



**Safer
Hastings**
HAUMARUTIA A HERETAUNGA



Unite against COVID-19



Our response to COVID-19

June 2020



On March 11 2020 the World Health Organisation (WHO) declared the novel coronavirus (COVID-19) outbreak a global pandemic.

At that stage, the number of cases of COVID-19 outside China had increased 13-fold, and the number of affected countries had tripled. There were more than **118,000** cases in **114** countries, and **4,291** people had lost their lives.

The first COVID-19 case was reported in New Zealand on **28 February 2020.**

A **4 level alert** system was introduced by the Government on **21 March 2020** to manage and minimise the risk of COVID-19 in New Zealand and the country was moved to Alert Level 2.

Two days later the country moved to **Alert Level 3**, followed 48 hours later to **Alert Level 4 at 11.59pm on 25 March 2020**, and the entire nation went into self-isolation. People were instructed to stay at home in their bubble other than for essential personal movement.¹

A state of national emergency was declared and was in place until **13 May 2020** when the country moved to Alert Level 2.

The **Level 4 lockdown was in place until 27 April 2020** and was followed by two weeks at Alert Level 3.

¹ <https://covid19.govt.nz/alert-system/about-the-alert-system>

“COVID-19 has created challenging and uncertain times and put our communities under pressure. But out of adversity comes opportunities. It has been incredibly heartening to see how individuals and communities have pulled together to support one another during this time.

I am incredibly proud of the work of our partner agencies throughout the alert levels, and their ongoing efforts as we collaborate with our communities to reconnect and reprioritise actions as we work toward recovery goals.”

He waka eke noa - we are all in this together and together we will get the Mahi done.

Cr Eileen Lawson, Chair Safer Hastings

Hastings District Council Welfare Response Plan (HWRP) to COVID-19 pandemic event

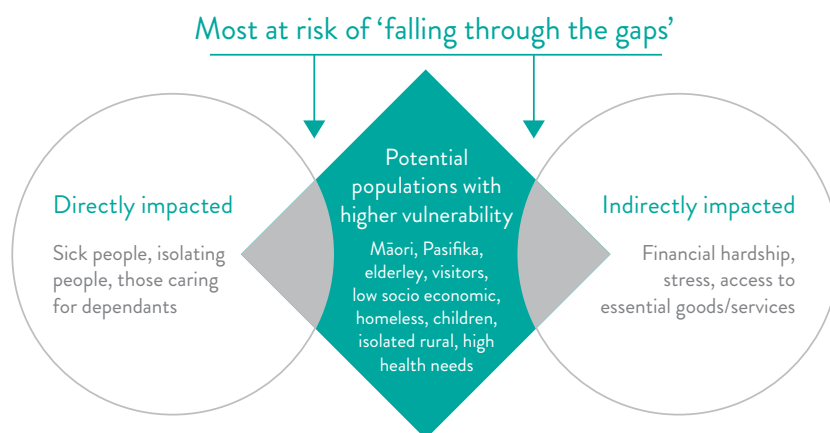
COVID-19
RESPONSE

The HWRP was developed to ensure every Whānau Pounamu² community member of the Hastings District was provided with the opportunity to receive assistance and have their welfare needs met during the COVID-19 response.

Te Hapori Pounamu

The term Pounamu was adopted to ensure a strengths based approach underpinned the delivery of the HWRP. By referring to groups who require greater economic and social support as 'Whānau Pounamu', we acknowledged their value from the outset and approached supporting whānau in an empowering and constructive way.

The Ministry of Health (MOH) has identified from previous experience with other coronaviruses that the people at the highest risk of serious infection are people with compromised immune systems, elderly people, pregnant women, very young children and babies, and people with diagnosed heart and lung conditions.



Hastings District has a large youth population and large Māori, Pasifika and elderly communities who may be more susceptible to serious infection.

Outreach Response

To support the health and wellbeing of our vulnerable populations we conducted welfare checks via phone to:

- those aged over 65 living alone
- those aged over 70 living in shared accommodation
- our young people that we work with through Mahi 4 Youth, Youth Council and Youth Potential Providers
- our Community Plan Leaders
- Council's senior housing tenants*

* Housing tenants are over the age of 55 years, receive a permanent benefit and have a low level of personal financial assets.

2018 NZ CENSUS HASTINGS DISTRICT POPULATION

34% of the population are aged under 24

17% of the population are aged over 65

27.3% of the population are Māori

8% of the population are Pasifika

The HWRP recognised this challenge and focussed on supporting the Hastings district with priority given to the more at risk groups within our community.

² Whanāu Pounamu - all whānau are precious and cherished treasures (translated with guidance from iwi Ngāti Kahungunu)

Hastings District Council Welfare Response Plan (HWRP) to COVID-19 pandemic event



To ensure that every Whānau Pounamu community member of Hastings district is provided with the opportunity to receive assistance as maybe needed under the HWRP.



Homeless/rough sleepers

OUR PARTNERS:

Hastings Church, Housing First, WIT, MSD, Police, Hastings Top10 Holiday Park, CDEM Networks of Networks

- 22 rough sleepers supported to relocate to safe accommodation
- Referrals from Hastings Church, Police, Health and Dept of Corrections
- Food, clothing and HDC care packages provided



Freedom Campers

- All campers along the Cape Coast visited by Kaitiaki with a letter outlining that reserves were being closed for public health reasons
- 7 campers supported to move to safe accommodation with social support and monitoring provided
- 4 campers were able to catch an emergency flight back to Germany.



Rapid Response Grant/Fund

- A one-off fund of \$100,000 to support Social Services, community groups and organisations that are working on the ground responding to the COVID-19 Pandemic by supporting Hastings community.

