



## Proactive Release

The following document has been proactively released by the Department of the Prime Minister and Cabinet (DPMC), on behalf of the Minister for COVID-19 Response, Hon Dr Ayesha Verrall:

### **COVID-19 Briefings - August 2022**

The following documents have been included in this release:

**Title of paper:** 01082022 Assurance of System readiness Work Underway to Respond to a Variant of Concern

**Title of paper:** 03082022 Insights from Recommendations across COVID-19 Response System Reviews

**Title of paper:** 05082022 Review of New Zealand's COVID-19 Protection Framework and self-isolation settings - 5 August

**Title of paper:** 05082022 Public awareness campaign to support people who are unable to wear masks

**Title of paper:** 08082022 Meeting with Strategic COVID-19 Public Health Advisory Group 10 August 2022

**Title of paper:** 12082022 Preparation for Release of Haumaruru Briefing

**Title of paper:** 25082022 Meeting with Prof. Michael Plank

**Title of paper:** 26082022 All of Government COVID-19 System Readiness Exercise

**Title of paper:** 30082022 COVID-19 Community Panel, Chair's Report

Some parts of this information release would not be appropriate to release and, if requested, would be withheld under the Official Information Act 1982 (the Act). Where this is the case, the relevant section of the Act that would apply has been identified. Where information has been withheld, no public interest has been identified that would outweigh the reasons for withholding it.

### **Key to redaction codes:**

- Section 9(2)(a), to protect the privacy of individuals;
- Section 9(2)(f)(iv), to maintain the confidentiality of advice tendered by or to Ministers and officials;
- Section 9(2)(g)(i), to maintain the effective conduct of public affairs through the free and frank expression of opinion; and
- Section 9(2)(h), to maintain legal professional privilege.

# Aide-Mémoire

## COVID-19 Community Panel, Chair's Report

<b>To:</b>	Minister Verrall, COVID-19 Response		
<b>From:</b>	Amber Bill Head of System Assurance & Continuous Improvement	<b>Date:</b>	30/08/2022
<b>Briefing Number:</b>	DPMC-2022/23-129	<b>Security Level:</b>	<del>IN CONFIDENCE</del>

### Purpose

1. To provide you with the final report from the Chair of the COVID-19 Community Panel (Sarah Sparks) (see **Attachment A** "the report"), and key messages in response to the report should they be required (**Attachment B**).

### Background

2. The COVID-19 Community Panel was established by the COVID-19 Group, Department of the Prime Minister and Cabinet (DPMC) in July 2021 to share their lived-experiences and flax-roots insights across different aspects of the COVID-19 response.
3. You met with the Community Panel during their final meeting on 30 June 2022 [DPMC-2021/22-2383 Refers]. During that meeting the Chair shared her reflections on the value of the Community Panel for other relevant kaupapa and committed to capturing the experiences of the panel in a final report (see Attachment A "the report").

### Panel insights and core recommendations


4. Key themes and insights raised by the Panel throughout their tenure are summarised and listed on page 7 of the report. These include issues of prejudice and unconscious bias, inequity, varied levels of engagement, disinformation, and mental health. These insights were shared directly with agencies at the time if they were in attendance or shared with relevant agencies after the meeting.
5. Reflections and recommendations both from the experience of being on the panel, and for what an unconstrained future system might look like, are described on page 4 of the report.
6. Some recommendations are general and provide helpful advice for future and current policy programmes, for example: taking a holistic approach to the health/ora of Aotearoa; values such as partnership, participation, transparency, dignity, and fairness are important in strengthening community engagement.
7. Other recommendations are focussed on considerations for future panels, for example: reporting publicly on how the panel feedback has been implemented;


providing input across a multiple agency whole-of-system view; the potential of a panel to support communications initiatives; the importance of including intergenerational voices and ensuring an inclusive panel.

