

Hei Whakapiki Mauri Survey Results 2020

By Lara Thompson, Bachelor of Applied Science in Health Promotion

Introduction:

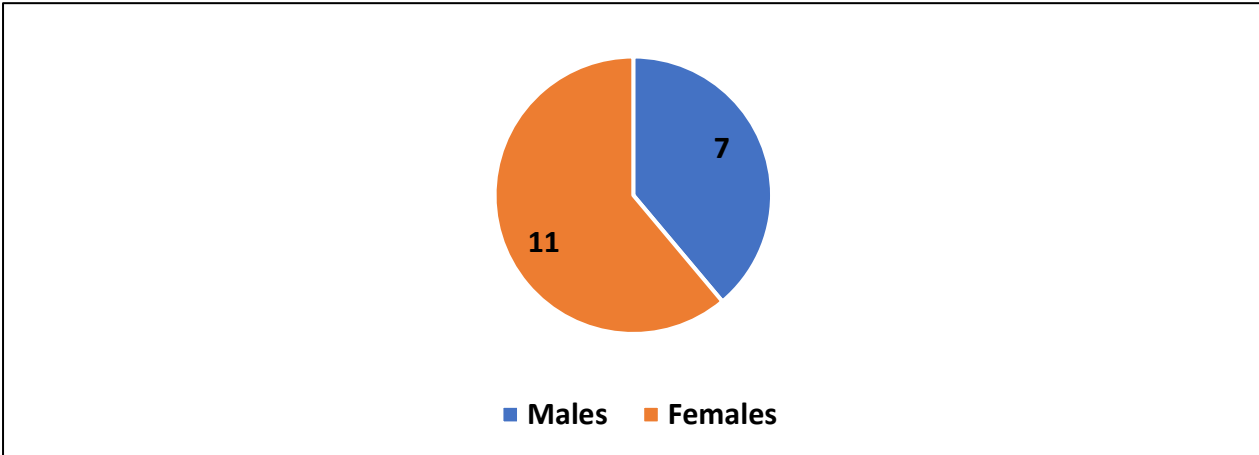
During the months of May until July 2020 eighteen participants from the Whānau Ora initiative Hei Whakapiki Mauri took part in a survey. Of the eighteen participants, eleven were female and seven were male. Three of these participants were team members and fifteen were whānau members. The survey was divided into three sections. The first section explored Whānau Wellbeing, where participants were asked what helped them to get through the COVID-19 lockdown period and the challenges that were experienced during this time. The second section looked at Hei Whakapiki Mauri in the future and gave participants the opportunity to voice anything that they thought the Hei Whakapiki Mauri team should be aware of when planning in the future and also welcomed feedback on what the group should focus on in the next six months. The final section focused on the important messages that need to go to organisations such as the Ministry of Health and also included any learnings that they would like to share with others from their personal experiences with the COVID-19 pandemic and lockdown period.

The Hei Whakapiki Mauri Whānau members and team carried out the survey through email, a phone call, video call or face to face. Participants provided either verbal consent or confirmed their consent through a text message. The consent provided was for the information they shared to be passed on to the Hei Whakapiki Mauri team and other outside parties. If a survey was carried out face to face it was recorded and transcribed. I have provided Kanohi ki te Kanohi with these transcriptions.

