

Feedback of ethnic communities on the Covid-19 alert levels and access to information

Survey Report
August - September 2021

The Asian Network Inc. (TANI)

Executive Summary

The aim of this report is to record the views of ethnic communities in New Zealand regarding information access about the lockdown and COVID-19, and to identify the mass media that communities have accessed to obtain relevant information. A short survey was conducted and the survey information was sent to ethnic communities through TANI network: email, Microsoft form, phone calls, and online forum.

Those who belong to major ethnic population groups, such as South Asian, Chinese, and Korean were able to access information timely through different channels of both the local and their own established ethnic media and social networks. However, one major issue has been identified by these groups was the “**Language Barrier**”. Another important aspect to note is that language barrier was much larger and acted as a huge barrier in less-visible ethnic groups, such as Burmese or Vietnamese groups. This could be due to the lack of translated materials and more on to have a better access to limited translated materials for these populations. These communities mostly relied on the community volunteers personal capacity who would help them to understand the translated materials and other relevant information.

Lack of emotional support was highly mentioned as an issue, especially when considering the traditional role of the woman in an Asian household, young people, and the elderly.

The elderly group of survey participants was identified faced the most difficulties, mainly due to lack of digital literacy. This helps us to understand that there is **very limited support available for the elderly and/or the disabled individuals** who live alone, especially regarding their daily needs i.e grocery shopping and essential foods.

Recommendations:

- Build a collaborative relationship with ethnic community media and work together to catch up the speedy change of alert levels in their own languages and government-released information including Government’s LIVE 1pm updates.
- Identify ways to reach and support minor ethnic groups like Burmese, Vietnamese, Lao, and so on.
- Enable more support services for those who need the most and experience most difficulty to access the information, such as those who are not able to access online and/or don’t have online accessible devices, elderly, socially isolated, smaller ethnic communities and people with a temporary visa status.
- Support for the sustainable and quality translation, particular for volunteer translators for ethnic communities.

- Support to increase the level of digital Literacy.
- Develop an idea how to increase connection and communication between community members possibly through the identified ethnic social media platforms and provide more frequent updates through these channels.
- Raise awareness of the importance of mental wellbeing and self-care and provide culturally and linguistically appropriate emotional support.
- Help around navigating the available support and healthcare service information in the community.

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Background

The Asian Network Inc. (TANI) is a pan-Asian community organisation established in 2002, to support Asian New Zealanders in improving their quality of life, health and wellbeing.

TANI's missions include:

- Networking and connecting diverse Asian communities
- Advocating for and promoting the welfare of these communities
- Ensuring their active participation in policy making
- Liaising with local and central government, and other stakeholders
- Identifying further opportunities for collaboration
- Responding to the changing needs of Asian communities and stakeholders
- Being a credible national voice

Due to the emergence of the Delta variant of the COVID-19 virus, people's lives were once again disrupted as New Zealand (NZ) was put into another period of alert level 4 lockdown near the end of August. Different people are affected in different ways, and due to the unique experiences of ethnic minority communities compared to the majority population in NZ, there is a difficulty in understanding the problems they may face during this time in lockdown. TANI is particularly interested in the timeliness of communities in receiving COVID-19 information and information for each alert level how far from various communication channels, and the extent of their understanding of the information. In other words, how far and broadly governmental messages are able to reach the grass root level of ethnic minority groups, especially those who have English as their second language or cannot speak English.

Therefore, there is a need to investigate which channels or media they get the information through, and which languages it is conveyed by, to which these communities can understand the information. This survey was developed to examine how diverse ethnic communities feel regarding being appropriately informed in their native languages and how they understand the governmental messages in response to a rapidly changing environment, thus taking suitable actions to support their needs.

This report was written to record the perceptions of ethnic communities around NZ regarding accessing information about the lockdown, and to identify the types of mass media or communication channels that they can obtain information in their native languages, or in ways they can understand. In addition, the report will analyse their

responses, provide a summary of responses on each question, and conclude on recommendations based on the responses, to identify the best ways of communication by the government, and to improve support for diverse ethnic communities during the COVID-19 outbreak.

Method

The Survey

To gain an understanding of the community experience on the lockdown due to the Delta variant of the COVID-19 virus, TANI had come up with eight questions in this regard. Each question specifies a rationale, which is explained in the *Rationale of the Survey*.

A group of Asian community group representatives, community leaders, those who engaged in the recent community consultation and workshops, volunteers, were invited to the survey to share their own experience and reflect their communities' experiences.