Senior Housing

220

Units

9

Complexes

276

Tenants

1500+

Calls over 7 weeks

9

Referrals to CDEM for urgent food parcels



Weekly phone calls to our Senior Housing tenants



One Voice Community group delivered food parcels every Tuesday into Swansea village

“Whether a phone call is 5 or 25mins, the laughter, the thanks, the thought that our housing team care so much that they want to check up on us is amazing. We feel cared about and well looked after”

“They came with another food parcel and stood in the car park and had a karakia. Everyone came out of their units to join in standing at their doors, even the ones upstairs stood on their balconies”

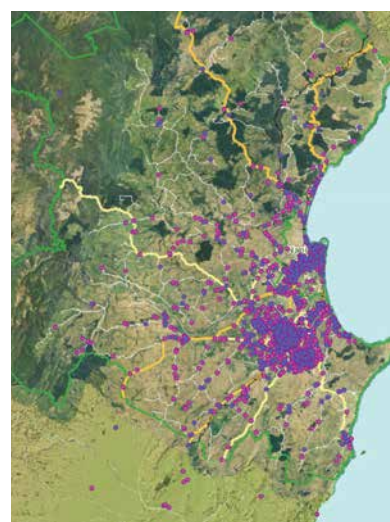
Outbound calling



TOTAL NUMBER
OF CALLS MADE

6,132 CALLS

REACHING OVER 8,000 PEOPLE



RESOURCE FOR
CALLS MADE

35	Staff
5	Councillors
4.5	Weeks of calling
3150	Man hours



TOTAL 121

REFERRALS MADE

10	HDC general inquiries
46	CDEM urgent food parcels
11	Home help queries
13	Age Concern for ongoing calling

8	Age Concern grocery support
8	Age Concern Social Worker support
2	MSD Financial Assistance
19	General 0800 numbers
4	Health providers

Over 65's living alone



CALLS MADE

1860

NO CONTACT MADE

39	Incorrect numbers
193	Text messages sent after 3 attempts at ringing
17	Referred to Neighbourhood Support
6	Napier numbers referred to Napier City Council
255	GRAND TOTAL



TOTAL
ASSESSMENTS

1605	Completed
45	Refused to participate



HOW WERE
THEY COPING?

0.31%	I'm not coping at all
0.31%	I need help please
1.23%	I could do with some help
13.05%	Yeah not great but I'll manage
85.1%	I'm sweet as

100% GRAND TOTAL

Over 70's living in shared accommodation



TOTAL NUMBER
OF CALLS MADE

4,272

1,161	No contact made
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TOTAL
ASSESSMENTS

3,111	Completed
71	refused to participate



HOW WERE
THEY COPING?

0.03%	I'm not coping at all
0.13%	I need help please
0.87%	I could do with some help
6.23%	Yeah not great but I'll manage
88.52%	I'm sweet as
4.22%	Data not completed
100%	GRAND TOTAL

Data source: HDC outbound calling database | MSD calling database

"This was a rewarding and enjoyable experience that had me laughing so hard and sometimes nearly to tears. The elderly are our living history and can tell us so much, and boy some of them did this! Even with being locked in their spirits were up, even though some were struggling. I just hope I have the same kind of attitude when I get to their age"

Mel England, HDC Parking & Transportation Officer -Redeployed during lockdown to support HWRP

HBCDEM Network of Networks

COVID-19
RESPONSE

At the start of the COVID-19 response, our partners at the Hawke's Bay Civil Defence Emergency Management Group (HBCDEM) linked up with more than 150 community organisations and agencies to create a "network of networks" that could work collaboratively with the group to look after the welfare needs of the wider Hawke's Bay community.

The network of networks encompassed all sectors, from the migrant community to children, Māori, Pasifika, older persons, homeless people and people living with a disability.

The objective of the network was to ensure no one fell through the gaps by identifying those most vulnerable and connecting them with support rapidly.

Safer Hastings supported the initiative by reaching out to our partner agencies to be included in the networks.

- Mental Health & Addictions
- Chronic Health
- Disability
- Children/tamariki & young people/rangatahi

- Foodbanks
- Older Persons
- Homeless
- Whānau Pounamu

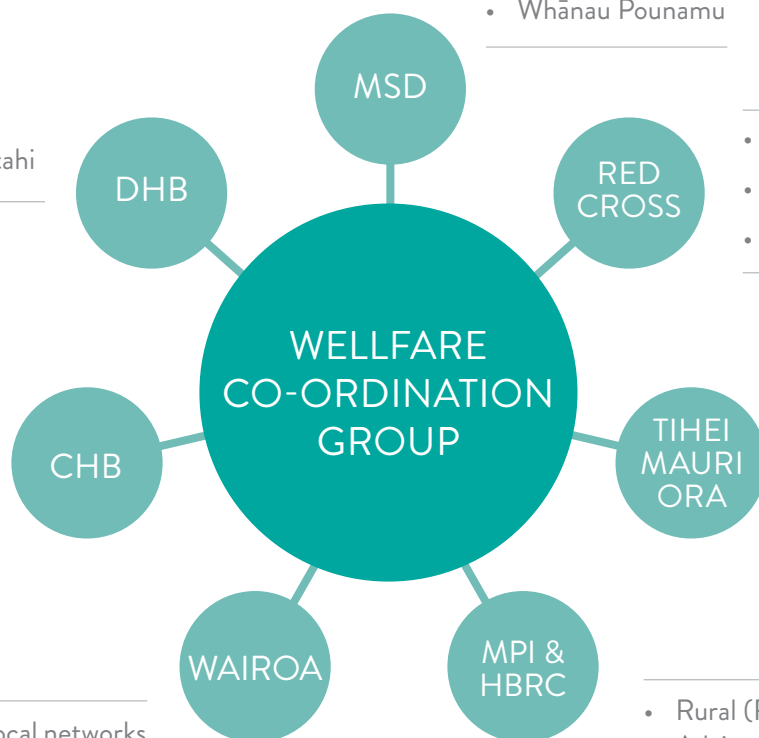
- Local networks

- Local networks

- RSE
- Migrants
- Visitors/Backpackers

- Tangata whenua/ Māori, Pasifika

- Rural (Rural Advisory Group)



"It was a privilege to connect and reach out to our community during lockdown and to be part of a 'network of networks' to ensure that no one was left behind. The kindness shown by our community to one another has been truly heart-warming."

