



Collective Impact Board

Work Programme

Final Update

25 November 2023



Our Vision

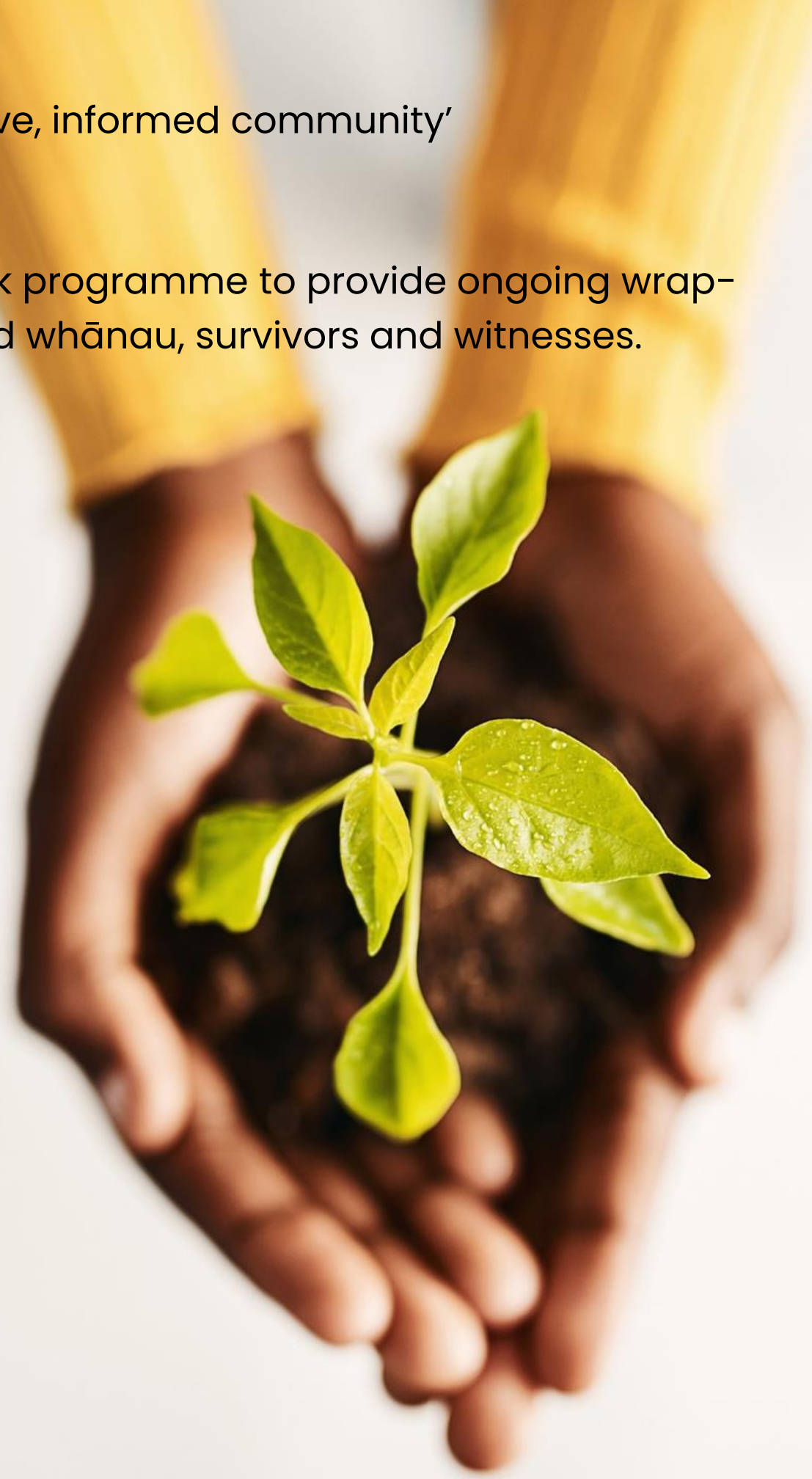
Reinforce a 'strong, cohesive, informed community'

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 an insights and recommendations report (formerly referred to as the 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 on 25 May 2021 in line with Recommendation 26 of the Royal Commission of Inquiry into the Terrorist Attack on two Christchurch Mosques. The Board formally ended on 25 November 2023. This will be the final update to the work programme

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

Work Programme

Key highlights

The focus of the Collective Impact Board's (CIB) work programme is the ongoing wrap-around services to affected whānau, survivors and witnesses in line with the Royal Commission of Inquiry Recommendation 26.

