



auckland north community
and development
Te Runanga Ratonga Hapori o Te Raki-Pae-Whenua

SURVEY

Community Response to COVID-19 Lockdown Measures and their Impact

September 2021



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INTRODUCTION

This survey was undertaken in September of 2021 at the time when the New Zealand Government had announced that New Zealand would move into an Alert Level 4 Lockdown. This was in response to a recent instance of community transmission of the Delta variant of COVID-19, confirmed on Tuesday 17 August.

At Alert Level 4 all businesses (except essential businesses) had to close. Those who were able to, would work from home. Travel was severely limited to allow only for access to essential services. Domestic regional travel, at Alert Level 4, was restricted to allow only for essential movement.

This Level 4 Lockdown was further extended in Auckland to 21 September when Auckland then went to Alert Level 3 (post this survey period).

This survey sought feedback from community groups on the North Shore and across Auckland, as to how they were managing Lockdown conditions and in what ways their core work and services to community were being affected as a consequence of this.

Information was asked about their current priorities; what would best support them in their work at this time; what (if any) professional development may be wanted, as well as finding out about what learnings were being made this time, compared with the last Lockdown period in 2020.

35 written responses were received over two weeks, up to 15 September.



EXECUTIVE SUMMARY

Whilst Level 4 restrictions have had a large impact on how community groups can either no longer operate or can only operate to a limited capacity, gaps have emerged in attempting to support clients, community and staff. Some groups are caught out with having to rely upon the services of other third-party groups to carry out their own work and if they are compromised, then so are they.

With public physical meeting spaces closed, there are no (or very limited) alternatives available for groups such as theatres, art spaces, museums, and community centres, and – consequently – revenue falls away.

Some in the community who have become reliant upon the services of support workers (such as with the Family Violence Prevention Services and emergency personnel) to physically visit them, have now been left in home situations where their own physical safety could be and is being compromised. It seems some police teams may have been re-deployed to other COVID-related operations.

Students having to work from home have varying levels of engagement with working online and with the degree of home-support as well as peer-support available.

The sourcing and accessing of food banks and food parcels has been difficult for those in need of these in their own local areas, as well as those who are working to support this need. Comprehensive and centralised information as to what and where these food-support services are operating has been difficult to obtain.

Community groups have identified many in the community as being in more vulnerable circumstances than others and are hard at work reaching out and supporting such groups as the elderly, the immunocompromised, those who are on their own at home or who are self-isolating, and those with English as a second language.

Everyone seems to be mindful of the effect a Lockdown has on people's mental health and general wellbeing and reports have been coming in of some who are finding it difficult to cope, many who are fatigued and stressed and all who are working extra hard to make things work and to meet existing objectives where possible.

Many groups do not have the funding or financial assistance available to do the things they wish to do as they try to modify their work programmes to align with the Lockdown situation.

Consideration will need to be given as to what can assist community groups to better prepare for Lockdown situations and to help with planning ahead for such circumstances, as some groups say that they have managed to achieve this, this time around. Albeit, that for some groups, no amount of preparation and planning can solve the situation where they are not able to function

fully in a closed environment.

Ongoing communication and networking through online mediums such as with Zoom or Microsoft Teams has helped under the circumstances, but a lot of time has been committed to engage in this way (more than usual) and many have felt fatigued and are over-worked as well as having to try and multi-task in a home-based environment.

Several have sought to reflect on how they can best use the current time at their disposal and have been considering their group's future tasks ahead, once out of Lockdown. Many are doing what they can, now, to modify and adapt their projects and programmes.

There may be cause to stop and wonder if there might be a better way forward with better managed and shared planning and coordinated, targeted resourcing across community groups, and becoming linked in with the volunteer and social sectors, to better maximise the overall impact to the community. Clearly, some groups have already indicated through this survey that they are far better prepared and quite resilient this time around compared with the last Lockdown. What can the rest of us learn from them?

The impact of Lockdowns has had a profound impact on all service sectors of the community and all groups are dealing with things in the best way they know how. However, there is a clear divide between those who are more or fully reliant upon physical premises and face-to-face contact, as well as those who service directly into people's homes. Such a diverse sector calls for a diverse response. All are adapting where at all possible, but many will be left wondering as to the state of their core business and mission focus going forward. People acknowledge that the recovery will be long and for many, difficult.

