

**ALL NEW
ZEALANDERS
WELL-HOUSED**



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Community Housing Aotearoa (CHA) COVID-19 Update

Welcome to the second issue of our newsletter about Covid-19 for community housing providers from your sector body, Community Housing Aotearoa Nga Wharerau o Aotearoa.

In this issue you will find sector updates and useful links to information and advice about responding to Covid-19 including:

- CHA's support for members
- Ministry of Health information and advice
- Government support for your organisation
- Other helpful resources

Message from CHA's Chief Executive

Kia ora koutou,

As we head into our second week of Alert Level 4, I have been reflecting a lot on communication.

Like many of you, I am home with tamariki, and trying to strike the balance between informing them about what's going on so they feel like they're part of our decision-making, and not overwhelming them and creating loads of anxiety.

But, one thing I do know is that proactive and timely communication really helps with wellbeing. I wanted to thank Jen Deben from Te Matapihi for raising with the team from HUD and MSD on our sector call that the mental health of our kaimahi / community workers is paramount, and can be supported with clear information coming through to our organisations in time for us to organise rosters, order PPE and other equipment and meet the needs of our people.

We acknowledge the immense work going on within those government departments to respond in timeframes that are extremely short.

As with Alert Level 4 last year, one role we can play at CHA is matching your need with their timeframes and systems. Please send along any queries, concerns or issues you may have or bring them with you to our next sector Zoom and we can make sure we collate any common requests or themes and follow up for you wherever needed.

Thanks once again for your collective work over the past week.

Ngā mihi,

Vic Crockford
Chief Executive
Community Housing Aotearoa

CHA's support for members

Community Housing Sector Zoom call

Community Housing Aotearoa held a Zoom call with providers on Thursday 19 August to share information and learn about any issues you are facing. A big thank you to our colleagues at HUD and MSD for joining us and providing the latest updates from Government. You can read the notes [here](#). The Ministry of Health Guidance for Close Contacts factsheet is available [here](#). Additional links and websites are listed below.

CHA will hold its second Zoom call to share information and continue the conversation on Thursday 26 August at 2:00pm. No need to RSVP, please join via this [link](#) or by entering the meeting id and password:

Meeting ID: 827 6505 8522
Passcode: 434454

Useful websites and resources

Housing Guidance

Ministry of Housing and Urban Development Level 4 [Guidance](#) and [FAQ's](#).

Ministry of Social Development is the first port of call for emergency accommodation support. [COVID-19: Welfare and social sector support for family, whānau, and āiqa carers - Ministry of Social Development \(msd.govt.nz\)](#)

Food supply

People who need financial help to buy food may be able to get help through Work and Income. You do not need to be on a benefit to get help.

[Food - Work and Income](#)

Work and Income can help with paying for food, accommodation

costs, power and gas bills, heating and medical or dental costs. Call 0800 559 009.

Food banks will continue to operate at Alert Level 4. Food banks must operate a one-in-one-out rule and cannot sell or provide cooked food. If people have an urgent need for food within the next 24 to 48 hours, your local food bank may be able to help you.

[Find food banks and other food assistance services](#) across New Zealand.

The Unite against Covid-19 website has information [here](#) about food and shopping.

Note [this section](#) if you need urgent help or assistance to buy food.

[Student Volunteer Army](#) offers an essentials delivery service also for those who cannot obtain transport.

[Auckland City Mission](#) COVID-19 pandemic service changes - Auckland City Mission If you require an emergency food parcel, please phone 0800 223 663

[Personal Protective Equipment \(PPE\)](#)

Personal Protective Equipment (PPE) is sourced and distributed as part of a nationally coordinated approach managed by the Ministry of Health. COVID-19: Personal Protective Equipment Central Supply | Ministry of Health NZ.

[Unite against COVID-19 site- wearing a face covering](#)

[Here is a link to the Mental Health Foundation's 5 ways to wellbeing](#)

Sharing ideas and issues

The NZ Drug Foundation

Placing rough sleeping people into transitional housing can have unintended consequences of putting them at increased risk of overdose if they are drug users. Homeless people are much more likely to use volatile substances like synthetic cannabinoids, which carries a high risk of overdose.

By not being around their normal community, they may not have someone watching over them who could seek help. Here is some information to assist those working on the frontline with information about what to watch out for with regards to overdose and withdrawals.

Here are three resources that can help:

- [Signs of overdose](#)

People may require medical attention if they have taken a large amount of a substance or taken something that they didn't expect (e.g. if the drug contained something else than what they thought it was). This is more likely if a person has used any substance they could access, if they are using something again after a break (their

body won't be used to the same amount they used to use), or if they are using to feel out of it or escape their current situation. Watch out for these signs and if you see them – call 111 immediately, check they are breathing (start CPR if not) and place them in a stable side position.

