



Working alongside children, rangatahi & whānau under the COVID-19 Protection Framework

Webinar Forum for Social Service Providers | 09 December 2021

Dr Claire Achmad | Chief Executive Officer
ceo@sspa.org.nz



Social Service
Providers
Aotearoa

IT'S ALL RIGHT TO BE RIDING THE EMOTIONAL ROLLERCOASTER RIGHT NOW



Thank
you!

Ka nui te mihi ki a koutou katoa

As community-based social service providers you are doing incredible mahi through this pandemic, under challenging circumstances & in the face of uncertainty.



The introduction of the COVID-19 Protection Framework (CPF) creates changes for the way social service providers work. It's important we understand what the complexities of the CPF mean.

Specific guidance has been put together for social service providers in relation to the CPF.

It's called the "COVID-19 Protection Framework guidance for social service providers", published by MSD.





Tuatahi...
Where to find the CPF
Guidance for Social
Service Providers?



- What we can do for:
- Seniors
- Individuals
- Families
- Young adults
- Students
- Disabled people
- Community
- Business
- Providers

We help New Zealanders to be safe, strong and independent.

We work to provide:

- employment, income support and superannuation services
- funding to community service providers
- student allowances and loans



What's new

Guidance for social services providers

01 December 2021

Read and download our guidance for operating in the COVID-19 Protection Framework or 'traffic light' system.

Income Support Weekly Update

26 November 2021

New weekly data for the week ending 19 November 2021 is now available.

Supporting people isolating for COVID-19

25 November 2021

A new COVID-19 Protection Framework Welfare Response was announced by Ministers today.

Monthly Benefits Update -

- About us and our work:
- About MSD
- COVID-19
- Work programmes

Featured news

COVID-19

Along with the rest of New Zealand, the Ministry is now working under the COVID-19 Protection Framework or 'traffic light' system. [See our COVID-19 information pages.](#)





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Research and insights

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Careers at MSD

Contact us

COVID-19 and MSD

See how MSD is responding to the changing COVID-19 situation in New Zealand. Check back here regularly for updated information about the Ministry's activities.

[Guidance for social services providers](#)



[Guidance and information for all social services](#)



Print this



What we can do for:

About us and our work:

About MSD

COVID-19

➤ *Guidance for providers*

Work programmes

News and media

Research and insights

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Contact us

COVID-19 Protection Framework guidance for social service providers

The COVID-19 Protection Framework (CPF) or 'traffic light system' is the next stage in our COVID-19 response plan. The traffic lights let social services open and operate in a way that is as close to normal for vaccinated people while minimising the spread of the virus. This helps keep people safe who are vulnerable or can't be vaccinated right now, while they go about their daily lives.

The framework empowers social service providers and organisations to take responsibility for minimising the spread of COVID-19. Having a highly vaccinated population that regularly uses the My Vaccine Pass means we will be better able to protect our hospitals and health system.

[Download the full guidance for providers \(PDF 362 KB\)](#)



Print this

Operating under traffic lights

Social services can operate at all traffic light settings but some requirements change in different settings.

Understanding this guidance

The guidance and advice on this website is interim. It will be updated to reflect any changes in the COVID-19 Protection Framework Order.

Read all three parts to this guidance together:

<https://www.msd.govt.nz/documents/about-msd-and-our-work/covid-19/guidance-for-providers/1-dec-2021-social-service-providers-covid-protection-framework-guidance.pdf>

COVID-19 Protection Framework (traffic lights)



Guidance for Social Service
Providers to be read in
conjunction with general
CPF Guidance

The Traffic Lights System is intended to:

- Allow social services to open & operate in ways as close to normal for vaccinated people, while minimising transmission of C-19
- Help keep vulnerable people & those who can't be vaccinated right now, safe
- Empower social service providers to take responsibility for minimising the spread of C-19

COVID-19 Protection Framework (traffic lights)



Guidance for Social Service
Providers to be read in
conjunction with general
CPF Guidance

Key points to remember:

- Social services can operate at all traffic light settings
- Some requirements stay the same at different lights, while others change
- Read the Guidance for Social Service Providers **together with** the general CPF Guidance (see: <https://covid19.govt.nz/traffic-lights/covid-19-protection-framework/>)

COVID-19 Protection Framework (traffic lights)

The new framework provides a guide to protecting one another, keeping our health system running well and businesses open.