Cr Eileen Lawson, Chair Safer Hastings



The Disability Network

Helping clients through the national COVID-19 lockdown was always going to be a challenge for people working in the disability services sector.

Members of our Safer Hastings Disability Reference Group took on key roles within the network with Andrew Wordsworth leading the team. Andrew's usual role is Enliven Disability Service Manager, a service of Presbyterian Support East Coast.

Four "sub-networks" were established - Residential Services, Vocational Services, Supporting Living and Independent Living/Advocacy Services that connected to the disability network and met each week.

Not being able to provide face-to-face services was an unprecedented challenge for disability workers, who normally rely on seeing their clients in person. But by working in partnership, Hawke's Bay disability service organisations managed to keep things ticking, delivering more than 50 resource and activity packs each week to people unable to attend vocational day programmes.

The team thought about providing online learning but the reality for this client group is their digital literacy can be limited and some of them don't have access to technology – so the team thought hard-copy packs would be the best thing to hand out to their clients.

Article courtesy of HBCDEM.

"... we still wanted to provide vocational services and some form of activity for our people to help them make it through lockdown, to keep them engaged, keep them active, and give them things they enjoyed doing."

Andrew Wordsworth, Disability Support Network Lead

The network received funding from the Ministry of Social Development which was used to purchase art resources and develop numeracy, literacy and craft activities. Tutors made the packs specific to the individual which was appreciated by clients and carers alike.

The team at Sport Hawke's Bay helped develop exercises for people with disabilities who were stuck at home, to keep them active while they were in lockdown, and put their hand up to help deliver the packs directly to clients.

"It's certainly brought our disability sector closer together. Working together to find solutions to common challenges, supporting each other in the delivery of these solutions, and really understanding what the community we're working to support is telling us, have been some really positive outcomes of our new partner relationships."

Katie Owen, Sport Hawke's Bay Disability and Inclusion Advisor

Muscular Dystrophy New Zealand

As the threat of lockdown got closer, the MDA Central branch began contacting members by email and phone to ensure that they had access to those important services that they required, and/or people to assist them. Many had family/friends/neighbours they could rely on for grocery shopping and checking in on them. Some chose to suspend their support worker assistance to minimise the number of people coming in/out their bubble, relying on family members to take over personal care and home management.

The biggest issues facing our members was accessing online grocery ordering and delivery, flu vaccines and PPE.

The branch has a large membership, but only 2 paid staff, and a handful of volunteers.

Staff rang members during Alert levels 4, 3 and 2, and newsletters were emailed out every 10 days with useful websites and phone numbers, ideas for health and wellbeing, and key pieces of information from the MoH and COVID websites. Members found these newsletters helpful and a number emailed us to tell us so. Relevant and important information was also regularly posted to our facebook page.

“People with disabilities are generally resilient and used to adapting to varied situations, and while for some life carried on as normal during the pandemic lockdown, for others it was a huge added stress on top of the challenges our members face on a daily basis.”

Michelle Smith, Community Coordinator





Helping Hawke's Bay's older community

Around 45 local organisations banded together to help older people in Hawke's Bay get through the national COVID-19 lockdown.

Those supporting the older person's network included HBDHB, iwi, home health agencies, friendly societies, respite day and residential care providers, local authorities and other advocacy groups.

In an example of this structure working exactly as it was intended, three of the agencies got together to provide a solution for older persons who had the money, but no way to pay for the goods they needed during lockdown.

Age Concern had a number of volunteers shopping for older people during lockdown. The challenge was paying for the groceries, with many people aged over 70 at home who had an eftpos card but didn't have internet banking or a credit card to pay for things online.

MSD, Age Concern and the New World supermarkets in Hastings and Greenmeadows came up with a voucher system that solved this problem. Age Concern used an MSD grant to purchase food vouchers that volunteers were then able to use to pay for groceries.

They also hired some mobile eftpos machines that enabled the older person to pay for their groceries when the volunteer dropped them off. These funds went

back to Age Concern that allowed them to purchase more vouchers.

The people who used the service found it worked well and even starting sending their shopping lists directly to the volunteers delivering their orders!

Before this initiative, a large majority of the food box requests going to HBCDEM were from people in this situation who had no other option. This solution helped close the loop and resolved the problem so there was less demand on the emergency welfare response.

"We needed to find a way to support our region's older people, giving them appropriate advice and information, as well as providing food parcels or grocery shopping to those who needed welfare support. That's where the "network of networks" model has worked so well – it has brought all the agencies and organisations involved in supporting our older community, to work together towards the best outcome for our people."

Kirstin Thompson, Older Persons Network Lead

Tihei Mauri Ora Emergency Response Centre helped thousands over lockdown

It took just three days for the Tihei Mauri Ora Emergency Response Centre to go from concept to reality.

The centre, which was kick-started to provide a welfare response to whānau pounamu (the most vulnerable) when New Zealand went into the COVID-19 lockdown, has since connected with around 11,000 people and delivered close to 3,500 food and care parcels to families from Wairoa to the Wairarapa.³

The Tihei Mauri Ora (TMO) Emergency Response Centre is a Ngāti Kahungunu and HBDHB collaboration in partnership with central and local government. It was made up of six satellite hubs to provide local welfare support, based in Ahuriri, Wairoa, Heretaunga, Central Hawke's Bay, Dannevirke and Wairarapa.

The purpose of the centre was to coordinate the delivery of food, firewood and blankets to whānau pounamu – and the group decided right from the beginning they would look after anybody who needed help.

