**Kaupapa Māori ways of working during COVID-19 (Ngāti Kahungunu Whānau Services) video transcript**

**Visual**

*The video begins. The screen is dark blue with pale blue kowhaiwhai in the background. In the middle of the screen in white letters is written ‘Ngāti Kahungunu Whānau Services’. Underneath is written ’Approaches to supporting whānau during COVID-19 lockdown’.*

*The screen changes to show a woman speaking. In the bottom left of the screen is a blue box. White writing inside reads ‘Ali Hamlin-Paenga’. Underneath is another blue box, written inside is ‘Chief Executive’. Ali has glasses, and is wearing a headscarf and a green top. She is standing in the reception of Ngāti Kahungunu Whānau Services (NKKP), in front of a sign which has a list of services offered by them.*

**Audio**

Our response in terms of the various levels of COVID actually started at the initial announcement by our Prime Minister.

**Visual**

*The screen changes to a white background and words appear, which Ali talks through.*

**[word animation]** So in the Level 4 we had fifteen at the front line

**Visual**

*The screen changes back to Ali talking.*

**Audio**

and within a week it became obvious that we needed to move into food deliveries and providing people with a number of different resources that they didn't have. We closed our office doors but we actually redeployed into the community, the community being my whare.

**Visual**

*The screen changes to show a black and white video of people handing out supermarket supplies from cardboard boxes. In the bottom left is the NKKP logo and the two hashtags. Written across the top of the picture is the word ‘Manaakitanga’.*

**Audio**

So my whare and my garage and my lawn turned into the property that in the end

**Visual**

*The screen changes to a white background and words appear, which Ali talks through.*

**[word animation]** fed 1,346 families

**Visual**

*The screen changes back to Ali talking.*

**Audio**

One of the most significant resources that our people did not have was access to those key messages that were being delivered by the Prime Minister, by the Ministry of Health and all of those because they were all being delivered electronically. TV. And our people that are most vulnerable don't have that. So we had to be the messenger.

But what we also had to do was they had the right to hear those messages first-hand so we set about working with many different funders to organize extra support to put devices, TVs, internet access into the homes of our most vulnerable. We were putting internet um, I have to say in a very entrepreneurial way into these properties because obviously Chorus hadn't quite got their head around what a level 4 response looked like to be honest. And being the only company there was nowhere else to go. So, companies like that I think could learn a lot from a Māori response that

**Visual**

*The screen changes to a white background and words appear, which Ali talks through.*

**[word animation]** it’s not always good to be the only person good at something.

**Visual**

*The screen changes back to Ali talking.*

**Audio**

During the pandemic that was a huge issue for us so we were luckily enough to be able to connect many whānau to mobile connections through our business connection to have access to unlimited data. We're also part of the Whānau Ora collective where we were resourced to deliver hygiene packs and those hygiene packs combined with food packs

**Visual**

*The screen changes to a picture of a selection of foodstuffs in cardboard boxes. Across the picture is written ‘Whānau Helpline’ with phone numbers below. These read ‘0800 Me Noho’ and ‘0800 636 646’. In the bottom left of the picture is the logo of the NKKP, which comprises a white box, within which is an outline of a Māori drawing and a blue triangle behind it.*

Audio

became the tool for us to manaakitanga but also the tool for us to ensure that our people were okay and you hear... you would have heard a lot that uh COVID uncovered all of this vulnerability and it was always there.

**Visual**

*The screen changes to a white background and words appear, which Ali talks through.*

**[word animation]** COVID actually wasn’t the reason why many of these things were there.

**Visual**

*The screen changes back to Ali talking.*

**Audio**

they've been there all the time but it gave it an audience, it gave it a stage and I think that's one of the positive things about COVID, is that I think there were some reality checks to be had.

**Visual**

*The screen changes back to the blue background, and shows the words ‘Kia ora to the whole Ngāti Kahungunu Whānau Services team for sharing your mahi.’*

*The video ends, and credits showing the Health Quality & Safety Commission logo, the NKKP logo and the words ‘with thanks to Whānau Ora’.*