

Auckland City Centre Resident's Group

AUCKLAND COUNCIL UPDATE | COVID-19 Update #11 | 2 April 2020

Auckland Council has a number of workstreams currently running to respond to COVID-19 and ensure we can continue to provide essential services to Aucklanders.

Public inquiries can be referred to the Auckland Council on 09 301 0101. Visit [OurAuckland.nz](https://www.aucklandcouncil.govt.nz) for the most up to date information.

Use of community facilities

We're continuing to field queries about which community amenities are available for use during the lockdown. For clarity, the rule of thumb is that if it encourages people to congregate together and creates a risk of community transmission, or it's something you can touch, then it shouldn't be used. This means the following are off limits:

- Skate parks and pump tracks
- Basketball, netball, tennis and other sports courts
- Fitness equipment and playgrounds
- BBQs
- Benches
- Drinking fountains
- Outdoor showers
- Swimming pontoons

This [OurAuckland story](#) provides more information on this. While it's not possible to physically close many of these facilities, signage continues to be installed. This will take some time due to the large number of these amenities around our region.

Auckland Emergency Management

A Māori-specific function - Pouwhakarae - has been established within Auckland Emergency Management (AEM). Pouwhakarae is leading the engagement with iwi, hapū, whānau and marae, ensuring targeted support is given to our Māori communities across Tāmaki Makaurau.

Pouwhakarae manages enquiries and requests from iwi, hapū, whānau and marae, ensuring queries are centralised and dealt with by the right agency or organisation in the response network. All information and requests from whānau, iwi, hapū, marae, and Māori can be sent to AKGEOCpouwhakarae@aucklandcouncil.govt.nz.

Work to establish the distribution centre for welfare parcels delivered to those in need is progressing well. We expect to take delivery of all food items tomorrow, with the first parcels on schedule for collection by New Zealand Couriers from Monday.

People facing sudden financial hardship that need a basic food package to get them through until other government support or subsidies come into effect can phone our welfare team on 0800 22 22 96 for assistance.

Regulatory Services

The Auckland Council website has been updated with information about the regulatory and compliance services that are available during the lockdown.

Customers can continue to apply for many licences and consents online, however no hard copy applications will be accepted. All customer meetings will be conducted over the phone or via video link.

Compliance staff will only go to sites to investigate issues where there is a high risk or possible harm to public health. Further information about the status of our services is available on the [COVID-19 page](#) of our website.

Public toilets - updated

Additional public toilets are open to cater for rough sleepers and essential workers. There are now 72 public toilets open and these are being serviced regularly to ensure the health and wellbeing of those using the facilities. The updated list is [available on OurAuckland](#).

Posters providing advice on support services for the rough sleeper community will be displayed at these toilet facilities.

All of Government Welfare fact sheet

A welfare fact sheet has been prepared by the government and is attached for your use. This contains helpful information about staying mentally well during the lockdown and details services that people can contact to receive support.

General advice and information

- The Ministry of Health is the lead agency and all official information will be shared via www.covid19.govt.nz. This website has plenty of advice and information, including downloadable and translated resources.
- If you have concerns about a gathering of people, a non-essential shop or service that is open, anyone who is not self-isolating as required, or an event that breaches the criteria, you can report it to Police online at <https://www.police.govt.nz/105support>. Do not phone 105. Reports will be prioritised based on risk.
- The government has implemented a four-level COVID-19 alert system that specifies public health and social measures to be taken against COVID-19. We are currently at alert level FOUR.