Due to lockdown, marae and the traditional churches Pacific people would usually link through were unavailable. In response, the churches set up online platforms to stay connected virtually. TMO then slotted in to provide the platform to physically reach out to Pacific whānau pounamu.

“When you have people joined at the hip, who have knowledge of each other, the right kaupapa, speak Te Reo and Pacific languages and deliver a culturally responsive service, you can hit the ground running,”

Toflau Talalelei Taufale, TMO Emergency Response Centre Coordinator

Mr Taufale adds: “Our whānau ora [family health] approach underpins the four conversation starters. It's a holistic approach that wraps around mental and physical wellbeing: food on the table, clothes for the kids, and warmth.

We're working with whānau who were struggling before COVID-19, so the impact was magnified. When people were panic buying, Pacific people surviving from week to week didn't have flexibility to buy more than they needed, and a number struggled to get the basics. By the time they could shop, many of the shelves with the popular items would be empty.”

Article courtesy of HBCDEM.

³ As at 9 June 2020



“Our philosophy is ngakau aotea – open heart, open mind, open arms – and that's the approach people needed to take when they walked into this space. We ask: who are you? Where are you? How do we get hold of you? And tell us your situation – and that last question is where the gems are, and how we could do some forward thinking about what whānau were going to need.”

Henry Heke, TMO Emergency Response Centre Coordinator

Within a few weeks, staff at the centre had invited the Migrant Welfare Group, which supported Hawke's Bay's multicultural communities through the pandemic, to join its fold.

“We knew right from the beginning of this response that migrant communities could potentially be some of hardest hit, needing support due to language barriers, lack of awareness of the support available, and facing financial hardship,”

Sukhdeep Singh, President Hawke's Bay Multicultural Association



Nāku te rourou nāu
te rourou ka ora ai te
iwi - With your basket
and my basket, we will
sustain everyone

Te Taiwhenua o Heretaunga

This whakataukī reflects the community response to the COVID-19 pandemic during lockdown in our region.

With an aim to ‘ensure that there was kai on the tables of every whānau in Kahungunu’ many groups worked closely to help achieve this. Having a 300 strong workforce, Te Taiwhenua o Heretaunga (TToH) had the capacity to run two packing and distributing operations. TToH Welfare lead, George Edwards co-ordinated both teams with his catch phrase “It’s about the kaupapa” which inspired staff to keep packing and delivering to those who needed it, all the while coming out of their bubbles to do so.

The first was to pack and distribute goods supplied by Whānau Ora to assist with household surface cleaning. This was made possible thanks to the generosity of the local chapel, Church of Jesus Christ of Latter Days Saints in Flaxmere that offered their building as a packing site. The next was setting up a food bank with support from Hawke’s Bay Civil Defence and TMO. Tihei Mauri Ora co-ordinated bulk donations from local suppliers including Watties and Bostocks and provided volunteer Community Champions.

TToH reached rural communities through a mobile COVID-19 swabbing service. This allowed those

in smaller rural communities the opportunity to discuss not only welfare needs but health needs as well. TToH carried out 275 COVID-19 swabs in rural communities around Hawke’s Bay. The overwhelming response by organisations big and small in our community was outstanding. Koha (donations) of meat and produce, food and dairy products, bags, forklifts and firewood being gratefully received and distributed. Te Aute College students volunteered their weekends to deliver firewood to kaumātua in the community, truly living their school motto – whakatangata kia kaha – quit ye, like men be strong.

The community champion’s set-up by Tihei Mauri Ora displayed true community spirit, volunteering their time to liaise with and deliver to their community. Having these champions in place meant that the specific needs of each community could be met. By the time the country moved into Alert Level 1, over 12,000 Whānau Ora hygiene boxes had been delivered, and over 1,200 households had received food parcels.

While Te Taiwhenua o Heretaunga returns to business as usual, adjustments have been made to ensure that the food bank can continue as long as there is the need in our community

Heretaunga Women's Centre

During the Alert Level 4 & 3 lockdown, the Heretaunga Women's Centre was physically closed, however, we continued to offer support and services remotely over this time. We provided counselling services and support by telephone and online platforms to 31 women over this period. We also kept in regular phone contact with an additional 41 women who usually come into the Centre to provide ongoing support and opportunities for connection.

Whilst in lockdown we launched our Term 2 programme full of our usual groups and activities as well as new courses, supports and workshops, this term bringing them to Hawke's Bay women online. With 17 activities on offer there was a number of options for women to choose from. Given the significant impact of COVID-19 we wanted to make sure that women in our region had access to supports that would enhance their wellbeing, and so we offered a range of activities specifically focused on women's emotional and physical wellbeing including mindfulness sessions, yoga classes, support around managing and coping with stress and anxiety, as well as sessions focussed on exploring new opportunities.

This new way of working was new for not only some of the women who attended our online sessions but a number of our volunteers as well. There was mutual learning about how to navigate the world of zoom for a lot of us during this time! We even had a Mad Hatters Tea Party online! Delivering services online gave a great opportunity to extend the reach of women who usually access our support and services to those living in more rural and isolated areas, who usually wouldn't be able to get into the Centre, but were able to join in and connect with other women online.

As we moved through the alert levels, the Heretaunga Women's Centre continued to provide opportunities for women to connect with the Centre through social media, and we used our facebook page as a platform for keeping in contact, as well as keeping women updated and informed.



"Going forward we intend to continue to offer services and activities online as well as face to face in our Centre. We hope that this will provide more opportunities for women in our community to connect with each other, develop skills and access support".

Amanda Meynell, Service Manager, Heretaunga Women's Centre



Across the Hastings district, our communities all felt the impact of COVID-19 through the Level 3 and 4 lockdown, which in many ways led to increased community spirit and appreciation for our neighbourhoods. Our community plan groups share their stories...

Anderson Park

Through the level 3 and 4 lockdown period phone calls were made to those such as our vulnerable, the sick, the elderly and solo mums. No-one was left alone or without others in their lives already helping. We had a care team in place but did not had to activate it as people were already in action, which was great.