8. Finally, there are some recommendations which are specific to the COVID-19 response, including celebrating the extraordinary community initiatives over the last 2+ years, and creating community engagement resources.
9. Key insights the DPMC secretariat have drawn from these recommendations and lessons for future panels are:
  - it is important to feed back to the group what impact their shared experiences and insights have had, as well as who their insights have been shared with
  - the regular proactive release of minutes and insights helps members feel respected and valued, as well as enabling insights to be shared more widely, potentially driving greater benefit
  - there is a benefit both for group members and the system they are supporting, in bringing together such a diverse group, who are all sharing experiences (sometimes unique, and sometimes shared) around a common problem
  - having early input into policy development is best
  - inclusivity is key to the success of such a group
  - provide for an intergenerational aspect to group membership, including voices of youth
  - consider remuneration to respect and acknowledge people's time.

**Next steps**

10. To maximise the value from the lessons and reflections shared in the Chair's report, we have shared the report with the COVID-19 Chief Executive Board members, as well as key staff such as The Policy Project (DPMC), the COVID-19 Response Recognition project, and the Office of the Chief Executive at the Ministry of Health.
11. Key insights from the DPMC secretariat have been captured as part of the 'Knowledge Capture' of COVID-19 DPMC workstreams.
12. The Community Panel minutes are in the process of being proactively released, and the Chair's report and this accompanying Aide Memoire will also be considered for proactive release in due course.

  
**Amber Bill**  
**Head of System Assurance & Continuous Improvement**  
29/8/2022

  
**Hon Dr Ayesha Verrall**  
**Minister for COVID-19 Response**  
1/9/22



Attachments:	
<i>Attachment A:</i>	Attachment A – Chair’s Report – Independent Community Panel for COVID-19 Response
<i>Attachment B:</i>	Attachment B – Key messages in response to the report Attachment B is withheld in full under section 9(2)(g)(i) of the Act

Contact for telephone discussion			
Name	Position	Telephone	1st contact
Amber Bill	Head of System Assurance & Continuous Improvement, COVID-19 Group	s9(2)(a)	✓

**Attachment A: Chair’s Report – Independent Community Panel for COVID-19 Response**

Proactively Released



Chair's Report

# Independent Community Panel

For  
COVID-19  
Response

August 2022



Unprecedented times call for unprecedented action.

The courage of the Department of Prime Minister and Cabinet for making the choice to stand-up the independent Community Panel is to be commended.

The grace afforded to our rōpū by the Secretariat, across government by the various Chief Executives, Deputy Chief Executives, Chief policy advisors and senior officials was wholeheartedly appreciated too.

There is no playbook for the COVID-19 pandemic, only wisdom from making the best choices for the good of all based on the knowledge at hand tempered with the lessons from the past.

This global humanitarian crisis exacerbated inequity, accessibility, discrimination, mis and dis-information, mental health/psychosocial issues and the fragility of the system, institutions, and society.

Moving at incredible pace, Cabinet and government officials continually grappled with trade-offs and timing. It didn't always get it right and there were many lessons.

Those consequences showed the stigma, the structural barriers, the struggles, and the need for protecting the paramouncy of human rights.

Over 40 claims were filed in the Waitangi Tribunal jurisdiction. The Haumaru Report<sup>1</sup> laid bare the prejudicial issues caused by breaches of Te Tiriti o Waitangi.

This highlighted the importance of the government system upholding the principles of tino rangatiratanga, partnership, active protection, and options in policy and procedures.

The Tribunal recommendations showed the need for consistent engagement, consultation, and conscious awareness of the power that the Crown wields. An approach that would serve all citizens well beyond Māori going forward.

Another pain point was the 23-day occupation of the gardens at Parliament which was disruptive and anarchial. It culminated in arrests and fiery explosions that sadly desecrated the whenua which required the eventual restoration of the mauri by my Iwi.

That symbolic episode which erupted in the backyard of the Beehive, the seat of the Westminster system in Aotearoa, illustrated the critical importance of social cohesion and the state of our social fabric woven on public trust.

---

<sup>1</sup> Source: <https://waitangitribunal.govt.nz/assets/Documents/Publications/Covid-Priority-W.pdf>

Social cohesion “must encompass and reflect the diversity of interests, sub-groups, and communities in a society. In Aotearoa, it must especially consider Tangata Whenua ambitions, as well as the population as a whole.”<sup>2</sup>

The methodology of the Community Panel offered a keen eye, a sensitive awareness, and a sharp independent intelligence to road test the government ‘system assurance and continuous improvement’ COVID-19 response.