40 Themes

Identified from needs collected

40 fully considered and closed

The CIB has fully considered all themes and progressed them through the [escalation pathway](#).

11 Recommendations

To the Kaiwhakaoranga Service

The CIB made **11** recommendations to the Kaiwhakaoranga Service which have all been considered and implemented.

11 Letters

To escalate on key work programme themes

Te Whatu Ora Waitaha (3)
Minister of Immigration (2)
Minister for ACC (1)
Kāpuia (5)

Collective Trauma Response and Recovery – Lessons from 15 March Mosque Attacks

The CIB have finalised their insights and recommendations report (formerly referred to as the Best Practice Guide) to capture the support provided to this community, with recommendations to help inform the wrap-around services should a similar tragedy happen again.




Lessons and learnings have been gathered from the community, agencies, international events and local insights to inform on 17 key recommendations.

Glossary

Abbreviation or Acronym	Explanation
ACC	Accident Compensation Corporation
CIB, the Board	Collective Impact Board
DIA	Department of Internal Affairs Te Tari Taiwhenua
DPMC	Department of the Prime Minister and Cabinet Te Tari o te Pirimea me te Komiti Matua
ESOL	English for Speakers of Other Languages
HUD	Ministry of Housing and Urban Development Te Tūāpapa Kura Kāinga
INZ	Immigration New Zealand
LIA	Licensed Immigration Advisor
MBIE	Ministry of Business, Innovation and Employment Hīkina Whakatutuki
MCNZ	Medical Council of New Zealand
MEC	Ministry for Ethnic Communities Te Tari Mātāwaka
MHERC	Mental Health Education and Resource Centre
MIQ	Managed Isolation and Quarantine
MOJ	Ministry of Justice Te Tāhū o te Ture
MOE	Ministry of Education Te Tāhuhu o te Mātauranga
MSD	Ministry of Social Development Te Manatū Whakahiato Ora
NZQA	New Zealand Qualifications Authority Mana Tohu Mātauranga o Aotearoa
NZREX	New Zealand Registration Examination (Clinical)
OIA	Official Information Act
Pānui	The Kaiwhakaoranga Pānui (newsletter)
RCOI	Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019
VS	Victim Support Manaaki Tāngata

Work Programme

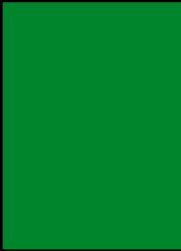
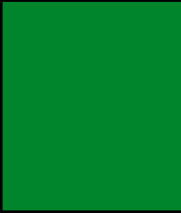

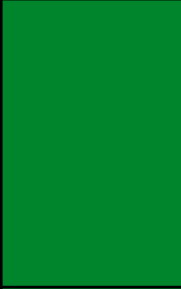
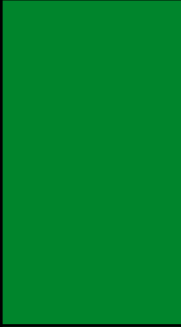
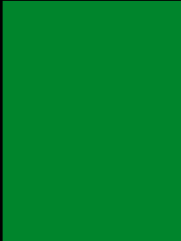
KEY

	Closed (CIB has completed escalation pathway**)
	Progressing (theme currently in escalation pathway**)
	Under consideration by the CIB

