

8 Poutū-te-rangi 2021

Minita mō Whānau Ora

HE PĀRONGO | AIDE MEMOIRE

Whānau Ora Commissioning Agencies role in the COVID-19 vaccine roll-out

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Purpose

1. The purpose of this aide memoire is to provide you with a high-level overview of how Whānau Ora Commissioning Agencies may be able to assist in the roll-out of COVID-19 vaccinations.

Background

2. The Whānau Ora Commissioning Agencies are well positioned to support the roll-out of the COVID-19 vaccinations. Their provider networks and navigator workforces maintain strong connections and trust within their communities and have a proven history of delivering positive outcomes for whānau.
3. Officials have analysed plans and progress reporting provided to date to identify areas in which Commissioning Agencies may be able to support the COVID-19 vaccine roll-out. If you choose to seek funding for the Commissioning Agencies to assist in the vaccine roll-out, engagement will need to occur with each Agency to confirm what support they can provide and the resource they require to do this.
4. Te Puni Kōkiri is also working with the Ministry of Health COVID-19 directorate, who are actively considering the role of Commissioning Agencies in the vaccine roll-out. Officials understand that there is funding available for Whānau Ora and other specialist providers and will continue to advocate for Commissioning Agencies involvement.
5. Further, Commissioning Agencies may seek funding directly from the Ministry of Health to support the COVID-19 vaccine roll-out. Officials understand that John Tamihere, Chief Executive, Te Pou Matakana intends on submitting a proposal that outlines the capacity and capability of their health collectives and providers to support the vaccine roll-out, including the injecting of vaccines. Te Puni Kōkiri has not received any of these proposals.
6. Officials also understand that the Ministry of Health may be funding a number of Whānau Ora health providers directly to undertake vaccination injections. As such, officials have

identified the following three areas where Commissioning Agencies can strengthen and support the COVID-19 vaccine roll-out:

- a. Facilitation and coordination of access to the vaccination;
- b. Effective communication and outreach to Māori and Pasifika communities; and
- c. Provision of wrap-around support before, during and after vaccination.

Whānau access to the COVID-19 vaccination

7. Supporting and enabling easy access to the COVID-19 vaccine ('the vaccine') must be a key focus in order to increase uptake amongst Māori and Pasifika communities, particularly those in rural and remote localities. Whānau Ora Commissioning Agencies may be able to assist by:
 - a. *Identifying at-risk and hard-to-reach whānau* – having provided kai, support packages and financial assistance to over 326,000 whānau members throughout the COVID-19 pandemic, Commissioning Agencies are well placed to identify at-risk whānau and support them to receive their vaccination. This intelligence can also be used to prioritise at-risk whānau, who otherwise may not access the vaccination;
 - b. *Facilitating access by whānau to vaccinations* – Whānau Ora providers and their networks may be able to provide transportation to and from vaccination centres, support whānau attendance, coordinate appointments, liaise with medical professionals and provide clear information to whānau in a culturally responsive way; and
 - c. *Advocating for and supporting vaccination centres in key locations* - Whānau Ora providers are deeply connected to their communities and will have local knowledge of optimal vaccination sites suited to Māori and Pasifika communities including marae, rural centres, and provider hubs. They may also be able to support the establishment of these locations as vaccination centres.

Effective communication to Māori and Pasifika communities

8. With their expansive networks, Commissioning Agencies and their providers could be useful outlets for communications specifically targeted towards Māori and Pasifika regarding COVID-19 vaccinations.
9. Commissioning Agencies, their providers and the Navigators that work kanoahi ki te kanoahi with whānau are trusted sources of information. Nationwide messaging around the vaccine could be revamped to be more relevant to these communities, with known local heroes fronting the communications. Local community events can also be leveraged to disseminate positive health messaging and encourage uptake of the vaccine.
10. To combat widespread misinformation on COVID-19 and vaccinations, Commissioning Agencies and providers can circulate communications from reputable Māori health professionals that can speak to the efficacy of the vaccine. Officials managing the vaccine roll-out could also be invited to community events hosted by Commissioning Agencies and providers where they can provide accurate information on vaccinations.
11. To complement these community engagement activities, the Commissioning Agencies can also use their expansive networks to undertake online and digital communications

encouraging whānau to vaccinate, including creating targeted content for key Māori and Pasifika cohorts and promoting positive whānau stories and experiences.

Wrap-around support before and after vaccinations

12. Whānau Ora providers and Navigators have been providing effective wrap-around support to whānau throughout the COVID-19 response. This includes supporting immediate needs such as financial assistance, food and utilities, and connecting whānau to other services they may require.
13. Recently, Pasifika Futures identified issues at COVID testing stations whereby instructions and processes are only communicated to Pacific families in English. For those Pacific families who do not speak English or speak English as a second language, this complication makes them uncomfortable at, and less likely to go to, testing stations. To resolve this issue among others during the vaccine roll-out, Navigators may be able to accompany and support whānau and families at their vaccination.
14. Before the vaccination, providers and Navigators can encourage and facilitate access, address any concerns, answer questions and coordinate appointments. Should whānau be new to Whānau Ora, they can build trusted relationships and support ongoing engagement with their services.
15. During the vaccination, there is a 30-minute waiting-period, which provides opportunity for providers and navigators to begin whānau planning and encourage ongoing engagement to address wider needs and work towards outcomes the whānau wish to achieve.
16. After vaccination, providers and Navigators can continue to support the longer-term needs of whānau and ensure whānau receive their second dosage three weeks after their first dosage

Funding for services

17. Although Commissioning Agencies were provided \$132.592m in Budget 2020 through Vote Māori Development to respond to the impacts of COVID-19 on whānau, they are not funded through Te Puni Kōkiri to support the COVID-19 vaccine roll-out.

18. s 9(2)(g)(i)

19. s 9(2)(g)(i)

Next steps

20. Officials will remain in contact with your office, to understand the outcomes from your discussions with the Labour Māori Caucus and your Ministerial colleagues, which will inform next steps.

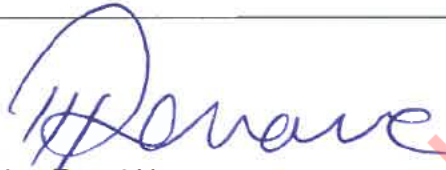
21. Officials will keep Commissioning Agencies informed of progress, so they are ready to mobilise their workforces, should funding be made available and their support be required for the COVID-19 vaccine roll-out.

Attachments

- 1. Whānau Ora COVID-19 Vaccine roll-out – high level costings breakdown

Attachment withheld in full under section 9(2)(g)(i)

Shannon Lomax
Kaiārahi, Whānau Ora, Te Puni Rangapū ā-Rohe me Whakahaere | Lead, Whānau Ora, Regional Partnerships & Operations

NOTED

Hon Peeni Henare Mirita mō Whānau Ora
Date: <u>10</u> / <u>03</u> / 2021

ED UNDER THE INFORMATION ACT

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