



Collective Impact Board

# Annual Report

June 2022



# 2022

## Our Vision

Reinforce a 'strong, cohesive, informed community'

## Our Mission

To agree on a specific work programme to provide ongoing wrap-around services to affected whānau, survivors and witnesses.

عَنْ أَنَسِ بْنِ مَالِكٍ قَالَ، قَالَ رَسُولُ اللَّهِ -صلى  
الله عليه وسلم- « إِنَّ قَامَتِ السَّاعَةُ وَبَيَدِ أَحَدِكُمْ  
فَسِيلَةٌ فَإِنْ اسْتَطَاعَ أَنْ لَا يَقُومَ حَتَّى يَغْرِسَهَا  
فَلْيَفْعَلْ » ، وفي رواية « إِنَّ قَامَتِ عَلَى أَحَدِكُمْ  
الْقِيَامَةُ وَفِي يَدِهِ فَسِيلَةٌ فَلْيَغْرِسَهَا » .

مسند الامام احمد بن حنبل

“If the Day of Resurrection were established upon one of you, while he has in his hand a sapling (small plant), then let him plant it.”

Ahmad

Meaning: May you be positive and productive till your last breath

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Published August 2022

Email: [AskCIB@msd.govt.nz](mailto:AskCIB@msd.govt.nz)

Web: [www.collectiveimpactboard.org.nz](http://www.collectiveimpactboard.org.nz)

ISSN: 978-1-99-110500-4 (print)

ISSN: 978-1-99-110501-1 (online)



Te Kāwanatanga o Aotearoa  
New Zealand Government



# Foreword

Salaam alaikum,

It is our privilege to share the Annual Report for the Collective Impact Board (CIB).

The Board has been busy over the past year setting up the governance structures of the Board, such as agreeing its terms of reference, launching a dedicated website available in multiple languages and delivering its work programme by making recommendations to the Kaiwhakaoranga Service and escalating themes for a policy response.

Recently, in May 2022 the Board held community engagement sessions to find out from members of the affected community what services they are accessing, what has been working well, what could be improved and if there are any services missing. This was a great opportunity to hear different experiences and perspectives and the Board will be collating this feedback into themes to assist in the delivery of its work programme over the next year. Thank you once again to those who attended the sessions and shared their views, it is appreciated and valued.

The key highlights and progress can be viewed in more detail within this report.

Thank you for your continued support.

Wa salaam

*Hamimah and Jane*

Chair and Co-Chair,  
Collective Impact Board



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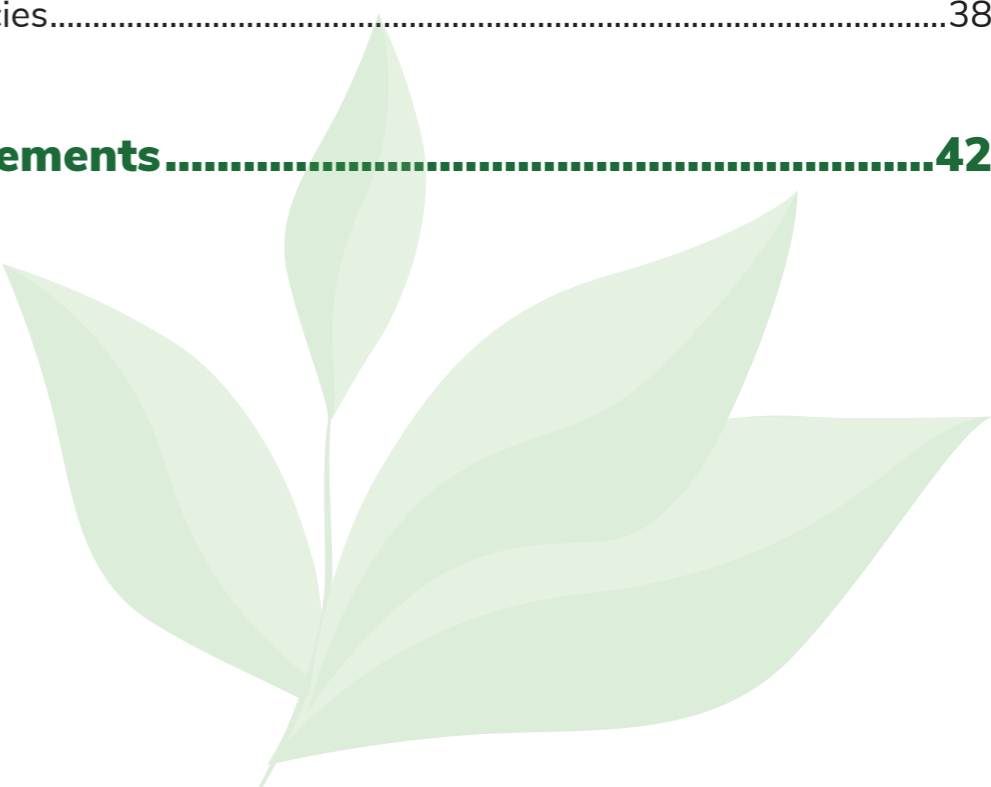
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There is power in teamwork, by working together collectively, lives can be changed. The following hadiths highlight the importance of working together as one to fulfil the needs of others.

عَنِ النَّبِيِّ صَلَّى اللَّهُ عَلَيْهِ وَسَلَّمَ قَالَ " إِنَّ الْمُؤْمِنَ  
لِلْمُؤْمِنِ كَالْبُنْيَانِ، يَشُدُّ بَعْضُهُ بَعْضًا ". وَشَبَّكَ  
أَصَابِعَهُ.

