Scenario D: 60% of staff unavailable 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

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 Services, Translation Service)

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)

Key Person Risk:

Out of scope

- People supporting Citizenship work, including backlog project

Out of scope

Priority

Out of scope

- Citizenship by descent - *can be done from DIA office only*

Out of scope

- Citizenship by grant – COS *can be done from DIA office only, CCMS can be done from home*

Non-Priority but can deliver

Out of scope

Scaled back

Out of scope

Key 3rd Party Risk:

Out of scope

Out of scope

Out of scope

Out of scope

Key Task Dates & Description e.g. month end, year-end, citizen ceremony, cabinet paper

Out of scope

Risk:

Out of scope

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What will you stop (or delay beyond 4 months)? What are the trigger points?

- 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)
- Face to face training (unless critical to maintain service delivery. Explore all other options first)

Out of scope

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Enablers:

e.g. training, guides, adjustments of service level, additional support required

- 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)
- 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 and up-to-date
- 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
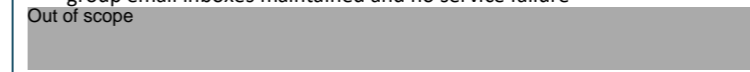- Dedicated COVID response rooms in some locations, if required

Assumptions:

- "Unavailable" means not able to work at all (e.g. sick from COVID or 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.

Out of scope

- all face to face meetings and events cancelled
- group email inboxes maintained and no service failure

Out of scope