The increased demand for food parcels, greater challenges around domestic abuse and needed support in this area, as well as people's mental health and wellbeing, have been just some of the biggest talking points over this survey period. Vulnerabilities have become apparent with group's limited finances, lack of IT equipment and the wherewithal to manage self and others in an ongoing period of uncertainty.

A combination of shared learning, shared resource and effective Risk Analysis and Contingency Preparations to better inform planning, are just some of the take-aways from this Lockdown period necessary to set up those who will continue. Anything that sets us all up for increasing our community resilience, capacity and capability, and that puts us on a more sustainable footing, is worth considering.



QUESTION 1

What service sectors does your agency work in?

Across all sectors	Advocacy (social issues of interest)	Chinese residents	Community Development
Community funding	Education – Historical (Museum)	Education – 0 - 6 year olds and their families	Education – Child birth
Education – Primary Schools	Education – Intermediate Schools	Education - Secondary Schools	Education – Heart-disease and heart health support
Education and safety (with younger children and beach safety to the general public)	Natural environment: Parks and native plant nursery	Family violence prevention and children's refuge	Health (babies)
Health (older people)	Health data analytics and research	Parent(s) going through separation with children	Primary care
Social services support – Elderly	Social services support – Disability	Social services support – Family	Youth at risk (9-20 year olds and their families)

In what ways has the Level 4 lock down affected the services you offer with the services needed?



We **CANNOT OPERATE** under current conditions. All of our centres are closed and our services on hold.



Our **SERVICES ARE LIMITED** due to reliance on other third-party sources who are now working at limited capacity or have stopped.



With staff working from home some have **LIMITED OR NO ACCESS** to the IT hardware and software now needed for work and communication.



There is an **INCREASED ANXIETY** amongst those we cater to who had relied upon our services.



REDUCED SERVICE REACH: There has been an increase in more serious offending.



Our **REVENUE HAS DECREASED** though closure of our facilities.



DECREASING ENGAGEMENT of students. Lack motivation and face to face engagement.



QUESTION 2

In what ways has the Level 4 lock down affected the services you offer with the services needed?

SUMMARY

Lock down conditions have impacted upon groups in varying ways. Many simply cannot operate. Physical buildings have closed and services are on hold for many. Some group's works are affected to the extent that they rely upon others for their goods and services. And those third-party groups have either stopped or are operating under limited capacity. Some workplace regional managers have been made redundant. Revenue has been affected for those relying upon face-to-face encounters. With staff working from home some are more prepared with their IT set-ups with hardware and software, but others aren't. Computers and technology, websites and social media have been a necessary means of communication as well as with phone and email. Zoom meetings have their place but cannot replace the full value of face-to-face encounters. There is an increased anxiety amongst those who are elderly, those who are alone, the isolated or those self-isolating, ethnic minorities (especially when English is a second language) as well as those individuals who are currently in a high-risk environment. There has been a noticeable increase in serious offending in some sectors and yet some personnel and resources have been re-directed elsewhere due to COVID-19 priorities. It has been noted that it has been very difficult to engage students from a distance and some students have lacked motivation as time stretches on. There are varying degrees of home-support for students studying and different degrees of skill and independence for those students working online, with limited interactions and support from peers. Activities and projects in the outdoors have been put on hold or abandoned. Some staff and teams have considered how they might prioritise the situation for many in the community by doing what they can in support of grocery shopping and food parcel deliveries with safety in mind.

INDIVIDUAL RESPONSES

- One of major services (our residential village) is closed. All staff working from home. Gaps - client access to internet/phones/devices, clients slowly disengaging.
- Most of our services are designed around bringing people together. At level 4, the way we deliver most of our programmes is on hold and we do as much as we can to continue engagement and support remotely by providing information through our online channels including our website, social media and email and through print media.
- We are unable to operate under level 4 at all.
- Less milk donors - they aren't as able to get to blood labs because most of them are closed or reduced hours or the donor does not want to go out in the community at this time which is understandable. Our frozen foods trucking company we use for transportation of the milk will not let us use their Auckland depot for drop offs, most businesses are closed, so it is even more difficult for us to find an available and willing business to have our milk stored at, for a pick up.
- Reduced effectiveness of our fund generating outbound ambassadors who set up links between business and community groups.
- Community work has ceased.
- Stopped most activities; hard to maintain and improving relationships by activities which we used to take.
- Our 20 x Friendship Centres are closed, so staff and volunteers are phoning our members and supporting a few with shopping and delivering activity packs to their letter boxes. A lot of anxiety among lonely and older people.
- Some programs required face-to-face participation for emphasis or delivery. Zoom still cannot replace the feelings and experiences of a face-to-face delivery.
- An increase in demand. More serious offending; remote delivery not always practical.
- We can no longer be a safe place for young people to come 'drop in' to or to continue their programmes.