The Prophet (ﷺ) said, "A faithful believer to a faithful believer is like the bricks of a wall, enforcing each other." While (saying that) the Prophet (ﷺ) clasped his hands, by interlacing his fingers.

Sahih al-Bukhari

عَنْ النُّعْمَانِ بْنِ بَشِيرٍ قَالَ قَالَ رَسُولُ اللَّهِ صَلَّى  
اللَّهُ عَلَيْهِ وَسَلَّمَ مَثَلُ الْمُؤْمِنِينَ فِي تَوَادِّهِمْ  
وَتَرَاحُمِهِمْ وَتَعَاطُفِهِمْ مَثَلُ الْجَسَدِ إِذَا اشْتَكَى مِنْهُ  
عُضْوٌ تَدَاعَى لَهُ سَائِرُ الْجَسَدِ بِالسَّهَرِ وَالْحُمَّى

The parable of the believers in their affection, mercy, and compassion for each other is that of a body. When any limb aches, the whole body reacts with sleeplessness and fever.

Sahih al-Bukhari



# Part 01

# Collective Impact Board Overview

## Board Membership 2021/2022

The Collective Impact Board membership for 25 May 2021 to 25 May 2022 was made up of a Chair, Co-Chair, seven community representatives (from the affected community in Christchurch), four agency representatives, and a territorial local authority representative (non-voting member). There have been some changes to the Board Membership for 2022/2023. Information is available on the Collective Impact Board's website [collectiveimpactboard.org.nz](https://collectiveimpactboard.org.nz)



**Dr. Maysoon Salama**



**Nathan Brent Smith**



**Maha Galal**



**Hamimah Ahmat**  
Chair



**Jane Parfitt**  
Co-Chair



**Diane McDermott**  
Agency Lead Ministry  
of Social Development



**Phil Riley**  
Accident Compensation  
Corporation



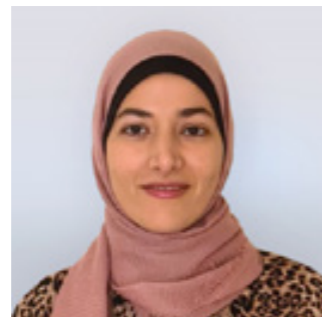
**Humaira Hakeemi**



**Sheikh Hasan Rubel**



**Dr. Mazharuddin  
Syed Ahmed**



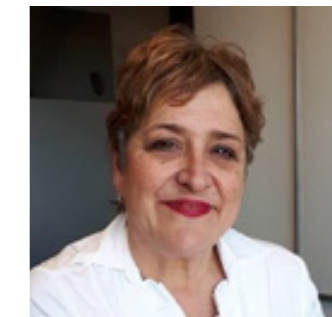
**Maha Elmadani**



**John Price**  
New Zealand Police



**Nick Tolan**  
Immigration New Zealand



**Claire Appleby-Phillips**  
Territorial Local Authority  
(non-voting member)

## Purpose

The Royal Commission of Inquiry into the terrorist attacks on Christchurch Masjidain on 15 March 2019 made 44 recommendations to support the ongoing recovery needs of affected whānau, survivors and witnesses.

In Recommendation 26, the Royal Commission recommended setting up a Collective Impact Board, bringing the community and government agencies together to guide and advise on services to support whānau and individuals affected by the events of 15 March 2019.

**Recommendation 26:** Investigate establishing a Collective Impact Network and Board or other relevant mechanism that enables Public sector agencies, non-government organisations and affected whānau, survivors and witnesses to agree a specific work programme to provide ongoing wrap-around services to affected whānau, survivors and witnesses.

On 25 May 2021, the Collective Impact Board was established, and the Chair was appointed at their first meeting on 9 June 2021. The Board is made up of community and government agency representatives, working together with a shared vision, 'to help reinforce a strong, cohesive, informed community'. The Board meets monthly and is in place for two years until 25 May 2023.

The Board has two main aims:

- 01.** To provide advice and recommendations to the Kaiwhakaoranga Service ('the Service'), partners and other agencies on wrap-around services to support the needs of the community (e.g. health, education).
- 02.** Create a best practice guide that can help inform wrap-around services and support should a tragedy of this nature happen again.

## The role of the Board

The Collective Impact Board is comprised of representatives from the affected community and officials from government agencies. Since established the Board have been working towards their shared vision and hope to build on this over the next 12 months. Their shared vision is to reinforce a 'strong, cohesive, informed community'.

To fulfil the Board's purpose of Recommendation 26, the Board has been committed to the following actions:

- understand what current support is provided by the Kaiwhakaoranga Service and suggest further enhancements
- find out from the affected community what is happening for them and use this knowledge to understand general themes affecting them
- identify gaps in support and use this to provide advice and recommendations to the Kaiwhakaoranga Service, its partners and other agencies
- escalate issues that need a policy or legislative response
- meet with agencies to discuss unmet needs of the community to try and find solutions
- create a best practice guide to help inform the response to future tragedies
- Keep Ministers, Kāpuia and the community informed of the Board's progress.

The following areas are out of scope for the Collective Impact Board:

- the Board does not hold any financial responsibility or have any financial delegations - the budget to run the Board is held and administered by the Ministry of Social Development (see page 21 )
- the Board cannot direct the Kaiwhakaoranga Service, its partners or other agencies to make changes
- the Board does not discuss individual cases or resolve individual issues
- the Board does not deliver services - this is the role of the Kaiwhakaoranga Service, its partners and agencies.



# Board Meetings

The Board met 17 times during the year. Of these, 12 were formal Board meetings, held monthly on a Thursday from 4pm to 7pm. There were two special meetings held for presentations and a feedback submission and three meetings for training and planning.

