**Working with homeless whānau (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’. The screen changes to show a man talking. In the bottom left of the screen in a blue box, in white letters, is written ‘Brian Matthews’. Underneath, in another blue box, is written ‘Peer Support Worker’. Brian has short dark hair and is wearing a black t-shirt. He has his arms folded, and 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**

My previous role before my new one I was a peer support worker for Kahungunu Whānau Services and prior to that I was one of the homeless people and I met the organisation through volunteer work. They asked me to volunteer on their outward homeless programme that they were running so I jumped into that for a couple of months and then their previous peer support worker left and they offered me the position which I gladly took.

And with the outward homeless programme they were mobile patrol and foot patrol here in the city. So foot patrol is walking the streets and they were basically just going up to all the homeless people and seeing if they needed any

**Visual**

*The screen changes to a white background. Words appear, which Brian talks through.*

**[word animation]** support with housing or with kai or blankets or if they needed any programmes here that they run

**Visual**

*The screen returns to Brian talking.*

**Audio**

That's where it started as a peer support worker for me and it was great and me being seven months homeless, it gave me the drive to fulfil that role of helping others out that have been in the same shoes.

**Visual**

*The screen changes to a white background. Words appear, which Brian talks through.*

**[word animation]** I’ve already graduated from my certificate in social services

**Visual**

*The screen returns to Brian talking.*

**Audio**

Now I'm halfway through my diploma for Whānau Ora and that's coming up six months oh we're in our seventh month now. So as a peer support worker through COVID, my main role was getting up early to help deliver

**Visual**

*The screen changes to show a picture of Brian standing outside, doing a ‘thumbs up’. He is wearing a black hoodie and standing next to a co-worker who is wearing a facial mask.*

Audio

or pick up the bulk kai from shopping centres and

**Visual**

*The screen returns to Brian talking.*

**Audio**

deliver that from Pak'nSave back to base and then help set up and then start making up the orders for the kai parcels and then jumping in and delivering them.

**Visual**

*The screen changes to show a video of a man standing outside his house. He has white hair and is wearing a black top. He is doing a ‘thumbs up’ as he receives a kai parcel.*

**Audio**

All yours they've all been filleted clean. All you've got to do is cook them up. You fullas be safe.

Beautiful.

**Visual**

*The screen returns to Brian talking.*

**Audio**

And as well as delivering kai it was a quick home visit

**Visual**

*The screen changes to a white background. Words appear, which Brian talks through.*

**[word animation]** You guys okay? How you getting on?

**Visual**

*The screen returns to Brian talking.*

**Audio**

And then I think we were also receiving Whānau Ora health packs that we were also distributing out along the food packs or we'd segregate them and do food one week and then the health packs next week. It was a great way to meet families and see what they're going through and the hardship they're facing

**Visual**

*The screen changes to a white background. Words appear, which Brian talks through.*

**[word animation]** Yeah, we all had massive roles to play

**Visual**

*The screen returns to Brian talking.*

**Audio**

There was no rest for us and it was enjoyable, I liked it because you know I was out there working and quite privileged and you know happy to be working.

**Visual**

*The screen changes back to the blue background. Across the middle of the screen is written ‘Kia ora Brian 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.’*