

# Collective Impact Board

Community Engagement

May 2022



# Assalamu Alaikum, Welcome

- ▶ Karakia
- ▶ Dua
- ▶ Introductions



# Agenda

## SESSION 1

- ▶ Welcome
- ▶ Our purpose today
- ▶ What is a Collective Impact?
- ▶ The role of the CIB
- ▶ What the CIB doesn't do
- ▶ CIB Support Network
- ▶ What is the Kaiwhakaoranga Service?
- ▶ Overview of Services
- ▶ CIB Achievements and Challenges
- ▶ Escalation Process
- ▶ Recommendations and Policy escalations
- ▶ Some positive outcomes in 2022

## BREAK - 15 minutes

## SESSION 2

- ▶ Hear your feedback on Services
- ▶ Wrap-up, lessons learned

# Session 1



# Our purpose today

- ▶ Provide an overview of who we are and what we do
- ▶ Find out which services are working well for you and which ones could be improved
- ▶ Find out if you have any needs that aren't being met by the current services.



# What is Collective Impact?

- ▶ Collective Impact is a collaboration framework developed by the Stanford Social Innovation Review in 2011.
- ▶ Collective Impact enables different agencies and groups to work together, with a common goal, to address complex social issues within a community.

[Short Video explaining Collective Impact](#)

# What is the Collective Impact Board?

- ▶ The Collective Impact Board has been setup in line with RCOI recommendation 26
- ▶ The Board is made up of Community and Agency Representatives - MSD, ACC, Immigration, NZ Police (agency membership can change as needs of the community change)
- ▶ The CIB has two main aims:
  1. To provide recommendations to the Kaiwhakaoranga Service on wrap-around services to support the needs of the community
  2. Create a best practice guide that can help inform wrap-around services and support should a tragedy of this nature happen again
- ▶ The Board is in place until May 2023.

# The role of the CIB

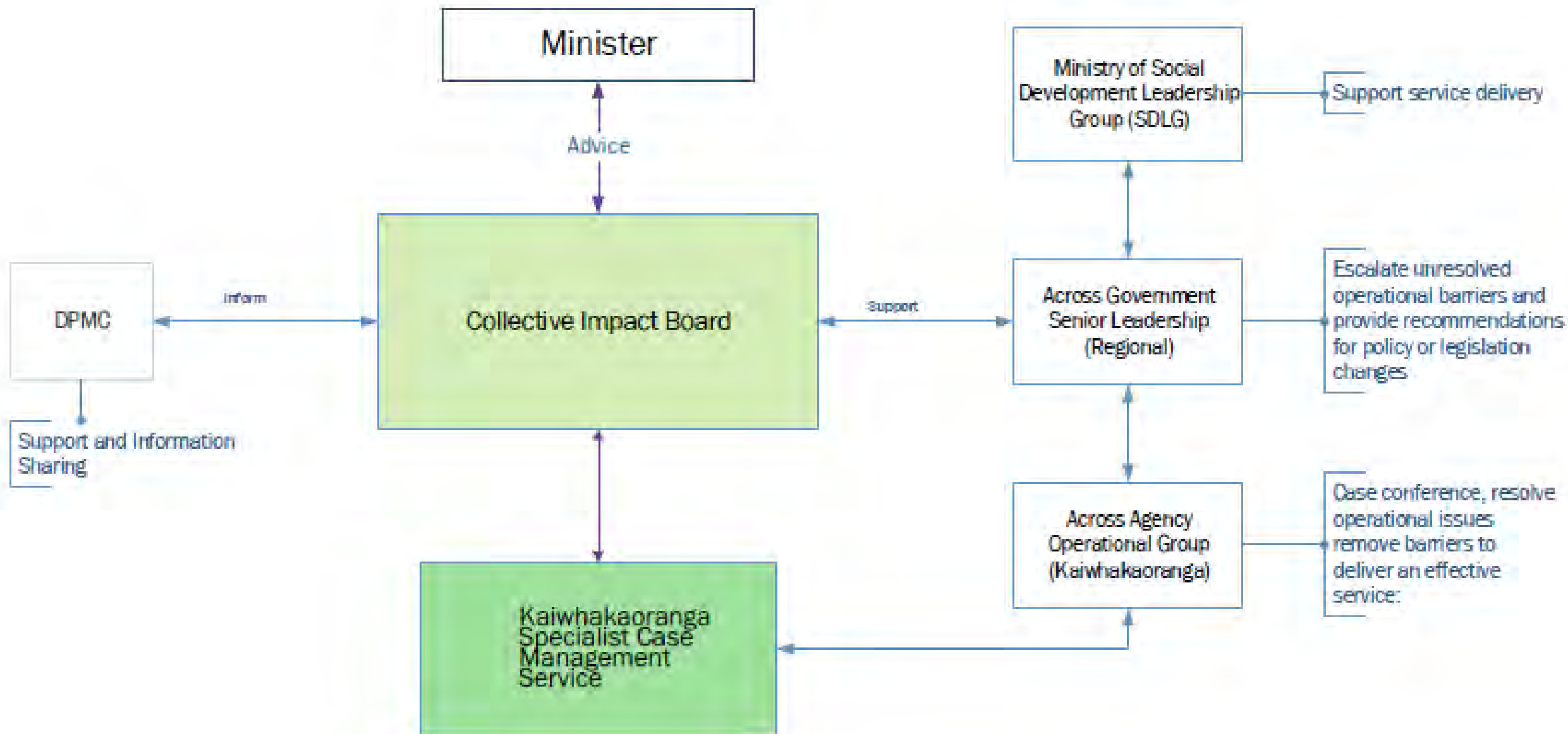
- ▶ Understand what current support is provided by the Kaiwhakaoranga Service and suggest further enhancements
- ▶ Find out from the community what is happening for them and use this knowledge to understand general themes affecting the community
- ▶ Identifying gaps in support and using this to provide advice / recommendations to the Kaiwhakaoranga Service, its partners and other government agencies
- ▶ Escalating issues that need a policy or legislative solution
- ▶ Meeting 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 the community informed through different communication channels - e.g. in-person, email, website, WhatsApp etc.
- ▶ Keep Kāpuia and Ministers up-to-date on our progress.