Demographics

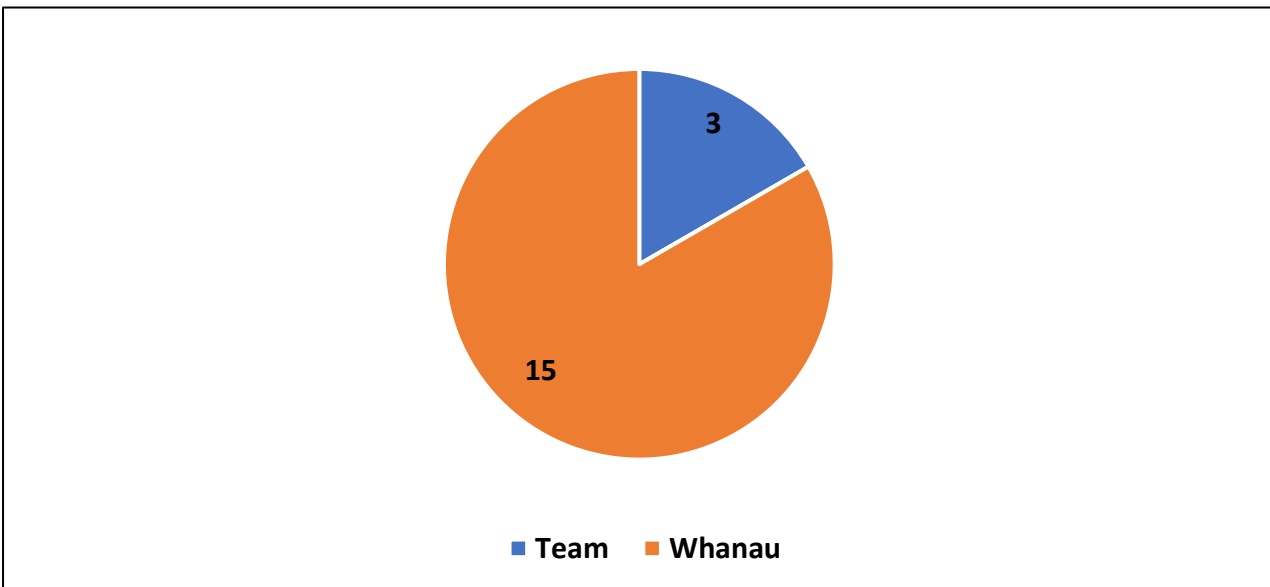
Male and Female participants

Figure 1: Figure 1 shows that 7 males and 11 females were involved in the survey.



Hei Whakapiki Mauri team to whānau member ratio

Figure 2: Figure 2 shows that 3 team members and 15 whānau members were involved in the survey.



Section 1:

Whānau Wellbeing – Strategies for getting through Lockdown and Challenges experienced.

Q1. What has helped you and your whānau get through the lockdown period?

Figure 3:

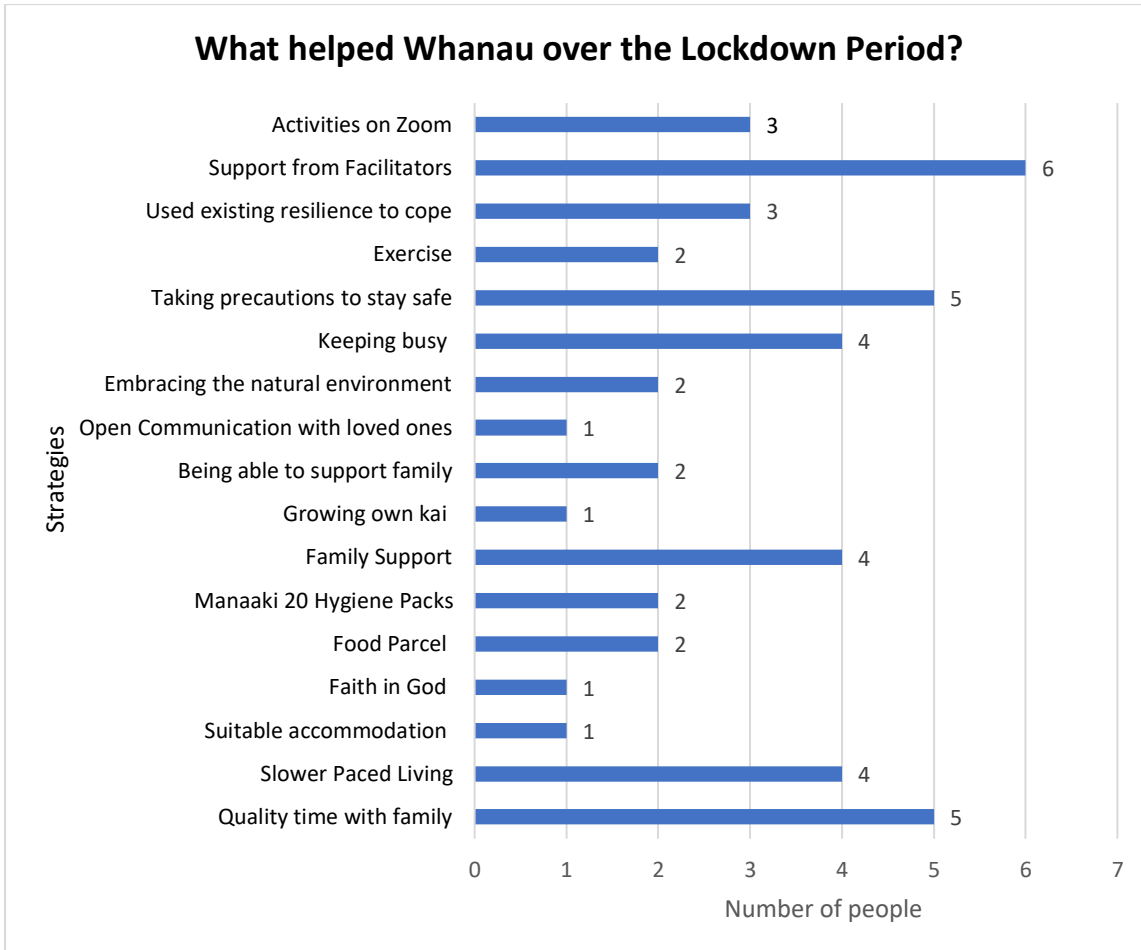


Figure 3 shows the strategies that helped the team and whānau of Hei Whakapiki Mauri during the lockdown period. From the list of strategies, the main points to note are:

Four people said that they enjoyed lockdown and liked the slower pace of life during lockdown. For example, participants said that they enjoyed not having to be somewhere or doing something all the time. Six people said that the support from facilitators during lockdown helped them and their whānau to get through challenges. Facilitators mentioned by whānau were Whānau Ora, Enabling Good Lives, and Te Pūtahitanga. The type of support that was offered included providing resources, health advice, and funding where needed. Three people said that the resilience they have already living with a disability helped them to cope through the challenges of lockdown. Three people said that the Zoom activities organised by the Hei Whakapiki Mauri team helped to keep the group connected when everyone had to be apart. One person commented that the activities offered online during lockdown were fantastic and helps remove a lot of barriers for people who experience poor health or have difficulties travelling.

Five people said taking the right safety precautions during lockdown made them feel safe. Examples of this included wearing PPE (masks and gloves) to the Supermarket, washing hands, and staying home. Finally, it was noted that family support and connection were important to the overall wellbeing of participants. Five people said that spending more quality time with their whānau was a positive side of lockdown and another five people said that being supported by their whānau helped them to get through this time.

Q2. What challenges did you experience during lockdown and what are some challenges affecting you now?

Figure 4:

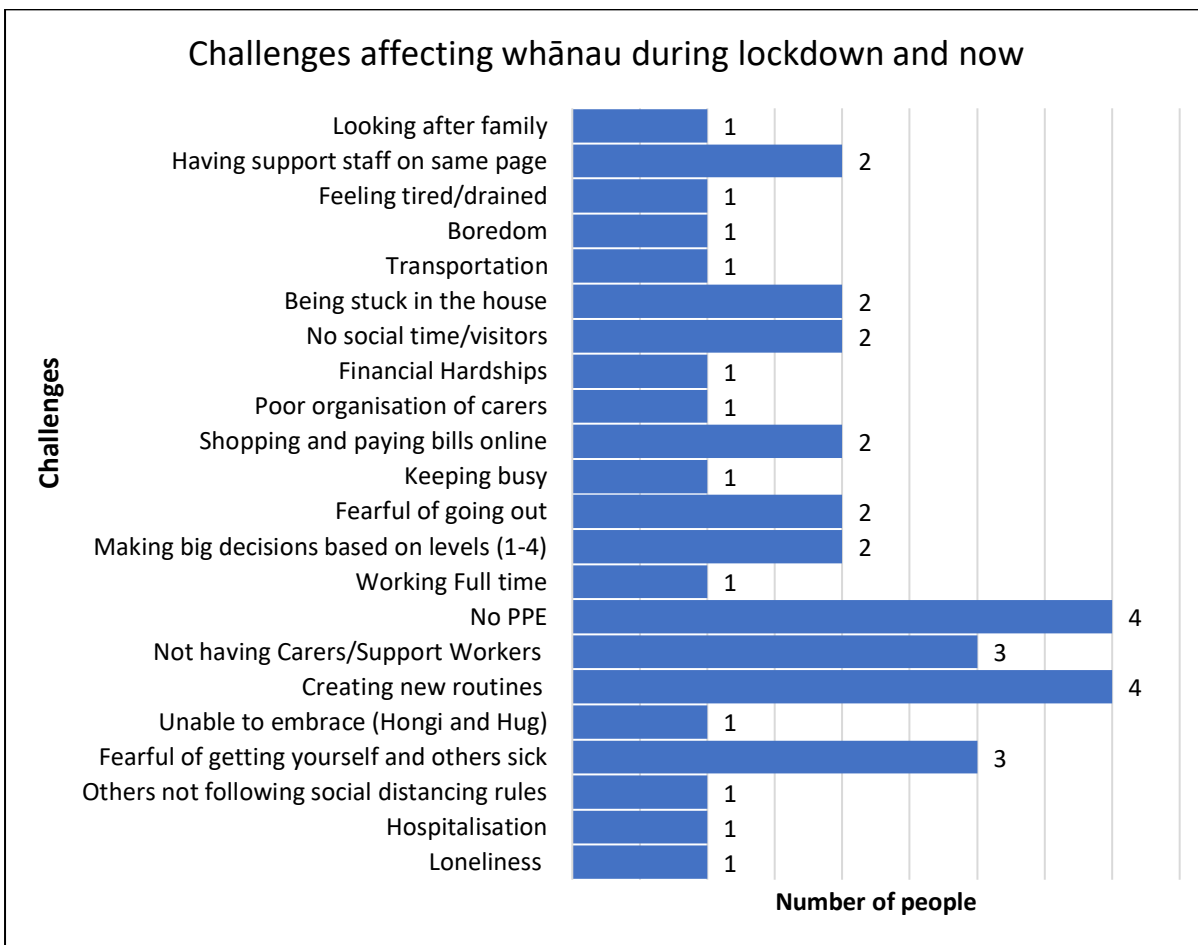


Figure 4 shows some of the challenges faced by the Hei Whakapiki Mauri whānau and team. There are four common challenges that Whānau talked about which include:

Not having access to PPE (Personal Protection Equipment), creating new routines, being unable to have caregivers and/or support workers come into their home, and being fearful of getting themselves or others sick.

Four out of eighteen people said not having access to PPE was an issue. For example, one participant said that they could not have caregivers and/or support workers come to their home because it was unsafe to do so without support workers wearing protective equipment. Another person said that they often avoided going to the Supermarket during lockdown because they did not have access to PPE.

Four out of eighteen people said making new routines for themselves and their whānau. Two participants said keeping themselves and their whānau busy during the day was harder than expected. Another person said that creating new routines was their biggest challenge and was 'stressful, tiring and draining'.