* Lead agency is in **Bold**




**Find out more about the [CIB's escalation pathway](#)

The updates provided in this work programme are current as of 25 November 2023

Theme	Agency*	Status	Latest Update
1. Widows and Widowers who are receiving compensation from Accident Compensation Corporation (ACC) are not eligible for any employment and training related support.	Ministry of Social Development (MSD) Accident Compensation Corporation (ACC)		<ul style="list-style-type: none"> Referred to MSD for Policy consideration. CIB to consider advice received and next steps. Gaps still remain with ACC but the Board are satisfied that the Kaiwhakaoranga Service are able to work with individuals to provide employment and training support where needed.
2. Permanent Residence Visa costs not covered for widows and their children.	Immigration New Zealand (INZ)		<ul style="list-style-type: none"> Referred to MBIE for Policy consideration and response received. Letter of escalation to the Minister of Immigration and response received. <p>[Refer to CIB website]</p>
3. Lack of MIQ availability creating delays for support people to arrive in New Zealand	Ministry of Business, Innovation and Employment (MBIE)		<ul style="list-style-type: none"> MIQ is no longer operational.
4. ESOL and access to support from StudyLink not available to those with permanent residence but less than 3 years residency.	Ministry of Education (MoE) Ministry of Social Development (MSD)		<ul style="list-style-type: none"> Referred to MoE for Policy consideration, with support from MSD. For study commencing from 1 Jan 2024, the Government has agreed to waive the 3-year residency test for students whose families were eligible for the CHCH Response Visa criteria. <p>[Refer to CIB website]</p>
5. Gaps in support provided to people new into New Zealand potentially limiting successful settlement outcomes.	Ministry of Business, Innovation and Employment (MBIE) Ministry for Ethnic Communities (MEC)		<ul style="list-style-type: none"> Referred to MBIE for Policy consideration CIB have considered advice and have requested an update to the Former Refugees, Recent Migrants and Ethnic Communities Employment Action Plan. Update provided to the CIB following changes to the Refugee Resettlement and Migrant Settlement strategies. <p>[Refer to CIB website]</p>
6. Overseas qualifications may not be recognised in New Zealand which can limit career pathways.	Professional Occupation Bodies New Zealand Qualifications Authority (NZQA) Ministry for Ethnic Communities (MEC)		<ul style="list-style-type: none"> Registration sits with Professional Occupation Bodies and not NZQA. All identified industries have a pathway for overseas qualifications to be recognised by the governing professional body. The Kaiwhakaoranga Service provides support to those in the Service with overseas qualifications and who are seeking employment.

Work Programme







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7. Maintain a register for all categories of victims. This information can be obtained from the Police and MSD can contact people and update the information.	Ministry of Social Development (MSD)		<ul style="list-style-type: none"> The Kaiwhakaoranga Service maintains a client database with a variety of information from clients. The Kaiwhakaoranga Service is an opt-in service that is available for the affected community to access if they want to.
8. Assign a case worker to all the victims, especially victims who are out of New Zealand. The case worker is to keep them informed about updates.	Ministry of Social Development (MSD)		<ul style="list-style-type: none"> The Kaiwhakaoranga Service is an opt-in service that is available for the affected community including those who reside overseas.
9. The Government had announced an exemption of all donations being treated as chargeable income or asset for MSD products and services, including any interest earned on the donation. However, when funds are used to purchase an asset, the exemption no longer applies as MSD now considers it as an investment.	Ministry of Social Development (MSD)		<ul style="list-style-type: none"> Referred to MSD for Policy information. The CIB agreed that the current Policy offered a fair level of support.
10. All the families of shaheed, injured, survivors or witnesses should be able to receive the pension if they left New Zealand as a result of the attack.	Ministry of Social Development (MSD)		<ul style="list-style-type: none"> Not all countries have a suitable social security system in place or a reciprocal agreement with New Zealand. The Kaiwhakaoranga Service confirmed that the number in the community affected by this was <5 and provides support for those who are in this situation.
11. Provide funds to cover the cost for Permanent Residence and Citizenship for March 15 victims.	Department of Internal Affairs (DIA) Immigration New Zealand (INZ)		<ul style="list-style-type: none"> Referred to DIA for consideration and response received. The Board approached Christchurch City Council and Selwyn District Council seeking support for the affected community in their district. Selwyn District Council have offered support for those living in Selwyn district. Kaiwhakaoranga Service to work with Selwyn District Council to assist in their administration of this fund.
12. Provide funds to cover lawyer costs for overseas victims.	Immigration New Zealand (INZ)		<ul style="list-style-type: none"> A pool of Licensed Immigration Advisors (LIA) continues to be available including to those not residing in New Zealand. This funding is still available in some situations and is administered through MBIE.

