

15 March 2021

File Ref: OIA 42560

9(2)(a)

Tēnā koe 9(2)(a)

Official Information Act request

I write further to your information request dated 27 December 2020. You asked for information related to the COVID-19 response and recovery, and on 9 February you submitted a revised request setting out key dates and events, and the type of documents of interest to you.

On 11 February 2021 we notified you of an extension on the timeframe of the response to 15 March 2021, to enable additional time for consultations. On 22 February and 25 February 2021, I provided interim, partial responses and information.

This letter addresses the remainder of the information in scope of your request, and the attached information completes the Te Puni Kōkiri response.

As noted in my earlier responses, one Aide Memoire to the Minister for Māori Development and two Aides Memoire to the Minister for Whānau Ora were identified in scope of your request for briefings. The documents and my decisions with regard to the release of the information are set out in the table attached as Appendix A.

Some information has been withheld in accordance with the Act on the following grounds:

- *Section 9(2)(a) to protect the privacy of natural persons*
- *Section 9(2)(b)(ii) to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information*
- *Section 9(2)(ba)(i) to protect information which is the subject of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied.*

If you would like to discuss any aspects of Te Puni Kōkiri's response to your request, please contact oiia@tpk.govt.nz in the first instance.

Please note that Te Puni Kōkiri publishes some of its OIA responses on its website, after the response is sent to the requester. The responses published are those that are considered to have a high level of public interest. We will not publish your name, address or contact details.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Ngā mihi

A handwritten signature in blue ink, appearing to read 'Craig Owen', with a stylized, flowing script.

Craig Owen
Kairiwhi Hautū, Te Puni Tautoko Whakahaere | Acting Deputy Secretary, Organisational Support

Appendix A – documents OIA request from Jon Mitchell

Item	Date	TPK ref	Document description	Decision
1.	4 May 2020	41425	Meeting with Minister of Social Development and Minister for Whānau Ora	Released with official's phone number redacted under section 9(2)(a)
2.	12 August 2020	42117	Update on Whānau Ora response to COVID-19 Please note: During consultation, Te Pūtahitanga o Te Waipounamu advised the following: <ul style="list-style-type: none"> Paragraph 11b on page two – the word “days” should be “data”. 	Released with phone number redacted under section 9(2)(a), and some information withheld under section 9(2)(b)(ii)
			Attachment 1: Key messages and Talking Points	Released in full
			Attachment 2: Commissioning Agencies Summary of Support Please note: During consultation, Te Pūtahitanga o Te Waipounamu advised the following: <ul style="list-style-type: none"> The second bullet point under the heading ‘Te Pūtahitanga o Te Waipounamu’ on page two – this bullet point should read “Supported the launch of Ngā Kete Matauranga Pounamu Charitable Trust, a new Māori-focused food bank in Invercargill. The food bank will be fully operational by the last week of August”. The eighth bullet point under the heading ‘Te Pūtahitanga o Te Waipounamu’ on page two – this bullet point should read “Negotiated distribution of another 25,000 hygiene packs to meet ongoing demand from marae”. 	Released with certain information withheld under section 9(2)(b)(ii)

3.	15 August 2020	42141	Update on Whānau ora response to COVID-19	Released with phone number redacted under section 9(2)(a)
			<p>Attachment 1: COVID-19 Update: Whānau Ora Resurgence Response</p> <p>Please note: During consultation, Te Pūtahitanga o Te Waipounamu advised the following:</p> <ul style="list-style-type: none"> The first bullet point under the heading 'Te Pūtahitanga o Te Waipounamu' on page three – should read "Supported the launch of Ngā Kete Matauranga Pounamu Charitable Trust, a new Māori-focused food bank in Invercargill. The food bank will be fully operational by the last week of August". 	Released with certain information withheld under section 9(2)(b)(ii) and 9(2)(ba)(i)
			Attachment 2: Summary of COVID-19 mini Annual Investment Plan	Released with certain information withheld under section 9(2)(b)(ii)

4 Haratua 2020

Te Minita Whanaketanga Māori

HE PĀRONGO | AIDE MEMOIRE

Meeting with Minister of Social Development and Minister for Whānau Ora

Te Puni Kōkiri contact: Hamiora Bowkett, Deputy Chief Executive Strategy & Special Projects

Phone: 9(2)(a) [REDACTED]

TPK tracking no: 41425

Purpose

1. This aide memoire provides you with supporting points for your discussion with Hon Carmel Sepuloni, Minister of Social Development, and Hon Peeni Henare, Minister for Whānau Ora.

Context

2. You indicated to officials you are meeting with Hons Sepuloni and Henare to discuss elements of the ongoing COVID-19 Welfare Response. To assist you in this meeting officials have set out in this aide memoire further thoughts from Te Puni Kōkiri about our “wave 2 response” with particular focus on:
 - a. The role Te Puni Kōkiri Regional Managers might play in this next wave of response to COVID-19.
 - b. Areas of focus Te Puni Kōkiri Regional Managers might have as part of brokering, facilitating and connecting whānau Māori and government agencies in providing an effective ongoing welfare response.

Comment

3. Our approach through the Whānau Māori Community Outreach Fund in Wave 1, was to provide swift support to Iwi-Māori groups enabling them to identify their community's needs and the resource required for COVID-19 targeted services. This was done at pace, helping to fill the gap while other agencies established their response structures and mechanisms.
4. You have indicated a number of areas you see Te Puni Kōkiri regional managers and the regional network focussing on as part of the ongoing COVID-19 Welfare Response. A key element is how the Regions can enable leadership discussions to happen at the community and local level. This calls for a wider coordination and facilitation across Government and to draw together the many facets around the public sector, local government, iwi, whānau Māori and NGO contributions.
5. Additionally, we need to consider the integration of “social sector” and “economic development” frameworks and interventions. Concepts such as community resilience draw on both fields for their success and implementation. Te Puni Kōkiri is undertaking further work on this and has started discussions with both MBIE and MSD in this regard.