QUESTION 2 continued...

- We are unable to open the Museum to share our exhibits and information with visitors, resulting in lost revenue and Museum exposure.
- It impacts our community and our client's ability to safely contact us, for them to leave abusive situations easily, It is harder to access safe housing due to needing to keep people separated, gaps for women and children that have complex needs involving multi agencies.
- No face-to-face contact.
- No face-to-face teaching. Many students are disadvantaged with limited access to the computer and internet and with limited home support. Some students have limited computer skills or interest and with low motivation, Some have low executive functioning.
- Finding food parcels in a timely fashion for non-local clients.
- We are closed.
- (1) Primary care relies on digital connectivity & telehealth. (2) Reviewing research proposals & the associated meetings have been conducted digitally.
- Delivering courses via online instead of in person.
- Closed school and moved to on-line classes.
- Not being able to produce Membership ecards. Not being able to have events like coffee groups. Not being able to do trike assessments & fittings, or home visits.
- Cannot provide our services to the public.
- We are closed and so have lost the connection between our service and our families other than online. Tuakana-teina relationships are affected. Well-being support is harder.
- Inability for local groups to meet face-to-face and we have had to cancel all public and community education seminars and talks in libraries, retirement villages and community centres.
- Unable to meet face-to-face and conduct workshops.
- Regional Managers were made redundant. Merchant sources of funding have dried up.
- We aren't able to offer our preschool play sessions or any other events in person, but we have moved what we can online.
- Complete shut-down of community nursery and community restoration projects (trapping, native plantings) classes and outreach programs.
- No face-to-face service, so no third-party clinics ie: JP, Legal, Budgeting.
- Essential worker; many older people are lonely unable to get out socially and for food.
- We are only unable to offer face-to-face consultation.
- Unable to offer our home support service. Higher need for food parcels this time and we do not have the financial resource to purchase and distribute food.
- We cannot operate as normal. All services are suspended.
- Police FHIT teams being redeployed to COVID related ops. Hardly any staff left to engage with clients affected by family harm.
- Unable to have voluntary working sessions in the park.

WORD CLOUD OF KEY WORDS EXTRACTED FROM ALL RESPONSES

continue families members funds contact delivering
support Keeping community Communication staff services
Ensuring



WHAT ARE YOUR HIGHEST PRIORITIES RIGHT NOW?



CASHFLOW

Monitor our cashflow and look for funding opportunities and financial assistance.



REFLECTION TIME

"How can I best use this time I now have?" "How shall we better organise ourselves now and for when we can return? In what different ways can I do 'business as usual now?'" "We still need to keep our planning and preparations on track for our upcoming big events and important meetings." We should be mindful of COVID's impact on equity." "We still need to ensure that our strategies and operational processes meet our obligations to Te Tiriti."

CONNECTIONS

Keeping connections going and maintaining regular communication with staff, whanau, youth, seniors, volunteers, students. Via, Zoom/phone/email. "Are you okay?" "How are you doing?"



SAFETY

Keeping safety of everyone uppermost in mind. Staff / clients / whanau / volunteers / those at high-risk.



FACE-TO-FACE

Cannot operate under these present conditions so have to wait until we can meet face to face.



FOOD ASSISTANCE

Food parcels support for those who need it and assisting with grocery shopping. How to source and access this for others in a timely and safe way.

ASSESS

Assess our current situation and levels of service; our capacity and capability to deliver and continue to provide where at all possible and to maintain an ongoing albeit adjusted schedule.



LIVELIHOODS

Keeping our nursery plants alive.



SUPPORTING

Supporting staff to support our members. Mindful of everyone's well-being and mental health. Considering the extra strain and stress on staff with potential for burn out in striving to achieve similar outcomes. Supporting students through engagement and motivation.



INFORMING AND IMPLEMENTING

To make known and to set up how to safely use (or not use) the natural environment (parks/play areas/etc).