# What the CIB doesn't do

- ▶ We do not hold any financial responsibility or have any financial delegations
- ▶ We can't enforce changes on the Kaiwhakaoranga Service, its partners or other agencies
- ▶ We don't deliver services
- ▶ We don't discuss individual cases or resolve individual issues
- ▶ We don't have any power to direct agencies to make changes, but we can make recommendations.

# CIB Support Network



# Support Network Group Membership

## Across Government Senior Leadership (Regional)

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

## Across Agency Operational Group (Kaiwhakaoranga)

### Agency Representation

MSD	Social Development Manager
Police	Senior Sergeant MPES Māori, Pacific, Ethnic Services Group
ACC	Client Service Lead Partnered Recovery
Immigration	Head of Operations
Kāinga Ora	Operations Manager
MOJ	Manager Justice Services - Coronial
MOE	Principal Advisor
Victim Support	Area Manager Tasman Canterbury
Inland Revenue	Team Leader
Canterbury DHB	Mental Health and Addictions Team Leader
Christchurch City Council	Principal Advisor Community Partnerships and Planning

### NGO Representation

Christchurch Resettlement Service  
Muslim Leaders Group  
Purapura Whetu

# What is the Kaiwhakaoranga Service?

- ▶ The Kaiwhakaoranga Service is a team that acts as 'one point of contact' to help members of the affected community who have opted in to this service access a wide range of support services
- ▶ The Kaiwhakaoranga Service was enhanced in March 2021 in line with RCOI Recommendation 25 - they added ACC, Immigration and Work Broker expertise into the team
- ▶ The Collective Impact Board has the opportunity to provide recommendations on services to the Kaiwhakaoranga Specialist Case Management Service.
- ▶ The Kaiwhakaoranga Service is currently working through recommendations from the Collective Impact Board.



# Overview of current supports accessed through the Kaiwhakaoranga Service

These services have evolved over time as needs have been identified.

## Professional Services

- ▶ Support through immigration process
- ▶ Support to access legal advice / victim support
- ▶ Support to access education pathways, such as ESOL
- ▶ Support to access driver's licence.

## Financial

- ▶ Work and Income benefits
- ▶ MSD Accommodation supplement and other support
- ▶ Self-employment flexi wage
- ▶ IRD Tax credits
- ▶ ACC payments
- ▶ Supporting access to budgeting and financial planning support.

## Employment

- ▶ Help with CV, cover letter, employment plan
- ▶ Training and upskilling for employment pathways
- ▶ Interview skills and job preparation
- ▶ NZQA qualification recognition.