The questions are listed below:

1. How do you and your community get the updated information of covid-19 in relation to the alert level changes and which ways you can access it? Please name it as specific as you can. E.g. Unite against COVID-19 website, local TV, WeChat, W-TV, Chinese radio, Chinese portal site, Chinese newsletter, etc.
2. Which language/s do they provide?
3. Any issues from your position or situation (e.g. international student, temporary visa holder, English as the second language, culture, busy mum, etc.) that make you difficult to update the information? E.g. language issue, isolated, no internet, lack of digital technology, etc.
4. What have you heard from your friends and community about the above issues?
5. Any particular group of people face more challenge or difficulty or have concerns against the current situation of lockdown? Why is it? E.g. older people, people with disabilities, migrants, international students etc.
6. What can be improved to get the information timely?
7. What support is needed around this challenging time? E.g. social or financial supports, emotional support, counselling, essential food and stuff, etc.
8. Any others that you would like to share?

Due to the lockdown, completion of paper copies were unavailable, and all the responses were received online, via email, Microsoft forms, phone, and online forum. The questions were in English, the remaining four responses had questions translated into Chinese (see Appendix A) to accommodate Chinese clients who may be lacking in English. However,

responses were all recorded in English (see Appendix B). Through the summary as seen on the Microsoft forms, the average time taken to complete the survey was approximately 20 minutes.

The survey was available and sent out from the 25th of August 2021, and is currently still active for new responses, though this report will be applied until the 7th of September where the last response was received.

Due to the nature of the questions, respondents were likely to have completed the survey with input or contributions by others within their community. Thus, it should also be noted that due to many respondents to have been able to access TANI, it is also highly likely that they are relatively proficient in English or with NZ culture, and less likely to have been affected with access barriers to government information. Their viewpoints are likely to reflect the issues of their community rather than themselves, but it is unsure how similar these viewpoints are to the actual community.

Rationale of the Survey

Question 1

This question seeks to identify the types of media that are available and people use to access information, especially those that provide a different language from English.

Question 2

In combination with question 1, question 2 asks for the languages available in the media that people use to gain information. This is needed to understand whether certain communities that speak different languages have a place that provides information to them, and the people are able to understand the information with ease. The question also serves to identify which languages from which communities are uncommon or rare, so to raise issues for this community regarding information access.

Question 3, 4

Question 3 and 4 both seek to identify issues that people may face regarding information access, for the individual who is completing the survey, and for the community they belong to, respectively. As mentioned before, respondents are more likely to have less problems due to being part of the TANI network, thus they are encouraged to consider the problems their wider communities may face.

Question 5

Similar to question 3 and 4, question 5 asks respondents to identify particular groups who they perceive are facing more difficulties, hence are likely more in need of support. This allows respondents to give an answer if no problems are identified in question 3 and 4.

Question 6

This question allows respondents to give their opinions and recommendations on ways to improve timeliness for information access. This is because translation of official government messages requires time before it is available to certain communities, and smaller ethnic communities may not have translated information available in their language to them.

Question 7

Unrelated to the timeliness of information access, this question seeks to identify other support that the people may find necessary. As the survey is directed towards participants from various ethnic groups, their opinions of the kind of support needed may differ from the majority population.

Question 8

The inclusion of this question gave respondents the freedom to add anything else of concern that they may not have been able to from previous questions. Due to the survey mainly targeting receiving government information and access to these, respondents may feel the need to raise issues on other urgent matters they feel are important to be discussed.

Results

Summary of Responses

Question 1 and 2

Those respondents who belong to major Asian population groups, such as Chinese, South Asian, and Korean were able to access to COVID-19 information and updates timely by using a mixture of English and their native Asian languages through online networks such as television, various social network platforms including ethnic social network , and online news media that have been established in those ethnic communities.

For example, Chinese people seen as the one of most challenging population groups to understand English but don't seem to have difficulty to access to information as the local Chinese media in NZ provide timely translated information with Chinese language. One of respondents said, "It's easy to get the updated information from Chinese TV, Most of our

Community members can use mobile phone and use WeChat to share information each other”.

The media that the communities use to access to information are listed in the table below.

	TV & Radio	Website including portal sites	Social network
NZ local media	TV Radio 1pm briefing	United Against COVID-19 NZ Herald website Stuff website	WhatsApp Facebook
Chinese media	Chinese world TV Chinese TV	Skykiwi Hougarden	WeChat Facebook YouTube
South Asian media	Hindi radio stations and TV channel	APNA 990	WhatsApp
Korean media	Korean World TV	The KoreaPost	Kakaotalk Facebook

However, those smaller ethnic communities who don't have the established their own media who can provide translated information timely is our concern. They seem to rely on the person/s who translate voluntarily and share it with their own community.

There were few that mentioned family and friends as their source of information, but it was always responded with other online networks.

Question 3

The language & lack of digital literacy are most challenging for those experiencing difficulties to access timely to information and understand the changing situation properly, especially for those who are not able to access online and/or don't have online accessible devices, elderly, socially isolated, smaller ethnic communities, and people with a temporary visa.

