



Nau mai, haere mai ki tō kete hāpori

Welcome to your community toolkit

Welcome to your people-powered, crowdsourced community toolkit with tips and tools on how to organise your community in response to Covid-19.

This is the time for us to look after each other, and show manaakitanga to those around us and beyond. It is time to reach out to those most vulnerable and affected by Covid-19 and make sure they are safe and supported. This guide is designed to help you prepare and plan for how you support your friends, whānau and neighbours through these challenging times. It contains community resources and tools compiled by ActionStation staff and volunteers.

At the time of writing (Wednesday 25 March 2020) Aotearoa New Zealand is about to go into level 4 of a four-level Covid-19 alert system. As part of this people are instructed to stay at home and non-essential businesses and schools will close. In the current context of fast changing responses to controlling Covid-19 we ask you to follow the [latest advice from the New Zealand government](#) when using this toolkit. This will affect the way you can organise in your community or neighbourhood and, though we aim for this to be a living document, the information provided here may be out of date.

Any questions, feedback or recommendations of content to include, please email info@actionstation.org.nz with the subject line: Community Toolkit.

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Who is this toolkit for?

Anyone and everyone who wants to look out for their neighbourhood, whānau, hapū or community in response to Covid-19.

Why should we get organised?

During times of national emergencies, services and agencies can become overwhelmed with requests for support. Our communities face a stronger chance of weathering pandemics when we are connected, prepared and organised.

Luckily, communities and neighbourhoods are already made up of many capable people with all kinds of skills and strengths to contribute to looking after those around them.

Self-organising means that your community is already prepared during an emergency, so you don't have to rely on strained services. It's also a chance to strengthen the relationships with people nearby, which helps any community in the long run.

IMPORTANT: Before you start organising your community:

1. Find out if there is already a coordinated effort happening in your town or neighbourhood that you can support.
2. Reach out to existing local organisations / support services to see if they need any volunteers for urgent support.
3. Be honest and realistic about what you have the time and capacity to organise.

Community organising can take different forms, depending on your community and its needs:

- [Channelling volunteers into an existing effort](#)
- [Small-scale local organising \(neighbourhoods, local communities\)](#)
- [Medium/large scale organising \(towns, cities, regions\)](#)
- [Organising online tips and tools](#)
- [Guidance on how to run errands for people who are self-isolating](#)
- [Considering our different communities](#)
- [Taking care of our organisers!](#)
- [Preparing your local marae, iwi or hapū](#)

Supporting an existing effort or organisation

Some communities have already started organising themselves to be pandemic ready. If you are aware of a local network, find out how to get involved and to boost their efforts.

Everyone wants to be helpful at this time, but it's important to find the best place to focus your energy. Existing efforts or organisations may also need your support to find more volunteers.

This is a time when existing not-for-profit and support services may be experiencing sudden strain on their staff and volunteers. They may also be experiencing financial stress and increased volume of requests that will limit their ability to support their existing communities.

Look out for requests for help from your local organisations, or reach out to see if they need a hand. This could include your local:

- Homeless shelter, soup kitchen or food bank
- Elderly support services
- Disability support services
- Marae or Māori service providers
- Red Cross or refugee support services
- Women's refuge or sexual violence support services
- Beneficiary support services
- Trade unions

The [Volunteer Centre Network](#) shows all of the volunteer organisations around the country. They may be aware of the gaps in existing volunteer organisations who need urgent support.

Please be aware that these organisations are grappling with a rapidly changing situation on often tight budgets, so do not be offended if someone does not answer you straight away.

Many new online groups have been established to support communities at this time. It is worth reaching out and seeing if they need volunteers before starting up a new group.

- [Student Volunteer Army Canterbury](#) - Request help or sign up to be a volunteer
- [Student Volunteer Army VUWSA \(Wellington\)](#) - Request help or sign up to be a volunteer
- [Emergency cargo bikes of New Zealand](#) - Register your cargo bike and volunteer capacity here.