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
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Theme	Agency*	Status	Latest Update
13. Services should be given to all victims who are in the Ministry of Social Development register.	Not specified		<ul style="list-style-type: none"> • The Kaiwhakaoranga Service is open to all those in the affected community.
14. All of the shaheed's families and children should have the right to ACC payment even if the shaheed was receiving a benefit or working in a casual job.	Accident Compensation Corporation (ACC)		<ul style="list-style-type: none"> • Referred to ACC for Legislation consideration. • Response received by the CIB • CIB has escalated this matter: • Themes 14-23 have been referred to ACC for consideration in any future Policy or legislative reviews. • A letter outlining these themes was sent on 24 April 2023 to: <ul style="list-style-type: none"> • Hon Peeni Henare – Minister for ACC • Hon Willie Jackson – Associate Minister for ACC • Hon Andrew Little – Lead Coordination Minister for RCOI Response • Hon Priyanca Radhakrishnan – Minister for RCOI Recommendations 25 and 26
15. All of the shaheed families should have the right to ACC payments even if they are out of New Zealand.	Accident Compensation Corporation (ACC)		<ul style="list-style-type: none"> • See update under Theme 14
16. All the mothers should have the right to ACC independent of the shaheed son.	Accident Compensation Corporation (ACC)		<ul style="list-style-type: none"> • See update under Theme 14
17. All the injured should have the right to ACC even if they were not working or on a pension.	Accident Compensation Corporation (ACC)		<ul style="list-style-type: none"> • See update under Theme 14
18. The current ACC Act extends the ACC coverage to the partner of the deceased person but does not do the same if the person has dependent parents. This leaves the parents in a worse situation of losing their child and their financial support.	Accident Compensation Corporation (ACC)		<ul style="list-style-type: none"> • See update under Theme 14
19. Review the minimum weekly payment for some categories of victims, for example, it is not fair that some children of the shaheed receive a mere \$19 per week.	Accident Compensation Corporation (ACC)		<ul style="list-style-type: none"> • See update under Theme 14

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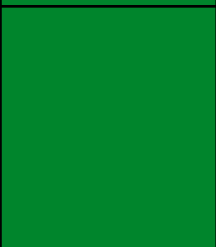
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20. Medication for the victims should continue in accordance with the victim's doctor's instructions and not under seemingly arbitrary ACC Decisions.	Accident Compensation Corporation (ACC)		<ul style="list-style-type: none"> See update under Theme 14
21. The main breadwinner of an impacted family that cannot drive should receive a taxi assistance or allowance, for themselves and their family, maybe some number of trips capped weekly.	Accident Compensation Corporation (ACC)		<ul style="list-style-type: none"> See update under Theme 14
22. There was no proper explanation of the ACC coverage people were entitled to in a simple way to individuals to whom English is a second language, and as a result, there was some coverage missed because of this.	Accident Compensation Corporation (ACC)		<ul style="list-style-type: none"> See update under Theme 14
23. An injured person should receive lifetime treatment for any long-term medical attention required as a result of the incident.	Accident Compensation Corporation (ACC)		<ul style="list-style-type: none"> See update under Theme 14
24. Allow the shaheed's families and injured victims access to a community services card until they are financially stable.	Ministry of Social Development (MSD) Ministry of Health (MoH)		<ul style="list-style-type: none"> Referred to MSD for policy consideration and response received. The CIB has asked the Service to continue to communicate to the affected community what financial support is available through the Kaiwhakaoranga Pānui.
25. Ministry to consider granting an Emergency Benefit analogous with the New Zealand Superannuation rate for those who do not have 10 years residency.	Ministry of Social Development (MSD)		<ul style="list-style-type: none"> Referred to MSD for policy consideration and response received. CIB has agreed that the current policy was fair. <p>[Refer to website]</p>
26. Ministry of Social Development to consider cultural requirements within housing waitlist assessments i.e., family composition living arrangements, use of communal living space, intergenerational living etc.	Ministry of Social Development (MSD) Ministry of Housing and Urban Development (HUD)		<ul style="list-style-type: none"> Information requested from MSD and HUD and responses received. Housing needs are captured in the Public Housing Assessment which can include cultural requirements. CIB has considered advice received.