Real time, lived-experience perspectives borne from a breadth and depth of worldviews from across the motu shared without fear or favour is gold.

Placing this integrous intel at the heart of the government system response helped avoid some blind spots in the spirit of keeping the kaupapa safe.

Of course, the sequencing of visibility wasn’t always in cadence with the scheduled panel hui however members were so committed that they came together at short notice to provide responses on fast tracked policy.

Their whakaaro was not tainted by political agenda or professional career aspirations. It came genuinely from the heart by those who answered the call to selflessly serve our nation as a civic duty.

This precious value of community connection outside the walls of government should not be underestimated as the government looks to the future as an opportunity to recover, recalibrate, re-imagine, and build back better.

The shake up by COVID is an invitation to evolve the system and move through uncertainty without losing our humanity, our empathy, our compassion, our values, our resiliency, and our problem-solving skills.

**C.O.V.I.D = Collaboration, Optimism, Values, Imagination & Determination**

COVID is an invitation to trust that solutions can be found. It is a call to keep in rightful relationship with the people, embrace diversity, be inclusive, transparent, courageous, innovative, and never losing faith.

The strength of the Community Panel came from respecting the mana of all around the table who came from diverse experiences, talents, and preferences.

Harmony was achieved that created an impactful whole that was more than the sum of its individual parts. This ‘diversity in unity’ heralds what our society is telegraphing to leadership in governance and institutions to embrace, enable and empower.

*Nāu te rourou, nāku te rourou, ka ora ai te iwi.*

**Chair - Sarah Sparks** (Te Ātiawa, Ngāti Tama, Ngāti Te Whiti)

<sup>2</sup> Source: <https://informedfutures.org/wp-content/uploads/Sustaining-Aotearoa-New-Zealand-as-a-cohesive-society.pdf>







A future system that:

- **Demonstrates** in word, thought and deed core values like; transparency, accountability, integrity, fairness/distributive justice, common good, dignity, peace, and partnership.<sup>3</sup>
- **Reflects** on the learnings of the past 2 years through holding specific wānanga bridging government with community to write up case studies:
  - With specific stakeholder groups represented in the Community Panel, faith community, prisoners, older people, child advocates, Tangata Whenua, alongside policy advisors and leadership from agencies across government.
- **Reports** publicly on where the independent Community Panel feedback was implemented and impactful (United Against COVID website/OIA output).
- **Recognises** that the health/ora of Aotearoa is holistic in nature and encompasses physical, social, mental, emotional, spiritual, economic, and environmental components.
- **Critiques** agency policy and procedures against a 'pillar system'<sup>4</sup> built from an ethical and diverse world view 'lens' of the community.
  - With assessment criteria to ensure accountability, inclusivity, adaptability, and accessibility of the system.
  - To counter conscious and unconscious bias in the system that exists.
- **Values** the ongoing benefits of:
  - Appointing a Community Panel serving agencies across the government system, not just MoH to test policy and procedures.
  - Including the voices of children, prisoners, and older people in the Community Panel composition so it's more intergenerational and inclusive.
  - Collaborating with a Community Panel on key Department of Prime Minister and Cabinet communications initiatives as a protocol ongoing.
  - Including the faith community in policymaking guidance due to the size and collective impact nationally and having no dedicated Minister in government to report to.
- **Creates** community engagement resources for across government based on the learnings from the independent Community Panel advising on COVID-19 response.
- **Celebrates** the extraordinary initiatives performed by selfless individuals in communities (external) and by public servants (internal) who gave their all behind the scenes during the last 2 years in PM/public choice awards.

<sup>3</sup> Source: Community Panel survey. Refer internal feedback.

<sup>4</sup> Source: Intellectual property of panelist, Michelle Mascoll. Refer 'Pillar System'.