- [Auckland Central City COVID-19 Community Response](#) - Facebook group
- [Friends in need - Auckland](#) - Request help or sign up to be a volunteer
- [Self-Isolate Support Kāpiti](#) - Facebook group
- [Covid-19 LGBTQIA+ Support Group & Info](#) - Facebook group
- [NZ Helping Each Other - Disabled people/chronic disease](#) - Facebook group
- [Aotearoa Helping Each Other Through COVID-19](#) - Facebook group

We also recommend to tap into the planning that is already happening through your District Health Board (DHB) or Council. Building strong alliances before an outbreak may provide support and resources needed to respond effectively, and avoid duplication.

Your input as leaders in your community helps ensure the completeness and representativeness of your DHB and Council's emergency operations plan.

READ ALSO: [‘Rongocare’: How a small NZ village is helping its people through the pandemic](#). A story about a community effort in Rongotea, a small village near Palmerston North.

Small-scale local organising (neighbourhoods, local communities)

Before starting out on organising your local community, as above, ask around first to see if there is an existing network or effort you can support.

Groups such as the Welly Student Volunteer Army are finding that there are safety considerations for some volunteer actions. They recommend that you link up with a coordinated effort where possible.

If there is no local organising effort underway, and you are concerned that your community is in need of basic support, these are some options for how to go forward. Please take [safety and hygiene precautions seriously](#), and reach out for specialised support if you are worried about someone.

Mapping your community

Mapping could be as simple as getting a big piece of paper and writing down everyone you know in your whānau, hapū, community or neighbourhood and how they are connected. We suggest starting small with your family or street rather than overwhelming yourself too early! It's easier to do this with a group of people, and there are some great video call tools to do this if you are staying home. Relationships are everything, so work with them as much as possible.

You may want to note people on on your map who:

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- Have compromised immune systems, serious respiratory and/or other medical conditions
- Have a disability of any kind
- Are over 60
- Are from migrant/refugee backgrounds (this is because temporary visas could result in unstable employment/income)
- Are homeless or in unstable housing
- Are in essential roles and may need support to continue
- May need extra support in specific ways

Please do not share personal information about your whānau and community on public websites (Eg. phone numbers, addresses, email addresses, or personal information). Make sure you check any settings of online forms if you use them, so they are not on public sharing settings.

You may also want to note the people who have access to certain resources or skills:

- Who owns a car and can run errands
- Who has medical experience and is willing to answer questions
- Who has DIY skills in case someone needs an urgent fix
- Who can speak another language and translate / interpret for others in the community
- Who has separate on site accommodation that could be used by people needing to isolate themselves.
- Who has technology skills to help others stay informed and connected
- Who is able to provide meals for others (being aware of [safety and hygiene](#))

Once you think that everyone is accounted for in your map, start to reach out.

Reaching out

Everyone responds to an emergency differently.

Some may think they are perfectly safe, and there is no need to be connected as a community. Others may be struggling in silence but have too much to stress to get involved. Some may have

experienced crises in the past or have ongoing mental health issues and are having anxious responses.

Be mindful and compassionate of everyone's different situation, and how that might be affecting them right now. It helps to ask the question: am I respecting the dignity of others through this action?

There are different ways you can reach out:

- Encourage people who already know others in the community to reach out (work with the relationships you already have)
- Phone, text, email if you know their details
- [Dropping flyers with contact info](#) in your neighbour's mailboxes (but please be aware of [safety and hygiene practices](#) if you are doing this eg. wearing gloves, using hand sanitiser)

Organising a network

The next step is setting up a network such as a phone tree or online group to stay in contact, relay important health information, share resources and help each other out.

Every group or community is different, so we encourage you to find a way of organising that makes sense for the people around you. The most important thing is that everyone has an avenue to remain connected in some way. You may consider a combination of communication options - such as having an online group for the main communications, and then assigned people who relay that information back to those who do not use the internet.

Choosing a facilitator(s) who will be available to check on those who are elderly, immobile or self isolating and giving them a phone call (landline or mobile) each day would give them more assurance. Inviting those in the network to call the facilitator if and when a need arises creates a safety net that can be readily activated.