QUESTION 3

What are your highest priorities right now?

SUMMARY

People are well-aware of the need to keep up regular communication and connections with everyone, including staff, their network of clients and members, plus their own families and especially so those who are elderly, alone and the more vulnerable. People have generally identified this as a time to assess where they are at, where their work is at (in what parts can continue) and where their home-life and circumstances are at; how things can best be managed from a home-base with the multi-tasking that needs to happen. Groups are monitoring and managing their cashflow and on the look-out for funding opportunities and financial assistance at this time and going forward. Some have resigned to the fact that they will have to put their work on hold until such a time as people can safely operate face-to-face again. There is a growing awareness of the need to monitor and support staff mental health and well-being where possible by checking in at regular intervals and finding out how people are coping and keeping safe, particularly as lockdowns continue to extend out. Then there are those who are responsible to keep alive and safe material resource such as seeds and plants. Communicating information as to how people in general should safely manage their movements and whereabouts whilst under COVID-19 restrictions is another priority for many, particularly as modification to rules and requirements come in. Many are attempting to source food banks and food parcels in their areas to best inform and support those they know who are in need. Some assist with grocery shopping for the elderly and those self-isolating. For others this is a time to reflect on how to make best use of this lockdown time, especially when many aspects of their mahi are not operational in full measure and for several, not at all. These reflections extend to as much forward thinking as is possible with an uncertain future ahead; how do we best organise ourselves for a physical return to the workspace? What planning can I do now for the times ahead considering issues of equity and aligning with Te Tiriti o Waitangi? How do we need to modify things to adjust for the new normal?

INDIVIDUAL RESPONSES

- Keeping in contact with families, ensuring connections continue and continuing work as much as possible.
- Making sure we continue to keep in regular contact with all our groups - young families, youth, seniors - especially with Seniors who are aren't digitally connected, to continually check that people are okay and assess our current levels of service.
- Looking for fund raising opportunities once we can get back to work.
- Finding donors who are able to get blood tests and avail businesses to be used as pick up points. Finding a sponsor or further grant funds (we don't have enough funds to pay for the blood tests).
- Communication- resorting to online communications.
- Return to delivering services.
- Back to in person activities.
- Supporting staff to support our members. Many members are desperately lonely and phone calls can take a while, so there is a concern regarding staff reaching burnout.
- Do parts of our projects that can be delivered through Zoom.
- Keeping everyone safe -staff/client and their whanau.
- Make the most of this time when programmes aren't running.
- Making sure that our Volunteers are completely informed about each lockdown level. Re-organising planned events and private visits. Looking at funding opportunities for loss of revenue.
- Ensuring women and children continue to have options of safety available, and that they can safely contact us via our crisis line.
- Business as usual; just no physical contact.

QUESTION 3 continued...

- Keeping students engaged and contacting students who are not engaging.
- Being available to support and advise people.
- Staying in touch with families to reassure them.
- (1) Support the primary care workforce to sustain their community services safely through the lockdowns. (2) Remain mindful of COVID's impact on equity. (3) Ensure strategies and operational processes meet obligations to Te Tiriti.
- Keeping our class schedule going.
- Keeping students engaged and motivated.
- Activating and topping up membership e-cards. Following up with members and preparing for AGM and 70years celebration.
- To be on call if the need arises.
- The well-being of our tamariki and their whanau. Lack of recognition and support from the government for the social support we provide and the long-term benefits of belonging to Playcentre. Grass roots governance support.
- Ensuring that those members of our organisation who live alone are not isolated and can interact with our group's community.
- Maintain communication via Zoom. Watch cash flow as unable to offer income generating workshops.
- Maintaining momentum of the funding programme for community groups.
- Supporting staff to deliver online community events and engagement.
- Keeping nursery plants alive until volunteers are able to return.
- Being there for our community - clients and volunteers.
- Keeping safe & well.
- The most obvious changes in enquiries are in people accessing information about the impact of Covid Alert Levels and the higher number of people seeking food parcels.
- Keeping people feeling connected and fed.
- Supporting people who need it.
- Making sure that high-risk victims are getting assistance and support they need.
- Ensuring the public can safely use/enjoy the park environment for exercise and general enjoyment.

What would best support you in your work right now?



QUESTION 4

What would best support you in your work right now?