## INTERNATIONAL BEST PRACTICE

Internationally, the importance of community participation in the pandemic response to incorporate the breadth and depth of insights and ideas from diverse communities was not novel, it was deemed by academics as “central” and essential to ensure an effective response to COVID-19.<sup>5</sup>

This has been affirmed as best practice to influence policymaking by authorities ranging from The Lancet to the United Nations.

Gender equality, diversity, equality, and inclusion – the human rights impacts on local communities – are best served by trusted representative voices in a multi-stakeholder panel.<sup>6</sup>

## COVID-19 CHIEF EXECUTIVES BOARD

The insights from the Community Panel were regularly shared by the Chair at COVID-19 Chief Executives Board hui alongside those of the two other panels led by Dr Skegg and Sir Brian Roche.

The intention of the Chair was to acknowledge the pain points felt by communities yet affirm the areas of promise within the system in the hope they were built upon

Reflections were centred on 12 C’s:

- **Covenant** – Obligation of the Crown to honour Te Tiriti o Waitangi in terms of data release, prioritising vaccine access, equity, and resourcing.
- **Constitutional** – Judicial reviews in High Court testing legal obligations, bespoke law formation triggering concerns about human rights.
- **Communication** – Multifaceted needs of the collective during a time clouded by the manipulative rise of mis and dis-information.
- **Connection** – Importance of Wellington being in touch with the reality of the rest of Aotearoa and the flax roots issues and implications of policy.
- **Community** – Intensification of lockdown/iso impacts requiring diversified, and wraparound support that needed frontloading by government.
- **Collaboration** – Innovative private sector, Māori and public sector partnerships creating effective and efficient community responses<sup>7</sup>.
- **Co-ordination** – Mana motuhake responses by Māori targeting most vulnerable by trusted voices using kai as a door opener. Migrant community triaging and translating.

<sup>5</sup> Source: [https://www.thelancet.com/journals/lancet/article/PIIS0140-6736\(20\)31054-0/fulltext](https://www.thelancet.com/journals/lancet/article/PIIS0140-6736(20)31054-0/fulltext)

<sup>6</sup> Source: <https://www.unglobalcompact.org/library/981>

<sup>7</sup> <https://www.teaomaori.news/new-maori-food-network-ready-feed-200000-whanau>

- **Cohesiveness** – Sharing societal trends/evidential reports from Whānau Ora Commissioning Agencies to Koi Tū at Auckland University.
- **Capacity** – MIQ process overloaded, COVID testing pressures in locations of interest, foodbank demand spiking and provider overload.
- **Capability** – Health workforce pressures and fatigue, 'community connectors' initiated to enable whānau to navigate system safer.
- **Cost** – Health and safety compliancy, workforce pressure, supply channel disruption, need for 'high trust' contract model and clarity on funding.
- **Conflict** – Ramifications of policy and mandates on social cohesiveness.
- **Collective Impact** – Local/regional community service models enabled by central government resourcing that strengthened capacity and capability – setting up a safe space for success.

## THE INDEPENDENT COMMUNITY PANEL

The Community Panel connected (at a minimum) monthly after hours bringing a laser like lens from a diverse range of intersecting perspectives to our government system response for the purpose of testing that it was upholding human rights.

Gender equality, diversity, equity, and inclusion will only be achieved through sincere knowledge building that is balanced.

This comes from combining an intellectual grasp of issues with subjective lived experience to achieve an objective understanding, perspective and ultimately, wisdom.

The Panel members represented communities such as rural, youth/aged, disabled, Māori, Pacific, LGBTQ+ and other ethnic groups.