The size of the network should not be so large that the facilitator would be overwhelmed. If more than one member of the network is likely to be available then they can take turns or call for assistance.

If the network sees itself as a team, this kind of cooperation can help to build a sustainable community network during and after the pandemic.

Remember that one person does not need to take care of everything. Welcome each others skills and strengths and support each other to have rests. Find ways to enable other people to lead their own streets or groups and connect with them, instead of going above your capacity.

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Medium to large scale organising (towns, cities, regions, nationally)

Right now, we recommend small scale organising because it is easier to keep track of those in need. [Welly Student Volunteer Army](#) have been organising Wellington communities since the first news of COVID-19 became public. If you have already taken on large scale organising, these are some of the lessons from their experience:

- Set up a structure from the beginning so that you can handle the number of requests that come through. This helps ensure no one gets left behind.
- Work with local organisations, councils and emergency management centres to create a coordinated approach.
- Build trust with communities. Empower neighbours to connect with each other.
- Health and safety is crucial. Your organising should not be causing more harm than good.
- Train up a layer of community leaders who can then train up another layer of local volunteers. Encourage local neighbourhood organising.
- Work your organising to the local context. What works for some communities, does not work for others.
- Try not to double up on work already being done.

Check out their templates for their structure, tools and processes in this folder: [Welly Student Volunteer Army Resources](#).

Organising community online

There are many examples of communities self-organising on social media. The most obvious places to organise are websites that people already use. Facebook has become a popular online space to organise networks for mutual aid.

Starting new online communities

Firstly, check if there is already an existing group that is meeting a similar need. If you do see a need for a new online space:

- Have a clear stated purpose
- Have a clear group / audience / community in mind
- Consider having 'screening' questions so that the right audience is using the group

- Have a plan for how to coordinate people in an organised manner
- Have a team of facilitators or moderators who make sure that the group is used for its original purpose, that requests are tracked, and posts are managed for hate speech or the spread of inaccurate information.
- Be prepared to reach out to specialist organisations, councils and emergency management authorities if you are receiving requests that are beyond your capacity or are of a serious danger.

Bringing face to face groups online

You might already be part of an existing community group, such as a choir, kapa haka group, RSA or support group. At this time of self-isolation consider whether you can continue to come together as a group online, whether through Facebook, email, or one of the tools listed below. For example, you might be able to:

- Swap videos or sound files, or schedule practices so everyone is practising at the same time (if not in the same room).
- Set up group chats on Facebook or other platforms, or email chains, to share what you're up to.
- Switch from sharing in-person activities to sharing activities that can be done online, such as online games or shared movie watching (Netflix Party allows synching of multiple Netflix accounts, and it has a chat function).
- For support groups, offer support through chat, email and over the phone if your organisers have capacity for that.

Online neighbourhood, community or support groups

- Setup a local community group around the coronavirus using NZ based [Neighbourly](#), Offer help, get help and support those not online. [Neighbourhood Support](#) can also help with resources.
- [Vountarily](#) is a NZ based open source tool that connects people who can volunteer time, advice, or stuff to those who need it.
- [Mutual Aid NZ](#) has [detailed resources](#) and support available for people who are organising their communities to help each other through covid-19.

- [Wiggle Room](#) is a new app designed to help people manage a network of informal childcare.

Online meetings and video conferences

[Zoom](#) is a good choice of platform as it offers both online link and phone-in options, is accessible with screen-readers and has captioning options. If there is a deaf member of your group, check with them in advance what communication method will work best for them during your meetings, they will know what they prefer and if they need an interpreter might prefer to book it themselves.

Tip: if you are using a free Zoom account, set the meeting time to “recurring” and advise all users to click the link/re-dial the number when the automatic 40 minutes expires.

[Jitsi](#) is another free video conferencing website available if you need an instant option that doesn't require scheduling in advance.

For a massive database on tech tools that can help during the pandemic, we recommend the [Coronavirus Tech Handbook](#) which has been crowdsourced by tech experts themselves.

If you are organising volunteers, accepting requests for support or surveying people, websites like [Googleforms](#) are free and have customisable online fill-out forms. Here's an [example of a Googleform for request and support](#).