The Chair and Co-Chair set the agenda items for each meeting.

The Board often has special guests attend their meeting, including:

- Minister Radhakrishnan
- Ministry of Justice
- Canterbury District Health Board
- Human Rights Commission
- Pike River Family Reference Group
- Kāpuia.

At these meetings the Board discussed:

- creating the Board's vision and re-affirming purpose
- agreeing its Terms of Reference (published on the Board's website)
- community needs in relation to wrap-around services
- gaps in the coronial process
- the lack of access to faith-based, trauma-informed mental health services
- the Social Cohesion Framework and provided a feedback submission
- the Pike River Family Reference Group's, 'Survivor Standard for Public Servants'
- community engagement sessions
- insights from the Kaiwhakaoranga Service and its partners
- community needs
- themes to be referred for a policy response
- recommendations to the Kaiwhakaoranga Service and its partners to help improve access to wrap-around services for the affected community.

# Collective Impact Board Activities

## Key highlights 2021/2022



### Board Established

The **Board was established** on 25 May 2021. Community Representative nomination and selection process completed.



### Vision agreed

The Board agreed on the vision of a **“strong, cohesive and informed community”**.



### Terms of Reference

In September 2021, the Board adopted and published a **Terms of Reference** to provide clear principles to guide Board processes.



### Community Needs Highlighted

The Board have highlighted the **needs of the Community** working on **five policy referrals** to agencies and **10 recommendations** to the Kaiwhakaoranga Service for consideration.



### Website launched

In February 2022, a **CIB website** was launched so that the community had all the information about the Board available in one place. It is available in **11 languages**.

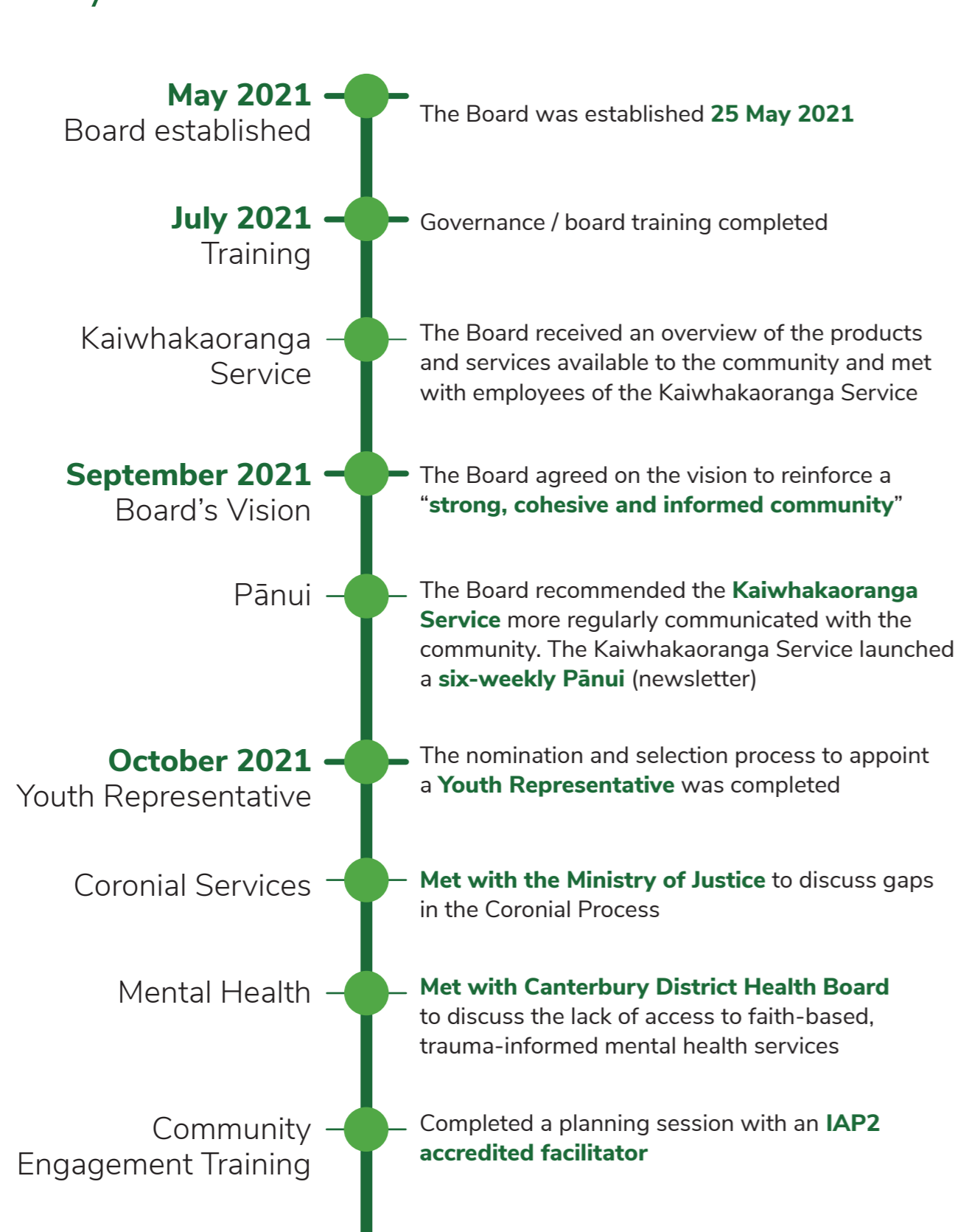


### Community Engagement

In May 2022, the Board held three face-to-face and one online **Community Engagement** sessions.