Suggested points for discussion

How do we support Regional Leadership to lead the next conversation toward greater resilience?

- i. Exploring the continuity of the contracting regime for health, social service and welfare Māori NGOs and providing certainty from the government sector about contracting landscape
 - The role of the Philanthropic Sector including:
 - i. The future funding landscape that Māori organisations need to consider
 - ii. Supporting conversations between Māori and the philanthropic sector.
 - Exploring the role of tax policy and banking and finance sector/institutions:
 - i. What support can they offer home owners and Māori small and medium sized businesses (SMEs)?
 - Māori Business Consultation services:
 - i. Providing support to assist Māori SMEs to adapt their business model for the post COVID-19 context.
 - Supporting Iwi Economic Development Forums to develop sub-regional plans and aligned to Local Government Strategies especially in the infrastructure and wellbeing discussions.

Other lessons from Wave 1 Investments

6. We have learned from our initial response that while access to essential services and supplies was of immediate concern at the outset of the lockdown, the main challenges to whānau and community resilience were long term underlying issues. These included access to:
 - affordable secure and healthy housing
 - food security
 - infrastructure, particularly digital connectivity
 - marae preparedness
 - community activity and cultural and social connection
 - secure employment.

Proposed Investment Approach for Waves 2 and 3

7. In addition to the points raised above the Regions identified investment opportunities that could sit under a broad umbrella of initiatives that contribute to achieving Community Resilience and Economic Sustainability:

Community resilience

- Support whānau/hapū/Iwi/Māori recovery planning, future resilience planning for adverse events (connected with CDEM planning)

- Support digital connectivity and infrastructure at a community level
- Support whānau/ hapū/ Iwi / Māori to be culturally and socially connected
- Support community resilience activity identified through planning and preparing Iwi/Māori. Examples include leadership, marae preparedness (such as a distribution hub), self-sufficiency initiatives, kai sovereignty, water storage, other necessary infrastructure.

Economic sustainability

- Māori business stability
- Pivoting Māori businesses for opportunities
- Employment / training placements to adjust to the Māori workforce
- Support and accelerate whenua Māori development.

8. As noted above we are working on providing you with further advice with a more complete briefing due to your office tomorrow.

Hamiora Bowkett

Hamiora Bowkett
Deputy Chief Executive Strategy and Special Projects

NOTED
<p>Hon Nanaia Mahuta Te Minita Whanaketanga Māori</p> <p>Date: ____ / ____ / 2020</p>

12 Here-turi-kōkā 2020

Minita mō Whānau Ora

HE PĀRONGO | AIDE MEMOIRE

Update on Whānau Ora response to COVID-19

Te Puni Kōkiri contact: Shane Egan, Lead, Whānau Ora

Phone: 9(2)(a) [REDACTED]
TPK tracking no: 42117

Purpose

1. The purpose of this aide memoire is to update you on the Whānau Ora response to COVID-19 as at 12 Here-turi-kōkā 2020.

Background

2. On 11 Here-turi-kōkā 2020 the Prime Minister announced four confirmed cases of COVID-19 in one family from an unknown source. As of 12:00pm, on Wednesday 12 Here-turi-kōkā, Auckland will be moved to level 3, and the rest of Aotearoa will be moved to level 2, for a period of 3 days, until midnight 14 Here-turi-kōkā.

COVID-19 Response

3. The Whānau Ora Commissioning Agencies (the 'Agencies') have been allocated \$68.32 million funding to date to enable them to respond to the immediate impacts of COVID-19. This amount excludes the funding they received for whānau resilience building over the medium term. A breakdown of the funding available is provided in the table below.

Māori Assistance Package and COVID-19 Response Funding Breakdown (\$m)

Commissioning Agency	Māori Assistance Packaging	COVID-19 Response 2019/20	COVID-19 Response 2020/21	Total
Whānau Ora Commissioning Agency	\$6.82	9(2)(b)(ii) [REDACTED]	[REDACTED]	[REDACTED]
Te Pūtahitanga o Te Waipounamu	\$4.99	9(2)(b)(ii) [REDACTED]	[REDACTED]	[REDACTED]
Pasifika Futures	\$3.18	9(2)(b)(ii) [REDACTED]	[REDACTED]	[REDACTED]
Total	\$14.99	\$20.51	\$32.82	\$68.32

Commissioning Agencies response

4. Commissioning Agencies have proved their ability to mobilise their workforce and pivot their operations to respond to the pandemic. The COVID-19 Response funding that was

secured through Budget 2020 was proactively provided to Agencies specifically to support this eventuality.

5. Agencies will continue to engage and respond to whānau needs as they have proven during the initial increase through the COVID-19 levels and nationwide lockdown period. Community testing stations and mobile clinics are in place in Auckland. These facilities are preparing for increased testing uptake with extra staff and longer operating hours in place.
6. The Commissioning Agencies are adept at pivoting their workforce, engaging across their provider networks and collaborating across multiple sectors, to ensure whānau in need can be reached and supported efficiently and effectively.

Whānau Ora Commissioning Agency (WOCA)

7. WOCA redeployed all its Whānau Ora resources to support whānau in three ways and intends to continue doing so during recovery and in the event of a COVID-19 level increase. The additional funding secured through Budget 2020 will continue to enhance the work already started by WOCA in response to the COVID-19 virus.
8. WOCA's partners are doing a stocktake and are ready to mobilise their workforce, systems and processes. WOCA have reported to Te Puni Kōkiri that:
 - Whānau will continue to be supported through Whānau Direct for essential resources
 - Mobile clinics and testing centres have been activated
 - The Kaiārahi workforce continue to provide support to whānau in the community
 - PPE resource is likely to be low and we will confirm the situation with Whānau Ora partners later today
 - Whānau Ora distribution centres are ready to be mobilised for supplies and support as needed.