In contact with Warren from Hastings Church, we heard about the awesome work they did for the homeless, in partnership with the Hastings District Council. They housed these people, provided groceries for breakfast and lunch and cooked an evening meal every night with an amazing team of volunteers. How fantastic is that! We offered man power, or some money but Warren said “we are sweet” and that he would let us know if it changed, but the offer was open for us to bring baking to them every Friday as a way to say we care.

Thanks to HDC, Mayor Sandra Hazlehurst and Hastings Church for these initiatives and others they are putting in place in the near future, and for their compassion and action. We are better together.

Camberley

The most notable observation during Level 4 lockdown was our amazing increase in community spirit.

Neighbours looking out for each other, sharing their surplus, running errands for elderly, passing kindly reminders to those breaching rules and trying themselves to follow the guidelines as best as possible.

Not just because we were compelled to do so but because we all felt a strong sense of responsibility to do it for each other - our households, our neighbours, our community. Although we were weathering the same storm with COVID- 19, we were not necessarily in the same boat - we all had our individual challenges and struggles to confront and overcome.

All in all, we pulled together and with the added resources made available by our council and iwi groups we have come out better, stronger and more compassionate.

Cape Coast

For those on the Cape Coast, life in lockdown levels 4 and 3 for 49 days was mostly relaxed and trouble-free.

Supported by a long, warm 'Indian Summer', our community was able to enjoy the Coast from Black Bridge to Park Hill and Clifton (our local zone).

Beaches, cycleways and lots of walks allowed plenty of exercise, and lots of neighbourhood contact - always at safe and correct social distancing. We have a diverse neighbourhood, with lots of families and also lots of retired people. Everyone gets on.

What are we most proud of:

1. A great atmosphere throughout lockdown, and a generosity of spirit by all Cape Coasters. A wonderful Anzac dawn kerbside turnout - very moving.
2. Everyone watching out for each other. Making sure everyone was all right. A connected community.
3. Making the most of the lockdown, being positive, and supporting our local Four Square!

Clive

During lockdown, the Clive community seemed to be very supportive of one another, and ANZAC Day was unique and celebrated with great community spirit.

Folk seemed to be sticking to the rules in general to help curb the spread of COVID-19, and our Four Square and pharmacy served the community well over this time. In terms of what's important now, taking some of the learnings from lockdown and threading this into our new normal as we work on our community plan aspiration for a connected and thriving community.

There's still some way to go in terms of the aim to protect our natural resources, particularly the Clive River.



Flaxmere

The lockdown had its challenges but it also brought people together.

One young man we spoke to, a 14-year-old in alternative education, said a good thing to come out of the lockdown was that his family (Mum and three siblings) went out for lots of walks together and talked about stuff.

This was something they hadn't done before, so it brought the family together. He did also comment that the worst thing was his brother being a pain!

One Voice Community Group, TToH, Marae and churches were all delivering food parcels into the Flaxmere community and the two community kai cupboards were well stocked with food and supplies. Flaxmere New World were delivering groceries to the homes of those who were unable to get to the store. Flaxmere residents supported each other really well.

Flaxmere West

Flaxmere West did a great job through lockdown. Kimi Ora Community School staff made welfare calls to their families and provided food parcels. Returning to school when the lockdown lifted, the kids were totally chilled out and hungry for learning.

Maraekākaho

Just prior to lockdown, we arranged for a flyer to go to all Maraekākaho households offering confidential support for any households needing assistance - a gesture of community spirit that was well received.

The Focus MKK Facebook page was used as a channel for residents to keep in touch, find out the latest COVID-19 information and respond to requests for assistance. Our community responded superbly when we had to put the call out for help, and as a result were able to support a number of our local residents. We also took the opportunity during lockdown to expand our Neighbourhood Support contact lists.

Although the lockdown impacted the Maraekākaho community, this year's drought has been just as big an issue and will continue to be for some time.

Mayfair

One of the highlights to come out of the COVID-19 lockdown was seeing the community standing at their letterboxes on ANZAC morning. Throughout the lockdown there was a positive attitude towards social distancing and interacting with others.

Raureka

We were very proud of the iwi, hapū and super individuals for their response to COVID-19, distributing essential items. A lot of families found it tough just to provide for their whānau, and there was a lot of manaakitanga especially in the tough times. There is such awesome tautoko going out around the Bay and it was neat to see great aroha and tatutoko being shared during the lockdown.

There is so much help and awhi for our whānau in the community – more than what I saw before the lockdown – much of this appearing on community facebook pages. The whanungatanga within the community and the relationship, kinship and sense of family connection saw our community come together as one.



Te Pōhue

We were proud of the contribution our volunteer Fire Brigade made during COVID Alert level 4 & 3. Fire chief Murray Charteris said that they attended more call outs during the lockdown than was usual for that time period. These call outs included car accidents and medical assistance, which as can be imagined, placed the volunteers and their family bubbles at some significant risk - we are extremely grateful for their contribution.

As we are geographically isolated from town and each other we made the effort to stay in touch by phone and usually called a phone tree of our neighbours before embarking on a journey to the supermarket or stockfeed agent in town, so we could bring home stores and supplies for up to four other families.

Our school community also beat the geographic isolation with teachers spending their days in constant contact with children from Te Pōhue School and the feedback from Principal Richard Gillespie was that the school families did well with online learning and the teacher's efforts were genuinely appreciated.

Waimārama

The community of Waimārama rallied together during the COVID-19 lockdown with the help of some locals who helped keep spirits up. Anyone who went for a walk along the beach or elsewhere would have come across the sculptures of DJ Morris, with everyone excited to see what piece he would come up with next – and for those who couldn't get out he posted photos on social media.

The Waimārama Store owners went above and beyond to help the community – checking on houses, collecting and delivering supplies and organising group activities such as beach clean-ups to encourage people to get some fresh air. In what was a challenging time, these kinds of initiatives really made a difference.