One of respondents from a smaller ethnic community member like Vietnamese said, " Not everyone in the community has access to Facebook, internet, social media, and a smartphone. And language barrier is an issue to access information from the live news update daily because some community members do not speak Vietnamese ". One of Japanese community member said, "I am translating the government messages to send to Japanese communities each time through several emailing list including Japanese Society of Auckland plus some social network. Most Japanese people can communicate by email but there must be some people with little digital skills."

The feedback also raised the issue of sustainable and quality translation that needs to look at how to achieve it. One respondent insisted, “Aotearoa New Zealand should recognise its citizens whose mother tongue is not English, thereby providing the national Covid 19 related information should not be relied upon a volunteer (or volunteers)’s capacity and availability. It should be recognized that the need of providing accurate and the most latest information in the format of the language that all citizens of Aotearoa New Zealand is crucial “. Other comment was that some updated information was incorrectly or inaccurately translated when he/she check up on the original resources.

Question 4

Some problems addressed were similarly, language issues for the problem of many updates being in English and needing to wait for a translation. Due to this, there was also mention of inaccurate information based on non-scientific evidence spread among the elderly population due to inaccurate translations.

On the other hand, being busy during the lockdown period was also an issue mentioned relatively often, due to needing to take care of their families, with less time to relax mentally and physically, in particular for Asian women with a traditional gender role that demands hard daily chore. Also, families of children with disabilities experience more difficult due to less support from social support and school. The number of counselling request to the Women Centre about family violence has been increased in particular about the relationship issues between husbands and wives.

A final issue was about the difficulty to search for certain information, such as the rules regarding the alert level.

Question 5

Majority of the respondents identified the elderly as a particular group that faced more difficulties, with reasons being that they need to take care of their families hence becoming busier, struggling to use digital platforms and online delivery services hence being exposed to more risk to buy groceries, and being isolated hence having more difficulty in caring for themselves. Two more populations that were mentioned relatively often, were those with disabilities, and migrants, due to increased difficulty in accessing support.

Question 6

A common recommendation to improve receiving updated COVID-19 information include accurate and speedy translations of the information in different languages, with staff of different ethnicities to support the translation process, especially minor ethnicities that may be forgotten due to their small size in NZ. Another recommendation was to use social media

platforms that are specific to certain communities (eg. WeChat for Chinese communities) to release information so as to allow better connections with community members. There was also mention of wanting more frequent updates possibly daily, and a possible use of text rather than email to prevent a messy inbox. However, there were also few responses that expressed their contentment in the current system of receiving information.

Question 7

Some major common support needed were essential foods, financial support (though there were a few that were content with the financial support provided by the government), and emotional support. Those that were identified for being at most risk regarding these issues were the isolated elderly, as well as young people, especially for emotional support. A response also highlighted the need for financial support for those who were more deprived. A relatively common recommendation for emotional support were phone calls from community organisations, and their support to community members with acquiring supermarket foods.

Question 8

For the last question, some respondents shared their satisfaction with the current government and community organisations' response to the Delta COVID-19 outbreak, while some shared their current situation. There were also various recommendations from some respondents, such as the need for the importance of the virus, and isolation, to be emphasised, the need to provide moral or mental support, a possible guidance for indoor physical activity, as well as other information to improve health, to support those that lack digital technology, and larger COVID-19 testing signs on the streets. A final recommendation was regarding this survey, which stressed on the need for it to be translated into various languages aside from English, with consideration of the language barrier in understanding the content of the survey.

Discussion

From the responses of the survey, it can be assumed that many major populations, such as the Chinese, Indian, and Korean communities, are less likely to be impacted from information access about COVID-19 and the alert level lockdown. This is due to the large number of communication media available to them in their native languages. For example, of those who had responded with 'Chinese' as one of the languages that their communication media provided in question 2, there was a large amount of reliable Chinese media available as answered in question 1. This is a similar case for the Indian and Korean communities.

However, people that answered 'Burmese' or 'Vietnamese' mainly received their information from community sites, especially Facebook, which can be less reliable. In fact, it was one of the respondents (answered 'Burmese') who translated information for the Burmese community. Thus, there is a concern for these smaller ethnic groups in NZ due to their lack of communication media available to them, and that they can understand in their native language. This is an issue for these communities as government information about COVID-19 and the lockdown are highly important for health and wellbeing, especially in this rapidly changing environment.

There were also issues raised about being busy at home having to look after children, as well as emotional support which was often identified in question 7. During the lockdown, students study from home and parents work from home. Traditionally, the role of an Asian woman as a mother and a wife have no space to look after themselves due to being expected to be in charge of education, looking after the family, daily house chores such as cooking three meals every day. There is also the case of needing to buy groceries for the family, as highlighted by the common response of 'essential foods' in question 7 by respondents. It is a stressful and challenging time, not only for the women, but also for all family members. During the lockdown, the number of counselling requests to the Women Centre about family violence has increased, particularly about relationship issues between husbands and wives.