SUMMARY

Groups and organisations pointed out that caring, collegial support amongst management and staff to be important at this time, with regular check-ins and availability. Good communication and ongoing sharing of relevant information was also considered as necessary. Several considered this a prime time to upskill and train online. Many were okay with IT capability and access to needed hardware and software, but some weren't. Some groups said that they had planned ahead for this and learned some lessons from last lockdown to better prepare themselves for now. Due to multi-tasking and managing multiple things from home-base many requested an understanding had with their situation and to grant flexi-time and even time off when needed. One person (with tongue in cheek) asked for a holiday, a home-school teacher and a house-maid! Education services were keen to have more parental involvement wherever possible in assisting students and their studies at home with their new learning environment. Several groups were seeking additional funding and financial assistance at this time to cover their work needs and the increased costs brought on by lockdown. The call has also gone out for customers to support local. Some groups were in need of using motivated volunteers who could safely and capably engage with their clients and members and how to source and secure these ones. People generally wanted to receive clear and ongoing relevant information from Government and local authorities as to the way forward. People commented about the need for a more centralised agency to coordinate and communicate key services information such as where foodbanks were and how to source food parcels in people's local communities.

INDIVIDUAL RESPONSES

- Work have been extremely supportive, offering extra online sessions, team meetings (create and relate) online trainings, time off when needed, art therapy, etc.
- Apart from the obvious need of getting back to a lower alert level, I'm feeling pretty well supported in my work right now.
- Keeping volunteers engaged and motivated.
- Funding - if we had funding, we wouldn't need to set such a high-criteria for donors to accumulate as much milk as we do to justify paying for the blood tests. We used to ask donors to accumulate 3 litres before we paid for them, now its 5 litres min, because we find the cost is just too big (in Auckland we pay \$156 every 3 months per donor). But that wait to accumulate that amount could be at least 6 weeks or longer. Often the donor gives up and then gifts her milk elsewhere because our process is more involved with the blood screening. This makes it difficult for us to source donor milk and share it safely with the community.
- Providing awareness communications to merchants & businesses in the community - outlining the opportunity to join us and to start supporting local.
- ANCAD support is ongoing.
- Training directors online.
- I am trying to get staff to ensure they use volunteers to help with phone calls and also encourage some members to share phone numbers and be proactive in calling each other. Discretion is needed in this. Just connecting the lonely ones up for conversations and distributing "boredom buster packs" is the main priority.
- Professionals who are employed in various Donor organizations, but I doubt if they have the time for us.
- Some additional funding as having to use and rely on volunteer help - these people deserve payment.
- A Holiday! A home school teacher and a house maid. Getting on with work is a juggle with demands of kids and house.

QUESTION 4 continued...

- Receiving up to date information from the Government re the lockdown levels. Receiving information for financial support.
- Access to safe transitional housing that is self-contained, ensuring no contact with other families. More click and collect available from supermarkets.
- N/A as our services are Nationwide.
- Agency that has authority to go check on students who are not engaging: Are they safe? Do they need support?
- Having a central agency to manage food parcels as at the moment we have to leave messages at a number of places and wait for a response. This is for clients in urgent need.
- Better internet.
- (1) Time to select, prioritise and implement intentional personal goals. (2) Mentorship.
- More parent supervision; ensuring the students are doing what they are saying they are doing. Many students are not engaged because they are unsupervised.
- The ability and time to engage with students at home.
- Police, coastguard.
- Improved IT capability to ensure we can reach all of our families and provide the support for the children and also the adults learning. The government recognising the value in our organisation that was the foundational group that Kohanga Reo started from.
- With levels of lockdown 2-4, there is no support. We are a support group in what we do.
- Effective communication strategies in a virtual space.
- Recruiting new ambassadors who can sell our programme to local businesses.
- Nothing really. We have planned ahead for this and are doing what we can in the limited arena.
- Capable staff/volunteers to carryout essential duties in nursery.
- Possibly tech support. Helping to bring un-tech savvy people up to speed with tools such as zoom or other video conferencing facilities.
- Too many people without health backgrounds think they are experts about COVID. Too slow at rolling out vaccine: need more than 80% coverage. COVID will be with us for a long time; we have to learn to live with it.
- Covid has shown us how well-supported we are by our internal organisational structure, which allows us to be quite agile to snap changes in alert levels.
- Funds to purchase food.
- The best support we can offer right now is effective and informative communication.
- I am supported enough by my organisation.
- As our impact tends to be long term there is no significant need for help in the short term.

