

CARING FOR COMMUNITIES: COVID-19 RESPONSE

An All of Government Response to COVID-19

*Through listening comes awareness
Through awareness, comes understanding
Through understanding, comes knowledge
Through knowledge, comes wellbeing*

*Ma te Rongo, ka mohio
Ma te Mohio, ka marama
Ma te Marama, ka matau
Ma te Matau, ka ora ai te iwi*



Te Tari Matawaka
Office of Ethnic Communities



AGENDA

- Scene Setting - All of Government context
 - *Caring for Communities Programme*
- How government agencies contributed - 2 case studies
 - *Immigration New Zealand*
 - *Office of Ethnic Communities*
- Reflections on working together
- Q+A

Caring for Communities Programme



- Caring for Communities *evolved* during Level 4
- The Leadership Structure for Caring for Communities (C4C)

Technical Advisory Group – The Quin



C4C Governance Board (CEO's)



Programme Leadership



Caring for Communities Programme



- **Liaison** across multiple agencies and regional welfare groups:
 - *Network of Networks*
 - *National Welfare Coordination Group – led by NEMA*
 - *Community Network Group – led by C4C*
- **Outreach** to Communities, includes identifying Community Providers serving Invisible, Hard to reach Communities (*Invisible refers to communities not visible to govt*)
 - *Identified invisible communities mostly Māori, Pacific and **Ethnic Communities, International migrants and refugees***
 - *Focus on connection to support systems*
 - *Enabling Community Providers to serve their communities*

Ethnic people, recent migrant and refugees working group

- Formed to focus on issues specific to ethnic, recent migrant and refugee communities
- Agencies involved:
 - Office of Ethnic Communities
 - Immigration New Zealand
 - NZ Police
 - Human Rights Commission
 - Ministry of Social Development
- Enabled us to share insights and resources, identify common issues across groups and work together on solutions to support these communities

Cross-INZ Mahi Tahī

Cross-INZ network leaders group

- Regional Migrant Skills Retention Relationship Managers team
- Pacific Migration team
- Refugee and Migrant Support team – refugee resettlement and migrant settlement service providers
- Welcoming Communities programme
- Information and Education team



INZ COVID-19 webpage



COVID-19

News centre

Policy and law

What we do

Resource library

COVID-19

COVID-19: Key updates

Border restrictions: who can enter New Zealand or request to travel

Epidemic Management Notice information

NZ employer COVID-19 information

RSE COVID-19 information

Student visa COVID-19 information

Migrant and refugee information

Media factsheets

Migrant and refugee information

Information for Settlement service providers, Non-Governmental Organisations (NGO), community groups, or individuals who work with or know recent migrants and/or former refugees.

Information on visa extensions and changes



Temporary postponement of visa programmes



Refugee Status Unit processing update



Overcoming language barriers



Can I access an interpreter when I phone a government helpline?

Yes. If you need help in your preferred language, you can ask for an interpreter when you call a government helpline. All you need to do is:

- Call the helpline you need
- Ask for an interpreter and tell them the language you speak
- Wait and you will be connected to a professional interpreter who will help you talk to the agency.

If you call Healthline, press 1 and you will be connected with an interpreter who speaks your language.

Provision of info for AoG comms and resources

COVID-19 Frequently Asked Questions

Updated: 4.30PM, 20 April 2020 New information in yellow.

This document includes answers to frequently asked questions about COVID-19.

Please refer to these in your stakeholder engagement, social media, speeches or internal communications, as relevant to your audiences.



Services
and support

Unite
against
COVID-19

Supporting and celebrating
the efforts of the sector



LIFE UNDER LOCKDOWN

USEFUL LINKS

NOTICES

SOCIAL MEDIA ROUND-UP



Four questions for Jay Marlowe

Ethnic Communities

- Isolation and lack of information
- Family violence
- Discrimination
- Language barriers
- Immigration and visa issues
- Welfare and unemployment
- Access to data

Ethnic Communities

- Information networks
- Language videos and support
- Policy influence
- Nuanced insights
- Regional CDEM responses
- Anti-discrimination work
- Ethnic Communities sub group



NZ is our home too 新西兰也是我们的家

Private group · 327 members

Join Group



Reflections

- Information sharing
- Managing boundaries and ownership
- Matching systems, requirements and processes
- Shared experiences
- Prioritising
- Key learnings

Questions?