There was also consideration for the disabled and the elderly, being groups that were identified as facing more problems. Family members of these groups, as well as the individuals themselves, may feel more stress having the need to take care of them during this time. And the disabled individual or elderly individual, may feel more stress due to guilt of needing to rely on their family members. When disabled or elderly groups are living alone, they may also be stressed due to having lack of support for their daily activities as they are unable to go outside.

In regards to information access, it was the elderly and migrant communities who were identified as having the most difficulties. Similarly, these groups may have less access to support services. But more in particular are the elderly, with lack of knowledge of digital platforms. When the elderly are living alone and are not digitally literate, there is a higher risk of having no access to government information on COVID-19 and the lockdown, thus receiving no support.

It is important for the community to know that there are people and services in the health community who can provide support when they seek help. It gives them a sense of security, a sense of belonging, and that they are not alone. For example, in comparison with the past,

requests of young men seeking help and counselling have increased due to more awareness about issues and services.

Conclusion

To support the improvement on delivering updated COVID-19 and alert level information, this report summarised the responses of a survey provided by TANI. A forum discussion was also reviewed in addition to the responses to produce recommendations to support community members in receiving information, and improving their experiences during various alert levels in NZ.

Recommendations

Combining the discussions from the Korean Community Wellness Society and the findings from this report, recommendations to improve updates on COVID-19 and lockdown information are as follows:

- Build a collaborative relationship with ethnic community media and work together to catch up the speedy change of alert levels in their own languages and government-released information including Govt's live 1pm update.
- Identify ways to reach and support minor ethnic groups like Burmese, Vietnamese, Lao, and so on.
- Good investigate for those who experience most difficulty to access to information, such as those who are not able to access online and/or don't have online accessible devices, elderly, socially isolated, smaller ethnic communities, and people with a temporary visa.
- Support for the sustainable and quality translation, particular for volunteer translators for ethnic communities.
- Support to increase the level of digital Literacy.
- Develop idea how to Increase connection and communication between community members possibly through the identified ethnic social media platforms and provide more frequent updates through these channels.

Appendix A

1. 您和您的社区如何获得有关新冠病毒（covid-19）警报级别更改的最新信息，以及您以何种方式获得它？请尽可能提供媒体名称和具体单位名称。例如，Unite against COVID-19 网站、当地电视、社交媒体（例如脸书、微信）、各族媒体（民族电视频道、电台、门户网站、新闻报）、朋友或家庭成员等。
2. 它们提供哪种语言？
3. 有任何问题会使您或您的社区获取更新的信息吗？例如语言问题、签证状况、没有互联网、缺乏电子通讯技术、与外界隔离、忙碌的妈妈、家庭、文化等因素。
4. 您从您的朋友和社区听到过有关上述问题吗？
5. 您知道有任何特定群体面临更多的挑战或困难，或对目前的封锁状况感到担忧吗？为什么会这样？例如老年人、残疾人、移民、临时签证持有者、国际留学生等。
6. 怎样能让您和您的社区更容易获取这些信息？
7. 在这个充满挑战的时刻，需要什么样的支持？例如社会或财政支持、情感支持、咨询、基本食物和物资等。
8. 您还有任何其他问题想要分享的吗？

Appendix B

Question 1

1	WeChat, YouTube, Chinese portal site: Skykiwi, This is the largest Chinese website in New Zealand, which provides various information and services. In addition, Hougarden, It is also a website that Chinese New Zealanders often follow. It not only provides news and information, but also provides housing, land sale and purchase.
2	Local Chinese TV, WeChat, Community members
3	Wechat, Chinese TV, Friends and family members, phone calls.
4	Watch W-TV Chinese news program every day: start from 7:30am, 1:00pm and 5:30pm. Sometimes got the information about Covid-19 form friends and WeChat groups
5	<i>from TV news, United Against covid 19 website, stuff.co.nz, Facebook, Whatsapp, Wechat</i>
6	<i>I think most see it on Facebook and government websites</i>
7	<i>Through Hindi radio stations, Hindi tv channel, APNA 990, and mainstream Tv stations and 1pm briefings.</i>
8	<i>Local TV, Radio, friends, families etc.</i>
9	<i>"I am Korean and I would normally check on one of the most often used websites called Korea post. I am also a university student I often check the both formal (the official university website) and informal platforms (students' groups on facebook)"</i>
10	<i>Social media mainly a Facebook page that translates relevant COVID news into Vietnamese</i>
11	<i>Happy World Korean TV, Korea-New Zealand Cultural Association Facebook, Group Kakaotalk (Korean SNS), community member's call etc</i>
12	<i>Newspapers online, such as New Zealand Herald, local TV news, social media, colleagues and friends, Covid-19 Government Response email (not very updated)</i>
13	<i>Nz herald website, stuff nz website</i>
14	<i>COVID-19 website, local TV, Facebook</i>

