



COVID-19 INDEPENDENT CONTINUOUS REVIEW, IMPROVEMENT AND ADVICE GROUP: MEETING AGENDA

Date & time	Wednesday 22 February, 4.00pm-5.15pm
Location	https://us02web.zoom.us/j/82610684360?pwd=SWFnS3NlVjAxRC9Yc0R5NGpkdWl3OT09 Meeting ID: 826 1068 4360 Passcode: 721004
Attendees	Sir Brian Roche (Chair), Debbie Ryan, Dale Bramley, Philip Hill, Rob Fyfe, Amber Bill (DPMC), Martin Rogers (DPMC), Louise Cox (DPMC), Megan Stratford (DPMC, Item 1), Ivan Lukatina (DPMC, Item 1), Heather Peacocke (DPMC, Item 2), Sarah Wood (DPMC, Item 2)

	Agenda item	Duration	Lead
1.	Reconnecting New Zealanders scenario planning	30 min	Megan, Ivan
2.	Omicron communications	30 min	Heather, Sarah
3.	Key areas for assurance (advice to Minister Hipkins)	10 min	Brian
4.	Confirmation of minutes and any other business	5 min	Brian



COVID-19 Independent Continuous Review, Improvement and Advice Group Minutes

Date	Wednesday 16 February 2022	Incorrect date - should be 22 February
Time	3:30 – 4:45pm	
Venue	Zoom	
Attendees	Sir Brian Roche (Chair) Debbie Ryan Dale Bramley Philip Hill Rob Fyfe Amber Bill (DPMC) Louise Cox (DPMC) Martin Rodgers (DPMC)	Rob Huddart (DPMC, observer for Item 1) Megan Stratford (DPMC, Item 1) Ruth Fairhall (DPMC, Item 1) Heather Peacocke (DPMC, Item 2) Sarah Wood (DPMC, Item 2) Jess Gray (DPMC, observer for Item 2)
Minute taker	Louise Cox	

Item 1: Reconnecting New Zealanders future scenario planning

1. Megan Stratford and Ruth Fairhall attended to discuss developing work focussed beyond the Omicron wave towards a new steady state. Megan gave a presentation to the Group that covered:
 - strategic advice underway and planned for February, March and April
 - societal elements that will underpin living with endemic COVID-19
 - plausible scenarios post the Omicron wave
 - the journey to the 'new normal'.
2. There was discussion with the Group that spanned the following areas.
 - The need to incorporate Te Tiriti o Waitangi and Māori and Pacific world views into the framework through codesign with Māori and Pacific.
 - The uneven impact of COVID-19 across society and the need to focus interventions in those areas that have experienced the greatest impacts.
 - Themes such as 'self-management' that sit across all the potential scenarios.

- The need to think about recovery and resilience and address legacy impacts of COVID-19.
3. Sir Brian advised that he is supportive of the future-focussed work. Ruth stated the work will continue to be developed over the next few weeks and is happy to come back to the group.

Item 2: Communications in the context of Omicron

4. Heather Peacocke and Sarah Wood attend to discuss the communications strategy in the Omicron context.
5. Brian outlined that he is interested to get more insight and overview of the communications strategy and where it is leading before inviting Heather to lead the discussion.
6. Heather provided an overview of the communications strategy's fundamentals, which were the maintenance of public trust and providing clarity of the plan to the public. She described some of the challenges and context including:
- increased frustration, anxiety and confusion felt by members of the public, particularly with the mind shift changes required with the move into Phase 3
 - the view of Omicron as not serious and protests against restrictions as a result of those views
 - limited time between decisions and needing to convey these to the public.
7. Sarah gave an overview of what they have been doing in the public information space (such as paid advertisements) to support public understanding of what the shift to the red setting and Phase 3 within that means, and to support people to prepare for Omicron.
8. Brian opened up discussion to the group which then covered:
- what information and indicators are saying about public sentiment
 - messaging that may not align with people's lived experience (e.g. people being told to get tested but then encountering significant barriers to accessing tests)
 - the importance of directing tailored communications to those populations that are most impacted (such as South Auckland, Pasifika and Māori)
 - the need to cut through complexity with simple messages that enable the majority of people who are willing to comply to do the key things they need to do
 - the channels that people use to get their information from.
9. Brian thanked Heather and Sarah for their time and noted that the Group is willing to support the Communications team and their work going forward.

Item 3: Key areas for assurance (advice to Minister for COVID-19 Response)

10. The Group discussed the key themes to highlight in the weekly advice note to the Minister for COVID-19 Response. They discussed the following areas for inclusion.

Reconnecting New Zealanders future scenario planning

- The importance of the work being underpinned by te ao Māori and the principles of Te Tiriti o Waitangi.
- The need to consider recovery and a return to a baseline as part of future planning.

Communications within the Omicron context

- Messages need to be grounded in the reality of people to reduce the risk of reduced trust and social licence, increased cynicism, and reduced perceptions of the system's integrity.
- Messages that anticipate what people may experience in weeks to come are needed to prepare people.
- Operational complexity should be decluttered from messages to support compliance.

Item 4: Confirmation of minutes and other business

11. The minutes of the meeting held 16 February 2022 were confirmed.
12. Dale provided an update based on his perspectives in Auckland.
13. Brian raised that he would like the Group to meet with the Minister for COVID-19 Response in the next week or so.