

## **Update on Community Isolation & Quarantine (CIQ) and Welfare services run by Whakarongorau Aotearoa**

- The Government's 12 September announcement to remove the COVID-19 Protection Framework has meant changes for our organisation re the provision of COVID services.
- The CIQ and Welfare services that we have provided to DHBs on behalf of Te Whatu Ora have steadily declining volumes, with fewer than 50 contacts required most days, and this volume is anticipated to further reduce under the new settings.
- With the level of response no longer required from us for home isolation support, and with the subsequent reduction in staffing and funding for this, from 1 October 2022 we will cease the CIQ and Welfare services we had previously provided.
- We will of course continue to support the people of Aotearoa through the provision of the free COVID Vaccination Healthline and the COVID Healthline services, in addition to our usual Healthline service. We can also be available to surge again, to assist with responding to any future COVID variant, if requested by Te Whatu Ora.
- Please advise your teams of those services and their operating hours:
  - Healthline – 0800 611 116, 24/7
  - COVID Healthline – 0800 358 5453, 24/7
  - COVID Vaccination Healthline – 0800 28 29 26 (8am-8pm, 7 days)