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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




<p>Services/Functions</p> <p>Kāwai ki te Iwi is represented in 16 locations around New Zealand, London and Sydney. Our business groups and services functions are:</p> <p>Ngā Ratonga Kaupapa Atawhai Charities Services (registers, supports and monitors charities, and supports Charities Registration Board)</p> <p>Hāpai Hapori Community Operations (funding and regional community advisory support)</p> <p>Pou Ārahi</p> <p>Te Ara Manaaki</p> <p>Te Pou Manawa Partners & Products (includes Product Development, Information Partnerships, Business & Marketing Development, Policy & Privacy, SDO Commercial Portfolio, SmartStart & Integrated Services)</p> <p>Te Waka Aukaha Planning, Design and Assurance (includes Branch Planning and Performance, Business Assurance, Data and Analytics, Design Services, Organisational Capability, Te Ara Vaka)</p> <p>Te Pāhekoheko Operations (includes Forecasting & Planning, Business Capability, Operational Policy, Official Correspondence, Operations Delivery, Investigations, Data and Technical Capabilities)</p> <p>Mauri o te Tangata Services & Access (includes Service Advice and Support, Content)</p>	<p>Key Person Risk:</p> <p>Out of scope</p> <div style="background-color: #cccccc; height: 150px; width: 100%;"></div> <ul style="list-style-type: none"> People supporting Citizenship work, including backlog project <p>Out of scope</p> <div style="background-color: #cccccc; height: 80px; width: 100%;"></div>
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<p>Priority</p> <p>Out of scope</p> <div style="background-color: #cccccc; height: 100px; width: 100%;"></div> <ul style="list-style-type: none"> Citizenship by descent - <i>can be done from DIA office only</i> Out of scope Out of scope Out of scope Citizenship by grant - <i>can be done from DIA office only</i> Out of scope Out of scope Out of scope 	<p>Non-Priority but can deliver</p> <p>Out of scope</p> <div style="background-color: #cccccc; height: 100px; width: 100%;"></div>	<p>Scaled back</p> <p>Out of scope</p> <div style="background-color: #cccccc; height: 100px; width: 100%;"></div> <p style="text-align: right; margin-right: 20px;">M for</p>	<p>Key 3rd Party Risk:</p> <p>Out of scope</p> <div style="background-color: #cccccc; height: 100px; width: 100%;"></div>
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<ul style="list-style-type: none"> • Out of scope • • 			<p>Out of scope</p>
<p>Key Task Dates & Description e.g. month end, yearend, citizen ceremony, cabinet paper</p>			<p>Risk:</p>
<p>Out of scope</p>			<p>Out of scope</p>
<p>What will you stop? What are the trigger points?</p> <ul style="list-style-type: none"> • Public counters to close • Reduction of hours for Contact Centre operations if staffing unable to meet demand due to skill shortage, including potential closure/diversion of specific lines of business • Travel between locations • Face to face meetings (including SDOLT, Committee meetings) • Face to face branch induction (pilot is scheduled 29 January) • Asking our essential workers to do/contribute to anything beyond their essential work • Recruitment/secondments? (consider case by case basis) 			<p>Enablers:</p> <p>e.g. training, guides, adjustments of service level, additional support required</p> <ul style="list-style-type: none"> • Branch COVID reps working closely with SDOLT, coordination via Te Waka Aukaha as required • Implementing a system of dispersing service delivery and operations team across two floors of WQ (NB: requires other teams (approx 80pp) to implement rostering system for space in Pipitea Street)

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<ul style="list-style-type: none">• Face to face training? (unless critical to maintain service delivery? Explore all other options first?) <p>Out of scope</p> 	<ul style="list-style-type: none">• 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 period• Dedicated COVID response rooms in some locations, if required <p>Assumptions:</p> <ul style="list-style-type: none">• “Unavailable” means not able to work at all (e.g. unable to access systems)• 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. <p>Out of scope</p>  <ul style="list-style-type: none">• all face to face meetings cancelled• group email inboxes maintained and no service failure <p>Out of scope</p> 
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