Te Pūtahitanga o Te Waipounamu (Te Pūtahitanga)

9. Te Pūtahitanga engaged in a significant communication response during the initial COVID-19 response period. Their #Manaaki20 campaign had considerable reach and enabled Te Pūtahitanga to effectively respond to the unique whānau demands within their rohe. The additional funding secured through Budget 2020 enhances and extends the initial allocation and will fund their seven initiatives developed in direct response to the crisis points emerging out of COVID-19.
10. Their focus for today is on consistent communications and preparation. This is in line with their capacity to restore to whānau their tools to manage the response to this flare up; the refocusing of our core business to prioritise response, recovery and resilience and to reimagine improved processes by ensuring reach and coverage.
11. In order to proceed forthwith, Te Pūtahitanga are mobilising:
 - a. Leadership and action across Te Waipounamu with a focus on messaging to over 260 Whānau Ora entities.
 - b. Comprehension of, and familiarity with, the various combinations and complexities of whānau context with a particular focus on material hardship. We will be reinvigorating

our internal infrastructure for Manaaki Support (power; days; food; firewood) as well as contacting their food network.

- c. Knowledge around how to communicate and work with whānau and community through their strengthened Navigator workforce - they have now commissioned 100 FTE Navigators who are employed and mobilised to act.
- d. Promotion of local responses to local challenges, and a network of local businesses to deliver the response via an initiative they have established with Ariki Creative to cross the digital divide and enhance the capacity of whanau to keep in close contact.
- e. The standardisation of communication protocols via our communication leaders in Manaaki Connect working with their creative teams.
- f. The development of explicit processes for the timely coordination of resource and capability deployment.
- g. Generous resourcing combined with minimal top-down bureaucracy.
- h. Purposefully agile organisational mindset.
- i. The repurpose of existing business as usual functions.

Pasifika Futures

12. Pasifika Futures and its partners are prepared to provide additional supports across Aotearoa. Their additional COVID-19 response funding will be focused in the following areas:

- a. Additional packages of support in Auckland (3 sites), Hamilton, Wellington and Christchurch
- b. The establishment of after-hours teams to support families in Auckland and Christchurch to connect with resources and supports
- c. The establishment of additional mental health support and resources in Auckland and Christchurch
- d. Additional Science, Technology, English and Maths academies in 2 Auckland schools to support more Pacific students into tertiary study
- e. Additional places in the Pacific Trades Academy to provide pathways for young people into trades
- f. Additional Whanau Ora partners in Auckland and Wellington to ensure more access for pacific families to Whanau Ora services
- g. More funding for more families into the program
- h. Communication strategy of information and reassurance for Pacific families through Pacific leaders on a daily
- i. National consultation regarding family's needs and impact on COVID-19 (1200 families in the last 10 days consulted)

- j. 93% of 9,000 current Whānau Ora families have reviewed their goals and plans and reassessed their needs.

Potential Meetings with Localised Commissioning Entities

13. The four localised commissioning entities have been advised of your intention to contact them today to discuss what is happening on the ground in their communities. When in contact with the localised commissioning entities, please note:
- The entities have not received any funding from the Whānau Ora Appropriation for COVID-19 response. They may raise opportunities for reprioritising their localised commissioning funding or request you seek opportunities to provide them with additional funding for COVID-19 response activities. In this case officials recommend you let them know that it is too early in the resurgence to determine whether this will be necessary and officials will re-examine the localised commissioning contracts once we have a clearer idea of the impacts of the resurgence.
 - Most of the entities have contractual relationships related to Te Pou Matakana and may have received Whānau Ora funding through Te Pou Matakana for COVID-19 response. As such, it may be helpful to ask what COVID-19 response activities they are partaking in through funds separate from those they receive for localised commissioning.
 - At least two of the entities received funding from Te Puni Kōkiri for non-Whānau Ora related COVID-19 response from the Māori Development Fund under the Minister for Māori Development portfolio. They are currently awaiting release of the funding and may ask when this funding will become available. If questions are raised, Officials recommend you advise them that this funding is related to the Māori Development Fund under the Minister for Māori Development portfolio and you can raise this with your colleague as well, Minister Mahuta.

Attachments

- Key messages and Talking Points
- Commissioning Agencies Summary of Support

Shane Egan
Kaiārahi, Whānau Ora | Lead, Whānau Ora

NOTED

Hon Peeni Henare
Minister for Whānau Ora

Date: ____ / ____ / 2020

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12 Hereturikōkā 2020

Key Messages

Auckland regional COVID-19 lockdown

Overview of the Auckland regional COVID-19 lockdown

- Whānau Ora Commissioning Agencies will continue to provide rapid and local support to whānau and families over the next three days in need across the Tāmaki region while we are in lockdown over the next three days.
- In the absence of a Civil Defence response, it is likely that Whānau Ora Commissioning Agencies will be providing immediate and direct support to whānau and families within the Auckland region over the next three days of lockdown.
- Whānau Ora Commissioning Agencies are able to pivot should they be required to and engage their provider networks at pace in order to quickly meet the changing demands of whānau and families.
- This includes:
 - Providing additional Whānau Direct support for essential resources;
 - Activating Mobile clinics and testing centres across the Auckland region;
 - Preparing for provision of support to supply and send support packs out to whānau across the region;
 - Providing additional support for students;
 - Establishment of after-hour teams to support whānau and families across the region;
 - Increasing the provider network in Auckland to ensure better access for whānau and families to direct support through the agencies; and
 - Establishment of mental health support and resources to help whānau during this time over the next three days.
- A total of \$33 million is available for the immediate response efforts to the needs of families and whānau across the Auckland and if need be Te Waipounamu.
- This is the immediate response over next three days to ensure that whānau and families are well serviced within the Auckland region. The Whānau Ora Commissioning Agencies are looking further to see what

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support can be mobilised quickly in case we are required to extend the alert level and/or to other major centres across the country.

