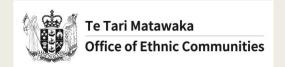


CARING FOR COMMUNITIES: COVID-19 RESPONSE

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





AGENDA

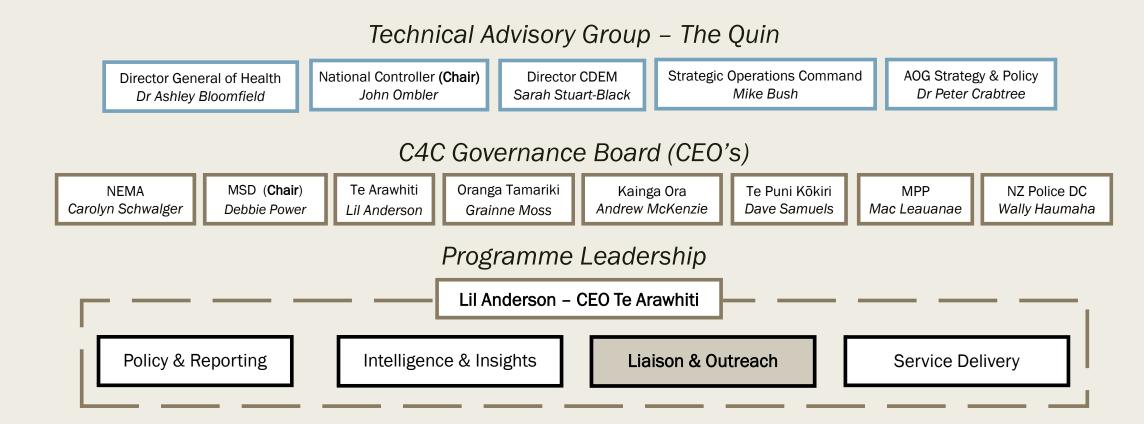


- Scene Setting All of Government context
 - Caring for Communities Programme
- How government agencies contributed 2 case studies
 - Immigration New Zealand
 - Office of Ethnic Communities
- Reflections on working together
- Q+A

Caring for Communities Programme



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



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

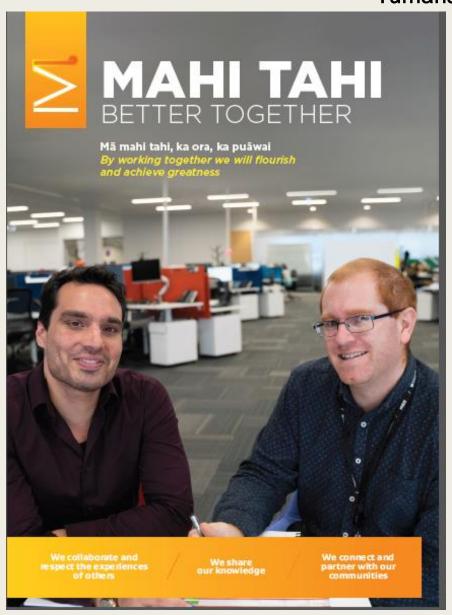


Cross-INZ Mahi Tahi

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

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

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Overcoming language barriers





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

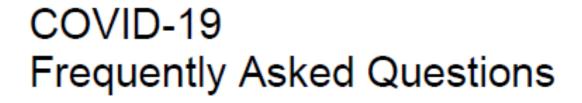
Yes. If you need help in your preferred language, you can ask for an interpreter when you call a government helpline. All you need to do is:

- 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

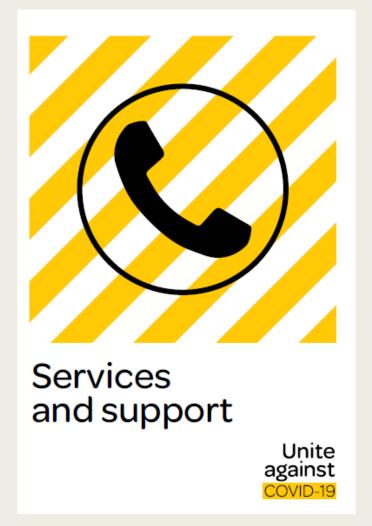




Updated: 4.30PM, 20 April 2020 New information in yellow.

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.









Supporting and celebrating the efforts of the sector

LIFE UNDER LOCKDOWN



Four questions for Jay Marlowe

USEFUL LINKS

NOTICES

SOCIAL MEDIA ROUND-UP

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?