Name	Representation	Location
Anthony Taueki	Youth/Māori	Rural Hawke's Bay
Callum Woodhouse	Rural	Waikato
Dr Api Talemaitoga	Ethnic/Health	Auckland
Dr Aram Kim	Ethnic/Health	Auckland
Habib Ulla Marwat	Ethnic	Christchurch
Hafsa Ahmed	Ethnic	Christchurch
Jordon Milroy	Pacific/Disability/ Youth	Auckland
Margaret Brown	Rural	Palmerston North
Michelle Mascoll	Ethnic/LGBTQ+	Auckland
Sarah Sparks	Urban Māori	Auckland



## EXTERNAL FEDBACK | CORE THEMES FROM PANEL INSIGHTS

- Prejudice and unconscious bias exacerbated by lockdowns and Te Tiriti breaches.
- Distrust of the system and structures.
- Barriers creating 'COVID poverty'.
- Mental health struggles.
- Digital divide – COVID app not accessible to all, NZ Traveller declaration interface challenging.
- Ableism. Barriers encountered by whānau hāua. Disabled not prioritised.
- Demands on food supply.
- Te Tiriti obligations and valuing relationships with Tangata Whenua.
- Faith-based community engagement for the first time.
- Resilience and well-being initiatives led by community, funded by the government.
- Privacy implications of My Vaccine Pass around dead naming/alternative names.
- Cyber security risk escalating.
- Lag in sequencing of translating communications collateral.
- Well-being impacts widespread.
- High trust model funding to enable service providers/NGOs in community.
- Adverse immigration impacts for those stranded in Aotearoa.
- Workforce shortage knock-on effect experienced by horticultural and agricultural industries.
- Communication challenges caused by government system predominant online focus.
- Mis and dis information interference and implications.
- Complicated messaging of communication when it needed to be clear and simple backed by values of kindness, honesty, and compassion.
- Lack of rainbow friendly policy causing homophobic behaviour when public seek support.
- Inequitable access to resources – RATs and masks.
- Lack of prioritising people with disabilities so they go to the front of the service support.
- Data critical to develop nuanced approaches for segments of society.
- Government data modelling limitations drilling down to ethnicities - still one size fits all.
- Language challenges with government tool like Unite Against COVID website led to collateral translated into 27 languages.
- Youth disengagement and disenfranchisement.

- Absence of a dedicated Minister for the Faith community to expedite two-way feedback and guidance due to vulnerabilities experienced by places of worship and people of faith.

## CONTRIBUTION | PILLAR SYSTEM POLICY TOOL

Ideas were raised within the independent Community Panel about improvements to the policy formulation processes which need to shift to be more equitable, accessible, inclusive, and cognisant of intersectionality.

Panelist Michelle Mascoll created a pillar system with the intention to tackle bias and blind spots that she saw happening on a regular basis in her community. Chair Sarah Sparks also interviewed ethics advisor, Dr John Kleinsman for insights based on core principles that were reiterated by panelists in their survey.<sup>8</sup>

The pillar system drills down into a horizontal and vertical matrix of indicators:

- **Keys** (Determinants based on: Accessibility, cultural blindness, cultural competency, delivery, communication, funding etc.) and;
- **Lens** (Perspectives from community such as: Disabled (and all the diverse categories in this stakeholder rōpū), English as a second language, LGBTQ+, rangatahi, older person etc).

This could be built into the recent 'integrity framework'<sup>9</sup> recently released by the Office of the Auditor General. It focusses on how public organisations work based on values and ethical leadership by the system.

## CONTRIBUTION | TĀMAKI MAKĀURAU MĀORI RESPONSE

Bridging leadership from across government with iwi, mana whenua, urban Māori Rangatira and Māori service providers of scale was a priority during the pandemic given the population size in Tāmaki Makaurau and the fact COVID was first there, and the long tail has yet to leave.

Chair of the independent Community Panel in her role with the Taumata Kōrero kaupapa that serves 200,000 whānau linked the Chair and rōpū with Ministers, the Prime Minister, Chief Executives (Treasury, Health New Zealand, Māori Health Authority), and senior officials of government.

The strategy eventuated in forging local and national relationships of collaboration, improved workforce design and delivery, effective information sharing, greater data and reporting visibility, and responsive and innovative forms of funding.

<sup>8</sup> Source: <https://nzcatholic.org/nz/2022/06/14/closer-relationship-between-govt-and-church/>

<sup>9</sup> Source: <https://oag.parliament.nz/good-practice/integrity/integrity-framework>

The mana motuhake (for Māori, by Māori) service delivery model funded by government built a kai logistics centre and delivery process, mobile and marae-based vaccine and COVID testing outreach, and communications resources governed by trusted voices within te ao Māori.