15	<i>Unite against COVID-19 website, local TV, emails from DHBs and other related government bodies</i>
16	<i>I send the translated copies (into Burmese) sent by Raj Singh (WDHB) to the Ethnic Community leaders and then tell them to put it on their Facebook page or Messenger or to pass on.</i>
17	<i>Social media (Facebook, Youtube), United against COVID-19 website, Ministry of Health website, my university website and emails, friends.</i>
18	<i>Chinese media</i>
19	<i>Local TV</i>
20	<i>Social media, newsletters, local TV, friends and family members.</i>
21	<i>TV, daily briefing at 13: 00</i>
22	<i>Unite against COVID-19 website, local TV, social media (Especially Facebook), Ethnic group on Facebook, Friends post on Facebook, and Timeline which shows supermarkets' waiting time.</i>
23	<i>Tv, website</i>
24	<i>Tani, Unitec, WhatsApp, Emergency mobile alert, friend</i>
25	<i>You Tube, local news, associated Korean website , families and friends</i>
26	<i>Ethnic media</i>
27	<i>We live in Hamilton. I got the lockdown news from our workplace, IRD directly. It is quite a shock for us on that day. Later we just watch TV news to get the updated news.</i>
28	<i>Family members and 'KOREAPOST' - Korean community website</i>

Question 2

1	Chinese	11	Korean	21	English
2	Chinese (Mandarin)	12	English and Chinese	22	Mostly English, but ethnic groups and friends on Fb usually

					<i>use Japanese and it helps a lot.</i>
3	Chinese	13	<i>English</i>	23	<i>English, korean</i>
4	Chinese	14	<i>English</i>	24	<i>English, Korean</i>
5	<i>English, Chinese, Indian</i>	15	<i>Japanese</i>	25	<i>English and Korean language</i>
6	<i>"English, Some active health workers discuss them in mother tongue"</i>	16	<i>Burmese</i>	26	<i>Korean</i>
7	<i>"Hindi and English, understood by most in the community."</i>	17	<i>English</i>	27	<i>English, Chinese</i>
8	<i>English, Kannada</i>	18	<i>Chinese</i>	28	<i>Korean</i>
9	<i>English for the uni ones and Korean for the Korean one</i>	19	<i>English</i>		
10	<i>Vietnamese</i>	20	<i>English and Chinese</i>		

Question 3

1	I am an international student, I don't find it difficult to update information.
2	It's easy to get the updated information from Chinese TV, Most of our Community members can use mobile phone and use WeChat to share information each other
3	Isolation is an issue to get the updated information about Covid-19. However her Church's friends often giving the phone call or send message through Wechat to share the information each other.
4	No problem about it.
5	<i>no.</i>
6	<i>I don't think there is any major issue as there are some people who have leadership and initiative abilities.</i>

7	No
8	<i>Not anything really</i>
9	<p><i>"I think the one big issue is the language barrier -> that some information that gets updated is incorrectly or inaccurately translated when I check up on the original resources.</i></p> <p><i>I also believe there should be more paid roles for the information providers for ethnic communities.</i></p> <p><i>Aotearoa New Zealand should recognise its citizens whose mother tongue is not English, thereby providing the national Covid 19 related information should not be relied upon a volunteer (or volunteers)'s capacity and availability. It should be recognized that the need of providing accurate and the most latest information in the format of the language that all citizens of Aotearoa New Zealand is crucial "</i></p>
10	<p><i>"- Not everyone in the community has access to Facebook, internet, social media, and a smartphone</i></p> <p><i>- Language barrier is an issue to access information from the live news update daily because some community members do not speak Vietnamese "</i></p>
11	<i>Language, lack of digital technology because many seniors has no way to access internet or no internet skill to access the service.</i>
12	<i>Getting information about Covid-19 vaccination during Alert Level 4. People only know that vaccination centres still open but do not know how the nearby vaccination centre operates. Is it necessary to book an appointment beforehand? Do they offer walk-in service? Can I travel to the other living area to get a jab under Alert Level 4 if my nearby vaccination centre does not offer walk-in service? I am not 55+ years old, can I get a vaccination now? (Noticed that some vaccination centres offer service to people at all eligible ages but some don't). How do I know which vaccination centres offer service to people at all eligible ages? It is extremely difficult to ask for information by calling vaccination centres as their phones are extremely difficult to get through. It would exert extra stress on people.</i>
13	<i>No issues</i>
14	<i>language & lack of digital technology, culture, visa status</i>
15	<i>"language issue, but I am translating the government messages to send to Japanese communities each time. - by several emailing list including Japanese Society of Auckland plus some SNS sites.</i>