Three people said that they were unable to have carers and support workers come into their home to support themselves or a whānau member. One person said that not having support workers/carers coming to their home was difficult because they had to balance being a full-time caregiver and working full time from home at the same time. Four people said that they were scared of getting COVID-19 or getting someone else sick. One participant said they were shocked that some people were not following the social distancing rules of staying 2 metres apart at the supermarket. Having whānau with poor health at home they were scared of catching the virus and passing it on to their whānau. Another person said that they were scared to go to the supermarket in case they got the virus.

Section Two:

Hei Whakapiki moving forward – What the Hei Whakapiki Mauri team should be aware of and what should the group focus on over the next 6 months.

Q3. What are some things that you would like the Hei Whakapiki Mauri team to know and be aware of when planning how we do things in the future?

Figure 5:

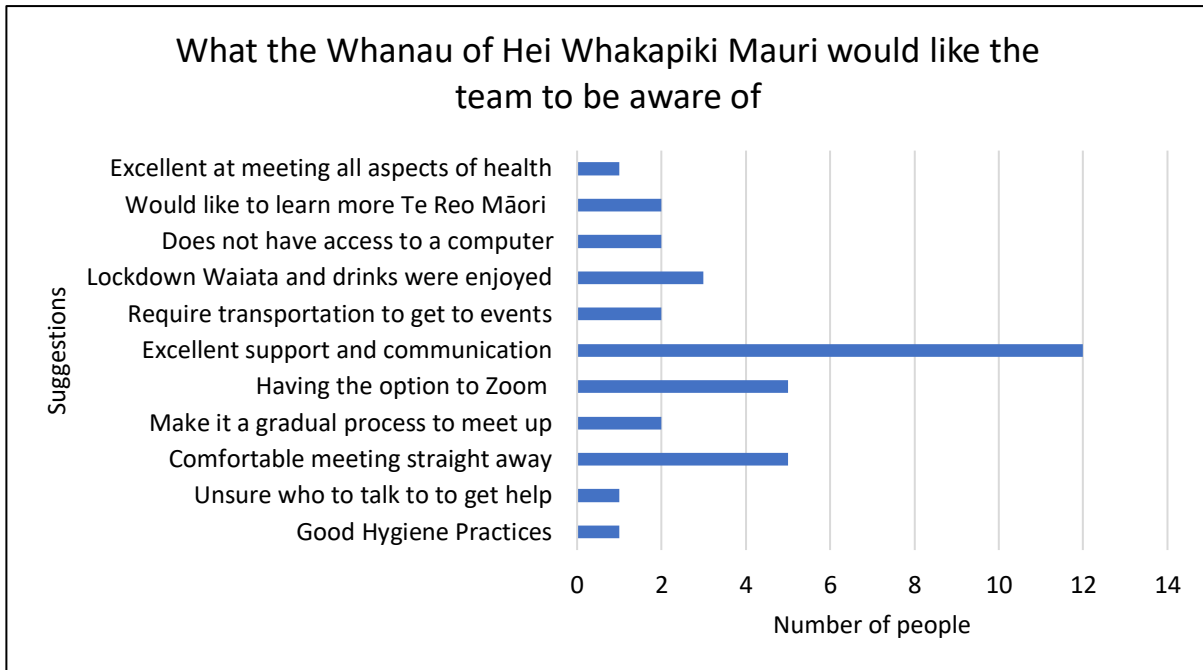


Figure 5 shows what the whānau of Hei Whakapiki Mauri would like the team to be aware of when planning in the future. The main points to note are: Twelve people out of eighteen said that the support and communication from the Hei Whakapiki Mauri team is excellent. One person said that during lockdown “the communication from Ruth was really good and she let everyone know that she was available to talk to if anyone needed her”. The participant also said that during lockdown “the support Ruth, Gary, Waikura and Billy provided was amazing and Waikura was always there to talk to on those bad days”.

Five participants said that they felt comfortable meeting up straight away after lockdown and two participants said they did not want to rush things and to make the meet-ups a gradual process.