Many of those most vulnerable to COVID-19 may not be on social media, so if possible have a plan on how to reach out beyond the internet.

Guidance on how to run errands for people who are self-isolating

- Decide with the person you are running errands for how you will communicate with each other.
- Pick up supplies at off-peak times from less crowded stores/places.
- Wear gloves and a mask (or clean bandana) when shopping, sorting, or distributing supplies and interacting with other participants and recipients. Between tasks and after touching any surface that may have the virus (like your face), change out gloves and wash hands for at least 20 seconds.
- Routinely clean and disinfect storage and transport spaces (see 'Clean and disinfect' guide [here](#)).

- Clean and disinfect sealed non-porous items before distributing them (see 'How to disinfect things' guide [here](#)).
- Transport items by bike, car, or foot instead of using public transit.
- Minimise physical interaction between mutual aid participants.
- Avoid multiple participants being together to pick up, drop off, or manage supplies.
- Use individual or small shifts.
- Instead of handing supplies off directly to recipients, deliverers can leave items outside recipients' buildings or doors and knock/text/call the recipient; maintain at least 1.5 meters of distance between deliverers and recipients at all times.

Tips for organising help for older folk

Here are some reflections and learnings from Alex Zuur after spending the afternoon checking in on their granddad and older folk in his building about their needs while isolating:

- Rather than saying "let me know if you need anything" it's useful to be really specific and direct - eg "I will be going to the grocery store tomorrow, what are things you are running low on?"
- Given that most older folks thrive on routines and rhythms, it can be helpful to make a plan that is predictable - eg "I will be going to the supermarket on Wednesdays and Sundays and will call you at 7pm the night before to see what is on your shopping list"
- Ask about what appointments, errands and activities they would normally do and you can make plans for what could be done over the phone, what you can get for them etc. - eg many GPs are able to refill standard prescriptions over the phone rather than needing to come in.
- Check in about how their technology is working and if they need help learning how to use FaceTime/Video calling so they can remain connected to family/friends.
- Whilst most of them said they understood the new guidelines, many of them had still been out to do their shopping/errands today because they were convinced that despite being over 70, they believed they were 'fit as a fiddle'. It can be helpful to go through the specifics and rationale of the latest Govt recommendations and develop plans to minimise exposure if time outside has been a big part of their routine. Eg - granddad normally goes for his bike ride at 8.15am (peak commuting time) but will now go at 10am when less people are around.

- It can be also helpful to think about contingency plans. Can you connect with another (younger) person in the building about what we would do if you needed to self isolate?

Considering different communities

Considering our neighbourhoods

Some people in our communities will disproportionately suffer the effects of COVID-19. This includes older people, and all of those members of our communities who have a comorbidity (ie existing cardio-vascular disease, lung disease, diabetes or cancer).

Consider establishing a “buddy” system to ensure vulnerable and hard-to-reach community members stay connected to COVID-19-related news and services.

Continue to promote everyday preventive actions (e.g., stay home when sick, cover coughs and sneezes, and wash hands often). Offer resources that provide reliable information. Address the potential fear and anxiety that may result from rumors or misinformation.

Educate all volunteers about how to keep themselves healthy when visiting or dropping off supplies to someone in self-isolation. For example, keep tissues and alcohol-based hand sanitiser on hand. Note the [WHO recipe](#) for homemade sanitiser.

Considering those who need information in languages other than English

Official government information on COVID-19 in Aotearoa is currently available in the following languages on the Government’s websites:

Te reo Māori, NZSL, English, Arabic, Chinese, simplified, Farsi, French, German, Indonesian, Italian, Japanese, Korean, and Thai on the website of the [Ministry of Health](#)

Te reo Māori, NZSL, English, Gagana Samoa, Lea-Faka-Tonga, Fijian, Hindi, Niuean, Tokelau, Tuvalu, Te Reo Māori Kūki ‘Āirani and Chinese on Government’s [Unite against COVID-19 page](#)

Although ample, this list excludes a significant portion of speakers of other languages in our various communities, preventing access to crucial information and advice. This is dangerous. In particular, it is dangerous to the elderly, who are also the demographic highly likely to only speak a language other than English, and rely on translations for accessing important information and services.