## Social and Community

- ▶ General interest groups
- ▶ Sports and team activities
- ▶ Volunteering.

## Housing

- ▶ Support to access private rentals
- ▶ Support to access pathways to home ownership
- ▶ Support to have a housing assessment completed and to go on the public housing register if eligible
- ▶ Support finding temporary housing solutions.

## Health and Wellbeing

- ▶ Supporting access to counselling and mental health support
- ▶ Supporting access to ACC health and wellbeing support
- ▶ Help to access GP's, Nurses, Dental
- ▶ Support to access well child and public health programmes.

# What has the CIB done so far?

- ▶ There is a video on our website that provides a detailed overview of what we have done since May 2021 - on the updates page.
- ▶ Today we will give a brief overview of some of our challenges and achievements and also cover the themes we have raised for a policy / legislation response and the recommendations made to the Kaiwhakaoranga Service.

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



# Achievements

- ▶ This is the first time there is a Collective Impact Board comprising this membership, it is an achievement that we have come this far
- ▶ Understanding roles, responsibilities and systems of the Government agencies and the wrap-around services
- ▶ Being given the opportunity to feedback on the Canterbury Regional Employment Plan, Social Cohesion and directly to agencies on services - e.g. Meeting with the Ministry of Justice to give feedback on the coronial process based on what we were hearing from families
- ▶ Highlighting and escalating the needs of the community - mental health, faith-based services, immigration, housing, access to study
- ▶ Making recommendations to the Kaiwhakaoranga Service
- ▶ Raising issues to the relevant agency's policy team.