# Key milestones 2021/2022





# Escalation Process

The Collective Impact Board discusses themes affecting the community that have come to their attention from a variety of sources including:

- direct feedback to members of the Board from the affected community
- insights from the Kaiwhakaoranga Service and its partners
- information gathered from the community feedback in the Royal Commission of Inquiry report.

Themes are discussed by the Board to determine if it can be resolved at the Board level. If not, then the Board will determine if the theme needs to be referred to the Kaiwhakaoranga Operational Group for further consideration to see if it can be resolved at a Service level.

The Board is committed to resolving themes at a Board or operational level first as this will have the most immediate positive impact on the affected community's access to wrap-around services.

If there is agreement from the Board to escalate a theme, the Secretariat for the Board refers the theme to the Ministry of Social Development (MSD), as the Lead for the Kaiwhakaoranga Operational Group.

## 1. Operational Level

MSD reviews the theme(s) to see if they can resolve it at an operational level within existing policy and guidelines. This includes gaining input from the wider Kaiwhakaoranga Operational Group.

**If unresolved, the Secretariat for the Board will escalate the theme to the Policy Level.**

## 2. Policy Level

The theme was unable to be resolved at an operational level because of current policy settings and guidelines. The theme is sent to the MSD policy team to connect in the right policy people from the relevant agencies the theme relates to. The relevant policy team will work through the theme and provide a response to the Board.

**If unresolved, the theme may require a law or legislative change. The Board will decide if they want to escalate the theme to this level.**

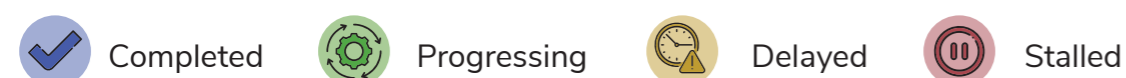
## 3. Legislation Level

The theme is unable to be resolved by a policy response and requires a law change to alter the outcome. There is no guarantee this will result in a legislative change, however this is the final point of escalation.

# Recommendations

The Collective Impact Board has made 10 recommendations to the Kaiwhakaoranga Service ('the Service') to date. The first five recommendations (1-5) were referred to the Service for consideration in April 2022. A further five recommendations (6-10) were referred to the Service for consideration in May 2022.

## Key



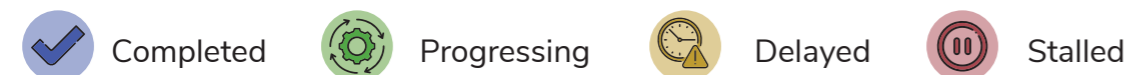
Theme	Status	Update
<b>01.</b> There has been an increase in the number of families with housing issues, the Board recommends recruiting housing broker expertise to join the Service.		The Service is completing an analysis of housing needs and will report back to the Board with an outcome in July 2022.
<b>02.</b> Recommend the Service works with whānau to ensure everyone in the service has a GP.		The Service has implemented this and will continue making this an area of focus.
<b>03.</b> Recommend that all people in the Service looking for work have a CV, a cover letter, and an employment plan.		The Service is working on this and will report back to the Board in July 2022.
<b>04.</b> Recommend the Service puts a monthly report together on Immigration needs and progress, so the Board has a better understanding of the complexities and gaps.		The Service is working on this and will update the Board in July 2022.
<b>05.</b> Recommend that the Service meets with Immigration to discuss the complexities and gaps and then updates the Board on the outcome of this meeting.		The Service will update the Board in July 2022.

Theme	Status	Update
<b>06.</b> Recommend that the Service runs CV, cover letter, job search and interview skills workshops for job seekers.		The Service has developed and piloted a work preparation programme for the affected community, and will be scheduling more.
<b>07.</b> Recommend that the Service compiles a list of social engagement opportunities to share with people in the service to help increase awareness of opportunities to join community and sporting groups.		The Service is working on this and will update the Board in July 2022.
<b>08.</b> Recommend that the Service starts engaging with people now on their study plans for Semester Two.		The Service is working on this and will report back to the Board in July 2022.
<b>09.</b> Recommend that the Service provides more insights to the Board on general themes impacting the community.		The Service has actioned this recommendation and will provide more insights to the Board from July 2022.
<b>10.</b> Recommend that the Service gathers more information on school attendance for children and general themes that may be preventing them from attending school.		The Service will update the Board in July 2022.



# Policy Response

The Collective Impact Board referred six themes for a policy response in January 2022. The table below shows an overview and a progress update for each theme.

## Key



Theme	Status	Update
<b>01.</b> Widows and Widowers who are receiving compensation from Accident Compensation Corporation (ACC) are not eligible for any employment and training-related support.		The Ministry of Social Development, Tertiary Education Commission and Accident Compensation Corporation will work on this together. Initial response provided. Awaiting resource to be assigned by MSD Policy when capacity becomes available.
<b>02.</b> Permanent Residence Visa costs not covered for widows and their children.		Immigration New Zealand are leading this response at present.
<b>03.</b> Lack of MIQ availability creating delays for support people to arrive in New Zealand.		MIQ is no longer operational, therefore this issue has been classified as completed.
<b>04.</b> Gaps in ESOL and access to support from StudyLink.		The Ministry of Education is taking a lead on this and will work with the Ministry of Social Development. An initial update has been provided to the CIB as of 31 March 2022.

Theme	Status	Update
<b>05.</b> Gaps in support provided to people new into New Zealand potentially limiting progress.		Ministry of Business, Innovation and Employment has agreed to lead this response within the refugee and migrant work programme.
<b>06.</b> Overseas qualifications are not recognised in New Zealand and can limit career pathways.		Deemed to not be in the policy area. Referred back to the Service. The Service attended a 3-hour training session with NZQA to understand the framework and pathways better.