In the absence of government sanctioned, formal translations of information on COVID -19 into many of the languages spoken in Aotearoa - it is crucial that members of the community who are proficient in a language(s) other than English, extend their help.

If you are a certified translator and the language(s) you work with are not on the list above - now is the perfect time for you to volunteer your skills. Make yourself visible to the community, whether by putting out flyers, or making an announcement online.

If you are not a certified translator, but are a proficient speaker of English and another language(s) - you can still offer simple translations to your community upon request; this can include things such as clarifying which numbers to call, or translating simple instructions on how to implement safe hygiene practices in their home. If you can, provide these translations both in writing, and in audio format. This is important as some members of our community are pre-literate, some are blind or of low vision, and they rely heavily on spoken language.

Another point to remember is that many members of our community dread interaction with health workers out of fear of failing to communicate important information in a medical setting. Assure community members that certified, confidential [interpreting services are provided](#) by the government even in emergency situations, and that they should not avoid seeking medical assistance.

Considering people from migrant & refugee backgrounds

Around 200,000 people in our workforce are on working visas, which are temporary and require you to leave the country once they expire. For around 25,000 people, [these visas might expire](#). [Immigration New Zealand](#) will have information over the coming weeks about the different laws affecting visas.

Whilst we wait to see what new packages will reveal, it's important to consider those in your neighbourhood who are from migrant & refugee backgrounds.

A lot of people might be relying on their income to support whānau back home, and could be experiencing a lot of stress and isolation during this time. People without permanent residency or citizenship aren't able to access welfare support, and may not be able to access extra support around COVID19.

Below are some community groups that are focusing on providing information and support.

- [Indian Workers Association](#)
- [Sikh Aware NZ](#)
- [Community Law](#)

Supporting disabled people or people with access needs

In addition to the above tips about home delivery, buddy systems and communication, keep in mind that disabled people may particularly appreciate mutual aid at this time because in addition to many being at higher risk for COVID-19, their systems for anything from home support to shopping to work are likely to be disrupted.

The Ministry of Health has set up groups for working on identifying issues specific to the disabled community and coming up with the practical solutions to them, as well as communicating accessibly. If you know a disabled person who is struggling with a

disability-related need that you are unable or unsure how to help with, encourage them to email info@dpa.org.nz.

The [DPA Facebook Group](#) is also a good place for disabled people to ask for general advice or share tips.

The Disabled Persons Assembly wrote the following in their last newsletter about looking out for each other:

“Already we are hearing from disabled people that they are sharing tips from their lived experience with others - from the practicalities of working from home, to the offer of support from those who live with anxiety on a daily basis to those for whom the emotion is new and frightening.

We are also going to need to be generous within the community and we are going to have to share what we do have. People will have access to things that are specific to our community, so we are going to have to be generous with the resources we have.”

Considering whānau with new babies

Amid the COVID-19 pandemic, new life has not stalled a minute, and new additions to whānau continue to arrive and sustain our fire to keep fighting!

Caring for a new baby is hard work at the best of times, and some new parents are fortunate to be able to rely on the energy of an entire community network for support. However, many do not have access to strong family and social support, or are being encouraged to [stay inside their immediate bubble](#) during the Level 4 lockdown.

The added elements of quarantine and self-isolation make some of the common challenges of parenting trickier than before, so keeping calm, positive and alert through increasing worries can become overwhelming.

Cooking kai for whānau with young ones is a simple, yet massive way to take some of the pressure off. [Bellyful](#) cooks and delivers meals, free of charge, to:

- Families that have a newborn
- Families with young children and a seriously ill child or parent

If either of these apply to your family and you don't have others available to cook and deliver meals to you – it's perfectly ok to [request help](#).

If you know a family in this situation you can [refer them to Bellyful](#), with the family's permission.

You can also get involved with the organization by [donating or volunteering](#).