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TALKING POINTS

Whānau Ora COVID-19 Response

12 Here-turi-kōkā 2020

- Whānau Ora and the Commissioning Agencies have proven their ability to mobilise their workforce and pivot their operations to respond to the pandemic and we are prepared and ready to respond again.
- The Whānau Ora Commissioning Agencies have been allocated \$68.32 million funding to date to enable them to respond to the immediate impacts of COVID-19.
- The COVID-19 Response funding that was secured through Budget 2020 was proactively provided to Agencies for 2019/20 and 2020/21, specifically to support this eventuality.
- Commissioning Agencies will continue to engage and respond to whānau needs as they have proven during the initial increase through the COVID-19 levels and nationwide lockdown period.

- The Commissioning Agencies are adept at pivoting their workforce, engaging across their provider networks and collaborating across multiple sectors, to ensure whānau in need can be reached and supported efficiently and effectively.
- Whānau Ora Community testing stations and mobile clinics are in place in Auckland and these facilities are preparing for increased testing uptake with extra staff and longer operating hours in place.
- The four localised commissioning entities I announced in July are also likely to contribute to supporting whānau wellbeing throughout the COVID-19 resurgence as they are located within the communities they serve.

COVID-19 Update: Whānau Ora Response

12 Here-turi-kōkā 2020

Headline Summary

- **\$68.32 million** has been allocated to Commissioning Agencies, with the first allocation of \$15m¹ provided in Poutū-te-Rangi 2020, second allocation of \$20.514m² in Haratua 2020, and the third allocation of \$32.82m³ to be provided in 2020/21.
- 211,058 care packages delivered
- 207,203⁴ whānau members have received support through the Commissioning Agencies (CAs)
- Pasifika Futures have reported a 66% increase of 7,700 families requiring support, typical of other CAs
- 6,220 Whānau Direct applications paid out at an average amount of over \$410 per whānau
- We continue to work with the Commissioning Agencies on their mini Annual Investment Plan that will support this mahi, to ensure it is a collaborative process and aligns to the Whānau Ora long-term vision and strategy – Te Kāhui Anamata.

Whānau Ora Funding Distribution by Region (as at 12 Here-turi-kōkā 2020)											
Agency	Funding wave	Funding Allocation	National	Te Tai Tokerau	Tāmaki Makaurau	Hauraki-Waikato	Waikariri	karoa-Rāwhiti	Te Tai Hauāuru	Te Wai-pounamu	Total Spend
WOCA	First	\$6.82m		\$2.80m	\$2.19m	\$2.56m	\$2.54m	\$3.08m	\$2.06m		\$15.23m
	Second	\$9.33m		9(2)(b)(ii)							
	Third	9(2)(b)(ii)									
	Total	9(2)(b)(ii)									
Pasifika Futures	First	\$4.99m	\$1.13m	\$0.04m	\$2.46m	\$0.24m		\$0.10m	\$0.49m	\$0.55m	\$5.01m
	Second	\$4.34m		9(2)(b)(ii)							
	Third	9(2)(b)(ii)									
	Total	9(2)(b)(ii)	\$1.13m								
Te Pūtahitanga	First	\$3.18m								\$1.15m	\$1.15m
	Second	\$6.84m		9(2)(b)(ii)							
	Third	9(2)(b)(ii)									
	Total	9(2)(b)(ii)									
TOTAL		\$68.32m	\$1.13m	9(2)(b)(ii)						9(2)(b)(ii)	\$25.78m

Support Packs Distributed (as at 7 Pipiri 2020)	
Agency	Total
WOCA	9(2)(ba)(i)
Pasifika Futures	
Te Pūtahitanga	
TOTAL	211,058

Whānau Members Supported (as at 7 Pipiri 2020)	
Agency	Total
WOCA	9(2)(ba)(i)
Pasifika Futures	
Te Pūtahitanga	
TOTAL	207,203

Agency Partners (as at 21 Paenga-whāwhā 2020)	
Agency	Total
WOCA	9(2)(ba)(i)
Pasifika Futures	
Te Pūtahitanga	
TOTAL	198

Breakdown of Whānau Ora support by activity (as at 7 Pipiri 2020)					
Work stream	WOCA	Te Pūtahitanga	Pasifika Futures	Total Spend	Description
Whakamō iotanga Inform	9(2)(b)(ii)	9(2)(b)(ii)	9(2)(b)(ii)	\$1.48m	Communications reaching whānau
Kia ū, kia rite - Prepare				\$23.87m	Distribution and delivery of support
Manaakitanga - Uplift				\$0.43m	Workforce support
Total	\$19.62m	\$1.15m	\$5.01m	\$25.78m	

¹ Through Māori Response to COVID-19 Fund

² Through Budget 2020: COVID-19 Response and Recovery Fund

³ Through Budget 2020: COVID-19 Resilience Fund

⁴ Whānau members have received goods, services, or support through Commissioning Agencies

Whānau Ora Commissioning Agency (WOCA)

- WOCA are providing weekly updates to Te Puni Kōkiri. They report increased collaboration across partnerships with a significant portion of their workforce focused on responding to needs arising from COVID-19.
- WOCA have mobilised clinics and testing stations within its communities. Te Whānau o Waipareira followed by Whānau Ora partners across Te Ika a Māui have been activated today, 12 Here-turi-kōkā.
- An 0800 number was setup to receive calls from whānau who are needing any assistance.
- Over 350 FTE deployed across Te Ika-a-Maui
- 6,220 Whānau Direct grants approved on average over \$420 per whānau
- 7,122 surveys completed reaching 24,160 whānau members
- Partners are augmenting packs with additional resources such as non-perishable kai, winter clothes, and blankets
- PPE and thermometers are being distributed to the network to ensure Kaiarahi maintain safety protocols