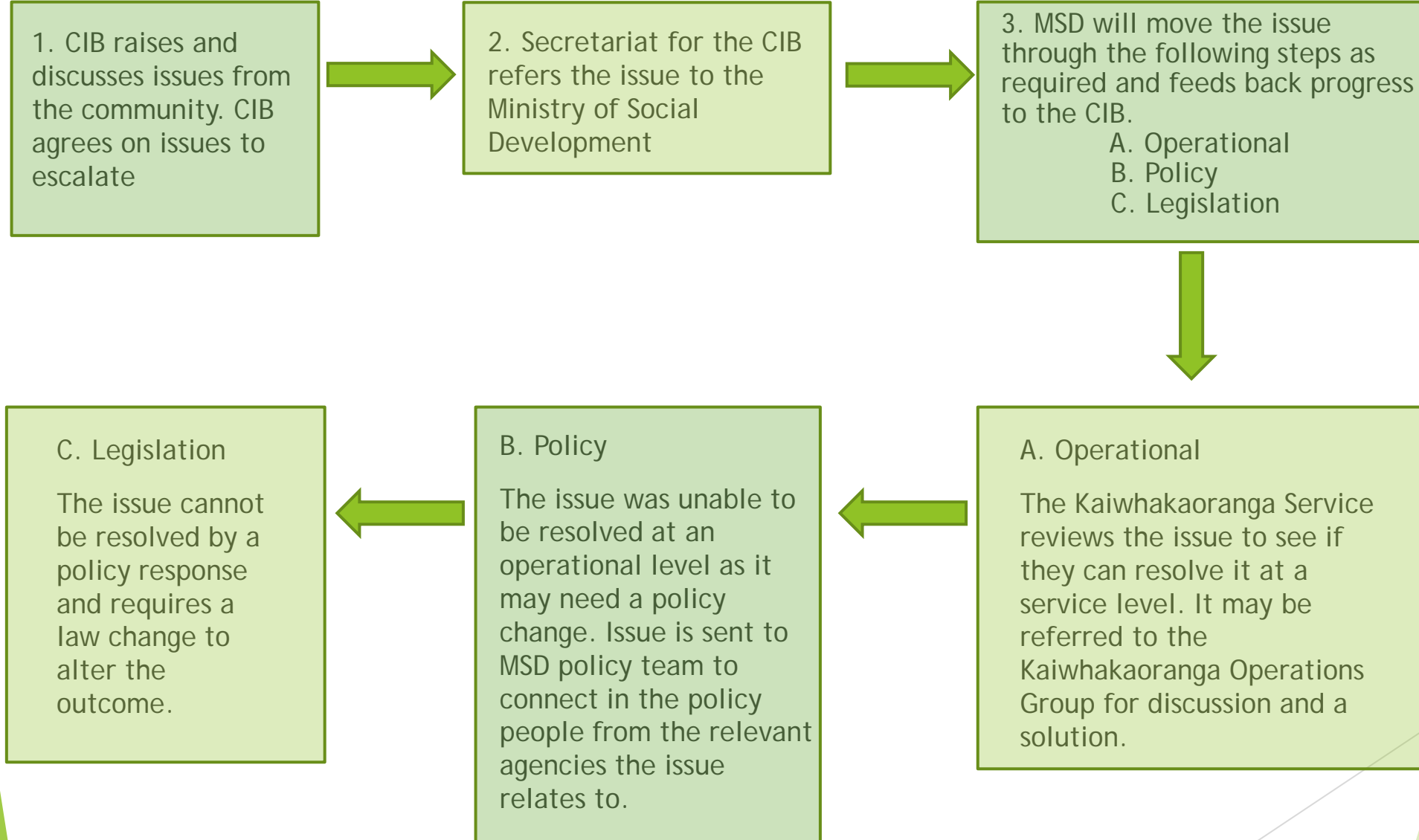
# Challenges

- ▶ Building shared understanding of Recommendations 25 & 26 and our shared purpose
- ▶ Understanding the complexities of different agencies
- ▶ Understanding what services have been provided before and what is currently offered
- ▶ Engaging with the community during Covid-19 and respecting the communities time while they manage competing demands.
- ▶ Limitations of information sharing and respecting privacy
- ▶ Communicating in clear way that is easily accessible
- ▶ Lack of consistency in communication.





# Escalations process





# Recommendations made to the Kaiwhakaoranga Service

1. Recommend that the Kaiwhakaoranga Service works with whānau to ensure everyone in the service has a GP
2. Recommend that all people in the service looking for work have a CV, a cover letter, and an employment plan
3. Recommend that the Kaiwhakaoranga Service puts a monthly report together on immigration needs and progress, so the Board has a better understanding of the complexities and gaps
4. Recommend that the Kaiwhakaoranga Service meets with Immigration NZ to discuss the complexities and gaps and then updates the Board on the outcome of this meeting
5. Recruit housing broker expertise to join the Kaiwhakaoranga Service to assist families with housing issues.



# Themes escalated for a policy response

1. Widows and Widowers who are receiving compensation from Accident Compensation Corporation (ACC) are not eligible for any employment and training related support.
2. Permanent Residence Visa costs not covered for widows and their children
3. Lack of MIQ availability creating delays for support people to arrive in New Zealand
4. Gaps in ESOL and access to support from StudyLink
5. Gaps in support provided to people new into New Zealand potentially limiting progress
6. Overseas qualifications are not recognised in New Zealand and can limit career pathways.

The CIB website will be updated with updates from agencies on these issues. [www.collectiveimpactboard.org.nz](http://www.collectiveimpactboard.org.nz)

# Some positive outcomes for families in 2022

Here are a few of the positive outcomes for the community this year:

- Over **450** adults and over **350** children receiving support from the Kaiwhakaoranga Service and its partners
- This year the Kaiwhakaoranga Service has supported over **10** families to access appropriate and sustainable housing, including a mix of public housing, private rentals, and home ownership
- The dedicated Work Broker has been actively supporting people to find work and has successfully helped over **10** people into work as well as supporting a number of new businesses
- Over **10%** of adults are engaged in study and the Kaiwhakaoranga Service supports them in a variety of ways
- Many people have been supported through various stages of getting their Driver's Licence
- Over **15** families immigration needs have been supported
- Families isolating due to Covid-19 have been supported in their time of need by the Kaiwhakaoranga Service.

# BREAK

## 15 minutes

- Please help yourself to the light refreshments that are available.





# Session 2

# Accessing services

- ▶ What services have you been accessing that are working well?
- ▶ What services could be improved?
- ▶ Are there any services you are finding it hard to access?
- ▶ Are there any services missing?





# Learnings

- ▶ Thank you for all these valuable insights
- ▶ Please share with us one of the key things you have learnt from today.



# Wrap-up

Thank you everyone for your time, energy and contribution to this important work. We really appreciate the information shared and will take this away with us to help inform recommendations to the Kaiwhakaoranga Service.

To keep informed of our progress please visit our website:

<https://www.collectiveimpactboard.org.nz>

- ▶ Closing karakia
- ▶ Closing dua

Session ends.