# Impact of COVID-19 on WBOP Social Sector Organisations

## April 2020

## SOCIALINK SURVEY FINDINGS

Number of Survey Respondents **104**

Number of Organisations **At least 85**
Date of Survey : Week 3-4 Level 4 Lockdown April 2020

### Organisations' Current Support Needs

55%   Support to figure out implications of COVID-19 on ongoing service delivery

45%   Sourcing Additional funding

32%   IT/ Tech Needs

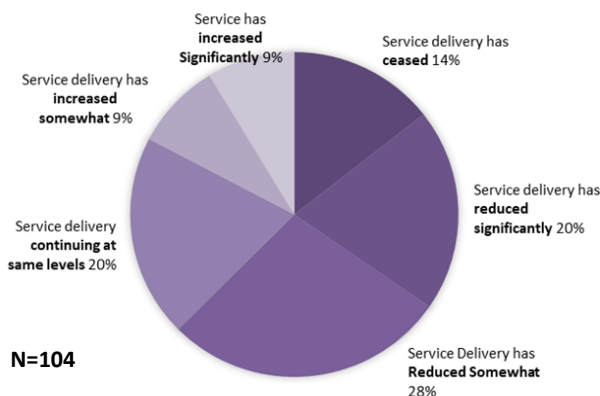## Usual Services[1] Provided By Organisations

| | |
|---|---|
| Health & Disability Support | 33% |
| Education | 31% |
| Services for Children | 30% |
| Mental Health & Addiction | 25% |
| Community Development | 30% |
| Counselling/therapy | 27% |
| Family Support/Parenting | 25% |
| Housing/Emergency Accommodation | 15% |
| Kaupapa Maori Services | 12% |
| Physical Wellbeing/Sport | 16% |

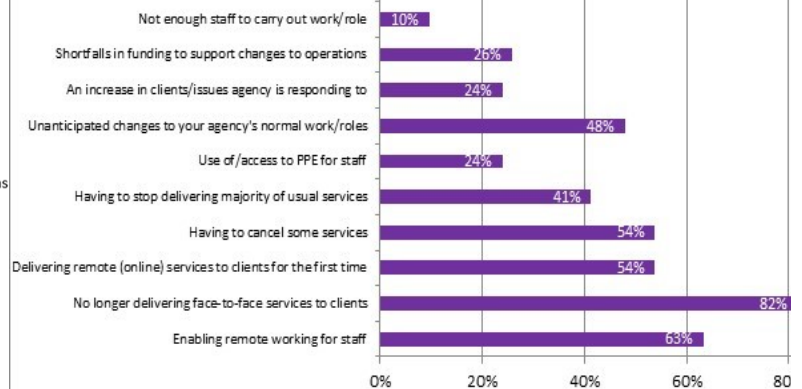[1] Respondents could choose 1 or more core services, so % don't add to 100.

*"We have slowed down slightly from previous referral levels, but we are concerned that this doesn't mean people don't need help, but that the restrictions are making it harder for them to reach out."*

## Specific Impacts of COVID-19 on WBOP Community Organisations and Communities

### Changes to Service Delivery

Service has **increased Significantly** 9%

Service delivery has **increased somewhat** 9%

Service delivery **continuing at same levels** 20%

**N=104**

Service delivery has **ceased** 14%

Service delivery has **reduced significantly** 20%

Service Delivery has **Reduced Somewhat** 28%

### Most Significant New Issues Impacting on Services

| | |
|---|---|
| Not enough staff to carry out work/role | 10% |
| Shortfalls in funding to support changes to operations | 26% |
| An increase in clients/issues agency is responding to | 24% |
| Unanticipated changes to your agency's normal work/roles | 48% |
| Use of/access to PPE for staff | 24% |
| Having to stop delivering majority of usual services | 41% |
| Having to cancel some services | 54% |
| Delivering remote (online) services to clients for the first time | 54% |
| No longer delivering face-to-face services to clients | 82% |
| Enabling remote working for staff | 63% |

## $$$ FUNDING $$$

**52%** of respondents reported actual or anticipated reductions in agency funding/income mainly from **fundraising** (44%), **donations** (33%) **gaming trust funds** (39%), **fee-for service and events** income
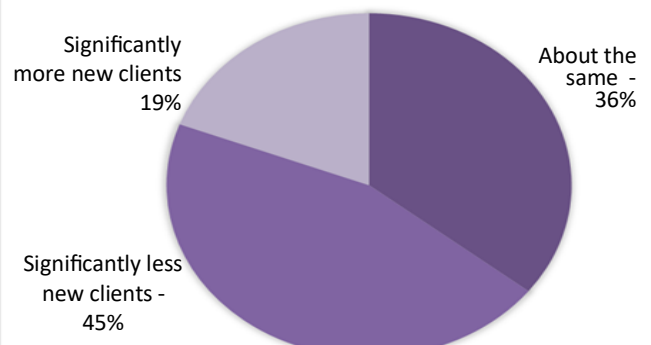
### Issues agencies are currently supporting clients with:

| | |
|---|---|
| Lockdown-related difficulties | 70% |
| Worries about COVID-19 | 69% |
| Isolation / Loneliness | 63% |
| Financial difficulties | 43% |
| Mental Health issues | 42% |

## Organisations are Providing:

**More**
Info / Advice / resources
Food Parcels
Delivery of groceries/medication
One - to - One Support

**Less**
Group Services / Programmes

### No. of New Clients since entering L4 Lockdown

Significantly more new clients 19%

About the same - 36%

Significantly less new clients - 45%

*"The unity between community groups has been incredible! We are sharing our areas of strength collaboratively to make a bigger impact than we could achieve independently - it has been very moving and empowering."*

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