Three out of eighteen people said they enjoyed the waiata and drinks over Zoom during lockdown as this was something that had never been done before.

Five people out of eighteen enjoyed Zoom and liked the convenience of being online.

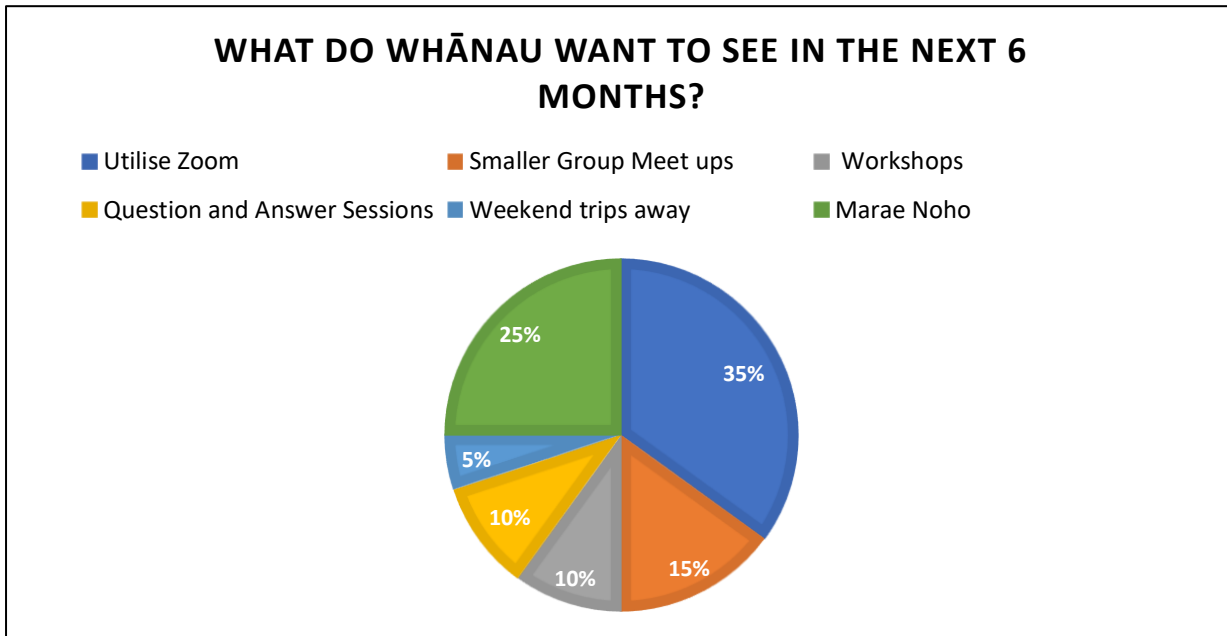
Although this is not shown on the graph a member of the team said that if New Zealand went back into lockdown again, the Hei Whakapiki Mauri navigators should not act as personal shoppers again. During Lockdown the navigators were out for hours at a time shopping for others. There needed to be better communication and connection with other entities who were also out shopping for others. They could have come up with a more organised plan and then they may have been able to stay home and prevent exposing themselves to illness.

The team member also said that they do not encourage Zoom to be used too much with Hei Whakapiki Mauri. The point of the group is to come together and connect. Zoom is just a phone call;

people may get left out of the conversation or they might feel isolated if they are not leaving their homes.

Q4. What would you like to see us focus on over the next 6 months?

Figure 6:



This section of the survey showed that there were six main things that the team and whānau wanted to focus on over the next six months. Seven people want to use Zoom more in the future. One participant stated that Zoom is more accessible and less confronting for a lot of people. They said they enjoyed the Zoom catch-ups and suggested keeping the Friday evening drinks over Zoom as it allows people to be able to check in on each other and connect regularly.