## CONTRIBUTION | FAITH COMMUNITY GUIDANCE

The Chair of the independent Community Panel and a senior official at the Department of Prime Minister and Cabinet, Ms D'Costa initiated a move to connect the faith community with Ministers, policy advisors and the Ministry of Health for the purpose of consulting meaningfully.

Minister for Pacific peoples, Hon. Minister Sio and Minister for Diversity, Inclusion and Ethnic Communities, Hon. Minister Radhakrishnan actively engaged with an ecumenical rōpū of faith leaders from across Aotearoa.

It resulted in a multitude of hui and creating a two-way communication channel between these stakeholders for the first time with government officials. There was tension at the time caused by vaccination certificates dividing community.

Church leaders wanted to welcome all and offer care for the vulnerable and believed the mandates were in contradiction to their held values and beliefs of the church. There was concern about the negative social impacts of unvaccinated people losing employment, access to services and attracting a level of social alienation. The outcome of dialogue and policy was positive and fruitful.

## SUMMARY | SURVEY OF THE PANEL INSIGHTS

In May 2022 all independent Community Panel members advising the Department of Prime Minister and Cabinet were invited to respond to a survey of 18 questions to gauge their feedback about the kaupapa and share insights for consideration.

The feedback canvassed areas such as:

- Values that are needed by the system for community engagement
- Stakeholder mapping
- Sequencing of inclusion
- Extraordinary initiatives by community during lockdown
- Contributions by the independent Community Panel
- Panelist's areas of interest in the system
- Improvements to community engagement processes and policy
- Panelist's perception of being heard
- Best and worst part of being on the independent Community Panel
- What worked
- What did not work



- Operational feedback for the Secretariat

## INTERNAL FEEDBACK | SURVEY OF THE PANEL INSIGHTS

1. What values should be demonstrated by the government system to strengthen community engagement? (The values below all received 100%)

- Transparency
- Accountability
- Stewardship
- Partnership
- Fairness/Distributive Justice
- Common Good
- Dignity
- Peace

2. How would you rank these in order of priority from 1 being the least important to 5 being the most important?

(Most important)

- Partnership**
- Participation
- Transparency
- Accountability
- Dignity
- Fairness/Distributive Justice

2. How would you rank these in order of priority from 1 being the least important to 5 being the most important?

(Least important)

- Stewardship**
- Protection
- Peace
- Dignity

3. What processes and policies would you suggest government agencies do to strengthen community engagement?

- Appoint a Community Panel before policy is determined

4. What range of community cohorts should also be included at the table as part of community panel engagement?

- i. Rangatahi
- ii. Faith
- iii. Prisoners

**5. What extraordinary initiatives did you see happening out in your community during COVID that could be acknowledged in the report of the Chair of the Community Panel?**

- A small rural community banded together to use the school bus to take people without transport/ unable to drive to a health clinic in another town A drone was used to deliver food to a rural family in isolation.
- Community-led alliance was formed which brought together many different community volunteer organisations as well as ethnic community media outlets (printed and online) to stay in communication and to collaborate to fill the gaps such as translating and sharing daily updates & critical information posters / flyers, actively dispel misinformation, identify providers to meet the unmet needs, etc.
- Community organisation stepping up to lead when government, DHBs and other health bodies allowed them to take ownership and lead the interventions. This was most obvious with the Pacific churches in South Auckland.
- People in the community stood up quickly to food needs, health support and buddy systems were put into action days after the 1st lockdown in 2020. Weekly or daily check in were set up in the Caribbean Community and other groups. With International Students and new arrivals left with no support.
- Grassroots solutions worked well.

**6. What areas do you believe you contributed to the Community Panel?**

- i. Short/immediate term perspective/feedback
  - ii. Communications approach
- I felt most of the talks/presentations we saw asked for short to long term perspectives on actions/decisions that had been made or were close to being made. Now that things have slowed down, I would like us to be able to contribute to longer term, more strategic decisions given what we have learnt in our various communities. What have we all

learnt and how can this be used to inform longer term strategic policy and planning for future events like Covid.

