXIBILITY

Many central government agencies are showing flexibility in their funding and support and opening up criteria. Philanthropic funders are playing an important role in sustaining their investments, being flexible and enabling organisations to adapt their activities in light of the crisis.

Some teams have been able to remove criteria or let whānau drive criteria, opening access to much needed support and modelling what a whānau-led approach to crisis response might look like.

MSD have been proactive in reaching out to historical food bank recipients and existing beneficiaries to offer support. In some cases the support available has surpassed what would normally be available to whānau.

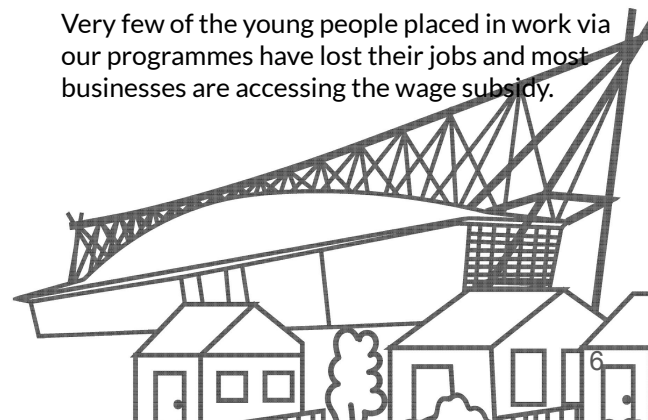
There have been opportunities to build trust through fast, flexible and empathetic responses from government for business and whānau including from MSD.

MSD has been seen to be working rapidly to stand up business support and worked collaboratively with business networks.

Many of the Māori and Pasifika businesses we are working with through HWEN have never accessed support before and have needed support and encouragement to do that successfully.

Many of the businesses we work with are retaining their staff, and/or deploying into different types of work such as security, some have continued to hire.

Very few of the young people placed in work via our programmes have lost their jobs and most businesses are accessing the wage subsidy.



What are we seeing and hearing from across iwi, marae, community and business?

PRESSURE POINTS

There is high stress and uncertainty for businesses and how they will plan ahead in this environment.

Only some community service providers have been able to operate and others (community providers and marae) are picking up referrals and families outside their contracted funding. Costs and efforts are coming out of personal pockets and drawing down on personal relationships, networks, resources time and capital.

Past investment has been in service delivery not infrastructure or innovation capability. This is showing up now with limitations in tech infrastructure and staff capacity.

Often, team members in closest contact with whānau have the least amount of resource and outdated infrastructure. Kaimahi are under their own forms of additional pressure, working remotely, changing practices, managing from home with family and dependents, burn out is likely.

UNCERTAINTY

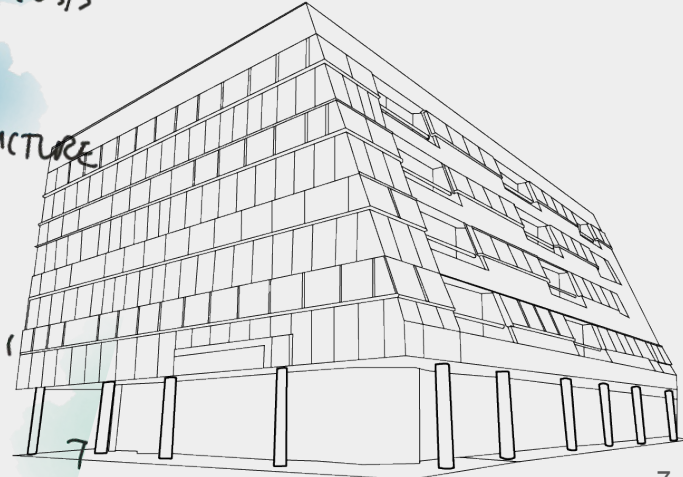
CONTRACTS
DON'T COVER
ALL THE FAMILIES
TEAMS ARE
SERVING

PERSONALLY
COVERING COSTS

TECH
INFRASTRUCTURE

ONGOING
FUNDING

KAIMAHI
ORA



Our learning as an innovation team?

What does it mean to retain a commitment to whānau-centric, equitable and strengths based practice in a time of COVID19?

We want to avoid reverting back to practices that were not working before for whānau – including linear policy and service responses that are developed without appreciation of the lived experience for whānau in South and West Auckland.

We need to help address immediate needs and challenges for whānau and businesses whilst also ensuring that in responding quickly we aren't inadvertently making things worse.

Supporting the wellbeing of communities also requires team wellness.

Understanding how to do our best work as a team within the pandemic context is also an evolving process. We are needing to learn to balance and hold the tension of what people are juggling with their own whānau and being committed to providing strong leadership to ensure that the needs and aspirations of whānau are at the heart of the regeneration effort.

Now is not the time to panic.

Now is the time to push. If we don't challenge the system now, Māori and Pasifika will be even worse off than before.

TENSIONS

BALANCING
DESIRE TO RUSH IN
+ HELP WITH THE
NEED TO PAUSE +
LISTEN

HAVE FAITH IN THE
WHĀNAU + ORGS WE
WORK WITH. GIVE PEOPLE
TIME TO ADJUST + LET
THEM LEAD ON WHAT THEY
NEED.

We are committed to making use of connections and resources to provide immediate support to the communities we live and work in, *and* considering what actions mean for the longer term: sustained outcomes, **not reinforcing dependency or expert-led models**

Implications? Questions we are focused on:

How might we support **redeployment** most effectively? Knowing there will be the tension between **meaningful and sustainable employment** and a rush to get people into any work?

What does the future of **learning, training and retraining** look like? What is the **value proposition around learning** and school especially for those young people who have been out and are already on the edge?

Criteria has been opened up and is **whānau-led** around need. People are **exercising discretion** to connect families to effective support. How might we collect evidence of the impact of that and retain that mode of working?

How might we support the re-opening of **social and community facilities** in our communities? How might they be **reimagined in whānau -centric ways** and integrated with central government supports?

How might we prioritise activities and models that strengthen **local capacity, social capital, equity and economic opportunity** based on responsive partnerships between iwi, marae, whānau, community and government?

How might we develop and **test commissioning models that increase capacity** and strengthen local infrastructure to ensure our communities are more resilient in the face of future challenges?

Māori and Pasifika enterprise is critical to regeneration in South and West Auckland. How might we **reimagine a circular localised economy** that builds whānau wealth and foregrounds indigenous principles, connections to te taiao and responsibilities to future generations?

What is showing up about **local government's role** through this process? What is highlighted about how we enable connections, help build local capacity, create space for central and local collaboration?

Role of marae, schools and whānau have been further highlighted as **critical community wellbeing infrastructure**. How might we continue to foster this collective and local capacity for leadership during rebuild ?

How might we prioritise support to families with tamariki to help **mitigate the intergenerational effect** of the unfolding economic and social impacts of the crisis on children at a critical time of their development?

How might we support whānau at a time of high stress and social distancing to nurture their **babies foundational brain development**?

What are the emerging models of food distribution? How might we support community-led efforts that build food resilience and **food sovereignty**?

This snapshot has been developed and shared as a point in time reference and learning document. It captures at a high level some of what has been observed at Level 4 across South and West Auckland by our teams and those we work with.

<https://www.tsi.nz/>

<https://www.aucklandco-lab.nz/>

Contact: penny.hagen@aucklandcouncil.govt.nz

A COVID19 Snapshot
Level 4 April 2020

