**Māngere-Ōtāhuhu Local Board**

**OPEN MINUTE ITEM ATTACHMENTS**

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<td>Public Forum - Update from Toni Helleur, Mangere COVID Community Response Team, Mangere Connect, 275 Times, Mangere East Community Centre and Law Centre.</td>
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<td>A. 20 May 2020 Māngere-Ōtāhuhu Local Board Item 8.1 - COVID Community Response</td>
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**Note:** The attachments contained within this document are for consideration and should not be construed as Council policy unless and until adopted. Should Councillors require further information relating to any reports, please contact the relevant manager, Chairperson or Deputy Chairperson.
Māngere-Ōtāhuhu Local Board
20 May 2020

What can I do to help during a pandemic?
REACH OUT | LOOK OUT | HELP OUT

Mangere Connect – Neighbourhood Support

The Mangere COVID-19 Community Response Team is made up of various local community groups Mangere Connect, 275 Times and individual support from Mangere East Community Centre, Mangere Law Centre and ME Family Services. We aimed to keep people in the Mangere community safe, informed and connected throughout the lockdown period and in the coming months. Mangere has a high percentage of elderly, the majority of whom are of Pacific Island and Maori decent, and currently a high number of elderly still have to travel within Mangere to access shopping facilities. The initiative comprises three elements:

1. Activate existing community network

Community groups, leaders and volunteers across Mangere-Otahuhu provided a range of support services. This support will respond to the changing needs of the community throughout the crisis period, and include delivery of food or medication, neighbourhood support and creation of new resources. We are also connecting with our local Neighbourhood Policing Team and Auckland Transport.

2. Distribute emergency supplies and maintain contact with the most vulnerable

We establish a distribution network and purchase food provisions for vulnerable elderly, unwell, those living alone or solo parents who are in desperate need and can’t access food themselves. We maintained a daily friendly phone call service to maintain contact with the most vulnerable.

3. Use social media to engage and inform the community

We all used our existing Facebook pages to inform the wider community, sharing key messages about safety and key resources and support services that people can access. We built the profile of our Facebook pages in order to engage a larger number of community members, using Mangere Connect’s page to respond to requests for support. We did and will continue to do this by creating regular video content that communicates with people in a way they can easily understand and can be easily shared with others. This includes providing language-specific communications to engage our Pacific Island and Maori community.

- Comms and Media creation
  Lead by 275 Times, Justin and Jo Latif
- Media information, document and law clarification, resource creation for community use
  Lead by Harry Toleafoa
- Volunteer Coordination and support requests admin
Lead by Mangere Connect, Toni Helleur

- **Support and guidance**
  From many other community groups and leaders

**Registered Volunteers from Mangere**

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<tr>
<th>Level</th>
<th>Total</th>
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<tr>
<td>4</td>
<td>52</td>
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<tr>
<td>3</td>
<td>29</td>
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<td>Total</td>
<td>81</td>
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**Local business collaboration in process**

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**Volunteer Jobs**

1. **Waatea Marae**

   As from Friday 17th March to date  
   (Mon-Fri 9am-2/4pm)

   - Packing hygiene packages, food parcels
   - Deliveries completed by our connected Otahuhu Maori Wardens group (Ane Karaka and co)

2. **Monitoring Mangere Town Centre Bus Terminal**

   As from Friday 17th March to date

   - Mangere’s Bader Drive bus terminal junction was recorded as being the highest usage by Goldcard (70 yr+) during Level 4 and 3 in Auckland. A concern by AT, we offered connecting our Otahuhu Maori Wardens group (Ane Karika and co) to monitor the Bader Drive terminal. Posters were placed and elderly were escorted home and offered alternate support ie shopping to be done for them.

3. **Moa Lunches**

   - During level 4 - registration coordination and admin support
   - L3/2 linking with ME Family Services to umbrella for funding so that a certain number (due to criteria) of children in Mangere can receive free lunches

4. **Delivery services**

   During level 3 and to date, delivery of free food parcels

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**Initiatives**

Call out for pre loved phone donations to pass onto vulnerable in Mangere and Otahuhu. collaboration with our local Police Constable Katie Perkins. This was an extension to continue Toni’s CPO role at Mangere Town Centre to make sure the vulnerable were looked after during lockdown.

*Video Available*

*NZ Police Article*
PaknSave

Following a number of queries from the community about elderly finding it difficult to access the supermarket, we contacted the owners and our group was able to negotiate more favourable access options for our elderly.

275 Times Interviews

We conducted 35 interviews with community leaders over the last 8 weeks.

These videos were designed to inform our community over this time about ways to get through the lockdown. These videos ranged from topics to do with employment, health, mental health, education, consumer rights plus updates from the Mayor and the local MP.

These videos reached a total of 137,000 people and the Facebook page reached over 150,000 people during the lockdown with the different content we were publishing to keep people better informed.

We have also given a student at Mangere College the opportunity to be an interviewer and upskill in this way, as well as utilising Shirle Fruean’s skills and giving her a platform to connect Mangere people to the creative and music community through her interviews.

This was all done voluntarily, with a small sponsorship from the Mangere East Family Service Centre and the MBIE grant to sponsor pertinent posts, and upgrade our video equipment.

Our one reflection has been how amazing it has been to engage with so many leaders in Mangere who were willing to put themselves out there and contribute to the community’s needs during this difficult time, despite the obvious challenges all of us were facing. It was noted how many organisations also shut up shop at this time and were not able to support the community.

Law Centre

Various resources of information ie employer flow chart or letter templates ie Letter to Employer or Letter to the Landlord were created and shared via our media platforms.