Factors for considering a shift between levels

- vaccination coverage;
- capacity of the health and disability system;
- testing, contact tracing and case management capacity; and
- the transmission of COVID-19 within the community, including its impact on key populations.

Decisions will also include other factors, including economic and social impacts and operational considerations.

Localised protections and lockdowns: can be used as part of the public health response, in addition to other measures, where necessary to protect affected communities.

My Vaccine Pass: the official record of your COVID-19 vaccination status for use in Aotearoa New Zealand.

You will be legally required to provide your Vaccine Pass to enter places that have vaccination requirements in place in order to operate under the current traffic light setting. This may include hospitality venues, events, gatherings, and gyms.

You cannot be asked to provide your Vaccine Pass to access basic needs services, including supermarkets, dairies, petrol stations, public transport, pharmacies and essential health care. This also applies to specific education and housing services.

<p>GREEN</p>	<p>COVID-19 across New Zealand, including sporadic imported cases.</p> <p>Limited community transmission.</p> <p>COVID-19 hospitalisations are at a manageable level.</p> <p>Whole of health system is ready to respond – primary care, public health, and hospitals.</p>	<p>General settings</p> <ul style="list-style-type: none"> - Record keeping/scanning required - Face coverings mandatory on flights <p>No limits if My Vaccine Pass is used for:</p> <ul style="list-style-type: none"> - Hospitality (e.g. cafes, restaurants, bars) - Gatherings at your home - Other gatherings (e.g. weddings, tangihanga, places of worship, marae, social sports) <p>If My Vaccine Pass is not used, the following restrictions apply:</p> <ul style="list-style-type: none"> - Hospitality (e.g. cafes, restaurants, bars) – up to 100 people, based on 1m distancing, seated and separated - Gatherings at your home – up to 100 people - Other gatherings (e.g. weddings, tangihanga, places of worship, marae, social sports) – up to 100 people, based on 1m distancing 	<ul style="list-style-type: none"> - Public facilities (e.g. libraries, museums, public pools) – open - Retail (including farmers markets) – open - Events (indoor/outdoor, e.g. concerts, cinemas) - Close-proximity businesses (e.g. hairdressers, beauty salons) - Outdoor community gatherings (e.g. a community fair) - Gyms 	<ul style="list-style-type: none"> - Workplaces – open - Education (schools, ECE, tertiary) – open - Outdoor community gatherings (with uncontrolled access, e.g. a public parade) – up to 100 people, based on 1m distancing - Gyms – up to 100 people, based on 1m distancing
<p>ORANGE</p>	<p>Community transmission with pressure on health system.</p> <p>Whole of health system is focusing resources but can manage – primary care, public health, and hospitals.</p> <p>Increasing risk to at-risk populations.