

From: [Brian Coffey](#)
To: Out of scope
Cc: Out of scope ; [ODI \(MSD\)](#)
Subject: An update
Date: Friday, 11 February 2022 3:45:19 pm

Kia ora Out of scope

I have just come off the zoom conference with the DPO Coalition.

They were pleased that the communications to providers and clients were to be reviewed in terms of what and how was communicated.

The conversation was constructive and the opportunity to communicate the above message meant I heard only some of the angst experienced.

On a constructive note:

- the Coalition are willing to be involved in providing advice
- they are likely to contact you to propose the establishment of an 0800 line (or other communication mechanism) for people to contact and seek timely resolution if services are compromised and creating risk to well-being and personal care
- they noted that for many the experience of services not being provided are a familiar experience
- providers must be given a strong expectation of service continuity
- a reminder that if a client is COVID positive then access to essential services, with the right protections and health measures, must be maintained
- the need for great contingency planning by the Ministry

The other point was that there should be a holding communication that indicates, in response to feedback from the community, there will be an update of the communications (further advice and guidance) provided on

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Nga mihi

Brian