Waipatu

Over the rahui the Waipatu community was grateful for: The calm; a quieter pace though our place, as fewer cars and more nature were seen in our rohe.

The caring; as whānau carefully shared gifts of kai, and supported the essential workers that surround us.

The space to move; as so many families took the opportunity to walk and bike safely around our beautiful whenua.

Many will know that Waipatu was the site of the first meeting of the Kotahitanga of Aotearoa; during this time we all started to appreciate what togetherness truly means.

He aha i te mea nui o te Ao - He tangata he tangata he tangata.

Whakatū

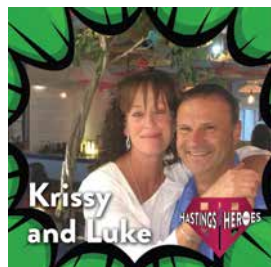
Whakatū was very active over the lockdown, karakia every morning were followed by exercises. Food and hygiene parcels were received from Taiwhenua and distributed by Des Ratima. We need to harness this energy. The first

ANZAC Day ceremony was held in Whakatū and the community want to do that every year. The community is a rich, very vibrant and closer community now.



Council launched a campaign to celebrate community members going the extra mile to help their family, friends, neighbours and work colleagues during the COVID-19 restrictions, while making sure they stuck to the physical distancing rules that kept us all safe.

Council received dozens of phone calls and emails from people wanting to nominate a Hastings Hero!



Krissy Eckhold and Luke Shadbolt

Krissy and Luke have received the most nominations as Hastings Heroes.

They have been going above and beyond for the people of Waimārama – a small coastal township. The pair own the Waimārama store and have been doing their best every day to help their community.

The couple have been checking our houses, communicating with everyone, organising lawn mowing and rubbish collections as well as collecting groceries from town and delivering for the locals.

They have been collecting vegetable boxes from Epicurean, meat packs, along with Takitimu Seafoods and Bostocks chicken. They also collect daily essentials that have been requested from the community and either deliver them for free or hold them at the store for pick up. Krissy and Luke spend most of the day wiping down everything and are always wearing gloves. Luke is regularly going to town to restock the shelves to keep everyone happy.

They have organised a social distancing community/beach clean up to help the environment so people can get some fresh air and practice social distancing with a purpose. Krissy and Luke are just your typical all round good sorts, who always leave a smile on your face and are always willing to help.



Warren Acramen

Warren Acramen is a pastor at Hastings Church.

He has been nominated as a Hastings Hero because of his pivotal role in helping to get homeless people off the streets of Hastings and into safe accommodation during the level 4 restrictions.

In the space of just four days, Warren has helped to house 10 homeless people in Hastings. He has a plan to help another 10 people off the streets and into safe accommodation. Warren is also providing them with ongoing pastoral care during this challenging time and is visiting them every day to check on them.

Warren already has a close relationship with this community through his work at the church, which has been providing meals for the homeless prior to the COVID-19 crisis.



Amohia Rolls & Alayna Hokianga

I would like to nominate Amohia Rolls - Camberley School Principal and Alayna Hokianga - Camberley School's Cultural leader and the Camberley school staff for the Hastings Heroes award.

Amohia and Alayna both saw the need for our Community to be supported, even before Level 4 for lockdown was announced, working on how they would help not just the Tamariki of the community but the whole community from Pepi to Kaumatua.

It is also about the trust the community has in the leadership of the school and the staff. There are some very proud and shy people in Camberley who would not reach out for help, especially from people they did not know. It shows the amount of trust the community has to accept any form of support from Camberley School staff.

Amohia Rolls is doing some amazing mahi supporting her wider school community, selflessly and humbly - she's incredible.



Harawira Morris

I would like to nominate a local Waimārama resident who is really keeping the community spirit alive during this time. He has found a way to get the community excited and passionate about the amazing place we live and has managed to bring the community together (at a distance of course) in his own truly unique way. His name is Harawira Morris but he goes by DJ Morris. He has been creating beautiful art pieces around the community throughout our time in lockdown. He's also managed to capture these through photography for those who are unable to get out on walks in the community to enjoy. The buzz in the community has been amazing, everyone is excited for his next piece and many asking online constantly when these would come. He really has brought life to this community.



Jessica Brodie

Jessica Brodie is my hero. She goes to work everyday as a radiographer with TRG imaging at Royston. We are 3 separate bubble families on one farm. She orders and brings anything we require from town be it groceries, farm needs or anything else that we need to keep going and delivers to our doors. She is a very valued partner of my son and I am a vulnerable person living alone. She checks up on me each day in some no contact way to make sure I am ok. She lets me be safe and I am so very grateful.



Nourished for Nil

Nourished for Nil has been able to rescue food which is then re-distributed to anybody and also to community groups. The pictures posted over the past few weeks showing what happens at Nourished for Nil are worth more than a 1000 words each. The dedication by the Nourished for Nil management team, greatly supported by an amazing group of volunteers, while NZ is in Covid-19 Alert 4 lockdown is incredible. It has meant tonnes of rescued food that would otherwise been buried at landfills to be processed, packaged and distributed to people visiting Nourished for Nil at distribution times and also other community groups in the Hawkes Bay and beyond to receive this rescued food. Team you are my "HEROES" you have all gone beyond the call of duty especially in times like this. I'm just gutted that due to my age and health issues I cannot be there to help out also, but am very humbled to be part of the amazing Nourished for Nil family and miss you all heaps. Between Wednesday (8th) and Thursday (9th) Nourished for Nil over the 24hrs made up over 600 food parcels of rescued food for distribution, which to me is incredible to know that families, couples or single people have been given good quality food, which otherwise would have been dumped in the Hastings District Council landfills in Hawkes Bay.

