NGĀTI WHĀTUA ŌRĀKEI
COVID-19 WHĀNAU SURVEY INSIGHTS
Whai Maia Ltd
Paengawhāwhā 2020
Looking after and caring for one another during the COVID-19 lockdown is the priority for Ngāti Whātua Orakei. With COVID-19 being a fast-moving situation and things changing rapidly Ngāti Whātua Orakei Whai Maia developed its COVID-19 Response Plan to prepare for the weeks, months and potentially years ahead. To help Ngāti Whātua Orakei Whai Maia understand the impact of COVID-19 for whānau, a household survey was developed canvassing health, education, housing, employment and finance.

Here are some insights from the Whānau Survey
Our People

589
Households responded

2,684
Total Whānau

81.5%
homes have at least 1 person employed

82%
have a GP

1,083
in education

68%
rent

51%
financially impacted by COVID-19

At a glance:

Our Whānau in New Zealand

Survey Respondents by Age

<table>
<thead>
<tr>
<th>Age of Respondents</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>60+ yrs</td>
<td>5</td>
</tr>
<tr>
<td>45-59 yrs</td>
<td>150</td>
</tr>
<tr>
<td>25-44 yrs</td>
<td>150</td>
</tr>
<tr>
<td>17-24 yrs</td>
<td>50</td>
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</tbody>
</table>
Insights

**IMPACT**
COVID-19 impact on our people is severe

**HEALTH & WELLBEING**
COVID-19 has had an impact on mental wellness and many of our people have high risk factors.

**TRUSTED SOURCES**
Most people are accessing up to date information on COVID-19 and have been actively responding during lockdown

**FINANCIAL IMPACT**
Covid-19 is exposing our people to additional financial risk and will have an impact on future generations.
**Insights continued...**

**EMPLOYMENT**
At least 1/3 of our population will be impacted through loss of jobs and particularly those in hospitality, retail and tourism.

**HOW WE CAN HELP?**
Whānau seek support with food and hygiene packs.

**EDUCATION**
Up to 50% of students lack access to digital devices and tools. This will have a significant impact at level 3 on their education and long term outcomes.

**WHĀNAU FEEDBACK**
Positive feedback from our COVID-19 response.
Awareness and Sources of Information

Covid19.govt.nz and the Prime Minister & Dr. Bloomfield were the most used sources of information while social media and whānau were the least.

Kaumatua informed mainly by television, Ardern and Bloomfield
45 – 59 yrs used covid19.govt for information.
25 – 44yrs rely on covid19.govt and Ardern and Bloomfield for information.
under 25year and most concerned use less information.
82% of those living rurally knew ‘a lot’ about covid-19 compared to 72% of those living in Auckland.

Immediate Response

NZ wide Covid-Response provides a model for Ngāti Whātau through the next stages where our peoples resilience is tested ie go often, go clearly with consistent message from small group of trusted voices. Use multiple channels
Have we got a COVID-19 plan?

Our whānau took the alert level 4 lockdown seriously and were doing the right things.

92% have got a COVID-19 plan for their whānau

23% of 25-44 yrs make sure people in their homes have got roles like shopping or going out of the home

19% of kaumatua were using technology to communicate with whanau

4% of respondents are essential workers

Precautions Implemented to Remain Safe

- Staying in our Bubble
- We've got Roles
- Using PPE
- Getting a COVID Test
- Social Distancing
- Use technology to connect
- Hygiene and Washing Hands
- Essential Worker

Ngāti Whātau Ōrākei must have an emergency response plan if there is a case in the hāpu, community transmission or a resurgence of cases in New Zealand.
How are people feeling?

47% People are not relaxed or hopeful

29% Concerned about the basics (housing, food, bills, finance) and need 2 or 3 of the basic care packages

51% have limited resilience (due to income, employment, bills) to negate the impact

30% Need specific support in future

28% Concerned about Education

60% Have limited financial capacity to cope with covid-19 (uncertain or less than 4 weeks)

"Concerned" by Age

"Resilience" by Age

Kaumātua and kaukuia have high resilience and low concern.

This is the opposite for those between 17-24 years. They are not feeling resilient and have high concern.
How we help

What we have delivered in the covid-19 response plan is consistent with what people need. The need will continue in the short term.

73%
429 HOMES
seek support with food vouchers

56%
331 HOMES
seek support with hygiene and care packs

39%
228 HOMES
seek support with kai packs

<table>
<thead>
<tr>
<th>How we can support</th>
<th>17-24 years</th>
<th>25-44 years</th>
<th>45-59 years</th>
<th>60+ years</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support Packs</td>
<td>28%</td>
<td>6%</td>
<td>6%</td>
<td>5%</td>
<td>8%</td>
</tr>
<tr>
<td>Support (People)</td>
<td>9%</td>
<td>8%</td>
<td>10%</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>Financial</td>
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<td>7%</td>
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<td>7%</td>
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<td>Healthcare</td>
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<td>4%</td>
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<td>3%</td>
</tr>
<tr>
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<td>5%</td>
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<td>2%</td>
<td>3%</td>
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<tr>
<td>Covid-19 Action</td>
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<td>1%</td>
<td>3%</td>
<td>5%</td>
<td>2%</td>
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<tr>
<td>Other</td>
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<td>3%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
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<tr>
<td>Keep doing what doing</td>
<td>3%</td>
<td>9%</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>Connect&amp;Communicate</td>
<td>9%</td>
<td>14%</td>
<td>26%</td>
<td>34%</td>
<td>19%</td>
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<tr>
<td>Ok now</td>
<td>14%</td>
<td>19%</td>
<td>18%</td>
<td>23%</td>
<td>19%</td>
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<tr>
<td>No Response</td>
<td>16%</td>
<td>25%</td>
<td>16%</td>
<td>15%</td>
<td>20%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
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The response from the Whānau Survey was overwhelming and the insights that we have gathered have been and will be significant in shaping how, why and what Whai Maia does in the weeks, months and potentially years to come.

We hope our whānau can continue to share their kōrero and whakaaro with us so that we can support you through these unprecedented times.