	<i>Most Japanese people can communicate by email but there must be some people with little digital skills."</i>
16	<i>Not many open their computers. Might be do not know how to.</i>
17	<i>No</i>
18	<i>Lack of digital support</i>
19	<i>No</i>
20	<i>No.</i>
21	<i>Language issue</i>
22	<i>There are lots of language issue but I managed using Ethnic groups on Fb. I have my PR but some of my friends have work visa or temporary visa, so it makes them hard to understand the situation and support which the govt can provide.</i>
23	<i>Language , Isolated</i>
24	<i>Too busy to update the information. As a mother, I have to check and support my daughter's online studies. Besides, I have to prepare meals, clean and do laundry.</i>
25	<i>None</i>
26	<i>No.</i>
27	<i>No. The people I know usually live with family, like Chinese older people live with their children, so there is no issue for them in general. We also have a big wechat group in Hamilton, it is like a supporting group. We share information and support each other.</i>
28	<i>Language issue</i>

Question 4

1	Level4 in Auckland was extended until next Tuesday and other areas until Friday, and the number of community-infected cases has now risen to 107
2	Some members feel more busy at this lockdown time, because the parents work at home, and Children also play a lot at home. They need to do more housework and less time for the rest.

3	Some friend do not use Mobile phone. They get the information from Chinese TV or Wechet
4	Someone in their community might need to get the information though their home phones because they do not use WeChat. But they never go out and feel safe now (their Children will support them to do shopping)
5	<i>no.</i>
6	<i>None</i>
7	<i>"They all seem to be well briefed."</i>
8	<i>We discuss and get clear.</i>
9	<i>"Not many of my non-English speaker's friends have the language contingency to understand the information given in English and the system of the platforms that provide the information (e.g., the Ministry of Health's website, Various newspapers' websites). Often they share non-scientific evidence, ideas and beliefs via their own ethnic group's communicating messengers or online communities, which are very harmful and unhelpful."</i>
10	<i>Majority of the younger generation in the community have no issues, the elderlies in the community may some issues to access information that is accurate and appropriate.</i>
11	<i>Covid-19 info.</i>
12	<i>That's I heard from my friends and community.</i>
13	<i>They use korean websites to get info</i>
14	<i>"checking current level rules - available service, travel, food parcel, financial support such as Wage subsidy, tax, use annual leave, court hearing etc"</i>
15	<i>"They thank me a lot when they can read each press conference information in Japanese. But I can not see the situations of Japanese people who are not in our mailing list nor good users of SNSs. Those people must be just relying on the information from others."</i>
16	<i>I only get the response from the Rohingya Community elder.</i>

17	<i>Not at all</i>
18	<i>WeChat</i>
19	<i>?</i>
20	<i>No.</i>
21	<i>Busy mum</i>
22	<i>They need to search by themselves what help they can receive, but most of the official announcements are in English, and they need to wait and look for translation ver[sion] to be released.</i>
23	<i>Isolated</i>
24	<i>The others have similar issues. And they do not have enough free time to recharge their emotional and physical energy.</i>
25	<i>Current covid-19 situation and how many confirmed cases a day?</i>
26	<i>Mostly no problems.</i>
27	<i>No.</i>
28	<i>Also same problem</i>

Question 5

1	This Level 4 is a challenge for everyone to try to have zero contact and reduce the risk of transmission of the virus. I think it is more challenging for the elderly, because they do not know much about online delivery, so they need to go to the supermarket to buy food, which will increase the risk of virus transmission
2	Some senior adults could be more busy and have got some stress these days because their family members stay at home whole day.
3	Isolated - she will try to do some activities at home with her partner and sing the songs by herself
4	Not sure
5	<i>N/a</i>

6	<i>Their job situation, no salary/income (therefore no food), cannot move house, maybe concerns about the uncertainties of the future here.</i>
7	<i>"Yes, elderly, especially those staying independently, away from rest homes. But most have children or Seniors groups to talk to."</i>
8	<i>Older people</i>
9	<i>Migrants, especially migrants who are more vulnerable, such as migrants caregivers, migrants with disabilities, sole parenting migrants - not only face language barriers, but also experience extreme difficulties when navigating themselves into the various government agencies such as the health system for the vaccination and testing, the ministry of social development for the available assistance, and the inland revenue department for available support for their businesses.</i>
10	<i>"- Elderly people - Vietnamese migrant families with no families here in NZ"</i>
11	<i>Elderly people</i>
12	<i>Older people (particularly those migrants without family support in New Zealand), families of children with special needs (such as ASD, ADD, ADHD), families of family members with mental health issues (as their mental health conditions, e.g. anxiety, OCD, would likely get worse but many services are unavailable at lockdown), women and children in an already abusive family and relationships.</i>
13	<i>I have no idea what kind of people suffer more in lockdown. Because I dont community with many people except some friends</i>
14	<i>older people, people with disabilities, migrants, temporary visa holders, such as visitor, international students and work visa</i>
15	<i>"older people and people with disabilities who are not living with other family members - because it is difficult for them by themselves to get information, do shoppings etc."</i>
16	<i>Most are not interested.</i>
17	<i>As an international student, it is much easier to study on campus. However, I am fine to follow all the guidance provided by the government regarding COVID-19 situation.</i>
18	<i>Seniors living alone and people who are sick and with medication</i>

