

Lessons during lockdown: CNSST's support for tenants

Tai chi, English lessons, parenting courses, employment and mental health consultations – the innovative ways one community housing provider has found to support tenants online during the Covid-19 lockdown.

Don Wang, Social Housing Manager at the CNSST Foundation in Auckland, formerly known as the Chinese New Settlers Services Trust, says all of their tenants are over 65 years old and staff are doing all they can to support tenants at CNSST's Kotuku House during the current alert level 4.

Team members are in regular contact with tenants to confirm they are safe and well, and to explore any immediate needs. They are also reminding tenants about the lockdown rules, and are available by cellphone 24/7 if any issues arise.

"All of our tenants and our social housing team are in a WhatsApp group chat for easy communication," says Don Wang.

"They're very supportive of the nationwide lockdown and are aware it is for their own safety and health. They are very happy with our ongoing support during this difficult time."

CNSST is providing a range of services online, including:

- Up-to-date information about the Government's pandemic response
- One-to-one consultations and counselling on financial difficulties, mental health, relationships, and language support
- Tech-talk workshops to help tenants be connected online
- Workshops on anti-online fraud
- Online Tai Chi and English lessons, parenting support, nutrition, stress management, cultural education and courses for children and youth.

More information about CNSST is available at www.cnsst.org.nz.