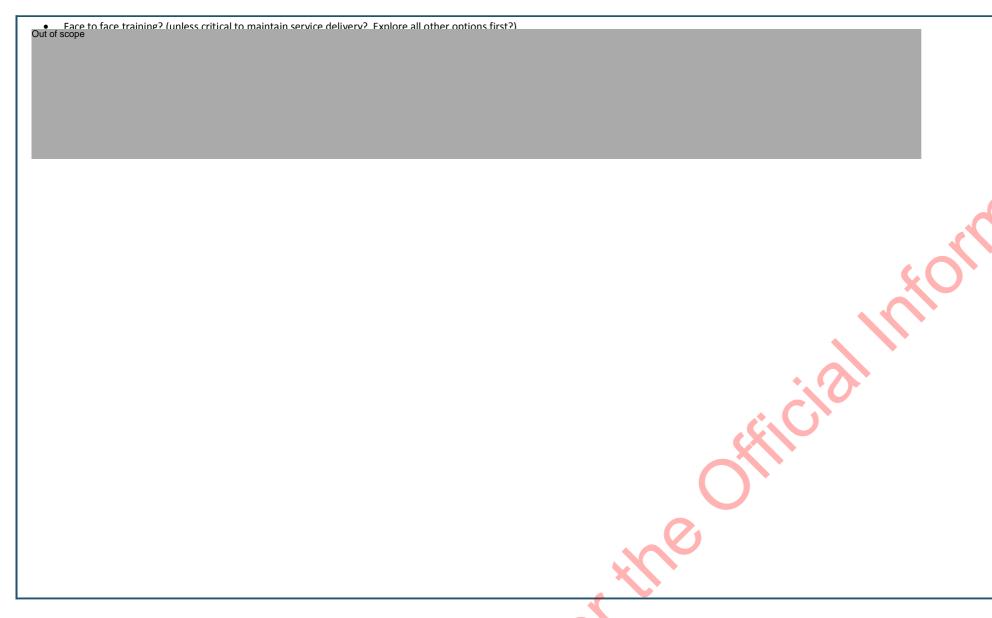
## Scenario C: 20% of staff unavailable extending over 4 Month period ("Manage Situation") For Kāwai ki te Iwi SDO: Focus on delivery of priority services, redeploying staff as required to deliver this work and support DIA/the system, people working from home where they can, supply chain severely disrupted, projects and activities paused where possible **Key Person Risk: Services/Functions** Kāwai ki te Iwi is represented in 16 locations around New Zealand, London and Sydney. Our business groups and services functions are: Ngā Ratonga Kaupapa Atawhai | Charities Services (registers, supports and monitors charities, and supports Charities Registration Board) Hāpai Hapori | Community Operations (funding and regional community advisory support) Pou Ārahi Te Ara Manaaki Te Pou Manawa | Partners & Products (includes Product Development, Information Partnerships, Business & Marketing Development, Policy & Privacy, SDO Commercial Portfolio, SmartStart & Integrated Te Waka Aukaha | Planning, Design and Assurance (includes Branch Planning and Performance, Business Assurance, Data and Analytics, Design Services, Organisational Capability, Te Ara Vaka) Te Pāhekoheko | Operations (includes Forecasting & Planning, Business Capability, Operational Policy, Official Correspondence, Operations Delivery, Investigations, Data and Technical Capabilities) Mauri o te Tangata | Services & Access (includes Service Advice and Support, Content) People supporting Citizenship work, including backlog project Non-Priority but can deliver Out of scope **Key 3<sup>rd</sup> Party Risk:** Scaled back **Priority** • Citizenship by descent - can be done from DIA office only M for Citizenship by grant - can be done from DIA office only

• Out or scope •		out of scope	
Key Task Dates & Description e.g. month end, yearend, citizen ceremony, cabinet paper Out of scope		Risk: Out of scope	Out of scope
<ul> <li>What will you stop? What are the trigger points?</li> <li>Public counters to close</li> <li>Reduction of hours for Contact Centre operations if staffing unable to meet demand due to skill shortage, including potential</li> <li>Travel between locations</li> <li>Face to face meetings (including SDOLT, Committee meetings)</li> <li>Face to face branch induction (pilot is scheduled 29 January)</li> <li>Asking our essential workers to do/contribute to anything beyond their essential work</li> <li>Recruitment/secondments? (consider case by case basis)</li> </ul>	closure/diversion of specific lines of business	<ul> <li>e.g. training, guides, adjustments of serviadditional support required</li> <li>Branch COVID reps working closely with SDO via Te Waka Aukaha as required</li> <li>Implementing a system of dispersing service operations team across two floors of WQ (NI teams (approx 80pp) to implement rostering in Pipitea Street)</li> </ul>	DLT, coordination  delivery and B: requires other



- SDOLT will not meet face to face as a whole group from February (implement 2 teams)
- Ability to work from home (for some, not all) Need to ensure new staff are set up
- Phone trees in place
- Utilise remote working solutions/tools (relies on device) operability/support - laptops and phones)
- Monitoring group inboxes
- Identify list of people leaders who could be called upon to provide cover for other teams
- Redirect/engage additional resource for branch engagement and communication with customer and kaimahi during this
- Dedicated COVID response rooms in some locations, if required

## **Assumptions:**

- "Unavailable" means not able to work at all (e.g. unable to
- We are still able to deliver essential services, just to a reduced timeframe.
- There will be additional reduction in capacity for staff WFH if schools are closed and people are caring for dependents. Assume on average 50% usual capacity/availability for this group.
- We will do nothing to detract our people from the delivery of essential/priority services and we will deploy others are required to support these activities.
  Out of scope

- all face to face meetings cancelled
- group email inboxes maintained and no service failure
  Out of scope