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Considering people who are LGBTIQ+

Trans people report high levels of discrimination and stigma in healthcare settings. A lot of LGBTIQ+ people might also face this discrimination at home from whānau and those close to them, which can be worse if you're isolated indefinitely with unsupportive people. St

Below are some resources that have been put together around the world for trans & gender-diverse people. Some support groups are also running online sessions to stay connected.

- [Acon Health](#)
- [National Centre for Trans Equality](#)
- [RainbowYOUTH](#) - available for digital support
- [Home | OUTLine](#) - available for phone counselling
- [List of local community support groups](#)

Considering food banks

Refuges or shelters may have added pressure to provide for those who are particularly vulnerable at this time.

As people stockpile resources for their own households, food banks used by those who are seeking refuge or shelter are also in need. If you have surplus resources, consider checking with local food banks to see if they are in need of any extra resources you have.

Here are some places you can get in touch with to see if they need any extra help: [Women's Refuge](#), [Shakti Women's Refuge](#) and [Auckland City Mission](#).

Considering pets and other non-human relatives

Crisis can impact on our ability to take care of our pets and animals around us so here is a list of things that we can do to look after our non-human relatives:

1. When planning for isolation make sure to include pet supplies such as food, litter, and medication.
2. Reach out to friends, family, and colleagues and offer to purchase pet supplies and cover vet bills for those who need support to care for their animals due to financial hardship.
3. If there is space in your home, offer to take in animals for those who might not be able to care for them because they are in isolation or having to return home to be with family.

4. Walk dogs and take pets to the vet for elderly and those who are immunocompromised. Walking dogs is still appropriate so long as you maintain social distancing and walk them in open spaces where you can maintain distance from others.
5. Times of crisis can lead to an increase in the surrendering or abandoning of animals so if you have the means, donate food or money to your local shelter or animal welfare organisation like the SPCA, who will be working to take care of these animals.
6. Regions in Aotearoa have also been placed under considerable strain by long and serious droughts over the summer. If you live in a rural community check in on your local farmers and those with larger animals for what support they might need.
7. Wild animals have also been struggling during the droughts so place water and food outside for our birds and insects.

Taking care of our organisers!

If you are an organiser or leader of a community group, you are probably already doing a lot of work to support your group members. It's important for you to get rest and support as well, and to ensure that you're only taking on what you can during this difficult time. This isn't business as usual, and it's completely understandable for your existing organisation to not be able to deliver as it usually does. As an active community member, you may find yourself experiencing anxiety, panic, depression yourself. A global pandemic is a massive weight to bear and shouldn't be placed on one person's individual shoulders. This is an opportunity to reach out and get the support you need to stay healthy and well too.

If you are new to organising or wanting to get involved but don't know where to start, one option is finding ways to support those people who are already organising. If you know them, it may be obvious how to help (cooking meals, taking on tasks) but if you don't know them well, reach out and ask if there is something you can do at this time. Offering examples of the things you feel confident doing can be a good start. We are all in this together, and need many hands on deck.

How to campaign for immediate and long term needs in your community

During the next few weeks or months you may find that your community faces issues that require political change from the government or your local council. [The OurActionStation platform](#) puts the power in your hands to run campaigns to make a difference in our communities for a fair and flourishing Aotearoa.

An online petition is a way to raise an issue quickly, start gathering community support, and have a group of supporters that you can continue to ask to take further action to meet your goal.

- [Hot tips for OurActionStation community campaigners](#)
- [Organising online - Support and coaching techniques for remote groups](#) - Blueprints for Change

Online activism opportunities

The following are current ActionStation campaigns you can take action on now:

- [Sign: Coronavirus: Emergency universal basic income for everyone](#)
A regular cash payment made to everyone, with no strings attached, will help support all of us through this crisis.
- [Send an urgent email in support of enduring changes to our welfare system](#)
At this unprecedented time, our welfare system needs to be fit for purpose. Take action so everyone has enough income now.
- [Covid-19: Emergency housing plan](#)
Join the call for a rent and mortgage amnesty, long term rent caps, homes for the homeless, and remove all obligations to pay for the costs of temporary emergency housing.
- [Join ActionStation's team of online warriors of love](#)
Over six weeks, we will come together online once a week to build support for progressive changes to our welfare system. April-May 2020

There is also the digital strike for the climate [#ClimateStrikeOnline hashtag on Twitter](#).