Regional Breakdown of WOCA Support (as at 7 Pipiri 2020)							
	Te Tai Tokerau	Tāmaki Makaurau	Hauraki-Waikato	Wairariki	Ikaroa Rāwhiti	Te Tai Hauāuru	Total
Whānau Supported	25,066	16,959	24,290	21,596	29 50	16,278	133,239
Whānau Direct Applications Paid	1234	972	402	1485	1400	727	6,220
Health and Sanitation Packs	35,053	22,531	33,604	27,343	38,966	21,797	179,294

WOCA COVID-19 Response Plan Budget		
Workstream	Total funding	Description
Whakawhanaungatanga	9(2)(b)(ii)	Frontline kaiārahi connecting with whānau
Whakamōhio		Inform whānau consistently and accurately
Whakarato		Provision of essential support and resources
TOTAL	\$16.15m	

Te Pūtahitanga o Te Waipounamu (Te Pūtahitanga)

- Te Pūtahitanga o Te Waipounamu are still providing daily insights to Te Puni Kōkiri. They are progressing with relationship building with external organisations such as DHBs and continue to have significant reach via their #Manaaki social media platforms
- Launching of Nga Kete Matauranga Pounamu Charitable Trust, a new Maori-focused food bank in Invercargill. The foodbank will be fully operational by last week of August.
- Surveyed the 250 entities they have invested in during the COVID-19 initial response period to ascertain key challenges and issues, with initial reporting indicating concerns for kaimahi wellbeing post the level 4 lockdown and alert level restrictions from the impacts of meeting the high demand. This will inform longer-term planning
- Using iwi data obtained through their baseline survey to research what alternative avenues of support the various iwi identified by whānau would like to pursue with Te Pūtahitanga o Te Waipounamu.
- Supplied 4,209 Kai, Power and Data/Phone packages to whānau
- 4,202 surveys completed reaching 18,204 whānau members
- 350 hygiene packages distributed to Rekohu / Wharekauri / the Chathams
- Negotiated distribution of another 5,000 hygiene packs to meet ongoing demand from marae
- 600 devices (tablets) supplied with enabling support such as training and Wi-Fi connection to high-alert whānau feeling isolated and entities that work with young parents, kaumatua, young people, and in the family violence space.

Breakdown of Te Pūtahitanga support (as at 22 Haratua 2020)			
Workstream	Total Funding	Total Spend	Description
Inform	9(2)(b)(ii)		Investment in IT capability and connectivity across Navigator workforce

Prepare	9(2)(b)(ii)		Investment and distribution of whānau support during lockdown
Uplift			Investment in #Manaaki20 Communication Strategy
Supporting IPU Approach			Administration and coordination of taskforce to support whānau responsiveness and readiness for pandemic
TOTAL	\$3.30m	\$1.15m	

Pasifika Futures

- Consulted around 1200 families to ascertain needs and impacts of COVID-19.
- 122 self-isolation beds available in Auckland, Wellington, Christchurch, and Dunedin
- 45% of Pasifika families being supported have 6 or more people
- 2,139 families being supported had members aged 60 years old or over
- 18% of families have a member with a disability or long-term medical condition requiring support
- 66% of support packages being distributed are for families new to Whānau Ora

Breakdown of Pasifika Futures support (as at 27 Paenga-whāwhā 2020)			
Workstream	Total Funding	Total Spend	Description
Families are knowledgeable	9(2)(b)(ii)	9(2)(b)(ii)	Ensuring families are aware of how to prepare and protect themselves
Families are supported			Distributing packages to enable families to manage lockdown
Families are safe			Providing supervised accommodation options for those impacted by COVID-19
Families are connected			Ensuring families are connected to resources they require during the pandemic
TOTAL	\$5.00m	\$4.77m	

COVID-19 Update: Whānau Ora Resurgence Response

15 Here-turi-kōkā 2020

Headline Summary

- **\$68.32 million** has been allocated to Commissioning Agencies, with the first allocation of \$15m¹ provided in Poutū-te-Rangi 2020, second allocation of \$20.514m² in Haratua 2020, and the third allocation of \$32.82m³ to be provided in 2020/21.
- WOCA have established 3x COVID-19 testing assessment centres at the Ports, Wiri and Henderson, Auckland with the newly established Ports testing station testing Ports staff and those crossing the border into Auckland's Port
- WOCA have tested 715 people on Wednesday 13 Here-turi-kōkā at the Te Whānau Waipareria COVID-19 Testing Centre, Henderson, Auckland
- WOCA are fielding a high volume of queries through their 0800 line, website and social media and have injected 80% of total funding to support its partners and boost its Whānau Direct Fund with 20% injected to support their information and communications platforms, including their 0800 line
- Pasifika Futures web analytics show reach of over 27,000 within their online community since the initial COVID-19 resurgence announcement
- Pasifika Futures established six food hubs nationwide, three based in Auckland to meet the significant demand in the area injecting \$600k to enable an increase in distribution activity
- Pasifika Futures provided 20,000 masks to food hubs to aid safety with an additional 500 custom made Pacific masks being prepared for distribution to Pacific families
- Te Pūtahitanga o Te Waipounamu is focussed on sharing consistent communications in readiness to response as required including reviving their Manaaki Support network to provide emergency essentials in response to

Whānau Ora Funding Distribution by Region (as at 12 Here-turi-kōkā 2020)											
Agency	Funding wave	Funding Allocation	National	Te Ta Tokerau	Tāmaki Makaurau	Hauraki Waikato	Wairariki	Ikaroa-Rāwhiti	Te Tai Hauāuru	Te Wai-pounamu	Total Spend
WOCA	First	\$6.82m		\$2.80m	\$2.19m	\$2.56m	\$2.54m	\$3.08m	\$2.06m		\$15.23m
	Second	\$9.33m		9(2)(b)(ii)							
	Third	9(2)(b)(ii)									
	Total										
Pasifika Futures	First	\$4.99m	\$1.13m	\$0.04m	\$2.46m	\$0.24m		\$0.10m	\$0.49m	\$0.55m	\$5.01m
	Second	\$4.34m		9(2)(b)(ii)							
	Third	9(2)(b)(ii)									
	Total		\$1.13m								
Te Pūtahitanga	First	\$3.18m								\$1.15m	\$1.15m
	Second	\$6.84m		9(2)(b)(ii)							
	Third	9(2)(b)(ii)									
	Total	9(2)(b)(ii)									
TOTAL		\$68.32m	\$1.13m	9(2)(b)(ii)							\$25.78m