# Community Engagement

The Collective Impact Board held four engagement sessions with the affected Community in May 2022. Three sessions held 14 May, 15 May and 29 May were face-to-face, with an online session held 25 May.

The sessions, attended by over 50 people, generated robust discussion and provided a good opportunity for the Board to share information as well as hear directly from the Community who reported the following high-level themes:

## Collective Impact Board

The Community Engagement Sessions highlighted a high level of misunderstanding within the Community about the Board purpose, funding, and membership. The Board provided clarity on these points, noting that there was opportunity to improve engagement and communication with the Community to ensure they understand the Board's work.

Some frustration was also expressed about the length of time it had taken the Board to engage with the community. In response the Board outlined the number of hours available, the work completed to date and the impact COVID-19 has had on progress.

## Recommendation 27

There was confusion around whether the Board's remit extends to Recommendation 27. It was reconfirmed to the Community that the Board is Recommendation 26.

## Kaiwhakaoranga Service

The Kaiwhakaoranga Service is highly regarded by many within the Community and would like to see increased communication to the Community on what services are provided and brokered by the Service. The Community expressed that they liked the proactive approach but noted that there is a sense that the Service has become more reactive than proactive recently. Some Community members expressed frustration at having their assigned Case Manager changed.

### Sessions held in May 2022

Wigram: 14 May 9.30am to 12.15pm  
Riccarton: 15 May 9.30am to 12.15pm  
Zoom: 25 May 4.00pm to 6.15pm  
Wigram: 29 May 2.00pm to 4.15pm

# Community Needs

The Community raised several needs along with suggestions for consideration by the Board.



## Mental Health

The Community raised that Mental Health needs are still there and not being met with appropriate faith or language-based counselling. The Purapura Whetu Māori-based approach is working for some but not others. In particular, the needs of men, children and youth are not being met. Funding for counselling was also raised as existing funding had ended for some. A safe space for men was suggested.



## Health

Accessing health services and health literacy remains a challenge for some of the Community, with a few reporting that they experienced racism from health providers and difficulty navigating the system. They suggested that more cultural competency is needed.



## Children and Youth

The Community raised significant concern about children and youth who have experienced the trauma first-hand, have lost friends and loved ones and continue to see the adults in their life struggling. The Community reported that unhealthy behaviours are emerging with their youth, with education and mental health being major areas of concern. The Community sees the need for a long-term plan starting now which incorporates youth mentoring.

## Employment

The Community reported challenges in their ability to secure the same level of work that they enjoyed prior to coming to New Zealand or prior to suffering injuries from March 15. This includes challenges with not having overseas qualifications recognised by professional bodies in New Zealand and being offered lower skilled and paid cleaning and hospitality type work (for example, Doctors, Accountants, Teachers). The Community would like to see more communication on employment pathways and how the Kaiwhakaoranga Work Broker can help. The Community were also interested in whether New Zealand had looked to what was being done in Australia to improve recognition of overseas Doctors' qualifications.

## Immigration

The Community expressed frustration that immigration issues remain unresolved and there were significant delays. The Community felt that immigration processes are very difficult and that the treatment of immigration issues is inconsistent and lacks transparency.

## ACC

The Community were frustrated and felt that ACC was unfair as it did not compensate for all loss of earnings in a household (e.g., mother being compensated for son's earnings). In particular, the Community were frustrated with ACC eligibility criteria, resulting in some of the affected Community receiving ACC and others not. There was a lack of understanding around ACC payment levels and they felt this was unfair.

## Acknowledgement

The Board would like to acknowledge the on-going recovery journey of all those affected by the terrorist attacks on Christchurch Masjidain on 15 March 2019. We keep you at the heart of our work and wish all those affected well with their continuing journey.

# Financial Summary

The Collective Impact Board was established 25 May 2021 in line with Recommendation 26 of the Royal Commission of Inquiry into the attack on two Christchurch mosques. The Board is funded for two years until 25 May 2023 and has a budget allocation of \$1 million.

The Ministry of Social Development, as the Lead Agency for the Board, holds and administers the budget of the Collective Impact Board.

Expenditure	Actual \$1
Personnel costs	\$34,927
Printing and Publications	\$1,827
Consultancy	\$7,550
Secretariat Support <sup>2</sup>	\$160,662
Website	\$11,485
Operational Costs	\$4,647
<b>Total Expenditure</b>	<b>\$221,098</b>

The financial summary above is for May 2021 to 30 June 2022 to align with the period this Annual Report covers. It is important to note that the Ministry of Social Development's financial years run 1 July to 30 June, so this expenditure runs across two financial years.

It was anticipated that the expenditure for the Board would be higher, however, due to Covid-19 restrictions and limitations, some of the Board meetings were unable to be held in-person and were moved online. This reduced operational costs for items such as venue hire and catering.

The Board had also anticipated being able to complete more community engagement sessions in its first year, however, due to Covid-19 and competing demands for the affected community, there were four engagement sessions completed in May 2022. The Board also received in kind support from Ministry of Social Development covering areas such as policy, legal, communications and design.

<sup>1</sup> Subject to Audit NZ review and adjustment.

<sup>2</sup> Secretariat Support refers to the group within the Ministry of Social Development that assists the Board with administrative and Board functions



# Part 02

# Support Networks and Groups

## Support Network

The Collective Impact Board is supported by a wider network, with five Ministers connected to this work. Minister Little oversees the 44 recommendations in the Royal Commission of Inquiry and Minister Radhakrishnan is responsible for Recommendation 26.