- Provided feedback on key information that needed to be communicated further and the ways in which it could be better achieved as well as feedback on translated information too. Provided perspectives on how some of the government strategies and announcements were perceived by the community. Suggested different mediums or channels of communication. Shared some ways in which government could signal upcoming changes, etc. Shared experiences at frontline and in the community that were felt to be unintended and unexpected consequences of government actions.

- Our discussions were always very timely and of what was most topical.
- Because of the real life examples, we see in the community, I knew what type of communications approach would align with the messaging to the communities and what policy settings would facilitate rather than hinder planned interventions.

- I think a gave a voice possible understanding of how names could put people in danger in early part of the Vax drive, The Vax passport was a dangerous tool for many migrant and LGBTQIA communities.
- Offering an understanding from a different perspective due to not being Pākehā.

## 8. Did you feel heard on the community panel?

100% said yes

- The size of the panel was an important factor in being heard. The small size meant it was easy to get to know and understand the other panelists and so feel comfortable to talk and be heard. Had the panel been much larger I don't think this would have been the same especially as circumstances meant we only got to meet our fellow panellists' once in person.
- Chair of the meeting actively acknowledged and promoted discussion. Some agencies came back with changes and solutions that showed consideration to feedbacks provided and suggestions made in the meeting. However, this was not necessarily clear and consistent at all



times. Sometimes it felt as if the responses were received for the sake of consultation rather than for any real change.

- I was always asked to participate in a fair/ inviting way.
- It was good to get feedback from government agencies about what they took on board and what they didn't and why.

- My answer pertains to yes in the room as far as agency that's comes back to accountability and outcomes.

- There was opportunity to contribute facilitated by the Chair (Sarah Sparks) which was done well.

### 9. What government agencies did you value receiving policy briefings from?

- i. Immigration
- ii. DPMC
- iii. MBIE

- The presentations from each of the above groups enabled me to get a much wider and fuller picture of what was happening in each sector and that helped enrich my understanding of what was happening in the rural communities. Sharing my wider understanding and discussing this with my community contacts helped me understand the rural challenges and issues at a much deeper level and this enabled me to share this back with the panel.

- Partly as the content of their presentation were of immediate interest and relevance for the ethnic community I represented and was trying to be the voice for, and of my own work. But also, as their responses and engagement felt to have been clearer and consistent.

- It was something that was of interest to me

- It was good to be told why things were done, how our feedback effected changes and why not. Appreciated the level of honesty and transparency

- I the impact of immigration and how different visa impacted members of my community was important to see how the timeline and what decision

people made. How MIQ and other factors put many of the communities I intersection to make decisions.

- It impacts the economy.

**10. What areas of the government system were of interest?**

- Communications
- Data
- Reportage on where recommendations from the community panel were applied

**13. What Minister(s) would you value meeting as part of serving the community panel?**

- COVID Minister
- Immigration/Health
- MSD
- Oranga Tamariki
- Minister of Ethnic Communities

- Because he has overall responsibility for this area.

- For the similar reasons as noted in my response to 8(a). Added Oranga Tamariki as voices of children were felt to have been really missing despite clear impact on them and the whānau as a whole.

- Just to ensure they heard what our communities were saying without the 'filter' from their officials.

- Health 1. what does general health look like with this backdrop navigation tools to hand to the community. 2. What does Long Covid\_19 support look like and re infection Immigrations. Employment outcomes and Visa changes due to health and Covid Re connection of families and displacement due to Covid.

- Those who work with the community.

**14. What policy advisors did you value hearing from as part of the community panel?**

- MSD, M-Health.
- DPMC, Ministry of Health and MSD.

- I felt all advisors provided useful information.
- All advisors provided us with useful information that we could then respond to with perspectives from our different communities.

- I think this was not helped by the fact that a number of people left and changed through the process with their secondments into other areas of the government, etc. Also, the online meetings made it hard to really connect with advisors beyond the presentation during the meeting.

- Open about sharing their work.

