

Video: Easing the anxiety of isolation

Aneta Rangirangi, CEO of Auckland-based Te Whānau Rangimarie, says anxiety linked to isolation is one of the biggest issues families are struggling with under the Covid-19 restrictions.

Te Whānau Rangimarie provides a women's safe house and transitional housing for up to 14 families at any one time, and runs a range of programmes to support family safety and resilience, and to address violence.

Team members have been phoning residents every day and carrying out door step visits once a week, usually while food parcels are being delivered. They're also available for whānau seven days a week.

Aneta Rangirangi says her team is set up to work remotely with all systems in the cloud. Staff meetings are held each day by Zoom to check on staff safety and to make sure no residents are falling through the gaps.

"It's been challenging not being able to physically meet with people to understand the issues they're facing, especially where people do not have phones or if they're unable to read and write," she says. "We're figuring out how to better respond to the needs of our community."

In this video she talks about how her organisation is supporting families during the lockdown (<https://www.youtube.com/watch?v=AhLcgT42yDY&feature=youtu.be>).

More information about Te Whānau Rangimarie is available here (<https://www.twr.org.nz>).