</p>	<p>General settings</p> <ul style="list-style-type: none"> - Record keeping/scanning required - Face coverings mandatory in some places (e.g. on flights, public transport, taxis, retail, public facilities) and encouraged elsewhere <p>No limits if My Vaccine Pass is used for:</p> <ul style="list-style-type: none"> - Hospitality (e.g. cafes, restaurants, bars) - Gatherings at your home <p>If My Vaccine Pass is not used, the following restrictions apply:</p> <ul style="list-style-type: none"> - Hospitality (e.g. cafes, restaurants, bars) – contactless only - Gatherings at your home – up to 50 people - Other gatherings (e.g. weddings, tangihanga, places of worship, marae, social sports) – up to 50 people, based on 1m distancing 	<ul style="list-style-type: none"> - Public facilities (e.g. libraries, museums, public pools) – open with capacity limits based on 1m distancing - Retail (including farmers markets) – open with capacity limits based on 1m distancing - Other gatherings (e.g. weddings, tangihanga, places of worship, marae, social sports) - Events (indoor/outdoor, e.g. concerts, cinemas) - Close-proximity businesses (e.g. hairdressers, beauty salons), events (indoor/outdoor, e.g. concerts, cinemas) and gyms are not able to operate 	<ul style="list-style-type: none"> - Workplaces – open - Education (schools, ECE, tertiary) – open with public health measures in place - Close-proximity businesses (e.g. hairdressers, beauty salons) - Outdoor community gatherings (e.g. a community fair) - Gyms - Outdoor community gatherings (with uncontrolled access, e.g. a public parade) – up to 50 people, based on 1m distancing
<p>RED</p>	<p>Action needed to protect health system – system facing unsustainable number of hospitalisations.</p> <p>Action needed to protect at-risk populations.</p>	<p>General settings</p> <ul style="list-style-type: none"> - Record keeping/scanning required - Face coverings mandatory in some places (e.g. on flights, public transport, taxis, retail, education (Year 4 and up, including tertiary), public facilities) and encouraged elsewhere <p>With My Vaccine Pass, the following restrictions apply:</p> <ul style="list-style-type: none"> - Hospitality (e.g. cafes, restaurants, bars) – up to 100 people, based on 1m distancing, seated and separated - Gatherings at your home – up to 100 people - Other gatherings (e.g. weddings, tangihanga, places of worship, marae, social sports) – up to 100 people, based on 1m distancing <p>If My Vaccine Pass is not used, the following restrictions apply:</p> <ul style="list-style-type: none"> - Hospitality (e.g. cafes, restaurants, bars) – contactless only - Gatherings at your home – up to 25 people - Other gatherings (e.g. weddings, tangihanga, places of worship, marae, social sports) – up to 25 people, based on 1m distancing 	<ul style="list-style-type: none"> - Public facilities (e.g. libraries, museums, public pools) – open with capacity limits based on 1m distancing - Retail (including farmers markets) – open with capacity limits based on 1m distancing - Gyms – up to 100 people, based on 1m distancing - Events (indoor/outdoor, e.g. concerts, cinemas) – up to 100 people based on 1m distancing, seated and separated for service of food and drink - Close-proximity businesses (e.g. hairdressers, beauty salons) – public health requirements in place - Close-proximity businesses (e.g. hairdressers, beauty salons), events (indoor/outdoor, e.g. concerts, cinemas) and gyms are not able to operate - Tertiary education – distance learning only 	<ul style="list-style-type: none"> - Education (schools & ECE) – open with public health measures in place - Workplaces – working from home may be appropriate for some staff - Outdoor community gatherings (e.g. a community fair) – up to 100 people, based on 1m distancing - Tertiary education – open onsite with capacity limits based on 1m distancing - Outdoor community gatherings (with uncontrolled access, e.g. a public parade) – up to 25 people, based on 1m distancing