- What funds and accessibility for fund for Communities. What help and support was in place in the community for health needs around Covid.

- Offered clarity on what's happening and why.

#### 15. What was the best part of participating on the community panel?

- The support and stewardship of our-chair. The safety in the space held for the members to be present. Been able to express some of the fears of Ethnic Queer/LGBQTTIA/Rainbow community Fears and experiences during Covid-19 and ongoing.

- Learnt a lot from the experts/opinions/viewpoints.

- For me the part I gained most from was having the opportunity to listen and interact with panel members from groups that I do not usually have a lot of interaction with. This interaction made me think differently about certain aspects of my rural community that I hadn't thought a lot about before. This was particularly enriching and worthwhile.

- The best part was hearing from other community panels. The collective wisdom and support for each other was inspiring.

- Hearing feedback in subsequent discussions where something discussed previously had been changed.

- Getting the voices of the community I work in, heard.

#### 16. What worked well?

- I think all aspects of the community panel worked well. Overall communications were timely and effective. Meetings were well planned and run effectively. The time input asked of the panel members was not onerous. The communications between meetings were appropriate and not onerous.
- Sarah has chaired and brought the panel together in the most wonderfully encouraging and positive way.

- Regular monthly meeting intervals, and clear well organised structures.
- Great chairing by Sarah and bringing officials back to let us know what happened to the feedback given.

- Having the information before meeting.
- Ability to meet virtually.

#### 16. What didn't work well?

- Difficult but may have been better to have more F2F meetings once restrictions eased.
- Having to have all but one meeting as distance because of the circumstances, I feel we possibly lost some important interaction and sharing because of this, but appreciate it was what had to be.
- Bit more structure and clear focus for each meeting may have helped to improve the quality of the engagement. Given the rapidly changing landscape of COVID-19 and the challenges of the ZOOM meetings, it may have been better to have 1-hour fortnightly meeting than 2-hour monthly meeting.
- It took me a long time to fully understand exactly what the output of our meeting was, this limited my ability to contribute somewhat however, as my understanding of this grew so did my confidence to contribute.
- Personally, back-to-back presentations and quick fire feedback.
- The timing of the meeting.

#### 17. What panel meeting times were your preference?

- After hours 75%
- Business hours 25%

**18. What is your view about the panel members being paid for attendances?**

This was answered in a 50-50 split.

- Should be compensated. There were lots of papers and information to digest and give feedback on during and in between meetings.
- I think it is very important to acknowledge that everyone's time and input is valuable. To show this value, I think all members of the group should be paid.
- I have mixed feelings about this. Although I think payment signals acknowledgement of the real work and value of the panel, it may also be perceived as loss of 'independence' and 'purity' of the nature of the work which is not driven by the monetary compensation.
- I don't think it is required, there are plenty of people willing to donate their time willingly.
- I think post Covid-19 the understanding of how important, community members/ organizations are. It is important also to allow members of our community who are often excluded from these conversations due to a variety of accessibility issues if we could resource members digital and finically so more voices can be heard.
- It is time government realises that connecting with community members is valuable and if everyone expects community leaders to contribute from the goodness of their heart for free it becomes unsustainable in the long term, and you will lose people who are keen to provide any insights to the government departments.

**19. What else would you like to share for inclusion in the report of the Chair of the community panel?**

- Government agencies should seriously consider the use of paid community panel members when planning interventions and policy changes.



- I am really thankful that I was invited to be part of this group, it has been a very worthwhile, enriching experience.
- Firstly, thank you for the wonderful leadership and facilitation of the Chair. Also want to acknowledge the work of DPMC staffs who were kind and professionals. The opportunity to be part of this group was a real privilege. Community panel should be a key part of all major government initiatives and responses.
- Would have like to have seen a report-based impact of the Community panel on outcomes and feedback. Engagement plans for how Covid-19 in the community looks like for NGO/Society's/Clubs/Faith Organizations in the community that have done much of the heavy lifting.
- It was an absolute privilege to serve alongside such a diverse panel with expertise. Thank you.
- Nothing else, thanks.