Support Pack Distributed (as at 7 Pipiri 2020)	
Agency	Total
WOCA	9(2)(ba)(i)
Pasifika Futures	
Te Pūtahitanga	
TOTAL	211,058

Whānau Members Supported (as at 7 Pipiri 2020)	
Agency	Total
WOCA	9(2)(ba)(i)
Pasifika Futures	
Te Pūtahitanga	
TOTAL	207,203

Agency Partners (as at 21 Paenga-whāwhā 2020)	
Agency	Total
WOCA	9(2)(ba)(i)
Pasifika Futures	
Te Pūtahitanga	
TOTAL	198

¹ Through Māori Response to COVID-19 Fund

² Through Budget 2020: COVID-19 Response and Recovery Fund

³ Through Budget 2020: COVID-19 Resilience Fund

Breakdown of Whānau Ora support by activity (as at 7 Pipiri 2020)					
Work stream	WOCA	Te Pūtahitanga	Pasifika Futures	Total Spend	Description
Whakamōhiotanga - Inform	9(2)(b)(ii)			\$1.48m	Communications reaching whānau
Kia ū, kia rite – Prepare				\$23.87m	Distribution and delivery of support
Manaakitanga - Uplift				\$0.43m	Workforce support
Total	\$19.62m	\$1.15m	\$5.01m	\$25.78m	

Whānau Ora Commissioning Agency (WOCA)

- On 12 Here-turi-kōkā Te Whānau o Waipareira followed by Whānau Ora partners across Te Ika a Māui were activated to prepare for the resurgence response
- WOCA have established 3 COVID-19 testing assessment centres at the Ports, Whānau Ora Community Clinic, Wiri and Te Whānau o Waipareria COVID-19 Testing Centre, Henderson, Auckland
- The Ports testing assessment centre is newly established to test Port Staff and those coming across the border at the Auckland Port
- 715 people were tested between 8am-6pm Wednesday 13 Here-turi kōkā at Te Whānau Waipareria COVID-19 Testing Centre, Henderson, Auckland
- An 0800 number was setup to receive calls from whānau who are needing any assistance.
- WOCA are fielding a high volume of queries through their 0800-line, website, and social media
- WOCA partners have activated their resurgence plans, setting up testing clinics preparing protocols and organising supplies within the Tāmaki Makarau rohe as a priority
- WOCA providers are applying their multiple investment envelopes to defend their communities against the possibility of community transference, prioritising the Tāmaki Makarau rohe
- WOCA is contacting whānau to ensure their contact database is up to date and demographic information is reliable and able to target those most vulnerable whānau within their impacted communities
- WOCA continues to update their website and social media to ensure whānau are accessing the most up to date and reliable information on COVID 19 and its resurgence
- WOCA have activated their Whānau Direct Fund to provide immediate support for essential supplies for whānau
- 80% of total funding provided to WOCA for COVID-19 response in 2020/21 is being distributed across its partners and through their Whānau Direct Fund.
- 20% of total funding provided to WOCA for COVID-19 response in 2020/21 will be used to support their information and communications platforms, fielding calls through their 0800 line and ensuring consistent and accurate public health information is shared
- WOCA have reported that, compared with COVID-19 lockdown in March, whānau are now in a heightened sense of stress and require a greater level of support, COVID-19 support required by whānau needs to align with the Whānau Ora Outcomes Framework, and that foodbank needs tripled within an hour of the announcement of the COVID-19 resurgence
- Partners have informed WOCA that foodbank needs tripled within an hour of the announcement of the Alert level three in Tāmaki Makaurau, particularly in South Auckland.

Regional Breakdown of WOCA Support (as at 7 Pipiri 2020)							
	Te Tai Tokerau	Tāmaki Makaurau	Hauraki-Waikato	Wairariki	Ikaroa-Rāwhiti	Te Tai Hauāuru	Total
Whānau Supported	25,066	16,959	24,290	21,596	29,050	16,278	133,239
Whānau Direct Applications Paid	1234	972	402	1485	1400	727	6,220
Health and Sanitation Packs	35,053	22,531	33,604	27,343	38,966	21,797	179,294

WOCA 2020/21 COVID-19 Response Plan Budget		
Workstream	Total funding	Description
Whakawhanaungatanga	9(2)(b)(ii)	Frontline kaiārahi connecting with whānau

Whakamōhio	9(2)(b)(ii)	Inform whānau consistently and accurately
Whakarato		Provision of essential support and resources
TOTAL		

Te Pūtahitanga o Te Waipounamu (Te Pūtahitanga)

- Launching of Nga Kete Matauranga Pounamu Charitable Trust, a new Māori-focused food bank in Invercargill. The foodbank will be fully operational by last week of August.
- Reactivated its guidelines on social distancing and community-based assessment procedures including checking stores for sanitation and hygiene products
- Mobilised its 100 Navigators to check their whānau networks to ascertain whānau needs
- Vigilantly ascertaining the vulnerability of whānau and their mental health wellbeing
- Continue their extensive #Manaaki20 COVID-19 communications strategy by updating their website and social media platforms with the most up to date information including the details of 5 Community based assessment / COVID-19 testing centres in Christchurch, Blenheim, Nelson, Dunedin and Invercargill
- Continue to operate their Manaaki20 response plan as part of their resurgence plan including their 0500 line, Manaaki20 Fund, social and website platforms to continue providing updated information to support whānau during any alert system requirements