I would love to nominate Nikki, Christina and all the amazing staff, volunteers and volunteer drivers at Nourished for Nil in Hastings as deserving recipients of a Hastings Heroes award. They have continued working throughout the lockdown, receiving and picking up foodstuffs, packing drop off parcels and delivering to those in need in our community. They have not questioned when names have been put forward for a drop off parcel (as in my case where I have nominated clients) and the response from recipients has been amazing. They have also continued providing hundreds (probably thousands) of ready to go food parcels for people who have called in during their opening hours. They deserve a huge thank you.



Michelle Lee

Michelle Lee is truly a kind and caring person. She has been in self isolation from her job at EIT for a week longer than the rest of us due to being a cancer survivor but still has low immunity.

We live in the county and Michelle has made sure that my daughter (now two other families as well) doesn't miss out on the teddy bear hunt, she puts Mr Bluey (her daughters old teddy) out most days with an activity to do. Mr Bluey does them all himself first so the kids can see how.

One time he was making a bird feeder and another was fence art. That was really neat as it was Mr Bluey with his Kia Kaha made out of old clothes for people to see.



Michael Sharp

Michael puts on a gig each Friday at 5pm on Facebook live, "Michael Sharp Music".

His 5 at 5pm ends up going longer each week, and takes requests sometimes as well. He is bringing friends and whānau together but not just in Hastings, but all over the world. It's a great way to end the week and have some free entertainment with mates.

Feel free to check out his previous posts on his page, he's a talented performer who also works for Sharp Notes, Sharp Performing Arts and Theatre Hawke's Bay as well as shows and gigs in Napier. He is also running online classes for kids to give them something to do on Wednesday and Thursday afternoons.

He's a keeper!



Deon Jordaan and Zelda MacKenzie

I would like to nominate 2 people from our Havelock North Community Patrol. Deon Jordaan and Zelda MacKenzie have both stepped up to do deliveries for Age Concern for needy people during lockdown. Our patrol is not currently operational not only due to lockdown but also because most members are aged 70+ so these 2 people are performing a vital community volunteer service.



Shelley Pritchard

I'd like to nominate my neighbour Shelley Pritchard. She put on a 3 hour concert in our street all the while reminding everyone to stay in their bubble and practice safe distancing. We all had a great time singing and dancing. What a great way to bring smiles to everyone's faces.



Cleashay Henry

A huge "thank you and love" to our grand-daughter, Cleashay Henry a married mother of 6 children from a 10 year old to a 2 year old who has unselfishly fetched and carried for my wife and I (both in our late 70's) throughout this lockdown.

She rings every day to check

on our well-being and we are so thankful that she shows that concern. Her husband who is so supportive of her actions, is working from home at the moment and helps with children duties as much as he can. Her brood includes triplet girls (6 yo) and 3 boys (10, 8 and 2).

She is one fantastic grand-daughter who makes sure we don't have to leave our home. What a huge example to others.



Karen Sammons

I would like to nominate Karen Sammons from Hastings Salvation Army. Every week Karen has been reaching out to families of the children and young adults that are connected in what every way to make sure they are doing okay as a family. She checks if they need food or even activity pages for the kids, making sure the families have all the support they need - even if it's just a simple phone call for a chat or the activity packets for the kids, the activity packs and food deliveries are all non-contact deliveries.

It helps out so many families to stay afloat. Without this help my family would of struggled through this trying time.



Sue Beaver

Mum is a very talented seamstress who has unfortunately had to close the doors to her shop, Designer Fit, during this lock down. I, myself, am an essential worker at Heinz Watties. There was a huge shortage of masks for staff due to the panic buying, these unfortunately were not able to be resourced at the time. I expressed my concern to mum, she jumped straight into action and whipped up over 100 reusable masks for me to take to work. Each and every worker was so very grateful.

Word got out and I began to get further people asking for masks for their family when they had to do supermarket runs. I also had a friend working in a rest home under the same circumstances, so I dropped a handful off in her letter box. Mum has also been leaving these outside her shop for the public to take. Overall I would say she has made close to 300 masks. She did not want anything for making them, just the fact that she was making people feel safe at a time like this was enough for her.

In the time of crisis where no masks were to be found, Sue stepped up and made a whole lot for not only our family and other families but for her daughters workplace as well so we could all feel somewhat save either at work or being out in the public. She hands down deserves this!!! She deserves recognition for such a generous deed, for not all heroes wear capes!



Chris Hart

Chris Hart, Owner of New World Flaxmere - he is a COVID-19 hero. He has made sure that there is enough food available to the public, he has implemented safe shopping procedures and also very high cleaning practices to ensure staff and customers are safe and not at more risk during Covid lockdown. He has been absolutely amazing and deserve to be recognized.



Tamanuhiri Russell

He is a well-known local artist amongst his peers. (There probably are a team of them but he is the one that delivers to my doorstep). Since lockdown he has delivered several parcels to our whare (10 of us) from our Omaha marae to kaumatua, even hot-cross buns.

One time he came quite late in the day on his big van, I felt the aroha as he arrived with a big smile on his face, knocked on the door, stepped right back and I thought, Wow! This iramutu has probably been working all day and here he is still delivering with a humungous smile. I wanted so much to run out there and hug him. He is one of the unsung heroes of this, 'lockdown.' Please consider him as he would probably represent all his co-workers too.



Tevivi Daniels

Tevivi Daniels who is continuing to take his regular Thursday night choir sessions. The choir is the HB Community choir and usually meets in the Clive Hall. I joined a friend in our Bubble who is a member of the choir. All members connect through their Facebook page and Tevivi has previously sent out an email reminding people and sending any new words and songs that will be covered. During the sessions, Tevivi has his camera set up on him, and also on the projector's screen showing the words to sing. He has keyboard, ukulele, guitar etc set up for him to use during the sessions, and he can sing all the different parts to teach those listening, and is recording loops of the parts so all parts can be heard. I am a music teacher, and I am very impressed by his ability and manner. He takes the session as if everyone is there with him, even though he gets no audio or visual response from his audience.