Online learning opportunities

- [Te Tiriti-based futures & Anti-racism 2020](#): A free online conference. Most webinars will be recorded and available on [Youtube](#) after the event.
- [Climate2020](#): A free online conference
- [The Social Distancing Festival](#): A showcase of amazing talent from around the world.

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How to prepare your marae, hapū and whānau

Māori already experience discrimination and barriers to healthcare, which means [our communities are at greater risk of pandemics than many other ethnic groups in Aotearoa](#). We need to be prepared and organised, so that we can weather the storm together.

Luckily, our tikanga is able to be versatile in changing contexts, so that we can look after the wider whānau, hapū, iwi, and all of the people we interact with. This is a chance to breathe life into our values such as kotahitanga, manaakitanga and kaitiakitanga. We have tools such as rāhui (temporary ritual prohibition) that we can use to protect our kaumātua, and those at high risk of being affected.

Although the NZ Government has [given advice on mass gatherings](#), such as hui, wānanga and tangihanga, now is the time for hapū and iwi to exercise their tino rangatiratanga over their rohe to protect their most vulnerable. Here are a list of resources for Māori:

- [Te Rōpū Whakakaupapa Urutā - National Māori Pandemic Group](#)

Here you will find information and resources specifically for Māori about the COVID-19 pandemic. This information has been developed by leading Māori medical experts for whānau Māori.

- Tina Ngata has shared her comprehensive [whānau plan for self-isolation](#).
- Creative Natives have produced shareable resources on [how to prepare and protect whānau here](#).
- Many iwi are releasing their response plans. Ngāti Kahu have a [Facebook post here](#) and Waikato-Tainui have shared information on their [iwi response plan here](#).
- For indigenous responses to Covid-19 from Turtle Island (USA), check out the [NDN Collective here](#) and [this resource list](#) from Indigenous Climate Action.

“This pandemic is changing the world. It will place pressure on many things that we as Māori hold precious... Colonisation tried to freeze out tikanga, but it has always been adaptable and flexible... As each hapū makes its own decision about how to deal with tangihanga - the main purpose is to provide space for the whānau to grieve, and for others to grieve with whānau. A whānau must not be left to grieve alone.” - Moana Jackson ([A kōrero with Moana Jackson](#))

“As Indigenous peoples, we have always adapted and survived. We can adapt and survive this too. It won’t last forever, but it is important that we understand our own agency to act, how important it is for us to do what we can, as soon as we can, and to be proactive in our own protection.” - Tina Ngata ([Coronavirus DOES Discriminate. Here’s What We Can Do About That](#))

Thanks and acknowledgements

This toolkit was inspired by resources such as [Everyday People Supporting their Community through Covid-19](#) (Australia), [Coronavirus Tech Handbook](#) (UK) and the community hub work of the [Wellington Regional Emergency Management Office](#) (WREMO). It also features CDC advice from [Get Your Community - and Faith-Based Organizations Ready for Coronavirus Disease 2019](#). It has also been informed by the rapid community organising led by the [Student Volunteer Army VUWSA \(Wellington\)](#).

Thank you to the ActionStation members and everyone who has contributed to this toolkit, and to the people around the world helping out in their communities, one small action at a time.

Finally, if you need someone to talk to, the [Mental Health Foundation site lists helplines](#) that you can ring for free. Some helplines also have text and online chat options.

- Lifeline 0800 543 354
- Suicide Crisis Helpline 0508 828 865, 0508 (Tautoko)
- Healthline 0800 611 116
- Samaritans 0800726 666

Covid-19 is changing our daily lives. It's important to look after our wellbeing and the wellbeing of our whānau and community as we get through this – together.

READ ALSO: [Looking after mental health and wellbeing during COVID-19](#), Mental Health Foundation.