**Hon Andrew Little**  
Lead Coordination  
Minister for Royal  
Commission of Inquiry

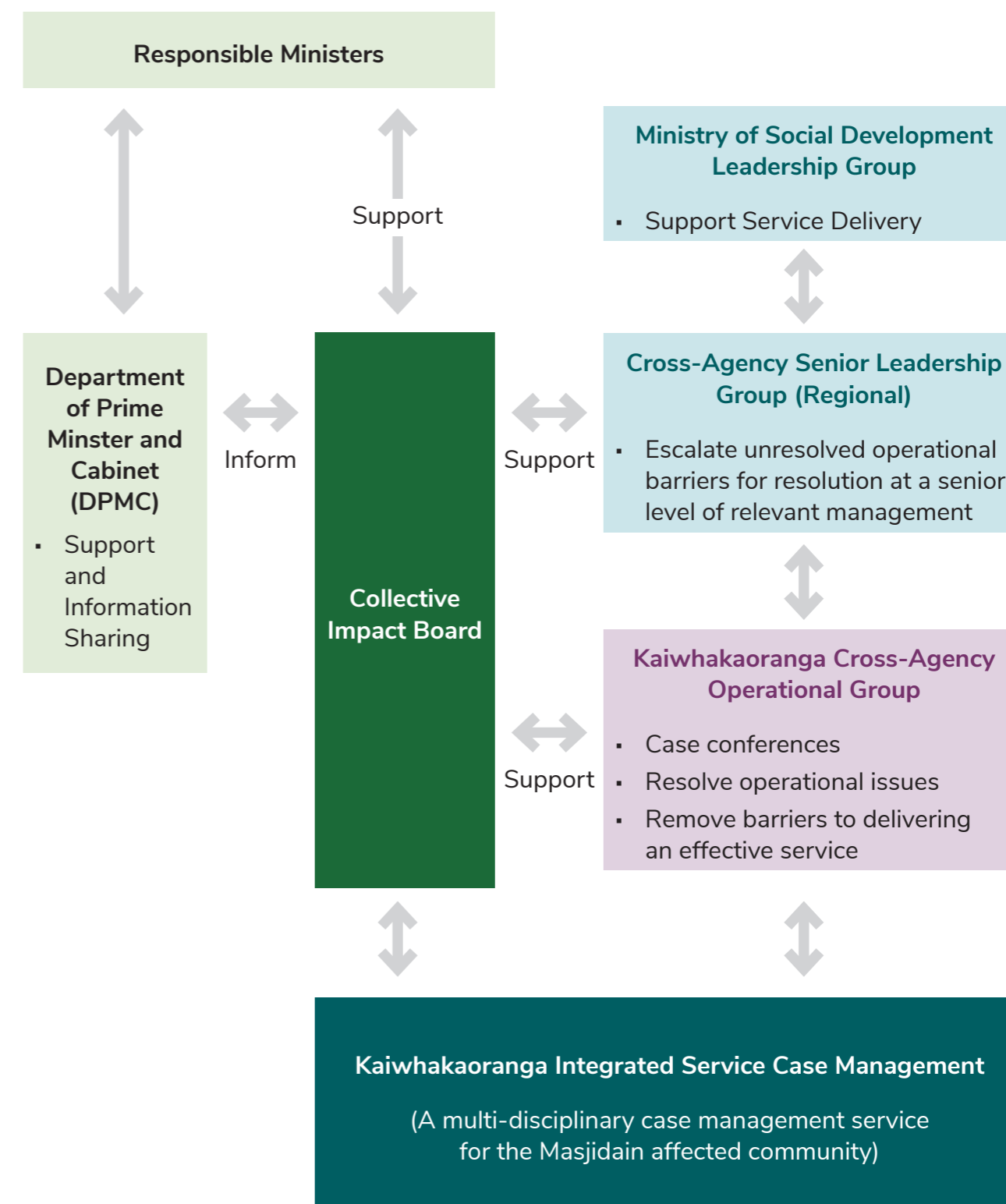


**Hon Priyanca Radhakrishnan**  
Minister of Diversity,  
Inclusion and Ethnic  
Communities



**Hon Carmel Sepuloni**  
Minister of Social  
Development and ACC

The Collective Impact Board support network includes several groups to enable timely and effective resolution of issues.



# Support Network Groups

## Cross-Agency Senior Leadership (Regional)

The regional Cross-Government Senior Leaders are representatives that MSD can bring together as needed to work together to resolve issues.

