



Collective Impact Board

‘Update and Feedback Hui’

29 April 2023



Our plan for today

PURPOSE

The purpose of this hui is to give us time to gather today and hear from each other.

The Board will share first, giving an update on its work programme and the draft recommendations it has collated for the Best Practice Guide it is developing.

We will then break into small groups to allow space to share feedback on the draft recommendations.

AGENDA

- 10.00am** Arrival and networking
- 10.30am** Update on the Board's work programme
Share Best Practice Guide draft recommendations
- 11.30am** In small groups – provide feedback on draft recommendations
- 12.30pm** BREAK for Prayers
- 12.45pm** Light lunch is served
- 1.15pm** Summary of feedback
- 1.30pm** Hui ends.



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

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 بِالسَّهْرِ وَالْحُمَى

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.

Our two key aims

- 1** 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).
- 2** Create a best practice guide that can help inform wrap-around services and support should a tragedy of this nature happen again.




The Collective Impact Board was established 25 May 2021 in line with Recommendation 26 of the Royal Commission of Inquiry into the Terrorist Attack on Two Christchurch Mosques.

Recommendation 26 Investigate establishing a Collective Impact Network or 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



Part One

Update on the Board's
Work Programme



Work Programme

Key highlights

The focus of the Board's work programme is the ongoing wrap-around services to affected whānau, survivors and witnesses in line with RCOI Rec 26.

40 themes

26 / 40 completed
10 / 40 escalated
4 / 40 with the Board

Agencies the 40 themes relate to

11 Accident Compensation Corporation (ACC)
11 Ministry of Social Development
5 Immigration New Zealand
3 Ministry for Business, Innovation and Employment
1 New Zealand Qualifications Authority
1 Department of Internal Affairs
2 Department of Prime Minister and Cabinet
2 Te Whatu Ora
1 Public Service Commission
1 Ministry for Housing and Urban Development
3 Ministry of Justice
1 Victim Support
1 Medical Council of New Zealand

11 recommendations

The Board made 11 recommendations to the Kaiwhakaoranga Service which have all been considered and completed.

9 letters

Te Whatu Ora Waitaha (2)
Minister of Immigration (2)
Minister for ACC (1)
Kāpuia (4).

Work Programme

Summary of themes




Please note that some themes sit across more than one agency, therefore the total number of themes shown below is greater than the 40 themes on the work programme.

This summarised table replaces the more detailed work programme which will be published directly on www.CollectiveImpactBoard.org.nz.









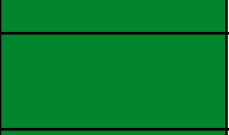


Agency	Themes identified
Accident Compensation Corporation	<ul style="list-style-type: none"> 10 themes relating to ACC eligibility and supports available.
Department of Internal Affairs	<ul style="list-style-type: none"> 1 theme relating to citizenship costs.
Department of the Prime Minister and Cabinet	<ul style="list-style-type: none"> 2 themes relating to access to loans in line with Islamic principles and New Zealand Security Plan.
Ministry of Business Innovation and Employment including Immigration NZ	<ul style="list-style-type: none"> 7 themes relating to emigrating to New Zealand, Immigration NZ costs and resettlement support in New Zealand.
Ministry of Justice & Victim Support	<ul style="list-style-type: none"> 4 themes relating to support for coronial processes, mental health support and Islamic arbitration.
Ministry of Social Development (MSD)	<ul style="list-style-type: none"> 10 themes relating to access to the Kaiwhakaoranga Service, financial support, housing, family therapy and employment.
MSD & Ministry of Education	<ul style="list-style-type: none"> 2 themes relating to employment and training support.
New Zealand Qualifications Authority & Professional Bodies	<ul style="list-style-type: none"> 2 themes relating to recognition of overseas qualifications e.g. doctors, health workers, and trades.
Public Service Commission	<ul style="list-style-type: none"> 1 theme relating to cultural competency within the Public Service.
Te Whatu Ora	<ul style="list-style-type: none"> 4 themes relating to lack of trauma informed, faith based mental health support, recognition of overseas qualifications and cultural competency within the health system.

Work Programme

KEY

	Completed
	Progressing (theme has been escalated)
	Under consideration by the Board

The Board made **11 recommendations to the Kaiwhakaoranga Service**
– all of which have been considered and completed

Theme	Recommendation	Status	Update
1. Housing	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 approach agreed is that the Service will use existing skills within the team to strengthen relationships with private landlords to open up further housing opportunities.
2. Health	Recommend the Service works with whānau to ensure everyone in the service has a General Practitioner.		The Service has implemented this and will continue making this an area of focus.
3. Employment	Recommend that all people in the Service looking for work have a CV, a cover letter, and an employment plan.		The Service has implemented this and will continue making this an area of focus.
4. Immigration	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 Board agreed to the Service providing a quarterly update on immigration needs and progress. The Board received an update at their December meeting. The last one was provided at the 30 March 2023 meeting.
5. Immigration	Recommend the Service meets with Immigration to discuss the complexities and gaps and then update the Board on the outcome of this meeting.		The Service met with Immigration and provided an update to the Board in July 2022 [see also Recommendation 4].
6. Employment	Recommend that the Service runs CV, cover letter, job search and interview skills workshops for job seekers.		The Service has developed a work preparation programme and regularly runs these sessions for the affected community.
7. Social	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 compiled a resource for Case Managers to use and is now showcasing events and activities through the six weekly Kaiwhakaoranga Pānui (newsletter).
8. Education	Recommend that the Service starts engaging with people now on their study plans for Semester Two.		This has been completed and the Service is working on study planning for 2023. Study information is also shared with the affected community through the Kaiwhakaoranga Pānui.
9. Insights	Recommend that the Service provides more insights to the Board on general themes impacting the community.		The Service has provided high level insights to the Board where possible whilst protecting the privacy of individuals in the Service.
10. Education	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 gathered further information on school attendance, which showed that this community has higher attendance rates than Canterbury and New Zealand.
11. Mental Health	Recommend that the Service runs a mental health workshop to increase awareness of mental health support available to the affected community.		The Kaiwhakaoranga Service held an Expo on Sunday 29 January 2023 - 10:00AM to 12.30PM. This included a presentation and stall from Health covering mental health supports.



Part Two

Best Practice Guide
Draft Recommendations



Best Practice Guide

The Board has been developing a Best Practice Guide to capture the support provided to this community, with recommendations to help inform the wrap-around services should a tragedy happen again to a Muslim community in the future.

Lessons and learnings have been gathered from the community, agencies, international and local insights to help inform these recommendations.

The recommendations are split into three parts:

Before an Event

During an Event

After the Event


They cover the following categories:

- Relationships
- Community Resilience
- Government and Agency Capability
- Policy and Legislation
- Communications
- Support Services and Tools
- Recovery Thinking
- On-going Support
- Measuring Outcomes

Best Practice Guide

The Board has heard feedback from the affected community, Kaiwhakaoranga Service and other agencies and has developed draft recommendations on wrap-around services covering:

- Employment
- Housing
- Financial
- Social and Community
- Professional and Legal
- Children and Youth



Part Three

Feedback (in small groups)

