**The voice of rangatahu during lockdown (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 whanau during COVID-19 lockdown’. Words appear on the screen which are read through. This is Moera introducing herself.*

**[word animation]** Kia ora, ko Moera tōku ingoa.

**Visual**

*The screen changes to show Moera speaking. She has dark hair pulled back and is wearing a brown coat over a black top. She is standing in the reception of the Ngāti Kahungunu Whānau Services (NKKP), in front of a sign which has a list of services offered by them.*

**Audio**

I am the receptionist here. I do administration as well and a bunch of other responsibilities. I would watch videos of Jacinda the announcements that was when procedures started to change and then we had already established kaimahi that would permanently stay home and in kamahi that were went from basically back office to frontline delivery.

**Visual**

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

**[word animation]** I was out delivering seeing our whānau

**Visual**

*The screen then goes back to Moera talking.*

**Audio**

where I'd only see them like once every month to whenever they had booked appointments to weekly visits and then even more so when they needed different things.

**Visual**

*The screen changes to a photo of Moera standing outside, doing a ‘thumbs up’. She is wearing a facial mask and a blue hat. There is a van with its boot open, and people taking things out of it, behind her. The scene then goes back to Moera talking.*

**Audio**

It was really eye-opening too because just seeing the changes in them like first week you know obviously they're scared because they don't know what's going on and they're like standoffish. Then it went from that and then three weeks later the more we'd visit, the more they're like you know they're talking to us they're engaging in conversation and then they're already thinking ahead for when this is all over like, 'oh I'm already thinking about, you know, what school I want my children to go to. We've already started changing our eating plans. We've started to get out into the garden', and they're learning more, they've already set themselves up with study and it's just stuff that you know even as kaimahi it's hard to get them to that point

**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**

and just simply delivering them kai it was like changing them because changing their thought about everything

**Visual**

*The screen changes to a white background and words appear, which are read through.*

**[word animation]** like, they could save their money because they’re getting the support that would normally take a massive chunk out of their pay

**Visual**

*The screen changes back to Moera talking.*

**Audio**

and then they're having to save and then they're catching up on bills that they already had and this is kōreo they're... like we're not asking them they're just saying, 'oh you know I just got ahead of my power bill that I've had for like two years!' Throughout the deliveries we would continuously communicate feedback and we would discuss things that would happen that would occur out of the blue. So we didn't feel as though we were bottling things up, it was addressed as soon as it was raised basically and it did make the situation easier.

**Visual**

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

**[word animation]** so it didn’t feel like I was seeing things and then I’d have to carry it.

**Visual**

*The screen changes back to Moera talking.*

**Audio**

There was nothing really negative that I'd have to carry. It was all just it was just really beautiful.

**Visual**

*The screen changes back to the blue background. Across the middle of the screen is written ‘Kia ora Moera for sharing your mahi’. The video ends and credits roll which are the Health Quality & Safety Commission logo, the NKKP logo and the words ‘with thanks to Whānau Ora.’*