- **Withdrawal symptoms**

If someone has been using large amounts of a substance or for a long time, they are likely to experience withdrawal symptoms. This resource lets you know whether a person experiencing withdrawal symptoms should rest and recover, see a doctor, or call 111 immediately. Most withdrawal symptoms are mild and pass in a few days. There are also workbooks that can be downloaded to help people prepare for withdrawal (Managing your own withdrawal and P**d off).

If someone has been using large amounts of alcohol for a long time, they will need medical support to withdraw. Call the AlcoholDrug Helpline for more information about local support options (0800 787 797).

- **Methamphetamine withdrawal symptoms**

Methamphetamine withdrawal takes a few days longer than most other substances. This infographic outlines what people may experience when withdrawing from methamphetamine.

There is more information on www.thelevel.org.nz, and we can be contacted at info@drugfoundation.org.nz with any questions.

The NZ Drug Foundation is available to answer any queries about drug use and drug-related harm you may have. You can contact them [here](#) for support.

Workshop - Communications Resources

The Workshop is a research, consulting and training organisation that focuses on communicating and build public support for policies and practices. They have developed a guide and [quick tips](#) around [How to talk about COVID-19 vaccinations: Building trust in vaccination](#) to help talk effectively about Covid-19 vaccinations to people who may be hesitant about getting vaccinated.

Productivity Commission - Draft Submission Reminder

A reminder the Productivity Commission is seeking public input to help shape the Terms of Reference for an inquiry to help all Kiwis get a fair chance in life.

The Government asked the Productivity Commission to prepare the Terms of Reference for a new inquiry into the drivers of persistent disadvantage within people's lifetimes and across generations.

Public input is sought by 27 August 2021 to help define the scope and focus for this new inquiry. The consultation paper is available [here](#).

CHA REGIONAL EVENT SERIES POSTPONED

The following regional events have been postponed and will be rescheduled to a later date. We will keep you posted about these events. Please regularly check the [conference website](#) for updates.

- Waikato Regional Housing Initiative
Place-based Housing - 24 August
- Tauranga Housing Summit - 2-3 September

Ministry of Health information and advice

Please visit the [Ministry of Health website](#) for the most up-to-date official advice and information about COVID-19 in New Zealand: More government information about COVID-19 is available [here](#).

Government support for your organisation

Ministry of Housing and Urban Development - Te Tūāpapa Kura Kāinga

Essential Services letter

HUD has distributed an essential service letter to CEs/management of their contracted providers (ie. CHPs, Transitional Housing providers and other service providers – ie. Housing First, Sustaining Tenancies etc) to help facilitate their staff providing services in the workplace or community at Alert Level 4.

The letter is very similar to that used during the previous Alert Level 4, however given the nature of the Delta variant they have placed a greater emphasis in the messaging around limiting the movement of staff as much as possible. If you are a provider who has not received the letter, please contact HUD directly at HSRPIssues@hud.govt.nz.

Updated Level 4 Guidance and FAQs

HUD has also updated their [Guidance](#) for housing and housing support service providers and also their [Frequently Asked Questions](#) for providers.

Tenancy Services Information for Tenants & Landlords

To make sure both tenants and landlords understand issues related to the rights and obligations under Alert Level 4, MBIE and HUD have developed some questions and answers to provide guidance. These can be found on the [Tenancy Services website](#). Questions can be directed to the contact centre on 0800 836 262.

COVID-19 Guidance for community food providers

The following has been released by MSD to support providers who are continuing to support whānau in our community with kai during lockdown.

While Alert Levels are raised, the Ministry of Social Development is supporting community providers who are distributing food to people and whānau who are unable to afford to purchase food.

Civil Defence retains responsibility for supporting people and whānau who can afford to purchase food but are unable to access it.

Operating at Alert Level 4

Under the new [COVID-19 Public Health Response Act](#), community food providers can continue to operate at Alert Level 4. [Four categories](#) have been developed to provide a more detailed view of the types of social and community-based services that can continue to operate under Alert Level 4.

Community food providers fall under Category 1: Where the social service is the only way for people accessing food and other goods they need to survive (e.g. food banks, and other delivery of essential goods).

We are currently updating our web-page on safe operations for community food providers as COVID-19 Alert Levels change, so please keep an eye on this [page](#).

Community organisations are encouraged to refer whānau in the first instance (where eligible and appropriate) to Work and Income for [hardship grants for food](#).

Important website links

- [Unite against COVID-19](#) (covid19.govt.nz)
- [Alert Level 4 | What to do at alert level 4](#)
- [Doing business at Alert Level 4 | Unite against COVID-19 \(covid19.govt.nz\)](#)
- [COVID-19: Locations of interest | Ministry of Health NZ](#)
- [Mental Wellbeing For You & Your Workplace — Mentemia](#)
- [Ministry for Pacific Peoples videos and factsheets](#)
- [CHA Covid-19 Guidelines](#)
- [Ministry of Health](#)