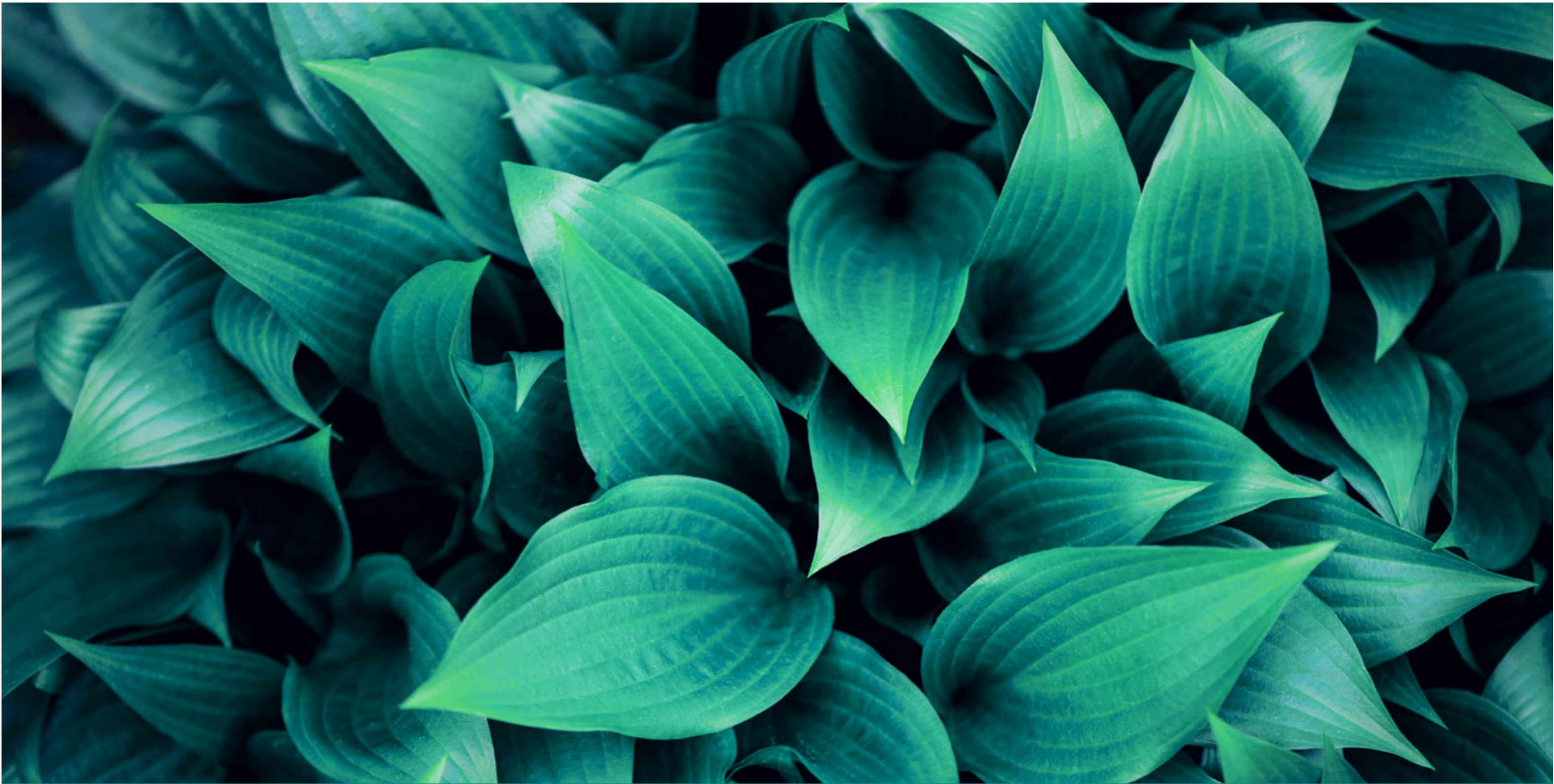
- Ministry of Social Development Regional Commissioner
- Police District Commander
- ACC Head of Business, Customer Service Delivery
- INZ Head of Operations
- Kāinga Ora Regional Director MEC Regional Manager
- MOJ Manager Justice Services
- MOE Director Education for Canterbury and Chatham Islands

## Kaiwhakaoranga Cross-Agency Operational Group

The Kaiwhakaoranga Cross-agency Operational Group enables the escalation of pan-agency issues to be discussed and resolved.

- Ministry of Social Development
- NZ Police
- ACC
- Immigration NZ
- Kāinga Ora
- Ministry of Justice | Coronial
- Ministry of Education
- Victim Support
- Inland Revenue
- Canterbury District Health Board
- Christchurch City Council
- Ministry for Ethnic Communities
- NGOs | ChCh Resettlement and Purapura Whetu





# Part 03

# Kaiwhakaoranga Service

The Kaiwhakaoranga Specialist Case Management Service is led by the Ministry of Social Development. It is in place to help enable members of the community affected by the 15 March 2019 terrorist attack to access support.

The Service provides one point of contact to facilitate access to a wide range of services and support for the affected community. This includes help to access the following supports: employment, housing, financial assistance, health and wellbeing, professional services as well as social and community groups.

The Service has continued to build on solid partnerships with agencies. This includes partnering with other agencies and non-government organisations to strengthen wrap-around services for the affected community. These relationships are important and are used by the Service to continually advocate on behalf of people in their service to navigate operational barriers for people in the affected community.

The Service is supported by the Kaiwhakaoranga Operational Group, made up of Operational Managers from a range of agencies, which provides a platform for individual needs to be jointly worked through. It is worth noting that this is not always possible due to policy and/or legislative constraints.

The Service continues to maintain a strong reputation with the affected community which has been founded on a consistent, transparent approach to delivering services. The Service continues to build the trust and confidence of the affected community which is evidenced by a continued increase in the number of people accessing the service.

As at the end of June 2022, there were over

**500**  
Adults in the  
Service



**350**  
Children in the  
Service

The service led by a Service Manager, made up of skilled Case Managers and a dedicated Work Broker.

Together, the Case Managers form a multi-disciplinary team collectively bringing diverse experience from a range of backgrounds. Some have worked in the team since it began in April 2019. The team's education and training background includes expertise in ACC, Immigration NZ, mental health and cross-cultural trauma-informed practice, health and wellbeing, business administration, community facilitation, child development, political science, international policy, psychology, and case management. Work experience includes supporting resettlement for former refugees through NZ Red Cross, high and complex needs case management, cross-government work, service design, community engagement, youth counselling, cultural, health, and disability support. Aside from English, some team members speak Arabic, German, and Farsi.