Pasifika Futures

- Consulted around 1200 families to ascertain needs and impacts of COVID-19
- Since 12 Here-turi-kōkā, Pasifika Futures have provided emergency food supplies, baby supplies, delivered medication to homes and arranged ambulance to support access to medical treatments
- Established six food hubs nationwide, three based in Auckland to meet the significant demand in the area
- Funding injection of \$600k to enable an increase in distribution activity
- Provided 20,000 masks to food hubs to aid safety with an additional 500 custom Pacific masks being prepared for distribution to Pacific families
- Four Pacific families, consisting of 30 individual family members, have been referred to Whānau Ora Community Support from Auckland Regional Public Health Service National Collection of Type Cultures (part of the Communicable Disease Group for the ESR). Pasifika Futures have now confirmed these referral pathways and are actively supporting the families.
- Web analytics show reach of over 27,000 within the Pasifika Futures online community since the initial COVID-19 resurgence announcement
- Continue to update their website with the up to date health advice to keep their communities informed
- Briefed their Essential Partners across Aotearoa, ensuring connections are in place for families with their communities and with various government agencies
- Report staff are working up to 16-hour days to ensure financial and health support is delivered to Pacific communities across Aotearoa
- Staff are being supported with staff support packages to ensure staff supporting whānau are well provided for
- Establish after-hours teams to support families in Auckland and Christchurch to connect families with resources and support including mental health support

Summary of COVID-19 mini Annual Investment Plan

Whānau Ora Commissioning Agency

This mini Annual Investment plan outlines how the Whānau Ora Commissioning Agency (WOCA) will spend the \$9(2)(b)(iii) m allocated across the 2020/21 financial year to support whānau within Te Ika a Māui impacted by COVID-19.

This plan focuses on the role and function of WOCA to supporting whānau while Aotearoa is at alert level three (Tāmaki Makaurau) and alert level two (outside of Tāmaki Makaurau) to:

- cope with, and immediately respond to, the impact of the COVID-19 virus pandemic including job loss, kai, winter needs.
- protect themselves while COVID-19 is still present within communities and at high risk of further transmission.

Since 1 July 2020, with a focus on the next six months, WOCA will be investing in its programmes and resources to support whānau during the various alert levels. Whānau Ora partners within Te Ika-a-Māui communities are armed, prepared, and waiting to support the elimination of COVID in our vulnerable communities. This will happen as follows:

1. **Whakawhanaungatanga:** Reconnect with whānau through well-established community-based assessment centres (GP clinics, mobile clinics, nurse-led services) and frontline kaiārahi.
2. **Whakamōhio:** Inform our whānau with consistent and accurate public health information which is aligned to public health key messages
3. **Whakarato:** Provision of, and access to, resources including access to Whānau Direct, resources, isolation support, facilitating access to COVID testing and innovation fund projects.

Whānau Ora partners across Tāmaki Makaurau are setting up individual community-based assessment centres (including a mobile one) in addition to the designated Government ones. Resources have been dedicated to enabling these assessment centres to employ more staff during alert level three. Additionally, kai packs will be provided to whānau following each assessment where required. Partners have arranged to run clinics for longer hours, between 8.30am and 6pm to respond to increased demand. They have prioritised reconnecting with their communities and preparing for long queues and disgruntled clients.

The impact of the community cases, without a known source, has increased anxiety within the community and Partners anticipate a high number of māuiui whānau with colds, flus and sore throats concerned about their health. Kaiārahi are connecting with whānau to provide assurance and offer support.

WOCA will continue to provide up-to-date and accurate information about COVID-19 to raise partner and community awareness and continue to employ strategies to prevent any infection and transmission.

WOCA will be in constant contact with partners regarding resources and ensuring they can access the support that whānau need. Partners have reported that foodbank needs tripled within an hour of the announcement of the Alert level three in Tāmaki Makaurau, particularly in South Auckland. At this vulnerable time, whānau need support quickly and without delay. They have agreed that amongst other things:

- Any support or service needs to be agile to meet the range of varying needs of whānau in this uncertain time

- Any support or service needs to align with the outcomes within the Whānau Ora outcomes framework
- The supply of COVID related resources will be offered through the WOCA should partners require them.

They have committed to:

- Share up-to-date information on COVID-19 including prevention and access to relevant resources and services
- Deliver key information about our services and support
- Provide different avenues for whānau to receive and access information on COVID-19
- Identify other services whānau may need to support them during uncertain times and, in some cases, self-isolation.

WOCA acknowledges that this is also a vulnerable time for kaimahi, and there is a heightened need to keep them safe and working safely within a potential infectious environment. As a result, some partners have implemented virtual appointments with whānau as an option to see as many whānau as possible. In this regard, COVID related resources will be the new currency for whānau and kaimahi.

Whānau Direct and other additional support

WOCA will continue to distribute a range of resources to support whānau and kaimahi during the various alert levels including:

- Whānau Direct to provide immediate support for essential basic supplies
- Information regarding access to testing and assessment of vulnerable whānau where needed, e.g. support to kaumātua and whānau health services.

Table 1:

WOCA 2020/21 COVID-19 Response Plan Budget Outline		
Workstream	Total funding	Description
Whakawhanaungatanga	9(2)(b)(ii)	Frontline kaiārahi connecting with whānau
Whakamōhio		Inform whānau consistently and accurately
Whakarato		Provision of essential support and resources
TOTAL		

15 Here-turi-kōkā 2020

Minita mō Whānau Ora

HE PĀRONGO | AIDE MEMOIRE

Update on Whānau Ora response to COVID-19

Te Puni Kōkiri contact: Mani Crawford, Lead Special Projects, Whānau Ora

Phone: 9(2)(a) [REDACTED]

TPK tracking no: n/a

Purpose

1. The purpose of this aide memoire is to provide an update on Whānau Ora activity in response to the COVID-19 resurgence to enable you to brief your fellow Māori Ministers.

