

TANI – Bushra

- Health Baby Health Future:
 - o Gold star, running for four years
 - o Health promotion to minority group during isolation
 - o Challenge were reaching and program deliver, worked to fit for online activity
 - o Working on programme delivery for 6 more months online

TANI - Jian

- Migrant women and wellbeing:
 - o online programme, challenges were online platform it takes longer time for participants to build up bonding and connection – language, confidence. However can see the ladies are quite resilient and full of potential, new online session starts 9th of June, online forum is good opportunity for people to get connected

TANI - Vishal

- Calling to check communities, doing consultations, mental wellbeing services and workshop for Asian communities, online, supported family violence prevention programme, white ribbon

Asian Family Services - Ivan Yeo

- Asian health lines in different languages available to support people who are in psychological distress
- Focus on gambling, support people who have gambling addictions, during lockdown have increased number of phone call including domestic violence and older people needing help, volunteers are able to help
- Starting webinar focusing on understanding of rights of family law in NZ, due to increase in domestic violence amongst Asian communities. Focusing on understanding what they can do. Received a small funding from Ministry of Health to extend Asian health line hours as well as one on one counselling on zoom or social media
- Developed wellness resources thru Facebook or Youtube in different languages, all available online
- South Asian service called Asha, engage with social media
- Free of charge for Asian health line, anyone can call, gambling harm services are also free
- Call 0800 862 342

New Hope Community Trust - Julie Murphy

- Food bank
 - o The need has increased for people on limited income and people losing jobs, a lot of family ring looking for food, prior to COVID they have donated food, given food from organisations
 - o The need will likely become greater
- Local food bank
 - o People feel more comfortable contacting their local food bank
 - o Supporting local families to have food and security

- A ring or a text
- Some families don't like to ask (culture)
- Challenges: for people to know they are there - awareness

ODCOSS – Jenny Tanner

- Network share info among organisation
- Workshop for professional development, help to build the capacity and capability among organisations. Run for free
- Provide a collective voice for matter of advocacy and changes to policy, one worker, don't deliver social services but provide and coordination and encourage collaboration
- During lockdown - to try and coordinate what services were available and link those with some of those most vulnerable people in the community
 - Great response
 - Time to set the reset button, look at how to transiting to rebuilding
 - ODCOSS will try to run more mini workshops

KoreaPost - Sara Jang

- Targeted at the Korean audience, providing help with their contract, local news and Korean news
- During lockdown:
 - Provide accurate information on New Zealand and Korean COVID case numbers

The Fono - Tevita Filisonu'u Funaki

- Distributing of food to family with need and hardship
- Distributed 6600 packages of food
- Support from police and other organisations
- Received funding, food donations from kiwiharvest local business and warehouse
- Maximized medication compliance for at risk patients with chronic illnesses during COVID (hand sanitizers in the packages)
- Social isolation challenges, assess into the food relief
- Recognized the need for digital literacy within the community

HealthWest - Aroha Hudson

- During COVID – continued to provide most of the services – face to face was limited
- Outreach immunization services for children
 - On referral from the national immunization register
 - Any young children under 6
 - In home immunization
- Housing assessments
 - To support families in the Waitemata who may need help with insulation, warmth, new housing
 - Keeping family safe in houses particular those with children
- Young people services
 - 12-24 school based services, primary youth clinics, GP or nurse, youth friendly specific services

- Primary mental health services
 - o Referrals come from families, young people themselves, GP, NGOs
 - o Young people are able to choose what provider they want
 - o Face to face or virtually, available in different languages
- Strong advocates for people who don't ask for help but need help

Pakuranga Chinese Association - Barry Hung

- Approx. 1000 members, contact every day through wechat, 10 group chats
 - o Platform to ensure members are home and safe(60+)
- Worked with more than 20 organisations representing 8000 members to send an urgent appeal to the government to stop visitors from severely effected countries from entering china, to stop public events and public gathering in communities
- Online activities from April to keep people home, e.g. make entertainment videos, photography and small arts and craft activities, cooking demonstration, literature
- Invited local MPs to join

NZ Police - Jessica Phung

- Staff have been sent to the front line, others at the office checking with the community
- Contacted 790 people to ensure they are okay, refer them to people that can help them
- Taking a lot of phone calls
- Visited mosques (Ramadan)
- Scams and family harm increased
- Worked with communities when distributing food and health parcels
- Speech competition
 - o Mental health – wanting to work in agencies on ethnic people

Auckland and Waitemata DHBs - Samantha Bennett

- Mid-Feb promotion videos in Chinese, resources on understanding the alert levels in over 30 languages, information on health line, hand washing posters, cross links to national resources
- Northern region – asymptomatic testing, testing rates for Asian, found that testing rates for Asians were relatively low compared to other ethnic groups
- Welfare – closely with citizens advice bureau, see people who are beyond the food parcel need
- Migrant community have been really struggling
- Continue to work with communities

Age Concern - Kevin Lamb

- Maintained the majority of their services, support to people who needed it, increase in cases of elder abuse
- Mitigation on lioness isolation, phoning all members and clients – 8000 individuals, to check how they were, significant minority needed additional help]
- Most were in their normal situations
- More face to face support now

- Age and well programmes and workshop were done virtually
- Sense of working together and collaboration

Age Concern - Ray Law

- Asian communities are really resilient
- Older people are willing to learn and cope with changes – online workshops and classes

Shanti Niwas - Nillima Venkat

- Health and wellbeing services and social services, most were closed
- Online activities – social isolation was a big issue for senior citizens, but good to see them pick up online apps, learned to use zoom, competitions
- Welfare check on people, came back quickly with response
- Many families struggling with groceries were helped
- Dissemination on information
- Visiting services online level 4 and 3

Onehunga CAB - Judi Higginson

White Ribbon - Rob MacCann

- 'House rules' campaign during the lockdown, simple campaign how you can keep yourself safe, some of the key messages to men to ensure their families are safe
- 'challenge the outdated' – unhealthy masculinity that we should challenge
- 'still stuck inside' campaign – some men are still stuck inside the man box of ideas

Hepatitis Foundation - Siawling Chia

- Provide national monitory incorporate to NZders who have Hep B, people with Hep B are at a great risk of liver failure, need long term regular blood test monitoring, ultrasound, referring patients to services
- Team of 10 community nurses, personalised services to patients and families
- Referred to DHB care when needed
- Most of patients are of Asian ethnicities
- More responsive at home, answered phone calls

Navtej Randhawa – Radio Spice

- Broadcast key central cities which have a high Punjabi Indian community population
- Involved with food parcel campaign – more than 70000 food parcels
- Radio shows via zoom and vlive