On advice from the Collective Impact Board, the Service has strengthened its communication with the community and sends out a regular Pānui (newsletter). These are available to view on the MSD Kaiwhakaoranga Website.



# List of Services

The Kaiwhakaoranga Intensive Case Management Service provides help directly or by supporting access to a range of services, including but not limited to the following:

## Employment

- Help with job applications - CV, cover letter
- Support to develop an employment plan
- Training and upskilling for employment pathways
- Interview skills and job preparation
- Support to get NZQA qualification recognition

## Housing

- Support to access private rentals
- Support to access pathways to home ownership
- Support to apply for public housing including completing a housing assessment
- Support finding temporary housing solutions

## Financial

- Work and Income benefits
- MSD Accommodation Supplement
- IRD Tax Credits
- ACC Payments
- Self-employment flexi wage
- Supporting access to budgeting and financial planning support

## Health and Wellbeing

Support to access:

- Counselling and mental health support
- ACC health and wellbeing support
- Medical professionals e.g. GPs, Nurses, Dentists
- Well child and public health programmes

## Social and Community

Support to access:

- General interest groups
- Sports and team activities
- Volunteering

## Professional

Support to access or help with:

- Immigration processes
- Legal advice
- Victim support
- Education pathways, such as ESOL Driver's licencing

# List of Agencies

The Kaiwhakaoranga Service works with over 40 service providers to deliver services to the Community<sup>3</sup>.

## Employment

- MSD – Work Brokers etc
- Red Cross – Pathways to Employment
- Workbridge
- Careers NZ
- Connected
- Skills Connect



## Housing

- MSD
- Kāinga Ora
- Ōtautahi Community Housing Trust VisionWest
- Comcare
- Emerge Aotearoa
- Christchurch Methodist Mission
- Tenants Protection Association
- Community Energy Action
- NZ Fire Service
- Emergency Housing Providers
- Private landlords
- Lending institutes



## Financial Support

- MSD
- ACC
- Inland Revenue
- Christchurch Budget Service
- Kingdom Resources
- Rotary
- Mayor's Welfare Fund
- Victim Support
- Christchurch Foundation
- Foodbanks
- Refugee Family Reunification Trust



## Health and Wellbeing

- Afiya Group Counselling (PPW & CRS)
- Partnership Community Workers (Pegasus Health)
- Purapura Whetu
- Christchurch Resettlement Services (CRS)
- Community and Public Health
- Primary health carers (e.g. GP, Physio, Vaccination Centres)
- ACC
- Victim Support
- MSD
- Community Connectors (CRS, CRRRC)
- Mana Ake
- Te Whata Ora Waitaha



<sup>3</sup> Note: This list is not exhaustive. The Service is responsive to the needs of the community and will contact the relevant agency required to meet individual needs for members of the affected community.

## Social and Community Cohesion

- Christchurch Resettlement Services (CRS)
- Purapura Whetu (PPW)
- Hagley College
- Canterbury Refugee Resettlement and Resource Centre (CRRRC)
- NZ Red Cross
- Shakti Women's Refuge
- Aviva Women's Refuge
- Ministry of Ethnic Communities NZ Police
- Community Connectors (CRS, CRRRC)
- Refugee Family Reunification Trust
- International Organisation of Migration
- Refugee Family Reunification Trust
- Sports groups
- Metro (public transport)



## Whānau

- Ministry of Education
- Mana Ake
- Childcare Centres
- Oranga Tamariki



## Advocacy

- Christchurch Resettlement Services
- Navigate your Way
- Canterbury Refugee Resettlement and Resource Centre
- Purapura Whetu
- Tenants Protection Association
- Beneficiary Advisory Service
- Members of Parliament (MP Secretaries)



## Education and Training

- MSD
- Peeto
- Hagley College
- Literacy Aotearoa
- Nga Maata Waka
- Salvation Army Driving Programme
- Mainland Driving School
- Ara
- University of Canterbury



## Legal

- Community Law Centre Citizens Advice Bureau
- NZ Police
- Ministry of Justice
- Public Trust
- Immigration NZ
- Licenced Immigration Advisors



# Acknowledgements

## Shukran Jazilan شُكْرًا جَزِيلًا

The Collective Impact Board would like to thank Minister Priyanca Radhakrishnan for her support to the Board and her continued commitment to the affected community.

The Board would like to thank all the members of the community who attended the community engagement sessions. The feedback is still being evaluated and will be used to help inform the Board's work programme over the next 12 months.

In the spirit of Kotahitanga, the Board would like to thank all our partner agencies and service providers, who together make us stronger and without which we could not do all this work.

A special thank you to the Kaiwhakaoranga Service for supporting the individual needs of the affected community. The Board also appreciates the Service's openness to considering recommendations and the tenacious and resilient approach shown by the Service to keep building on positive outcomes for the community. The Board is looking forward to seeing the positive outcomes the Service will deliver over the next 12 months to the affected community.

The Board wish to acknowledge the support provided to us by the Secretariat. Among other things, this has ranged from organising meetings and developing board papers to ensuring translations are in place as required. We thank you for your patience, professionalism, and outstanding work ethic.



بَارِكُوا فِيهِمْ اللَّهُ خَيْرًا

May Allah reward you  
with goodness.

رَبَّنَا تَقَبَّلْ مِنَّا إِنَّكَ أَنْتَ السَّمِيعُ الْعَلِيمُ

Our Lord! Accept (this service) from us. Indeed! You are the All-Hearing, the All-Knowing.

[www.collectiveimpactboard.org.nz](http://www.collectiveimpactboard.org.nz)

Collective Impact Board



**Te Kāwanatanga o Aotearoa**  
New Zealand Government