We've moved to the next stage of our COVID-19 response.

The framework will continue to protect New Zealanders, while also providing more certainty and new opportunities. It minimises the impact and provides protection from COVID-19 through three settings - Green, Orange and Red.

Minimisation means we are aiming to keep the spread of COVID-19 and hospitalisations at as low a level as possible. Outbreaks will be contained and controlled, and if practical, stamped out. There will likely be some level of cases in the community on an ongoing basis.

Protection means that we will protect people from the virus, with vaccination, infection prevention and control, and general public health measures (e.g. contact tracing, case management and testing). Response will also focus on minimising significant health impacts through treatment and support. We will also protect people's health, by ensuring we are not letting cases go to the point where the impacts have flow-on effects to impact other health services.

The framework is intended to give as much certainty and stability as possible for people and businesses, reducing the need for widespread lockdowns.

RED

Life at Red

	Record keeping/scanning	Face coverings	My Vaccine Pass	Other requirements
Gatherings – at home or private residence e.g. friends and family visiting a house, hosting a party or gathering.	Required. (Not required if everyone 12 and over at the gathering can identify each other for the purposes of contact tracing).	Required by workers and volunteers if present, encouraged for others.	If My Vaccine Pass is used, up to 100 people allowed. If My Vaccine Pass is not used, up to 25 people allowed.	
Gatherings e.g. weddings, funerals, tangihanga, and community and social sport. Marae and places of worship are also treated as gatherings.	Required. (Not required if everyone 12 and over at the gathering can identify each other for the purposes of contact tracing).	Required for workers and volunteers, encouraged for others.	If My Vaccine Pass is used, up to 100 people allowed, based on 1m distancing. If My Vaccine Pass is not used, up to 25 people allowed, based on 1m distancing.	
Outdoor community gatherings e.g. community fairs or events with uncontrolled access such as a public parade.	Required.	Required for workers and volunteers, encouraged for others.	If My Vaccine Pass is used, up to 100 people allowed, based on 1m distancing. If My Vaccine Pass is not used and there is uncontrolled access, up to 25 people allowed, based on 1m distancing.	
Events e.g. cinemas, theatres, stadiums, concerts, conferences, casinos, and private galleries.	Required.	Strongly encouraged for all workers (excluding performers) and others.	If My Vaccine Pass is used, up to 100 people allowed, based on 1m distancing. If My Vaccine Pass is not used, events are not allowed.	If food and drink is provided at the event, people must be seated and separated while eating and drinking. Public facing workers at food and drink businesses must wear face coverings.

The COVID-19 Protection Framework

Unite against COVID-19

Unite against COVID-19

From Alert Levels to Traffic Lights

We're moving to the next stage of our COVID-19 plan. The Traffic Lights are designed to keep us safe as we go about our daily lives now most of us are vaccinated.

Vaccine passes are an important part of life within the new framework. With My Vaccine Pass, businesses can safely open at all settings, events can go ahead and we can do more of what we love. If you don't have your pass yet, get it today at [MyCovidRecord.nz](https://mycovidrecord.nz)

Be prepared

If you're fully vaccinated, you're still able to catch COVID-19 but are likely to only have mild to moderate symptoms.

If you test positive for COVID-19, you and anyone you live with will need to isolate to help stop the spread of the virus. You will be supported by local health care providers to ensure your health, welfare and wellbeing needs are met while you are isolating.

To make sure you're ready, be prepared. It's a good idea to have a plan and some supplies at home in case you or someone you love needs to self-isolate. Have a chat with your neighbours, friends and whānau about how you can look out for each other too.

Find more information on getting prepared at Covid19.govt.nz/be-prepared



How to keep each other safe

If you have cold or flu symptoms, stay home, isolate from others, and call Healthline on 0800 358 5453 for advice about a COVID-19 test.

Mask. Scan. Pass.

We need to protect vulnerable people, keep businesses open and ensure our healthcare system is running well.

To do that we should all:

- Wear a mask or face covering when out and about
- Scan in or keep a manual record of everywhere we go
- Use My Vaccine Pass to enter businesses and events.

Regional Colour Settings

RED: Far North District, Whangarei District, Kaipara District, Auckland, Rotorua District, Kawerau District, Whakatane District, Ōpōtiki District, Gisborne District, Wairoa District, Taupō District, Ruapehu District, Rangitikei District, Whanganui District.

ORANGE: The rest of the North Island.



ORANGE: The whole of the South Island and Chatham Islands.



Taking care of each other at Red, Orange and Green

Services for basic needs like supermarkets, pharmacies and public transport are open across every setting with or without My Vaccine Pass.



Life at Red

- Wear a face covering on flights, public transport, taxis, shops, education (Year 4 and up including tertiary) and public venues (mandatory)
- You can visit public places like libraries and museums (with limits based on the size of the venue)
- Go to workplaces. Where appropriate staff may work from home
- Go to education places like schools and ECE (with health measures and controls in place).

My Vaccine Pass allows you to go to the following:^{*}

- Cafes, restaurants and bars
- Gatherings like weddings and funerals, and gatherings at home
- Indoor and outdoor events
- Close-proximity businesses like your hairdresser
- The gym or other member-based businesses like dance or martial art studios.

You can also attend tertiary education in person (capacity limits will apply based on venue sizes).
*Up to 100 people based on the size of the venue. For gatherings at home, you can have up to 100 regardless of the size of the house.

Without My Vaccine Pass there are restrictions that apply:

- Only allowed contactless pickups at cafes, restaurants and bars
- Only attend small gatherings of up to 25 people. If held at home, maximum of 25 people regardless of the size of the house
- Cannot attend indoor or outdoor events, like concerts
- Up to 25 people can attend outdoor community gatherings with uncontrolled access
- Only distance learning for tertiary education.