19	<i>No idea</i>
20	<i>People with disabilities. They are struggling with looking for the support of the group.</i>
21	<i>older people</i>
22	<i>One of my friend was on her due date during this lockdown. She and her husband are both migrants and don't have both side of relatives here. She said she is not sure how she can go to hospital as they don't have a car and Uber/taxi sometimes refuse passenger who is experiencing her labor (and during lockdown not many drivers willing to drive to hospital).</i>
23	<i>I don't know them</i>
24	<i>I think international students and newcomers who do not have established reliable relationships and communities. Because family and friends play a big role in crises.</i>
25	<i>"Older people with disabilities . Because they need to assist people who take care of them."</i>
26	<i>People who lost considerable portion of businesses due to lockdown.</i>
27	<i>From my understanding, no. At least no with my network.</i>
28	<i>Older people because they are not good with technology</i>

Question 6

1	Very timely in terms of information updates.
2	As a community leader, she always shares the updated information of Covid-19 from government with community group people every day. And encourage them keeping safe and do some activities at home.
3	Wish to get more information with Chinese version.
4	Information in Chinese version
5	<i>N/a</i>
6	<i>Maybe a daily update? However there are some people who might be able to do this with their own initiative and in their own time.</i>
7	<i>Okay now</i>

8	<i>Be in touch with community members regularly and make sure they are OK.</i>
9	<i>There need to be paid roles for the people of various ethnicities who have proven competency in terms of being able to translate the information accurately, and knowing the communication platforms of each community.</i>
10	<i>"- Formal or official community Facebook page or digital platform - Health information translated properly, appropriately and not translated using google translate. Some resources needs to be in "people language" for the general and wider audience to understand. Some resources are often translated using formal and technical language making it difficult for people to engage with the health resources and understand the content to make informed decisions or inform themselves of the current situation."</i>
11	<i>Language and accurate information arrive as fast as we have.</i>
12	<i>In Chinese community, most of the people are using Wechat which is a very good social media forum to disseminate and receive information. If the information can be translated timely and got into the Wechat circle, I believe that most of the Chinese can get known the information in a timely manner. However, maybe, the other issue is how can be improve to identify and get the relevant but missing information ad hoc be available in the community such as getting vaccination at Alert Level 4?</i>
13	<i>Korean community get more than enough info through different media</i>
14	<i>fast & correct translated resources</i>
15	<i>Personally I am receiving A LOT of emails on the same information, which looks like a copy and paste of the original messages, so I have to take a lot more time to check each email for me to pick up necessary information and link. But I guess it is better than not receiving information and miss important one. (><;;)</i>
16	<i>I find that there are many other languages but not the Burmese. I try and translate everything that is given by Raj Singh (WDHB) but cannot be found.</i>
17	<i>I have already got timely information.</i>
18	<i>More Chinese health promoters at District Health Boards to reach Chinese communities. NGO can also help to distribute health information to them.</i>
19	<i>No idea</i>
20	<i>Keeping touch with us and our community.</i>

21	<i>Official daily updates in different languages</i>
22	<i>If there is Japanese community which has strong connections to the other ethnic groups, I want to follow them and their information.</i>
23	<i>Enough</i>
24	<i>When I am busy, it is hard to check emails. So it will be more effective to deliver the information through text.</i>
25	<i>We need to increase the covid-19 vaccination rate.</i>
26	<i>If ethnic groups' social media are used, more people might have information quicker and more easily.</i>
27	<i>So far so good. I think the many community champions / and community members work to deliver the up to date news to the wider community. We support each other.</i>
28	<i>More frequent and detailed updates</i>

Question 7

1	financial supports and Supermarket replenishment speed up
2	Thanks for financial support from government
3	Would like to get more phone call conversation from community organisation, and have the volunteer team to support those people who are living alone to do shopping...
4	We have got financial support from government. Thanks.
5	<i>N/a</i>
6	<i>Financial, essential food & home necessities</i>
7	<i>Ability to go shopping by senior citizens who are afraid to venture outside.</i>
8	<i>Emotional support and as mentioned above in 6.</i>
9	<i>financial support will be crucial for those in need of this current lockdown.</i>