Background

2. On 11 Here-turi-kōkā 2020 the Prime Minister announced confirmed cases of COVID-19 in Auckland. As a result, as of 12:00pm, on Wednesday 12 Here-turi-kōkā, Auckland was moved to level three, and the rest of Aotearoa was moved to level two, for a period of three days. On 12 and 14 Here-turi-kōkā, additional cases were confirmed in Rotorua and Tokoroa respectively.
3. On Friday 14 Here-turi-kōkā the Prime Minister announced an extension of the current level status for Auckland at level three and the rest of Aotearoa at level two, for a further 12 days.
4. Whānau Ora is once again pivoting systems, networks, and workforce to concentrate on providing support to whānau impacted by COVID-19.
5. The Whānau Ora Commissioning Agencies have targeted funding and activities to ensure our most vulnerable people are fed, warm and connected during the resurgence, particularly in the Tāmaki Makaurau rohe. They are reconnecting with whānau and families through their established networks, informing their communities with consistent and accurate public health information and allocating resources across their networks to meet demand.
6. To respond to the initial COVID-19 lockdown, \$15 million was reprioritised from existing base lines across government and provided to Commissioning Agencies in March 2020 and \$20 million was allocated through Budget 2020 to Commissioning Agencies in May 2020 for immediate response during 2019/20.
7. Budget 2020 also allocated \$32 million to Commissioning Agencies for COVID-19 response over 2020/21. Unless otherwise agreed, the \$32 million will be distributed to the Commissioning Agencies on a quarterly basis throughout 2020/21. The funding available for Commissioning Agencies' COVID-19 response per quarter in 2020/21 is significantly less than in 2019/20. As such, Commissioning Agencies may have insufficient funding levels to respond to the resurgence in the same way they did to the initial lockdown.

Whānau Ora COVID-19 Resurgence Activity

8. Within hours of the announcement of COVID-19 resurgence in Auckland, Whānau Ora Commissioning Agency (WOCA) and its partners activated their resurgence plan, setting up testing clinics and preparing protocols and supplies and Pasifika Futures have rallied to support their families and wider communities impacted. The Commissioning Agencies are working hard to defend their communities against the possibility of community transference particularly in the Auckland region.

WOCA Resurgence Activities

9. Key activities WOCA plan to undertake, and activities they have already undertaken to respond to the resurgence include:

- a. **Whakawhanaungatanga:** Reconnect with whānau through well-established community-based assessment centres (GP clinics, mobile clinics, nurse-led services) and frontline kaiārahi.

WOCA are ensuring that whānau contact details and demographic information are up to date which will allow them to target more vulnerable whānau such as kaumātua.

- b. **Whakamōhio:** Inform our whānau with consistent and accurate public health information (aligned to public health key messages).

WOCA are updating their website and social media to provide up to date information on COVID-19 to ensure whānau are kept informed and are fielding queries through their 0800 line.

- c. **Whakarato:** Provision of resources including Whānau Direct, isolation support, facilitating access to COVID-19 testing and innovation fund projects.

Three COVID-19 centres were established immediately in Auckland following the announcement of the resurgence. On 13 August, 715 people were tested between 8am and 6pm at one of the three testing centres (Whānau o Waipareira COVID-19 Testing Centre). WOCA have also made Whānau Direct available to provide immediate support for essential supplies.

10. 80% of total funding provided to WOCA for COVID-19 response in 2020/21 is being distributed across its partners and Whānau Direct support (a fund providing direct grants to whānau). The remaining funding will support the whakamōhio workstream.

11. Additional information on activities already undertaken by WOCA in response to the resurgence is included in the **attached** Headline Summary Report and Summary of their Resurgence Plan (mini-AIP).

Pasifika Futures Resurgence Activities

12. Key activities Pasifika Futures plan to undertake, and activities they have already undertaken, to respond to the resurgence include:

- a. **Informing Pacific families and communities:** Communicating up to date health advice and information on support available to Pacific families, communities and providers.

Pasifika Futures are keeping their communities informed of up to date health advice on their website. Their web analytics show reach of over 27,000 within their online community since the initial COVID-19 resurgence announcement.

They have briefed all their Essential Partners across New Zealand. They are helping to ensure their families are connected by engaging with community groups and informing various working groups within government agencies.

- b. **Supporting Pacific families and communities:** Provision of resources including emergency and health supplies.

Specific examples of community support provided by Pasifika Futures in the past three days includes providing emergency food supplies, baby supplies, delivering medication to homes and arranging ambulance support to access medical treatments.

Pasifika Futures have established six food hubs nationally, three of which are based in Auckland to meet the significant demand in the area. They have allocated a funding injection of \$600,000 to enable an increase in distribution activity. To aid safety, the food hubs have been provided with 20,000 masks with an additional 500 custom Pacific masks being prepared for distribution to Pacific families.

Four Pacific families, consisting of 30 individual family members, have been referred to Whānau Ora Community Support from Auckland Regional Public Health Service National Collection of Type Cultures (part of the Communicable Disease Group for the ESR). Pasifika Futures have now confirmed these referral pathways and are actively supporting the families.

13. Additional information on activities already undertaken by Pasifika Futures in response to the resurgence is included in the **attached** Headline Summary Report.

Data and Information to be Provided

14. While we wait on specific data, WOCA have confirmed with multiple Ministers in their email of 13 August 2020 that:

- a. A national info metrics system has been developed by WOCA which allows for timely reporting of data
- b. Reporting on how all funds have been deployed by WOCA will be provided.

15. Pasifika Futures have already started providing Te Puni Kōkiri with daily Minister's Report Dashboard overviews as they did over the initial COVID-19 lock down period.

16. Officials are in communication with Commissioning Agencies with an aim to receive consistent regular data and information over the resurgence period to inform wider government reporting requirements.

Key Findings to Date

17. WOCA have reported that, compared with COVID-19 lockdown in March, whānau are now in a heightened sense of stress and require a greater level of support, COVID-19 support required by whānau needs to align with the Whānau Ora Outcomes Framework, and that foodbank needs tripled within an hour of the announcement of the COVID-19 resurgence.