What sort of professional development or upskilling would you like to see made available for you at this time; topics?



Upskilling wanted in:



QUESTION 5

What sort of professional development or upskilling would you like to see made available for you at this time; topics?

SUMMARY

- 28% of people preferred face-to-face sessions only and would wait for these to re-commence.
- 46% of people were okay with some form of PD online (eg. Zoom).
- 26% of people did not want any training at this time; some said they were too busy with other things.

Upskilling was wanted in:

- Using social media tools
- Governance and reporting
- Writing Policies and Procedures
- Successful Admin for NFPs
- Writing Grant applications
- Training with computer hardware and software eg. finances
- Volunteer management
- Health & Safety management of staff and Volunteers
- Self-care and motivation techniques for staff
- Workplace First Aid
- The Privacy Act and other legislative changes
- Communication strategies in the virtual space
- Community led development
- Anything

INDIVIDUAL RESPONSES

- I prefer face-to-face trainings.
- Can't think of anything at the moment. We have/have had access to topical PD currently/recently. I prefer face to face training.
- Using social media tools to support a charity.
- I would like some help with governance and reporting - which I find difficult - but that is because of the rudimentary spreadsheet we use. I would like assistance with Grant applications; could someone proof read it for me? They often get rejected which is heart-breaking. Hence, I would prefer to find a sponsor or a few instead. I don't mind zoom but prefer face to face, because I have kids at home.
- No more training required.
- Zoom assistance is continuing.
- Online meeting training both hardware and software.
- Online training for volunteer management and motivation for staff may be useful. Self-care is also important, but not sure if another meeting is helpful in aiding this.
- At this point we are wanting full computerisation of our organizations finances so we love to upskill those to implement this move to this space.
- Zoom sessions are great; more notice would be helpful
- Any sort of upskilling. Am happy to Zoom.
- None at the moment, thank you.
- Wait until face to face can happen.
- Wait.
- Zoom is fine.

QUESTION 5 continued...

- N/A
- Rather wait until level 2
- There's ALWAYS an opportunity to learn and practise te reo!
- Too busy with everything else going on eg. home schooling. No spare time.
- None—we are well prepared.
- Yes, that would be good. Workplace First Aid, the Privacy Act & other legislative changes.
- All okay.
- Governance training for grassroots and Trustee Board. Grants funding for ECE. How to write good applications.
- There is no professional development or upskilling that you can offer.
- Effective communication strategies in a virtual space.
- Online communication networking.
- Possibly something like intro to community led development or practical social media skills so that staff could undertake training while events aren't possible. And perhaps things that could support the extra time for admin that we all have right now, such as 'writing successful policies and procedures' or 'successful admin for not for profits.'
- Volunteer management, Health & Safety management of staff & volunteers.
- Actually, pretty zoom/pandemic-fatigued on the whole :P
- Had lots of zoom: 2 more sessions this week. Online course would be good.
- There is a certain layer of stress in operating in this environment, so I would agree with the suggestion of parking L&D until lower alert levels.
- Already so much available; rather wait until level 1-2.
- Face to face training is preferable. However, when we go back to normal life at Level 2/1, most organisations will be scrambling to make up for the time that has been lost. In my experience of the last lock down, it takes many months to get on top of everything. I found people were reticent to committing to workshops due to the overwhelming expectations involved with restoring normality.
- Nothing at this stage, thanks.
- Happy to avoid adding to the current flood of zoom opportunities.



What have been your learnings so far in lockdown with your work?



QUESTION 6

What have been your learnings so far in lockdown with your work?