Another participant said that they enjoyed the convenience of being able to socialise from home. Another person suggested that the team should give the group the option to Zoom or meet up for events in the future. Three people want to see a Marae Noho in the next six months, with two participants commenting on how enjoyable and well organised these are.

Three people want to see smaller group meet-ups. One participant suggested that the group should branch off into smaller groups. With group numbers increasing having smaller groups may help involve more people. For example, not everyone enjoys doing the same things or activities males may prefer to be in male company only or people with low confidence might not like being around a lot of people. Two people wanted question and answer sessions to clarify things that people are unsure about. One participant said that it would be helpful for questions to be answered around the following things. The rights of disabled people and their caregivers and the responsibilities of being the next of kin of someone, how to set up a Will for a loved one and what funding they are eligible for as disabled whānau.

Another participant also said that coming together as a group and having their questions answered is something they would like to see in the near future. They also believe that making achievable goals and plans for the future would be a positive way ahead for the group.

Two people want to see more educational and self-help workshops like how to manage stress, or learning te reo Māori. Two people said they would like to have a weekend trip away as a group to Hanmer or Lake Tekapo.

Section Three – Important Messages and Key Learnings

Q5. What are messages that need to go to places like Public Health and the Ministry of Health?

Figure 7:

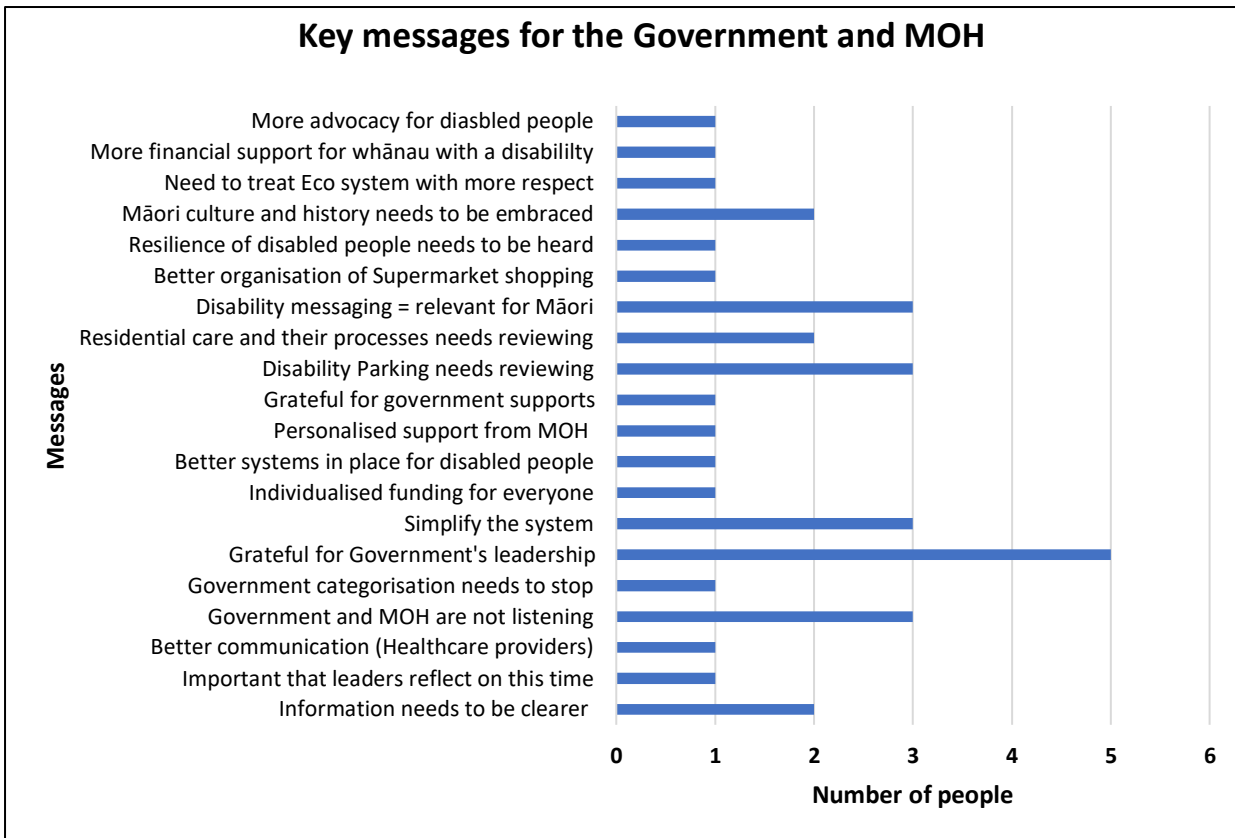


Figure 7 shows the key messages that need to be communicated to organisations such as the Ministry of Health. From the information gathered the main messages to note are:

Five out of eighteen people said they were grateful for the leadership and decisions made by the government during the COVID-19 pandemic. One person said that the Labour party and Jacinda Ardern responded early and well to COVID-19 and led the world by example. Another person said that they liked that Jacinda Ardern spoke a lot about the importance of kindness and gentleness during tough times. Another person liked that the Prime Minister was not too negative about the situation, she showed that she cared and did not just talk about figures. Three out of eighteen people said that the disability messaging needed to be more relevant for Māori. One participant said that using language that Māori recognise is important when talking around disability. Messages for disabled people were prescriptive during lockdown and the messages for Māori were holistic. Disability messaging in the media needs to be relevant for Māori, not prescriptive. The whakapapa of people needs to be protected when talking about bubbles and personal care. Another participant said that you cannot put people into one collective.

