

COVID 19: Taking the temperature of the West Auckland community and social service sector

COVID-19 has changed the world as we once knew it, forcing all of us to quickly adapt to a new normal. We wanted to find out how the local community and social service sector has responded to COVID-19 and learn more about both the positive and negative impacts of being in lockdown. We sent out an online survey in August 2020 when Auckland went back into Alert Level 3 lockdown. This is a summary of our findings.

Responses from 41 different organisations representing over 20 different areas of work within the community and social service sector

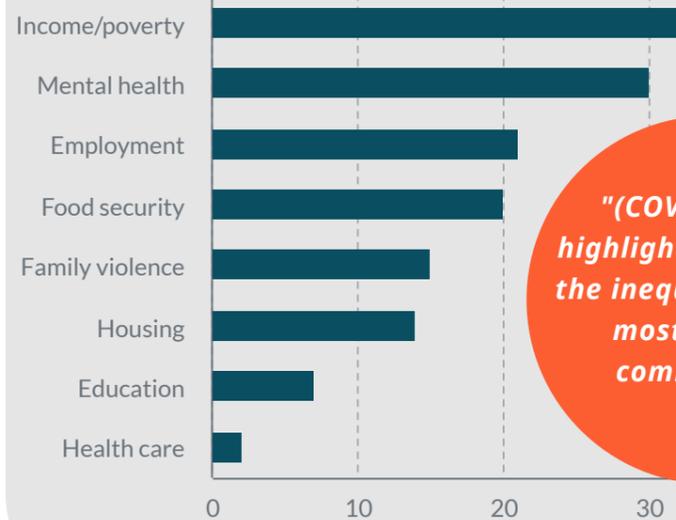
Top 3 areas of work:
 1. **Community development**
 2. **Education and training**
 3. **Family/whānau services**

Respondents were a mixture of both management and front-line staff

Community and clients

- 37% agreed and 44% strongly agreed that hardship in West Auckland has increased as a result of COVID-19
- 50% agreed and 33% strongly agreed that they were optimistic about the resilience of the West Auckland community

What are the biggest issues facing your clients/community?

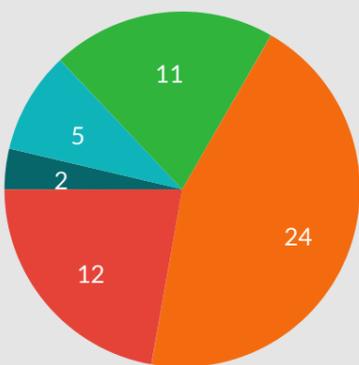


"(COVID-19) Has highlighted/amplified the inequalities of the most deprived communities"

Working from home

- Overall positive response with regards to managing this shift
- Overwhelming consensus was that people felt much more prepared for lockdown the second time around
- Some sectors struggled more than others - family violence/sexual violence services consistently reported lower scores
- Reports of difficulties balancing work life and home life
- 43% agreed and 39% strongly agreed that their organisation was much more flexible now in terms of working arrangements

I would like to work from home more regularly



"...all day swapping between your many hats was a struggle. Work hat, Mum hat, teacher hat, carer hat..."

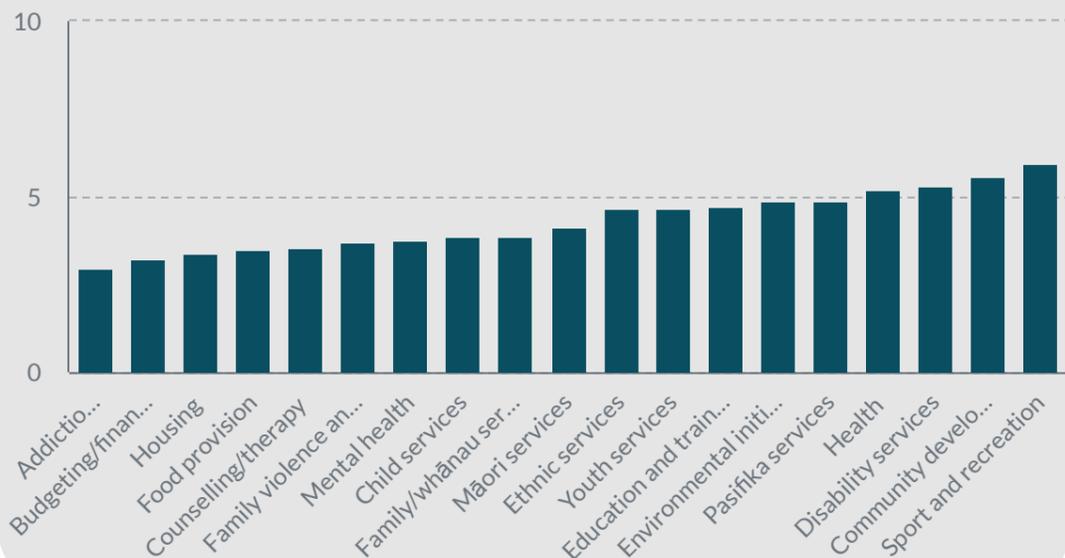
- Strongly disagree (3.7%)
- Disagree (9.26%)
- Neither agree or disagree (20.37%)
- Agree (44.44%)
- Strongly agree (22.22%)

Funding and contracts

- In general organisations felt supported by their funders
- Respondents conveyed mild concerns with regards to both short-term and long-term funding, however this varied across sectors

"We need to radically change funding models and procurement processes to favour collectivism and collaboration and innovation"

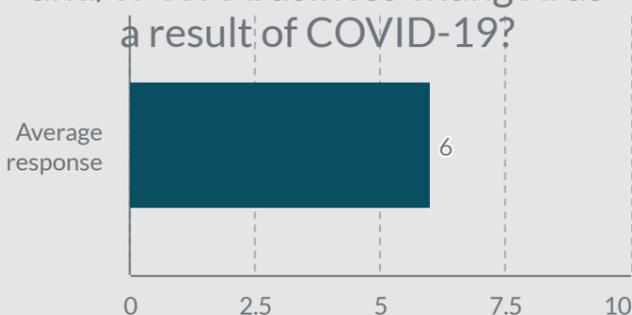
On a scale of 0-10, with 0 being not worried at all and 10 being extremely concerned, where would you place your organisation in terms of long-term funding concerns?



Service delivery

- The majority reported an increase in their organisation's workload, particularly additions and housing services
- Respondents were largely positive with regards to access to PPE, hand sanitiser, etc.
- 44% agreed and 37% strongly agreed that their organisation was much more adaptable and innovative as a result of COVID-19

On a scale of 0-10, with 0 indicating no change at all and 10 indicating significant change, to what extent has your organisation's service delivery and/or core business changed as a result of COVID-19?



"our work has changed and become even more community facing. We have pivoted well"

Personal reflections

- 41% agreed and 19% strongly agreed that collaboration has increased as a result of COVID-19
- Responses were very mixed with regards to feeling anxious about returning to work and whether the stress of COVID-19 is taking a personal toll on respondents, however many comments referred to a weakening of resilience over time