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27. Access to housing loans that align with Islamic banking principles.	Department of Prime Minister and Cabinet (DPMC)		<ul style="list-style-type: none"> Referred to DPMC for consideration and response received. CIB received a presentation from MCCA in relation to Islamic Banking provided in Australia. CIB have written letters to the NZ Banking Association and FIANZ to advocate for Islamic banking to be available in New Zealand. <p>[Refer to CIB website]</p>
28. Give priority to the victims who were affected by the attack and need to move their house.	Ministry of Social Development (MSD)		<ul style="list-style-type: none"> The public housing assessment works on a priority rating which takes into consideration factors such as adequacy, suitability affordability, accessibility and sustainability. All avenues of support are worked through in each case.
29. More cultural responsiveness training is required in the Health System.	Te Whatu Ora Waitaha		<ul style="list-style-type: none"> Information was requested from Te Whatu Ora on what cultural responsiveness training is provided to staff. Response received by the CIB. Recommendations will be included in the Board's insights and recommendations report.
30. There is a need for Islamic family therapy to be available to the affected community.	Ministry of Social Development (MSD)		<ul style="list-style-type: none"> CIB requested the Kaiwhakaoranga Service to investigate options available. Response received by the CIB outlined a range of avenues for counselling. Every Kaiwhakaoranga Pānui outlines the mental health, counselling and therapy supports available.
31. Request that the definition of the Ministry for Ethnic Communities includes faith.	Ministry for Ethnic Communities (MEC)		<ul style="list-style-type: none"> Faith is included in the 2022-2025 MEC Strategy.
32. Recommend that unconscious bias training is rolled out across all Public Sector agencies. [Islamophobia was raised by the community at the Ministers Hui held 3 September 2022]	Te Kawa Mataaho Public Service Commission (PSC)		<ul style="list-style-type: none"> Information requested from Te Kawa Mataaho to understand what unconscious bias training is currently being delivered across the Public Sector. Response received. A training package has been developed and is currently being used by many Government Agencies. Recommendations will be included in the Board's insights and recommendations report.

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
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Theme	Agency*	Status	Latest Update
33. Islamic arbitration option for family law disputes.	Ministry of Justice (MOJ)		<ul style="list-style-type: none"> Referred to Ministry of Justice for Operational consideration. Response received by the CIB confirming that there is no current Islamic arbitration option. Recommendations will be included in the Board's insights and recommendations report.
34. Difficulties accessing legal aid for judicial review of the scope of the coronial injury.	Ministry of Justice (MOJ)		<ul style="list-style-type: none"> The CIB met with the Ministry of Justice Coronial Services in October 2022 and again for a second meeting with Legal Aid in November 2022. The CIB recommended that Legal Aid communicate directly with the impacted families to clarify the Legal Aid process. The CIB received feedback in February 2023 that the impacted community members have worked through the Legal Aid process.
35. There is a need for more employment opportunities for this community - run a job fair for this community with employers present.	Ministry of Social Development (MSD) Connected NZ		<ul style="list-style-type: none"> The Kaiwhakaoranga Service and Connected NZ held a 'Careers and Employment Expo' on 4 May 2023. This Expo included key note speakers, training and careers support. Employers were also present – including Te Whatu Ora Waitaha.
36. Need for increased mental health support during the coronial inquiry.	Ministry of Justice (MOJ) Te Whatu Ora Waitaha Victim Support (VS)		<ul style="list-style-type: none"> The Kaiwhakaoranga Service held an expo for the community on 29 January 2023. Te Whatu Ora, Purapura Whetu, MHERC and Christchurch Resettlement Services gave a key note speech on mental health support available. Information on a new online therapy service was included in the Kaiwhakaoranga Pānui 10 February 2023.
37. Overseas doctors are unable to practice in New Zealand because they are unable to provide a professional reference from New Zealand.	Te Whatu Ora Waitaha Medical Council of New Zealand (MCNZ)		<ul style="list-style-type: none"> Announcement made in October 2022 about a pilot bridging programme for those who have passed the NZREX exam. Pilot in Auckland and Waikato from March 2023. Letter sent to Te Whatu Ora to request an NZREX pilot to be run in Canterbury and response received. <p>[Refer to website]</p>
38. New Zealand's security plan needs to be longer than 10 years, member of the community suggested 20 years like Norway.	Department of Prime Minister and Cabinet (DPMC)		<ul style="list-style-type: none"> New Zealand's security plan falls outside the remit of the CIB. Feedback has been sent to the Department of Prime Minister and Cabinet to commission this with the relevant agency.