10	<i>Emotional support and counselling for those isolated, elderly, living with young family members, and those not working during this lockdown. These groups' mental wellbeing are at most risk</i>
11	<i>financial supports, essential food and stuff</i>
12	<i>Definitely the first priority is financial supports and essential food and stuff for those vulnerable and disadvantage/deprived people in community. Difference from the previous lockdowns, the Delta variant spread and outbreak could make people feel so scared. It undermines the volunteer capability to organise people to help in delivering food and essential goods, such as medicine, to those community members in need. Emotional and parenting supports for parents are needed especially when the lockdown period is expected to extend.</i>
13	<i>Financial support.. counselling. Call people who. Live alone at least twice a day</i>
14	<i>social or financial supports, emotional support, counselling, essential food and stuff</i>
15	<i>Depending on people's situation, financial supports and essential food and stuff might be very important to some, on the other hand, emotional support and counselling would become vital especially school age and young people, so finding the person's needs and reaching the right person by spreading the message/information is very important.</i>
16	<i>Nothing is needed. They are very stubborn and do not care.</i>
17	<i>It would be very helpful if the essential food delivery service is faster. I have tried to order food through online, but seem like I need to wait in the queue for such a long time.</i>
18	<i>Emotional support such as phone calls, distributing food and essentials to seniors living alone are needed</i>
19	<i>Social, financial and emotional</i>
20	<i>Emotional support.</i>
21	<i>essential food</i>
22	<i>essential food and stuff</i>
23	<i>Counselling</i>

24	<i>"Emotional support will be helpful but it is hard to spend extra time."</i>
25	<i>Social and financial supports</i>
26	<i>Financial support and emotional support might help.</i>
27	<i>no. In Hamilton, a lot of Chinese people join a big wechat group to support each other. The group exits before lockdown. Like last year, some of us were worried about some Chinese people might face racism / or some hate crime towards to Chinese, we shared out home address behind our name (in We chat group). If something happens, we would go to support the people or the family. Eventually, nothing happened. But it is a good feeling that no one is alone.</i>
28	<i>Essential food and stuff</i>

Question 8

1	The level4 isolation requirements need to be emphasized and the importance of isolation should be emphasized as many people are still unaware of the seriousness of the virus transmission.
2	It's great to spent some time for your garden at this lockdown time
3	My granddaughter support me to do online shopping. We are okay now. Thanks!
4	Most our community members already finished two doses of Vaccine. I also have booked to get the first dose soon in September
5	<i>N/a</i>
6	<i>None as of the moment</i>
7	<i>no</i>
8	<i>Providing moral support and make them to feel that we are all safe and healthy.</i>
9	<i>"This survey was provided in English while aiming to ask the information of what people of various ethnic communities need during such a difficult time - level 4 lockdown. This survey needs to be reformatted into various languages - to obtain the information of the ethnic communities correctly. Given that vulnerable migrants suffer from being lockdown and often not having family members here, and having difficulties with language barriers that may directly associate with their well-being,</i>

	<i>running such a survey in English is unethical. I do not know what ethical considerations the authors went through or what committees have been involved with this survey, but I strongly suggest that this has to be provided in people's own language."</i>
10	<i>Thank you for your work and survey.</i>
11	<i>Need to frequent contact or checking unable people but who will do it? is the key issues..</i>
12	<i>None.</i>
13	<i>Covid testing sign should be more visible and bigger on the streets so people can see</i>
14	<i>support for people who are digitally excluded</i>
15	<i>Not for now.</i>
16	<i>Some refused to get swab tested when they knew that they were in close contact with a school girl from the house they partied in who was contacted by the Health Ministry that she was a close contact from school and had a positive result. There was a big group of Burmese in that house. Some said we are fine not to worry. They even said not to tell anyone. The matter was reported to the Asian Liaison Police Officer by the Burmese Association.</i>
17	<i>Not for the moment.</i>
18	<i>Information on what we should do to keep safe and how to keep ourselves healthy are needed.</i>
19	<i>No</i>
20	<i>No.</i>
21	<i>Work out/exercise guidance. Government may create a TV program or online videos clips to encourage people to exercise at home.</i>
22	<i>N/A</i>
23	<i>None</i>
24	<i>N/A</i>
25	<i>Conversation through online.</i>

26	<i>Thanks for your efforts for the Asian and immigrants' communities.</i>
27	<i>I am really satisfied with our government this time. From what I know, a lot of Chinese community in Hamilton are highly appreciated and praised what the government has done for the community. A lot of staff in IRD or MDS, or other government agencies or organizations are trying their best to support people. Thank you.</i>
28	<i>No</i>