SUMMARY

People are mindful of their own wellbeing and the wellbeing of others at this time and of the importance of being in regular communication with everyone. There was a sense that lessons had been learnt from the first lockdown and this helped somewhat to considerations and planning in preparedness for this time's lockdown. There was more familiarity this time with the rules and expectations. For the most part, staff were in a better situation with hardware and software to use at home, although some were not so ready or equipped. Equipment aside, people were expressing a harder time dealing with the second lockdown and feeling the pressure more, with reports of some not coping so well. With work not able to be done as usual people are considering how best to use the time available to them; for some it is with online learning, for others there has been more of a shift toward other forms of engagement and conversation in their new workspace to continue the work, whether on the phone to clients, via Zoom meetings, or on work-related social media. The necessity to engage in different ways has meant long periods of time have been taken up doing this and this has been a real drain on some; many have said how fatigued they are getting. Although, some have admitted to needing and having more patience this time around as well as being more frugal with their own resources and spending. Some have taken the view of letting go things that they cannot control and have become less self-focused and more outwardly looking. However, many others have found it difficult to prepare and to know what is coming up. Even so, what they are doing with their work seems to be a lot more that it was when they were in the office. Some management are taking a longer-term view of things with work planning allowing for a longer period of time to adjust and adapt when back in the regular working environment. Re-booking and rescheduling has been a common action of a drawn out lockdown period. Some people and management wish they could do more for themselves and others but are restricted due to their own lack of capacity and capability and funding and are struggling to adapt.

INDIVIDUAL RESPONSES

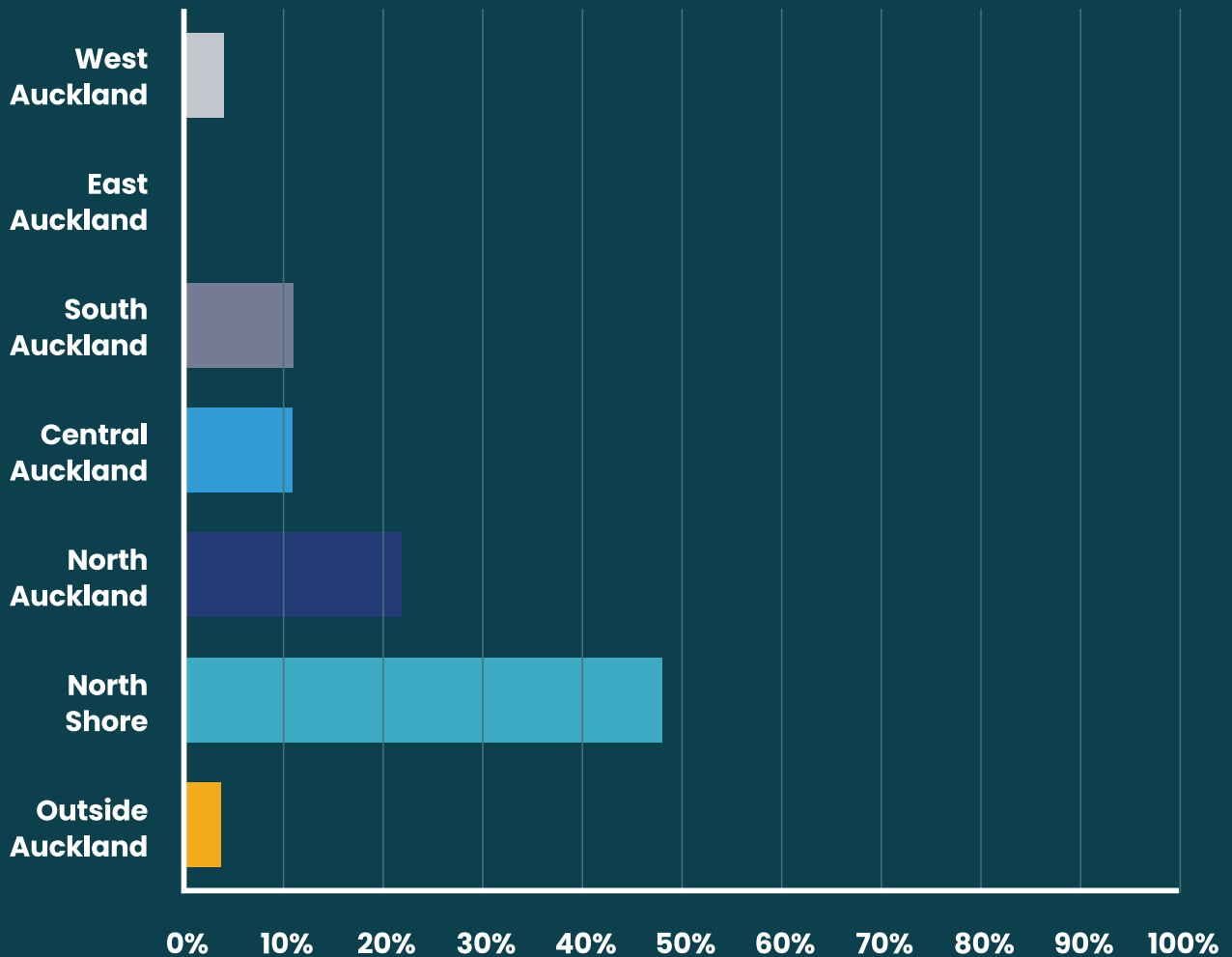
- To take care of myself first. To continue connections with families in different ways eg. creative ways to connect online with children. The organisation has definitely been responsive to staff feedback from previous lockdowns and has put a greater emphasis on staff wellbeing.
- This time we are much better set up. I have a laptop, experienced with a platform like Zoom and we already had developed an alternative workplan that we were able to rollout this time and further develop.
- This one is harder - more people feeling the pressure and not coping as well.
- Not much has changed because we have always been an online team and spread throughout the country. Just the same, frustrations have reduced our capacity to share donor milk - closed labs and access to the depot for deliveries.
- Staff are more comfortable with online communications but customers are either bombarded or immune to online approaches.
- Nil.
- I do attend more online webinars compared with last lockdown. Some of them are seniors who can't use online meeting spaces.
- The time it takes to link and give valued listening to those who are lonely. It can be exhausting. The need to add variety and support for workers both paid staff and volunteers doing this work. Staff are more tech savvy this time, but our members are not so and therefore can't take advantage of IT. We need to use old fashioned methods for them to engage.
- We have access to our accounts now through Business banking. Before we were not able to and so a payment means two people will go to the Bank to withdraw every time.

QUESTION 6 continued...

- More organised this time, however more fatigued staff.
- My role is done easily from home. I have a home-office, good connectivity and we zoom regularly (3 mornings a week) as a staff team. We put plenty in place last lockdown which is seeing us well this time round.
- Our processes and procedures for operating in Level 2 and Level 1 need to be constantly updated as changes are implemented. Social media is very helpful for communicating with potential visitors. There is only so much work that can be done from home!
- Our agency needs to ensure all workers have a good office set up at home with privacy and wi-fi.
- We are more organised and stream lined this time round.
- Students are struggling more now. The novelty is gone; students know what is ahead. Parents know what is ahead.
- Difficulty in not having access to hardcopy material.
- Families are now not so worried as the last time, but it may be because we are keeping in touch with them on a daily basis now.
- Lockdown in winter is harder! Learning to structure and manage time.
- Quick move across the profession to online learning. I believe that some expectations on the students, in particular the use of AI programmes may be being overused and students are overloaded by machine learning activities.
- Can now answer 0800 from laptops & mobiles.
- Nothing.
- Our strength is in our centres and the amazing mahi they all do. Look out for each other, stress less, support each other.
- All our activities are curtailed under any level of lockdown other than level 1. Nothing has changed. Our biggest issue remains rescheduling guest professional service provider speakers for our group meetings. Often when we have to cancel a guest speaker because of lockdown we are unable to rebook for up to 6 months.
- Much the same.
- Patience, frugality, the need for shorter lockdowns.
- Not much has changed. We planned ahead so we could adapt and we have. We are lucky that we aren't providing social services though. I know that's a tough call for some NFPs.
- We understand the pressure of the lockdown on staff & volunteers; we need to relax about the things we can't control, acknowledge early on that the lockdown will be long and take a long term view of our time in lockdown and the time required to recover operationally from lockdown.
- Second, third and fourth time around, all more au fait with remote system operations. Easier to mobilise.
- Teaching staff & residents not to be so self-centred and try to develop more of a community focus with others.
- I can see that each lockdown our operations are more refined and second nature.
- We seemed to have found a better work-rhythm this time, utilising non face to face communication tools in more meaningful ways and putting less things "on hold" until we are back in the office.
- We do not have the capacity or capability to help the many people who require ongoing help. Our 26 volunteers are retired and they do not have the energy to support people with their needs. Further to this we run on a shoestring and do not have the funds to help when there is a real crisis like this one.
- More staff are able to work from home via Webex.
- Appropriate use of walking tracks seems to be better understood this time.

Question 7

What region of Auckland does your group's service mainly reach?





**auckland north community
and development**

Te Runanga Ratonga Hapori o Te Raki-Pae-Whenua

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