Life at Orange

- Wear a face covering on flights, public transport, taxis, shops and public venues (mandatory)
- You can visit public places like libraries and shops (with limits based on the size of venue)
- Go to workplaces
- Go to education places (with health measures in place).

My Vaccine Pass allows you to go to the following with no limits:

- Cafes, restaurants and bars
- Gatherings like weddings and funerals, and gatherings at home
- Close-proximity businesses like your hairdresser
- The gym or other member-based businesses like dance or martial art studios.

Without My Vaccine Pass there are restrictions that apply:

- Only allowed contactless pickups at cafes, restaurants and bars
- Small gatherings can be up to 50 people, based on the size of the venue. If held at home, maximum 50 regardless of the size of the house
- Cannot attend indoor or outdoor events
- Outdoor community gatherings with uncontrolled access have a maximum of 50 people
- Cannot go to the gym or other member-based businesses like dance or martial art studios
- Cannot visit close-proximity businesses like hairdressers.



Life at Green

- Wear a face covering on flights (mandatory)
- Visit public places like libraries and shops
- Go to workplaces
- Go to education places.

My Vaccine Pass allows you to go to the following with no limits:

- Cafes, restaurants and bars
- Gatherings like weddings and funerals, and gatherings at home
- Indoor and outdoor events
- Close-proximity businesses like your hairdresser
- The gym or other member-based businesses like dance or martial art studios.

Without My Vaccine Pass you can go to the following (with limits):^{*}

- Gatherings like weddings and funerals
- Close-proximity businesses like your hairdresser (with masks and scanning in)
- The gym or other member-based businesses like dance or martial art studios.

*Up to 100 people based on the size of the venue.

Check your region's colour setting at Covid19.govt.nz/map

COVID-19 Protection Framework (traffic lights)



Guidance for Social Service
Providers to be read in
conjunction with general
CPF Guidance

Taking a closer look at the Guidance... (1)

- Vaccine passes/CVC
 - Variable factors = traffic light level; type of service; type of premises
 - If you require a vaccine pass/CVC for access to the service, then the staff must also be vaccinated
- Staff vaccination
 - If service isn't using vaccine passes, there's some choice about whether staff need to be vaccinated
 - The choice made will impact on whether you can operate under different traffic lights
 - Use the assessment tool for decision-making about staff vaccination ([How to decide what work requires a vaccinated employee | WorkSafe](#))
 - Given multidisciplinary nature of social services, some of your staff may be covered by vaccine mandates

Taking a closer look at the Guidance... (2)

- Social Services delivering “Critical wellbeing services”
 - Legally referred to as “Specified Social Services”
 - Services provided under the Oranga Tamariki Act, and services supporting people to maintain critical well-being and as crisis support for people who are unsafe or homeless
 - Can open under all lights
 - At all light levels, required to have systems and processes in place to ensure, so far as is reasonably practicable, that:
 - each relevant person who enters any workplace of the business or service scans the QR code for the workplace; OR
 - provides a contact record in accordance with the workplace’s alternative contact record systems and processes

Vaccine passes & Critical Wellbeing Services

- Vaccine passes = optional, unless your service is listed as a non-vaccine pass service that cannot require vaccine passes for clients
- Go through decision-making process re: vaccine passes, considering various key factors, e.g.:
 - capability/capacity to safely provide services to unvaccinated people/operating different models concurrently;
 - ability for unvaccinated people to access the service elsewhere in their area;
 - outcome of your risk assessments under the Health and Safety Act
- If vaccine passes for clients are used, staff must be vaccinated
- If vaccine passes not used, staff do not have to be vaccinated unless covered by a mandate, OR the social service as an employer has undertaken a risk assessment and has decided vaccination of staff is required to meet their Health and Safety obligations



We know a range of challenges are emerging...

- Scaling up measures to meet the requirements of different traffic light settings
- How to safely provide services to unvaccinated people
- Requiring vaccination as a result of a Health and Safety at work assessment
- Working through issues when staff choose not to be vaccinated
- Vaccination for caregivers (Oranga Tamariki system)

*Are you experiencing any other challenges?
What pātai do you have?*



**E WHAKAPAU
KAHA ANA? KOIA
KEI A KOE** 

DOING THE BEST YOU CAN? SPOT ON