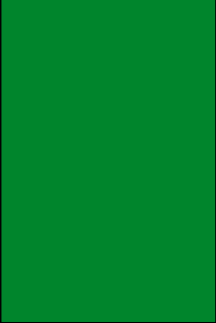
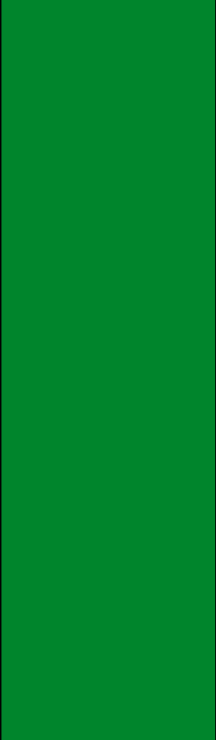
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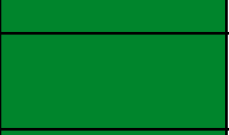


Theme	Agency*	Status	Latest Update
<p>39. Inequity in access to Licensed Immigration Advisor (LIA) support.</p> <p>Those who are applying for a special direction issued by the Minister of Immigration get access to an LIA for free, those going through another immigration pathway have to pay for LIA support.</p>	Immigration New Zealand (INZ)		<ul style="list-style-type: none"> Letter sent to Hon Minister Michael Wood, Hon Minister Phil Twyford, Hon Minister Andrew Little and Hon Minister Priyanca Radhakrishnan by the CIB. Hon Minister Michael Wood met with the affected community on 26 January 2023 at a meeting organised by MP Megan Woods. Response received from the Minister of Immigration. <p>[Refer to CIB website]</p>
<p>40. Lack of trauma-informed, mental health support.</p>	Te Whatu Ora Waitaha		<ul style="list-style-type: none"> Te Whatu Ora Waitaha (formerly Canterbury District Health Board) along with Muslim mental health advisors attended the CIB meeting in October 2021. The CIB wrote to Te Whatu Ora in March 2022 to request an update on progress and again in September 2022. Updates from Te Whatu Ora to CIB May 2022 and October 2022. [Refer to CIB Website]. Recommendations will be included in the Board's insights and recommendations report. <p>Communications</p> <ul style="list-style-type: none"> Every Kaiwhakaoranga Pānui outlines the mental health, counselling and therapy supports available. The Kaiwhakaoranga Service also held an expo on 29 January 2023 at which Te Whatu Ora, Purapura Whetu, MHERC and Christchurch Resettlement Services gave a key note speech on mental health support available. Information on a new online therapy service and Muslim mental health scholarships was included in the Kaiwhakaoranga Pānui 10 February 2023.

Work Programme

KEY

	Considered and implemented
	Progressing (Board have raised to the Service)
	Under consideration by the CIB

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

Theme	Recommendation	Status	Update
1. Housing	There has been an increase in the number of families with housing issues, the CIB recommends recruiting a 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 CIB has a better understanding of the complexities and gaps.		The CIB agreed to the Service providing a quarterly update on immigration needs and progress. The CIB 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 NZ to discuss the complexities and gaps and then update the CIB on the outcome of this meeting.		The Service met with Immigration and provided an update to the CIB 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 CIB on general themes impacting the community.		The Service has provided high level insights to the CIB 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 other children in 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. This included a presentation and stall from Health covering mental health supports.