**Meeting whānau needs 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’. Words appear on the screen which are read through.*

**[word animation]** At level 4 we looked at two bubbles

**Visual**

*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**

So one bubble was our front line response and another bubble was to be placed at home. The marae pōwhiri process: you can't have those people at the front line without the people that are doing the dishes in the back.

**Visual**

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

**[word animation]** That concept for us is a kaupapa Māori approach and that’s our business as usual.

**Visual**

*The screen changes to the blue background. In the middle of the screen is a large turquoise box. Written inside is the title ‘Rangatiratanga’. Underneath is written ‘Our sovereignty determines how we work collectively paving a better future for our mokopuna’. In the bottom left of the box is the logo of the NKKP, beside that to the right are two hashtags – the top is ‘#protectourwhakapapa’ and below that is ‘#uniteagainstcovid19’.*

*The screen changes back to Ali talking.*

**Audio**

We became a key contact for the police in terms of de-escalating family violence incidents and we also had really good close relationships with the moteliers who were providing motels to whānau who often have really challenging behaviours, who have complex issues you know they have addictions - drug, alcohol - and for them that would have been like, 'whoa what's this about?'

But because they trusted us as an organisation we became the mechanism and we hardly had any trouble in any of our motels that we provided wraparound service to.

**Visual**

*The screen changes to a black and white photo of a person holding a child. It is close-up, showing the child’s bare feet, and the hand of the person holding the child. In the bottom left of the picture is the NKKP logo and the two hashtags.*

**Audio**

It's a kaupapa Māori response. We do that. You know? We're agile. We move. We don't need a set of rules to be able to respond.

**Visual**

*The screen changes back to Ali talking.*

**Audio**

We can adjust our policies really quickly because we only have to ask ourselves. There's a good deal of that tikanga based approach and what manākitanga really is and whakawhanaungatanga really is to ensure that these most vulnerable populations across Wellington

**Visual**

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

**[word animation]** maintain their mana

**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**

Even though we're employed here, we bought whānau to come and help.

**Visual**

*The screen changes back to Ali talking.*

**Audio**

You know I had nieces and nephews going, 'oh aunty we'll come down'.You know and our staff would show like, 'oh this is... the bubble's not going on here', but you know like we did what it takes and we still do and we'll continue to do that

**Visual**

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

**[word animation]** because that’s what Māori providers do. That’s what Māori do.

**Visual**

*The screen changes back to Ali talking.*

**Audio**

Even when you're not in this game it's kaupapa Māori, it's tikanga, it's kawa.

**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 show the Health Quality and Safety Commission logo, the NKKP logo and the words ‘with thanks to Whānau Ora’.*