From the comments posted on Facebook during the session, those connected obviously appreciate his efforts. He is occasionally joined by a little relative from his household, who joins in on the chorus, or coming in for a wave to everyone.

During this difficult time, music has come to the fore as being an activity everyone can enjoy and participate in. There are not many activities that we can experience that serve to meet the needs of us all in every situation, be it grief, boredom, fun, happiness and all the things in between.



Emma McRobbie

She has been getting groceries for her grandparents over three households so they don't need to leave home. Her Grandfather is located in Tollemache Road, one grandmother in Terrace Road and her 92 year old grandmother at Summerset in Ada Street. She also checks in with us to see if we need anything also.

Emma is staying in her bubble except for the supermarket shop and I am so very proud of her.



Mike Ju

I would like to nominate Mike Ju from Ray White Real Estate. He offered via his fb page, anyone in need of help with food to contact him. He has families contacting him. Out of his own pocket he is buying these families groceries. Then delivering them to their home. Some of his co-workers are supporting him with giving him groceries, to share out.



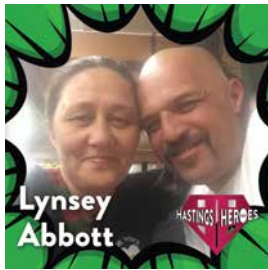
Leah Forsyth

I have to nominate an old colleague of mine, Leah Forsyth. She is such a hero! She is a teacher aide at Hastings Central School and I used to teach two of her boys when they were younger. She has been using this lockdown time to brighten her street with Easter crafts in her windows and giving away some of her plants at her road side. On Facebook she is keeping everyone's spirits up by setting up social online 'participation games' and sharing information about Hastings' health services and updates. She has had her birthday during lockdown but is always positive and has even used her term holidays to take part in some online courses to help her with sensory activities for her young students when school is back in session.



Staff at Summerset in the Orchard

Along with other Residents in Summerset in the Orchard, Ada St I have to put in their excellent friendly and prompt help they have been giving to us all in the village over the virus lockdown. They have done wholesale deliveries of meals, groceries, medicines and general day to day services with a smile! No wonder this is the top Summerset Village. Alan, the Manager have gone all out to make sure we are safe.



Lynsey Abbott

She runs One Voice Community Group in Flaxmere. Her and her husband have a partaka (large cupboard) in their fence which they stock with food and so the community can take what they need or give what they can.

During lock down she supplied all 79 units at Swansea village with food parcels. She has also provided them to the wider Flaxmere Community. I am doing welfare checks to the residence of Swansea, a few days ago I spoke to a man who was feeling unwell due to concussion. He had been to his Doctor who told him to be patient, but was feeling dizzy and nauseous. We rang the health helpline, they phoned the man but were of little help to him. We contacted Age Concern to check up on him and I contacted Lynsey. She went to his unit and kept social distancing but was able to talk to him, fix his computer which had a virus, and set him up for internet banking as he was stressing out not being able to pay his bills. She spoke to him about his concussion and offered to take him to a proper assessment at Totara health which he declined. He now has her phone number and they keep in touch especially if he is worried about anything. She does so much more but this has been her this week.



Louise Payne

I would like to nominate Louise Payne for a Hastings heroes award and these are the reasons why. Louise is our local post lady and while everybody has managed to have a bit of R & R over this crazy time of covid 19, Louise has got busier and busier delivering mail and goods to the people of Waimarama, Maraetotara and the Tuki Tuki valley.

I know that there are days where Louise starts at six in the morning and hasn't been finishing till eight at night. She goes above and beyond when it comes to delivering the post, always making sure that if people aren't home she safely deposits the goods somewhere and lets the people know. This doesn't sound like a big deal but when Louise is delivering thousands of packages a day that's a whole lot of extra effort and a whole lot of time she spends on her phone.

In relation to the store Louise is always happy to lend a hand unloading some of our heavy goods And she always does it with a smile and is always willing to stop and have a chat.

I know that there are a lot of elderly people living rurally who really look forward to Louise turning up every day and Louise through all this always stops and has a chat, from a safe distance of course, which would be the highlight of a lot of these people's days. Louise is quite simply an amazing lady who works hard and is honest and personable. I know she has worked extra hard over this time and I really think she would appreciate some recognition.



Jinbu Zhang & Tracy Gao

This Chinese couple have been amazing to their neighbour over the last few weeks. They have bought his groceries, made meals, put his washing out and so much more. The couple also have a daughter – who calls him “kiwi poppa”



Vince Pilmer

I would like to nominate our local hero Vince Pilmer who is the rural postie for RD2.

Vince took over from his dad Murray about 3 years ago and works tirelessly 6 days a week since, with COVID-19, his hours have significantly increased as he does all the deliveries to everyone at this tough time.

He always wears a smile and whenever he delivers something to our farm, he always stops for a chat, despite of how busy he is.

He has gone out of his way numerous times to find a parcel that has gone missing and has been a godsend to our farm deliveries.

He truly is an asset to RD 2, and I truly appreciate all his effort.



Poppy Renton

This young woman started HAWKE'S BAY DROUGHT Facebook page.

It has reached close to 2000 followers in 4 days, and is sharing positive comments and actions amongst rural folk who are struggling with this drought.

It's a place where farmers can share stories, support and actions, like sourcing feed.

She made this page so we can all share our drought photos and stories so farmers don't feel alone. We might be locked down but need to come together and support each other! This page is to uplift farmers in a depressing time, negative comments aren't welcome.



Nigel and Carrie Sheriff

Rural Delivery posties for RD9

These drivers have become more than 'postmen'. They care for, support, assist their community. Lately have been adding special deliveries for rural people, and have been known to do 2 runs a day.



Safer Hastings

HAUMARUTIA A HERETAUNGA

STAY
SAFE
KEEP
WELL!

For more information contact:

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