Information needs to be communicated in a way that is relevant for them, for people with disabilities, and for Māori. Three people said that the government and Ministry of Health are not listening to them.

One person commented that from previous experience any feedback that is given to the ministries, even when they ask for it does not get listened to and nothing will get done. Another person said that they would like the Ministry of Health to be more supportive and understanding. “They need to start listening to people’s stories and pass on any issues and concerns to the right people and places so that things can change”. “I do not feel that I have been listened to”.

Three people said that disability parking needs to be reviewed. One participant said that the Ministry of Health needs to be regularly checking on disability parking as they have seen an increased amount of non-disabled people parking in disabled parking spots. New buildings and facilities need to make sure that they include disability parking as well. Another participant commented that wheelchair parking has not been planned properly in public places. For example, Northlands Shopping Mall (the Warehouse end) took a few of the accessible carparks out and replaced them with Uber parks. With the carpark being full of able-bodied carparks the mall still chose to take away wheelchair parks. Three participants also talked about the system being too complicated. One participant said that they felt like facilitators were excluding them because of their needs when they were the ones that needed it most. There was a difference between places like Oranga Tamariki and the Ministry of Health and Te Pūtahitanga. Oranga Tamariki and the Ministry of Health questioned people’s needs but Te Pūtahitanga tried to get people what they needed without questions. Trying to get help from places was too difficult with lots of questions, paperwork, and a lack of trust. “Don’t make it difficult for families, let go of the reigns, you could have done that the whole way through”.

Another participant said that when they have tried to get help in the past there is always a lot of paperwork and questions asked by facilitators. People working for these places are not caring and try to complicate things to avoid funding. They do not try to get to know them as a whānau or come to see them at their home to understand their situation. For example, this participant said that Manawanui funded them to get a new driveway pathed. It took months to get this done because of all the paperwork and questions they had. There were a lot of strange questions like “*which part of the driveway will you use the most*”?

Finally, two participants said that the language and messaging that was used when talking about COVID-19 was too complicated, with one participant saying that simpler language would have made everything much easier to understand and another saying that the messaging throughout lockdown around COVID-19 was sometimes contradictive which confused a lot of people.

Q6. What are the learnings and mātauranga that you as Tangata and Whānau Whaikaha can share with others?

Figure 8:

