

Shared Programme of Action –

Activity Table update, March 2019

How was the Shared Programme of Action updated?

Since the September 2019 update, lead and coordination organisations have provided updates to their activities. This Activity Table captures the updated information and confirms information regarding activities that have concluded.

This updated Activity Table uses the same icons as the December 2016 Shared Programme of Action to communicate additional information about the activities:



Activities **new** since the September 2018 Shared Programme (appearing in the Shared Programme for the first time)



Activities carried out **independently** from any of the Committee partners (but that the responsible organisations have consented to share in the Programme)



Activities also captured in the 2016 Canterbury Wellbeing **Index narrative**



Activities considered **'acute to transition phase'** activities



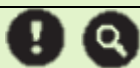
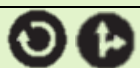







Activities considered **'transition to long-term'** activities



Both 'acute to transition phase' activities and 'transition to long-term' activities appeared in the original Shared Programme, but have been distinguished since the December 2016 programme to enhance visibility around which activities are more strictly recovery related and which are supporting psychosocial wellbeing more broadly.



The Shared Programme distinguishes activities currently under way from those that have concluded. Concluded activities still appear but have been dimmed.





Activities Table: Community-led





PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
Support and encourage communities to shape and lead their own recovery and futures 	You Me We Us Kaiapoi – fosters community-led projects in earthquake-affected communities in and around Kaiapoi, building partnerships between local businesses, grassroots community and residents. <i>Previous lead/coordination by WDC</i>	You Me We Us Kaiapoi	Under way (since Oct 2013)	The 'You Me We Us Kaiapoi' programme, initiated shortly after the earthquakes, continues to organise events and projects to help create a thriving and unique community. In June 2016 You Me Us achieved independence from Council and now operates successfully as an independent incorporated society; still delivering a broad range of successful community-led initiatives.
	Promoting Dialogue within Communities – various opportunities to build resilience within communities by promoting connectivity and exploring and responding to urban issues. Examples include public debates, lectures and panel discussions. <i>Previously lead/coordinated by CCC, University of Canterbury and a range of organisations.</i>	CCC, University of Canterbury, Te Pūtahi and a range of organisations	Ongoing	Public lectures and panels continue to promote dialogue within communities, both about recovery and the broader future. -CCC provides ongoing opportunities supporting and encouraging communities to shape and lead their own lives, for instance, through the development of Community Board Local Community Plans. -The University of Canterbury runs 'UC Connect', a free public lecture series with talks on a range of topical and thought-provoking subjects presented by experts in their fields. -Te Pūtahi organises public lectures and more in-depth conversations to encourage civic awareness and to engage the public and interest groups in considering different approaches to city-making and participatory design.
	Canterbury Recovery Funders' Network – a network established specifically to respond to the recovery. It coordinated philanthropic funders to explore ways to collaborate on opportunities to build community resilience in greater Christchurch.	Philanthropy New Zealand with a range of central government funders as well as philanthropic funders. Includes MSD and MoE	Evolved	A Canterbury Funders' Network is now in place in partnership with some local funders.
	Te Ara Ōtākaro - a transitional city-to-sea riverside trail running along at least one bank from Barbadoes St bridge to Pages Road bridge beside the Ōtākaro Avon River. It is designed to be suitable for recreation on foot or by bike with a high level of accessibility.	Avon-Ōtākaro Network with support of CCC, MSD, and City Care Limited	Ongoing	The 'Meet in the Middle' event in October 2017 celebrated the opening of the trail. The concept was an invitation to the communities of Christchurch to join treks on foot or bike from either end of the trail and meeting in the middle at Kerrs Reach for a family fun day and regatta with live entertainment. Canterbury and Union Rowing Clubs, Arawa Canoe Club, Aoraki Dragons and Te Waka Pounamu all participated in the Regatta, and Sport Canterbury was a key partner. Several thousand people participated in the event.





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	Community Led Grants – provided funds to organisations working to build resilience and to support community recovery and wellbeing in earthquake impacted communities.	New Zealand Red Cross	Fund closed; programmes ended December 2016	Over \$2 million went to organisations operating at a community level, in a recovery context and undertaking activities and projects with tangible, measurable benefits to the community.
	Third Sector Actions – Parts of the third sector have mobilised around priority actions in the 'Third Sector/Not-for-Profit Sector Recovery in Post-Earthquake Christchurch' report.	One Voice Te Reo Kotahi, Social Equity and Wellbeing Network and other organisations	Evolved from ' NGO Sector Recovery Research ' in early 2016	One Voice Te Reo Kotahi (OVTRK) has another Forum in April 2019. The topic is Decision-making for the Wellbeing Budget. The purpose is to provide environmental, economic, cultural, and social strategic and policy voices from Third Sector Organisations (TSOs). Their 2018 Matariki Forum was with Minister for the Community and Voluntary Sector and discussed, Big, New Ideas. The OVTRK Organising Group, open to all TSOs, has developed Ideas Upheld and a Communication Protocol that also clarifies the OVTRK Kaupapa. OVTRK also continues to provide a Register of TSOs, collate resources on 'Valuing TSOs' and share known 'Sector Report & Actions'. Detail on their website: http://onevoicetereokotahi.blogspot.co.nz SEWN completed a stocktake of the status and progress on the priority actions in 2017. This included an email survey and a forum in late June 2017 that focused on the priority actions relevant to funders and the Christchurch City Council. http://sewn.org.nz/wp-content/uploads/2017/11/Sector-recovery-stocktake-Oct17.pdf
	NGO business continuity planning – to support small and medium NGOs and community groups in greater Christchurch to develop and implement business continuity management plans.	New Zealand Red Cross	Concluded Dec 2017	Programme plans to develop and deliver NGO appropriate business continuity training and support packages.
 	Resilient Business website - In partnership with the Canterbury Employers' Chamber of Commerce, Christchurch City Council's Civil Defence Emergency Management has been promoting the Resilient Business website. Launched in 2013, the website provides tools to make it simpler for businesses to maintain continuity through a crisis or emergency by adopting effective resilience strategies appropriately tailored to the size of their business.	CECC, CCC	Under way	This work now includes well workplaces as an aspect of resilient businesses. The focus for CECC has been on respectful workplaces and individual wellbeing programmes.






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<p>Harness capacity, knowledge and skills within the community to build resilience</p> 	<p>University of Canterbury Community Engagement Hub – provides opportunities for students to build the capacity of community organisations as part of course requirements. Courses in disciplines such as management, geography, journalism and social media all provide students with initiatives to train, develop and workshop with community groups, as well as to provide them with reports on relevant topics. A partnership between the University of Canterbury and the Student Volunteer Army creates further opportunities to connect the wider community including schools and NGOs.</p>	<p>University of Canterbury in partnership with CCC and other organisations</p>	<p>Under way</p>	<p>The hub was established in February of 2015. A staff member from Council has supported the hub's community engagement objectives by connecting about five groups of students from the 'Christchurch 101' course with Council engagement opportunities and with local community groups. Students have also connected with the Avon Ōtākaro Network, Gap Filler, Ngai Tahu, Project Lyttelton, St Alban's Residents' Association, and many other organisations.</p>
	<p>Community Resilience Partnerships Fund - This non-contestable fund launched in early 2017 to support initiatives that:</p> <ul style="list-style-type: none"> -Build community connection and activation -Are community-led and build on existing community strengths and reflect the local context -Strengthen the capacity and capability of communities -Create collaborative ways of working -Encourage innovation and creativity and encourage and enable social enterprise -Remove barriers to participation and resilience 	<p>CCC, MoH</p>	<p>Under way</p>	<p>Over the next year, local initiatives will receive support from the Partnership Fund. Projects include community programmes, initiatives to increase Pacific young people's participation and connections (Pacific Youth Leadership and Transformation Council - PYLAT), community revitalisation and regeneration of the inner city east and Linwood Village area (Te Whare Roimata), and a community support and connection project (Mental Health Education and Resource Centre - MHERC). More information about the fund is available at https://www.ccc.govt.nz/culture-and-community/community-funding/community-resilience-partnership-fund/</p>






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	<p>Strengthening the Youth Sector – To work in a collaborative and coordinated way to inform, support and build capability of the wider youth sector to meet the needs of young people across Canterbury. Forums hosted bi-monthly at different locations, we love connecting with a wide range of contributors and supporters across our region. The purpose of these events is to inform, support and build the capacity of the youth sector in Canterbury. These short and snappy events bring together a huge range of people from all walks of life to focus on a topical issue or opportunity that impact our young people.</p> <p><i>Previously lead/coordinated by Inter Agency group of MSD, MPP, Corrections, MoE, CareersNZ, CYF, SDC, CCC, WDC, Rātā Foundation, Wayne Francis Charitable Trust, Collaborative Trust, ECAN, Sport Canterbury, Police, CDHB, Pegasus Health, Youth and Cultural Development, Papanui Youth Development, Canterbury Youth Workers Collective, Te Ora Hou, Christchurch Youth Council and Ngāi Tahu</i></p>	Canterbury Youth Workers Collective, Wayne Francis Charitable Trust, 4YP, Scope	Ongoing	The 2019 calendar has been released and it's shaping up to be a great year. SYS has a wide area of focus in 2019, and one of the highlights will be the Festival of Youth Development in September 2019. This will be a partnership between SYS, Canterbury Youth Workers Collective (CYWC) and the Collaborative Trust.
<p>Influence decision-makers through community engagement opportunities</p> 	<p>Youth Voice Canterbury (YVC) – a network of youth councils and youth advisory groups providing an online platform for youth participation. The platform connects young people to the best-placed people in authority to answer their questions, consider their suggestions or make changes.</p> <p><i>Previous lead/coordination by Youth Voice Canterbury, supported by CCC, WDC, SDC, Ministry of Youth Development</i></p>	Youth Voice Canterbury	Under way	<p>Youth Voice Canterbury has been incredibly successful in creating a wide and diverse network of sixty plus young people and youth participation groups across Canterbury. YVC supported the Christchurch Youth Council's development of the Youth Action Plan, assisting with the initial event, engagement process and feedback to shape the initiative.</p> <p>This group also hold the annual South Island Youth Connect with over 100 young people from across the south island attend, as well as the bi annual youth awards which will be held in 2018. In September 2017 Youth Voice Canterbury appointed a Management Team to drive and champion the networks work, this is supported by an advisory group of youth participation experts and local government.</p>






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	Pacific Fono and Workshops – a range of fono and workshops held for Pacific community (including youth) to identify community issues, priorities and opportunities providing information and informing advice to recovery decision-makers.	MPP	Completed	Community feedback gathered at the Fono and Workshops were included in the Pacific Recovery Plan.
 	Community Engagement Opportunities – community involvement and engagement in decisions that matter to residents and communities around the rebuild and revitalisation of greater Christchurch. Planned and current projects seeking wide-ranging participation include the Central Library and the Future Use of the Residential Red Zones. <i>Previous lead/coordination by CCC, CERA, WDC, SDC, Ngāi Tahu, and ECan</i>	CCC, WDC, SDC, Ngāi Tahu, ECan, Regenerate, Ōtākaro	Under way	Local Councils and regeneration partners continue to provide opportunities for people to engage with and participate in decision-making. • The Christchurch City Council encourages engagement and participation in decision-making on projects across the city on everything from safety improvements to streets and upgrades to playground equipment, through to Council strategies and by-laws, and significant capital projects such as major cycle routes. • Key priorities in the Waimakariri include engagement around District Regeneration, "Our District, Our Future 2048; District Development Strategy and "Wai Should We Care?" Land and Water Solutions strategy. There will be a number of opportunities for consultation, and there is a participation strategy on the WDC Regeneration website. • Environment Canterbury is supporting strategic partners on a range of regeneration initiatives that provide opportunities for public involvement, including the Ōtākaro Avon River Corridor Regeneration Plan and Southshore/South New Brighton Regeneration Strategy. • Regenerate Christchurch continues to work with communities, iwi and local businesses to drive regeneration in key areas, including the central city, residential red zone areas including the Ōtākaro Avon River Corridor, South Shore and South New Brighton.
Build on understanding psychosocial recovery, wellbeing and ways to care for each other 	Recovery Matters Community Workshops – provided information about post-disaster recovery and wellbeing, particularly what to expect in years four and five, and techniques for self-care. Up to two workshops per week were delivered in earthquake-affected communities.	New Zealand Red Cross	Concluded end of June 2016	1,650 people participated in over 130 workshops. Topics covered include the process of recovery, people's responses to a disaster, providing support to those in need, handling stress, working with diversity, effective communication practices and techniques and wellbeing tips. The workshops were developed with disaster recovery experts and delivered by trained Red Cross facilitators.








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	Recovery Matters Workplace Training – focused on providing staff with an understanding of post-disaster recovery and its impacts on themselves and the individuals with whom they work. It covered techniques for self-care when dealing with the public and information about recovery services to which people may be referred. Two workshops per week were delivered to various organisations working either directly or indirectly in recovery or with clients affected by the earthquakes.	New Zealand Red Cross	Concluded end of June 2016	1,650 people participated in over 130 workshops. Topics covered include the process of recovery, people's responses to a disaster, providing support to those in need, handling stress, working with diversity, effective communication practices and techniques and wellbeing tips. The workshops were developed with disaster recovery experts and delivered by trained Red Cross facilitators.
	Community Support Groups – a series of workshops to help people in their recovery journey to improve their mental wellbeing and manage stress.	MHERC, CERA, MSD	Concluded	The workshops focused on enhancing participants' knowledge and skills to improve their mental wellbeing and developing skills so that participants could hold (or continue to hold) their own support groups effectively. The workshops identified a number of trends and some of the supports that participants found most useful.
	Impact of Trauma Workshops – aimed on demand at early childhood centres and schools, providing adults with information and training to understand and address their own wellbeing needs and to understand the needs of the children.	MoE	Complete	The workshops continue to be available and are provided on an 'as needed' basis to school and early childhood centres.
	Bereaved and Seriously Injured Support Groups – regular, facilitated support groups which sometimes included expert presenters. Each year there were six different activities, including an annual retreat. A transfer of group leadership from New Zealand Red Cross to the families was planned.	New Zealand Red Cross	Concluded	The support groups have now finished and ongoing activities have transitioned to the self-organised Quake Families Trust.




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 	Parenting Workshops – will comprise 20–30 free workshops to support parents experiencing secondary stress. They are aimed at a variety of groups including different age groups, cultural communities and parents of children with disabilities.	Methodist Mission, CDHB-CPH, MSD-SKIP, University of Otago, All Right? and a range of NGOs	Concluded	Parenting workshops is one part of an overall 'Parent Support Package' funded by CEAT. Key messages for parents have been developed by All Right? and communicated population-wide via posters and advertising. Specific resources developed by and for Maori whanau (Matariki calendar and activity cards). SKIP supported initiatives ('parenting co-creation within natural networks') in Linwood, Selwyn, New Brighton and Shirley being led by different NGOs. The Worry Bug books have been distributed through schools and ECEs by Kotuku Creative. Parenting workshops are being run through schools and in community settings, tailored to needs of particular group. Strong inter-agency cooperation across wide range of organisations working with parents. Two organisations are running parenting workshops/sessions using All Right? resources and campaign material developed and informed by research into parenting that was conducted by All Right? A number of other organisations have expressed an interest in running workshops but have identified capacity issues as a barrier to organising them. The Coordinator of the Parenting Package is looking at what support can be offered to make this easier for organisations. Work is also Under way to produce a resource that collates information on the range of 'parenting programmes' being offered in greater Christchurch.
	Positive Behaviour for Learning (PB4L) – comprises a range of evidence-based programmes and initiatives to improve the wellbeing and increase the engagement of children and young people in order to positively impact on their behaviour.	MoE through schools	Under way	This is an ongoing work programme for the MoE.
	- PB4L School Wide - This initiative is a long-term, whole-school approach to help schools develop a social culture that supports learning and positive behaviour. The framework is made up of practices and systems that help schools to create and maintain positive learning environments.			These schools receive ongoing support from the MoE School Wide team to develop and maintain positive school behaviour and wellbeing systems.



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	- Incredible Years Parent Programme – a 14-week course helping parents understand how to promote positive behaviour for their children and have a more positive and harmonious family life.			Approximately 15 Incredible Years parenting programmes are run each year in the region, with about 15 parents per programme. NGOs and MoE staff have run these programmes with referrals coming from NGOs, schools, B4school checks and targeting areas of most need. The programme is ongoing for 2017.
	- PB4L Incredible Years Teacher Programme – The programme is delivered to teachers of children aged 3 to 8 years. Groups of teachers meet with their colleagues once a month over a period of six months to complete the programme.			Approximately 13 Incredible Years Teacher programmes are run each year in the region, with about 18 per programme. MoE, RTLB (Resource Teacher: Learning and Behaviour) and Early Childhood organisations have run these programmes. The programme is ongoing for 2018.
	- PB4L My Friends Youth Resilience Programme – helping students to become more confident lifelong learners and to develop strategies to prevent the escalation of common mental health issues such as anxiety and depression.	MoE	Complete	<i>This was a pilot project run over two years and is now complete.</i>
	Triple P Positive Parenting Programme – provides simple and practical strategies to help parents manage their children's behaviour, prevent problems from developing and build strong, healthy relationships. Six groups will run in 2015.	MoE, University of Canterbury	MoE use concluded	<i>Group Teen Triple P' was the programme offered through this initiative by MoE. It is no longer offered as demand was much lower than anticipated. The programme is commonly used by NGOs, particularly by trained social workers and psychologists.</i>
	Tiny Adventures – an interactive resource and mobile app to help parents to do small, easy activities with their children.	All Right?	Under way (since 2013)	The Tiny Adventures resource (hard copy) was so popular that a free mobile app was released in late 2014 to make the resource more broadly available to Cantabrians and across New Zealand. The app was updated and now features over 90 activities, including some activities from the Whānau Effect set. Activities can be filtered by the amount of time available to 'play.' The new version of the Tiny Adventures App was launched in the 2017 July school holidays in line with Christchurch Kidsfest and promoted through schools and libraries. The app will remain free to download.




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	<i>Pacific Parents Forum – a small network of Pacific parents who share experiences and discuss how to support and seek assistance in connecting with schools. This network will be utilised to raise awareness among its members around psychosocial recovery.</i>	MPP	Concluded	<i>After this group's initial meeting, there was a collective understanding participation was strong enough in other networks or support groups to meet need. This forum has concluded.</i>
	I've Got Your Back', Oxford - a support and connection initiative aimed at building a culture where everyone has someone in the community who is looking out for them and can/will support them in a difficult time. Also includes a social media link through their 'I've Got Your Back' Facebook page	Oxford Community Trust	Ongoing	The aim is to encourage people to reach out to others in the community over a cuppa or by inviting them or connecting them into community events or initiatives.
	TimeBank Waimakariri - Waimakariri TimeBank is a Community-Led initiative aimed at integrating newcomers into the district through the sharing of skills.	WDC providing interim facilitation	Under way	The initiative is now established, with a local brand and on-line presence. A smaller pilot is underway while coordinator funding is being sought. An MOU has been set up so that Presbyterian Support can act as a fund holder until the group achieves Incorporated Society status.
Organise activities to connect or to plan and prepare as a community	Community Connectedness Initiatives – comprise a range of initiatives promoting community connectedness.			
	- Knowing Your Neighbour is a Piece of Cake – a campaign that encouraged community connectedness and strong relationships at a neighbourhood level.	Methodist Mission, Te Raranga, CCC, WDC, CDHB-CPH, Neighbourhood Support, New Zealand Red Cross	Evolved	<i>Knowing Your Neighbour is a Piece of Cake' ran annually from 2014-2016. The initiative was a part of the 'Summer of Fun' in 2016. 'Piece of Cake' sparked more than 40 events in 2012/13, more than 66 events in 2013/14 and more than 66 events in 2014/15. The Methodist Mission coordinated this in 2016. In 2017, it further developed as a local expression of Neighbours Day Aotearoa (25-26 March 2017).</i>
	- Neighbourhood Week – brings people who live nearby closer through small get-togethers of a few households or larger neighbourhood gatherings. Neighbourhood Week runs in October and November each year.	CCC, Neighbourhood Support	Under way	CCC leads Neighbourhood Week with promotion from Neighbourhood Support. The event is designed to support neighbours organising and connecting with one another. Feedback from participants demonstrates the events' success. Neighbourhood Week events most recently ran from 27 October 2018 to 31 March 2019. Community Board funding was available to support the events.




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	- Meet your street – events bring neighbours together so all residents feel part of their community. Getting to know the people nearby helps create a sense of belonging in a local area. Strengthening connections and trust in our communities contributes to a happier and safer neighbourhood for everyone.	SDC	Under way	This summer's events were in 19 different neighbourhood around Selwyn. Events are fun and informal, with a free sausage sizzle provided by Council. It's a chance to meet neighbours, with music and games for the kids. Neighbours can also organise their own local gathering.
	- Summer of Fun – a neighbourhood event series of family fun days that built connectedness locally. Events were planned and hosted by the community for the community. It was estimated that more than 30,000 people attended one of the 140 Summer of Fun events in the past three years at the time of the initial Shared Programme publication.	Methodist Mission coordinating with funding from CEAT, with a number of organisations including YMCA, Methodists, Anglicans, Te Raranga, CERA, CCC, SDC, WDC	Concluded	More than 40,000 people attended the Summer of Fun events. The projects was evaluated and found that the Summer of Fun was a successful initiative in supporting community connectedness through helping parishes and groups to run events that offered families and other community members the opportunity to do something fun and free together. A small amount of funding remaining at end of 2015-16 summer enabled a smaller 'Summer of Fun' to be run in 2016-17. This targeted 30 neighbourhood organisations and parishes running local, free events for their community.
	- Summer in Selwyn – From January to March, the Selwyn District Council hosts a series of family and youth oriented events to build connectedness locally.	SDC	Under way	Over 60 events were part of the 2018/19 Summer in Selwyn event programme, which kicked off in December and continued until late March. Past events have ranged from 'Picnic in the Park' to skate jams, pool parties to music on the green and more.
	- Neighbours Day Initiative – took place yearly in March. It involved going out into the new Selwyn subdivisions with a coffee cart and inviting neighbours out of their homes to meet each other, have a coffee, chat and listen to music.	SDC	Evolved into 'Meet Your Street' in 2015.	Meet Your Street' launched in 2015 to encourage all residents to get to know their neighbours. Selwyn District has consistently been the fastest growing district in New Zealand in recent years, and the Council wants all residents to feel part of their community so they can successfully establish their lives in their new home. A supportive community plays a vital role in helping migrants and newcomers feel welcome and settle into their new communities and homes. Every week, the Selwyn Youth Events team take the Events Trailer to new subdivisions and hold a sausage sizzle with fun and games, giving neighbours the opportunity to meet each other.
	- Neighbourhood connection resources – Develop and promote a suite of guides and resources aimed at building community connectedness.	New Zealand Red Cross	Ongoing in partnership with Neighbour's Day Aotearoa	Ongoing in partnership with Neighbour's Day Aotearoa.





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	Events Fund - A yearly fund for community groups.	SDC	Under way	In Selwyn, this fund is for community groups interested in running an event targeted at a community and bringing people together.
	Neighbourhood and Community Recovery Planning – covers a range of neighbourhood and community recovery planning initiatives. <i>Previously lead/coordination with CCC, ECan, CERA, MCDEM and other organisations</i>	CCC, ECan, CERA, MCDEM, New Zealand Red Cross, Ngai Tahu and other organisations	Under way (since 2013)	The Council's CDEM team is now taking a resilience planning approach to support local communities and other communities that span the city (for example, culturally and linguistically diverse communities). The Council's CDEM is also supporting preparedness in communities through its Tsunami Education Strategy, Public Education Strategy and Community response planning.
	- Aranui Community Trust Incorporated Society (ACTIS) planning – takes a joined-up approach to support community-based recovery plans. A pilot for up to eight eastern Christchurch community groups is being undertaken.		Concluded	Council staff worked with communities to develop Community Preparedness Plans in local areas throughout the city. One plan was developed under the leadership of ACTIS to support the Aranui community.
 	- Richmond Neighbourhood Plan – involves comprehensive community profiling and planning in the Richmond area facilitated by Nga Maata Waka.		Complete	Nga Maata Waka completed a data and information gathering exercise that provided insights into a neighbourhood hit hard by the earthquakes. The Avonside / South Richmond area was surveyed as a part of this work. The data will provide a sound basis for ongoing community development work in the area.
	- Lyttelton Community Emergency Response Plan – a community preparedness plan that focuses on identifying and strengthening continuing community networks and initiatives.		Concluded	Council staff worked with communities to develop Community Preparedness Plans in local areas throughout the city. The Lyttelton Community drove the development of its own Emergency Response Plan.
	- Marae Neighbourhood Planning – will capture four marae recovery stories to better understand increased social connectedness in their neighbourhoods and create opportunities to link with connected conversations, big lunch and a resilience expo.		Concluded	He Oranga Pounamu's Marae Neighbourhood Planning was completed with the involvement with all of the Marae in the area. Planning and implementation for this project as award-winning. While this work has concluded, new Marae-oriented initiatives are now Under way with CCC, Red Cross and Ngai Tahu.
	- Iwi resilience – Working in partnership with mana whenua and local Marae to enhance psychosocial capabilities through Psychological First Aid (PFA) training, first aid training and other training and equipment.		Concluded	This programme is aimed to ensure better support for communities during and after an emergency. The focus is now the Red Cross working alongside Ngai Tahu in North Canterbury.




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	- Place-based community development planning – Working with and supporting communities to develop emergency resilience plans using a strengths-based community development approach.		Concluded Dec 2017	This programme was designed to prepare communities to improve their short, medium and long-term resilience. Stakeholder partnerships will be identified to support implementation of plans.
	- Preparedness workshops for people with disabilities and long-term health needs – Developing and delivering workshops in partnership with others to build preparedness for those with physical and intellectual disabilities and their carers.		Complete	"Shaken not Stirred" workshops concluded in December 2017.
	- Preparedness 101 training – Developing and delivering education sessions for individuals to provide them with the knowledge, awareness and support to take steps to become better prepared for a disaster (individual, family, household).		Complete	Revised as Resilience 101. The resource is being integrated for use as internal wellbeing training.
	- Psychological First Aid (PFA) – Training for greater Christchurch street and neighbourhood coordinators and other relevant community volunteers.		Complete	This programme launched in April 2016. PFA upskills people to provide practical and emotional short-term support, reduce distress and help people connect with others after a traumatic event.

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Build networks through participation in sports, recreation, arts and cultural activities 	Ōtautahi Creative Spaces - set up in Christchurch in 2015 with a goal of boosting wellbeing, social connection and resilience through creativity. Its purpose was to respond to the high levels of mental illness, distress and earthquake trauma following the earthquakes by using a creative practice shaped to support vulnerable people to live full, aspirational and creative lives. The establishment of Ōtautahi Creative Spaces followed a research phase funded by Creative New Zealand which examined access to creativity for people who had experienced mental illness. It concluded that unlike other parts of the country, people in Christchurch had little access to creativity to support their wellbeing and recovery and there was a need for creativity programmes which are tailored for this group.	Ōtautahi Creative Spaces	Under way (since 2015)	In 2016 and 2017, Creative Spaces trialled a number of approaches, including hosting Creation Stations in local libraries, partnering with workplaces and schools, alongside hosting sessions in Room 5 at the Phillipstown Hub. At the end of 2017, a reduction in funding led to the decision to consolidate creativity and artist mentoring work within Room 5. A full evaluation of the project was completed in 2018 by Ihi Research which indicated many strengths and positive outcomes. The full report can be found at https://www.ihiresearch.co.nz/what-we-do/otautahi-creative-spaces/
	Arts and Culture Recovery Programme – developed to encourage participation in arts and culture and restore the venues for this participation to occur as a way of building positive social networks and contributing to wellbeing.	Ministry for Culture and Heritage, CCC, Creative New Zealand, Ngāi Tahu, Rātā Foundation, WDC, SDC, Canterbury Museum Trust Board, CEISMIC consortium, Ōtakaro Ltd	Under way (since 2011)	The Programme continues in a less formal manner, as the recovery progresses. The Joint Advisory Group, chaired by the Ministry for Culture & Heritage, has disbanded but members remain in contact to discuss initiatives relevant to their agencies. CCC has initiated development of a new citywide strategy for the arts with key partners Creative New Zealand, ChristchurchNZ, Rātā Foundation, and some other key supporters.
				<i>-In May of 2016, a Ministry for Culture and Heritage commissioned literature review examined the impacts of arts and culture activities on community wellbeing in Christchurch post-earthquakes. The report found mental health benefits for those participating in post-disaster artistic and creative initiatives. The report is available at http://www.mch.govt.nz/gauging-impacts-post-disaster-arts-and-culture-initiatives-christchurch</i>




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				-The Christchurch City Council and Ōtākaro Ltd are co-leading the anchor project to develop a Performing Arts Precinct within central Christchurch. The precinct is planned to provide permanent homes for the Court Theatre and the Music Centre of Christchurch (rebranded as The Piano: Centre for Music and the Arts) as well as accommodation for a range of other cultural and community activities. The Piano's new facility, including a new 350-seat concert hall, opened in mid-August 2016.
				<i>-In March 2015 another highlight for the city was Te Matatini's National Festival, a four-day event hosted by the Waitaha Cultural Council, CCC and Ngāi Tahu. The festival attracted huge audiences and media coverage throughout the world.</i>
				<i>Ōtākaro has erected the Canterbury Earthquake Memorial. The Treasury and Ōtākaro are working through logistics to effect transfer to the Ministry for Culture and Heritage.</i>
				Two new urban regeneration approaches were established in 2017 to encourage community leadership in place making: - The Enliven Places Programme has sought community ideas for enlivening vacant places and the community has then voted on their favourite concept. The project that achieves the greatest level of positive feedback is implemented as a joint partnership project. The pilot project for this approach is a large mural on a building fronting Hereford Street. - A Shape Your Place toolkit is now online as a community resource to support leading, planning, design, funding, delivery and management of community projects. Place making ideas in the toolkit include artwork, events, and community plans.





PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
				-The Canterbury Museum has helped to tell the story of the Canterbury earthquakes through 'Quake City.' It has been a great place that locals take their own family and visitors to help them understand more about experiences here. The Museum has always been an important place both as a tourist destination and a place for the community to come and share understanding, including about the cultural and natural context and what is important to it. The museum has been developing a Public Engagement Strategy to be more intention in conversations with the community, including through diverse programming, building knowledge about the community, running focus groups, breaking down accessibility barriers, building relationships with community leaders, and commissioning research to help understand views and perceptions about the Museum.
				-Memory projects are important for helping earthquake survivors move forward and for honouring The lives of those who died. Online projects include CEISMIC and Quake Stories. Archives, museums and libraries are also collecting material on the earthquakes.
	Our Heritage, Our Taonga – Heritage Strategy 2019–2029 - sets out a vision of working together to recognise, protect and celebrate our heritage, which weaves our stories and places together, and is vital to the identity and wellbeing of our communities and the district. The strategy will assist the Council in partnership with the respective papatipu rūnanga and working together with the wider community to better provide for our taonga.	CCC in partnership with the six papatipu rūnanga	Under way	In February, the Council adopted this new strategy. The strategy is a high-level document that sets out how we intend to work in ongoing partnership with Ngāi Tahu and in collaboration with our communities to identify, protect and celebrate heritage. The strategy presents a broadened view of heritage. It includes the built and natural environment, tangible and intangible heritage, including stories, memories and traditions, and movable heritage. Ngāi Tahu taonga is acknowledged and integrated, and the heritage of the city's diverse cultures and distinctive communities is respected and provided for. Next steps include development of a Heritage Charter and implementation plan.






PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
 	Spaces, Places and People: Sport and Recreation[#] – aimed to return participation in sport and recreation to pre-earthquake levels, build positive social networks and contribute to health and wellbeing. Its work has included building capacity of volunteers, forming partnerships with other clubs and actively promoting activities.	Sport NZ and Sport Canterbury, Christchurch City Council, Ōtākaro and other organisations	Under way (since 2012)	Thousands of Cantabrians receive countless benefits from sport and physical activity every day. They rely, however, on having the right spaces and places to keep active in their own communities. The value of community sport and recreation inspired Sport Canterbury and the Greater Christchurch Partnership to create the first ever Canterbury Spaces and Places Plan: A Regional Approach to Sporting Facilities. The 'Canterbury Spaces and Places Plan' was endorsed by the Greater Christchurch Partnership Committee in November 2017. This plan has now been released and is available for reference and use by any group, individual or organisation in the sector who wishes to understand the priority for sports facility development in the Region. Sport Canterbury also continues to lead, enable and deliver in areas such as spaces and places, events, programmes and sport development. Ngā Puna Wai Sports Hub is set to open in 2018, and the Metro Sports Facility is set to open in 2020. Partnership has been a core part of the Ngā Puna Wai Sports Hub development. Four sports collaborated in the design and will continue to collaborate in the operation of this space.
	Rangiora 7400 Upgrade – brings together new and existing residents within the 7400 postcode area to conceive, plan and deliver initiatives to re-energise the Rangiora Town Centre area. Examples of its activities are a 'smile' campaign, mural project, busking and art space.	WDC	2014-17; now complete	With the rebuild of the Rangiora Town Centre complete this project has now been discontinued. Over its three years in operation 7400 Upgrade met its objective to fill some of the gaps left by demolished buildings and to create some fun and sense of connection during the unsettling rebuild phase in our town.
	Arts Events – develop and encourage community participation in arts and culture and support artists and arts groups.	SDC	Under way	




PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
	Transitional Public Spaces - Gap Filler, Greening the Rubble and Life in Vacant Spaces continue to offer innovative initiatives in vacant and temporary sites within Christchurch.	Gap Filler, Greening the Rubble and Life in Vacant Spaces	Under way	Initiatives have nurtured volunteerism, brought interactive artworks into the city, and even set up a volunteer-run community bike shed. For example, Gap Filler launched its interactive installation at the Tuam/High Street intersection and the 'Open City' project to celebrate undervalued, sweet, free things to do in Christchurch. Greening the Rubble has installed an edible courtyard at the Kairos Free Store; Riverbend Refuge riparian planting demonstration in the Ōtakaro/Avon River Corridor; and the Green Lounge office greening project. Greening the Rubble is nearing the completion of a mobile workshop and finalising design for a co-created gathering space at the Richmond Community Garden.
Provide accessible leadership development opportunities for community leaders and service providers 	Leadership in Community (LinC) – a project that is building capacity and developing partnerships with communities by building on the skills of volunteers and informal community leaders across different geographical/vulnerable communities. The project participants chosen have diversity awareness and are working with networks within their respective communities to deliver a range of community projects.	CCC in collaboration with Leadership Lab, Ara Institute (formerly CPIT), University of Canterbury, MSD, WDC, SDC, other community representatives, New Zealand Red Cross, CERA, Rātā Foundation, Tindall Foundation and the Wayne Francis Charitable Trust	Under way (since 2014)	The LinC Project (Leadership in Communities) was designed in 2015 specifically to support and enhance local leadership and recognised change agents drawn from the voluntary, NGO and also central and local government sectors across Greater Christchurch. LinC 2018-2020 has taken the best of its programmes of 2015/16 that impacted on almost 100 community leaders and has sought to reach further, grow smarter and become more sustainable. With this in mind, LinC has three core components: Cultivator, Incubator and Activator. Each area has clear objectives and customised support and input to ensure our communities and programmes continue. www.lincproject.org.nz
	NGO Leadership Programme – aimed at building capacity across the Canterbury NGO organisations and sector as a whole. It helps NGO leaders to manage change related to earthquake recovery, and also to manage and adapt to change across the sector. 30 participants from Canterbury NGOs are designing and implementing projects to respond to emergent community needs and opportunities.	MSD and University of Canterbury with a range of NGOs	Under way	The programme ran successfully in 2013, 2014, and 2015. Following a design process in 2016, a new Leading Collaborative Partnerships Programme worked with 30 senior leaders in NGOs and government agencies in from February to October 2017. Eighty-five NGO leaders and managers have participated in the programme to date from wider Canterbury. The 'Leading Collaborative Partnership' programme was implemented again in 2018, which is partially subsidised for NGOs and 'user pays' for government agencies.





Activities Table: Communication & Engagement








PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
Facilitate engagement for constructive and enduring governance, partnerships and relationships for recovery and beyond 	Greater Christchurch Psychosocial Committee – comprises representatives from 25 social service agencies, central and local government and the NGO sector. The committee coordinates the planning, delivery and monitoring of psychosocial recovery and wellbeing in greater Christchurch in relation to the 2010-11 Canterbury earthquakes.	Includes CDHB, MSD, CCC, WDC, SDC and a range of other agencies and NGOs	Under way (since 2011)	The Committee now meets on a two-monthly basis and continues to monitor emerging community psychosocial issues and trends and escalate unresolved matters to the Psychosocial Governance Group. The Committee supports the ongoing development of consistent recovery messaging and keeps members informed of each others' activities, looking for opportunities to coordinate and collaborate through the ongoing development of the Shared Programme of Action.
	Greater Christchurch Psychosocial Governance Group –provides direction, advice and support to the Psychosocial Committee. The group is comprised of representatives from ten central and local government agencies with statutory recovery responsibilities relating to the greater Christchurch earthquake recovery. The group convenes as a part of the Greater Christchurch Partnership (GCP).	CDHB in collaboration with various agencies	Evolved from the Community Wellbeing Planners' Group in early 2016	The Governance Group ensures psychosocial wellbeing of the greater Christchurch population is protected, promoted and improved. The group provides resolution of problems where possible or escalation to others who could. The group provides visible leadership and interaction with other forums.
	Resilient Greater Christchurch Plan - now forms part of the Greater Christchurch Urban Development Strategy and enables city and district leaders to work together to enable and empower communities to face the future with confidence.	CCC	Under way	The Greater Christchurch Partnership has adopted the Resilience Greater Christchurch Plan. Monitoring and implementation are being explored in conjunction with the Urban Development Strategy and the Greater Christchurch Partnership.





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	Joint Housing Steering Group – monitors the progress of residential building as part of the Housing Accord which was set up to increase the availability of affordable housing, including social housing in Christchurch.	Jointly lead by CCC and central government	Under way	Under the Christchurch Housing Accord between CCC and central government, three major affordable housing developments are Under way, with the first houses already open at the Awatea development. By 31 December 2016, there was a net addition of 854 social housing buildings. The Accord was revised in May 2017, with its long-term goal to support a well-functioning, private-sector-led housing market in Christchurch, including sufficient supply at the lower end of the market to ensure adequate access to housing for those on lower incomes. Also under the Accord, the Council endorsed an Agreement for Funding with government for joint funding of the Christchurch Housing Initiative, a shared equity affordable home ownership programme for modest-income households. Ōtautahi Community Housing Trust provides and manages community housing in Christchurch.
	Te Waipounamu Community Housing Providers Network - was established to promote cooperation between community housing organisations in response to community need.	Community housing providers based in the South Island	Under way (since 2015)	The Te Waipounamu Community Housing Providers Network was working with CCC to develop a 'Housing First' proposal around September of 2017. In October, community housing providers were invited to brief the CCC Housing Subcommittee. In May 2018, the Housing First initiative began.
	Canterbury Pasifika Network (CPN) – coordinates meetings to discuss issues and share workable solutions and connect services to support Pacific communities. CPN is a network of Pacific leaders and influencers (Pacific and non-Pacific) working in government and non-government organisations.	MPP with a collaboration of government organisations and NGOs	Under way	Bi-monthly meetings continue to be held with hosting duties rotated around to different organisations.
	Inter-Church Forum – a coordinated forum with representatives from across the Christian church spectrum. It meets regularly to discuss emerging trends and to look for ways to provide a collaborative response.	Inter-Church Forum which includes representatives from the Anglican, Catholic, Baptist, Methodist, Presbyterian denominations and others	Under way (since 2011)	The Inter Church Forum plans to gather information relating to well-being issues in Christchurch and help churches engage collaboratively in supports and solutions.




PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
	Social Services Waimakariri Advisory Group – a network of social service providers and stakeholders that focuses on taking a linked-up approach to increasing the social wellbeing of Waimakariri residents.	WDC and other organisations	Under way	The Social Services Waimakariri Advisory group continues to operate as a collaboration between Central Government, local Council and non-government groups. The Group collates information provided and the at the many forums and meetings that take place in Waimakariri every month, and helps inform the key social service issues for the District. In response to need and opportunity, a working group has formed around social inclusion initiatives.
	Social Wellbeing Network Group – a network of social service providers and stakeholders that discusses issues, updates information and undertakes networking in Selwyn.	SDC, Police, Oranga Tamariki, Corrections, CDHB, local community centres, and many others	Under way	The group meets four times per year. The kaupapa of the group is to provide a networking opportunity for social services providers based in Selwyn, and to provide space for collaboration and the sharing of resources for these providers.
	WaiLife Suicide Prevention Steering Group	WDC	Under way	Support for the provision of public information events on suicide and wellbeing, including: <ul style="list-style-type: none"> • Mindfit: seminar aimed at educating, challenging and empowering people with skills for mental & emotional wellbeing. • 'Suicide Prevention is Everybody's Business' seminar • Planning support for World Suicide Prevention Symposium, in Christchurch • Support for a Purerehua 'choose life' Suicide Prevention Day in Kaiapoi
	Canterbury Family Violence Collaboration – a cross-sector project of 40 agencies to improve the systemic response to family violence with a focus on youth, housing, violence prevention, crisis response and staff.	Barnardos with the support of over 40 NGOs and government organisations	Under way since 2012	The Canterbury Family Violence Collaboration has grown into a mature community with membership extending from the immediate family violence sector to agencies and organisations in the wider human services such as Health, Mental Health, Justice, Kaupapa Māori, Youth Work, Budgeting, Local Government Sectors and more. The Collaboration supports numerous projects and initiatives that align with its vision, including local research, professional development and family violence prevention campaigns.
	Violence Free North Canterbury – a collaborative of stakeholders addressing family violence in the Waimakariri district.	Facilitated by WDC, membership included government departments, the TLA, NGOs, and legal profession	Under way	Supported by WDC Community Team, a collaborative approach continues to be applied to addressing family violence and relationship safety through mainstream and social media, community education and provider education. This includes community education, in-school initiatives, White Ribbon and Are You Okay?






PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
	Waimakariri Health Advisory Group – a network of health providers and stakeholders that focuses on taking a linked-up approach to increasing the mental and physical health and wellbeing of Waimakariri residents.	WDC and other organisations	Under way	WHAG continues to monitor and advocate in relation to issues and opportunities affecting the health and wellbeing of residents.
	Canterbury Health in All Policies Partnership – advocates an approach to public policies across sectors that takes into account the health implications of decisions, seeks synergies and avoids harmful health impacts, in order to improve population health and health equity. The partnership has developed tools and resources such as the Integrated Recovery Planning Guide.	CDHB, CCC, ECan	Under way	Recent achievements include: <ul style="list-style-type: none"> • Ongoing management of the Joint Work Plan online portal shared by CCC, ECan and CDHB to track common projects and milestones • Community and Public Health continues to advise the Council's Disability Advisory Group, actively sharing expertise and resources, and creating linkages that benefit both organisations. • CDHB and ECan continue to work with transport groups to encourage sustainable travel modes for the city including visitors and staff travelling to Christchurch Hospital. • CCC, CDHB and NZ Police are working together to write a city-wide plan to reduce alcohol-related harm which is now in draft. • Collaborative work has occurred across the Greater Christchurch Partnership in the areas of Long Term Planning, Transport, Natural Environments and the expansion of Healthy Christchurch to the wider partnership
	Child and Youth Friendly Christchurch - A collective effort of government local business, community organisations and Christchurch residents working together to make Christchurch the best city for children and young people to grow up in. The initiative has the purpose of creating a Christchurch where children and young people's environments and everyday lives are actively influenced by their voices, needs, priorities and rights.	Barnardos, Canterbury Youth Workers Collective, CCC, Cholmondeley, Unicef, City Methodist Mission, Presbyterian Support and others	Under way	http://www.childandyouthfriendlychristchurch.org.nz is updated regularly to feature the ways that children and young people, parents and carers, business and employers, and organisations and volunteers are getting involved with the initiative.





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	Canterbury Customer Advocates Group – initiated and chaired by EQC, the group holds monthly meetings to gather and share information that inform service planning and the customer experience.	EQC	Concluded	Canterbury Customer Advocates group concluded as EQC's work in Canterbury continues to decrease as part of completing the last outstanding claims. This group has been a great support to EQC as it offered a customer perspective and voice which helped shape EQC's business decisions and communications affecting customers and stakeholders.
	Ethnic and Pacific Advisory Group – established to challenge, support and assist the Police in identifying many of the issues involved in this area and to develop appropriate policies or strategies between different ethnicities and a Crown agency. They will also provide a direct link between the Canterbury Police District and the aspirations of a multi-cultural community.	NZ Police, HPA, MPIA, ACTIS, Waipuna Trust, Youth Cultural Development Canterbury	Under way	Ongoing assistance provided to NZ Police in applying Pacific Framework/lens on policies and strategies to assist in their engagement with ethnic communities.
	Te Pūtahi Christchurch Centre for Architecture and Place participatory design initiatives - Te Pūtahi creates opportunities for people to celebrate urban creativity and for city-makers and citizens to imagine and experience Christchurch differently.	Te Pūtahi, CCC, Rātā Foundation	Under way	In 2017, Te Pūtahi ran a special series within the 'Christchurch Conversations' programme called 'Bold Thinking for the Red Zone.' The six events are a collaboration with Regenerate Christchurch and CCC and are focused on the future former residential red zone. The events inspire and challenge participants in engagement with local and international speakers who share their views and ideas about the red zones' future at this pivotal moment in the city's regeneration. Other events in 2017 included the 'Superuse Studios' lectures on innovative architecture and free lectures on cities, design, architecture, urbanism, and city-making in 'The Occasional Series.'
Promote information flow through pathways, networks and coordination points for people to access psychosocial services and supports 	0800 Canterbury Support Helpline – a free helpline for greater Christchurch residents that provides referrals and information about the range of services and advice available. <i>Previously lead/coordinated by MSD with Presbyterian Support and YouthLine</i>	CDHB with Homecare Medical	Concluded	<i>The 0800 Canterbury Support Line answered over 10,000 calls, providing support, information and referrals to the people who call.</i>





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 	Community Information Hubs – information bases that have been identified across Christchurch and that provide information on support service and community initiatives. Work is being done to strengthen and develop these hubs. Previously lead/coordinated by CERA, CCC and other community organisations.	Community organisations	Concluded at end of 2015	By the end of the second part of the project, hubs had delivered a plethora of activities and engagement in their neighbourhoods, strengthening their purpose and increasing connection and awareness of local services and activities. Locally-driven projects included mobile hubs, community directories, strengthening volunteerism and planning workshops. Many of these hubs will continue to operate beyond the life of the pilot projects.
	Red-i hubs - This programme will work with the existing network of community information hubs and New Zealand Red Cross shops and offices in greater Christchurch to provide (and increase the number of) local focal points with resources for community members wanting to become more prepared and better connected.	New Zealand Red Cross	Complete	Project aimed to ensure local community groups and members made use of clear geographic focal points to access information, training and equipment that supported preparedness, resilience building and social connectedness
 	Red Cross Eastern Suburbs Outreach – coordinates outreach teams from New Zealand Red Cross and local community groups to assist residents by providing information and referrals to appropriate helping agencies.	New Zealand Red Cross	Concluded June 2016	Door-knocking was an effective way to find people struggling to rebuild their lives after the earthquakes. Red Cross volunteers, staff and partner agencies visited more than 16,000 homes and connected people with specialist community and social services and gave follow-up support, too. Another part of the outreach was to support the thousands of families living in cold, damaged homes and temporary accommodation. The Red Cross provided almost 14,000 winter packs.
 	Christchurch Community Response – a partnership of Christchurch churches undertaking door-knocking activities to provide information and links to support services. Previously lead/coordinated by St Christopher's Community Church with funding from New Zealand Red Cross, CCC, and MSD	St Christopher's Church and CCC	Concluded mid-2017	This partnership saw volunteers visit 70,000 homes across the city to help connect isolated individuals with appropriate services. This successful activity continued beyond disaster response as an initiative of St Christopher's and CCC. The partnership shared expertise with Hurunui to assist with their recovery efforts.

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	Communities and Neighbours – a neighbourhood project to reduce loneliness and isolation experienced by many older people. Its work includes developing community-based solutions to improve the health and wellbeing of older people.	Te Awhero Hope Presbyterian Community Trust	Under way	The Communities and Neighbours project continues to connect referred isolated older adults with their neighbours, community groups, local Churches, etc. to rebuild their connections. The project is operating in the South East, North East and South West of Christchurch, and is a part of Te Awhero programmes that have connected over 200 individuals and families and more than 100 organisations in Canterbury.
Share understanding about psychosocial impacts experienced after a disaster and strategies to improve wellbeing 	All Right? Campaign – a social marketing campaign for mental health promotion, it uses market research and evidence-based messages and resources aimed at activating the inherent coping mechanisms of individuals and communities affected by the Canterbury earthquakes. The broad-based campaign has extensive presence in Christchurch, including on billboards, newspapers, bus stops, buses and social media. It includes specific messaging for different communities and has an active base of 'champions' working across public, private and NGO sectors.	CDHB–CPH, MoH, Mental Health Foundation	Under way (since 2012)	The All Right? campaign continues to actively support Cantabrians to think about and take action to become champions of their own wellbeing. It also works to capture what Cantabrians have learnt as a community since the earthquakes, and to provide ways the region can share this information with others. June 2018 research has shown that 84% of Cantabrians are aware of the campaign, and of those, 91% have found the messages helpful. While the campaign is focused on the whole population, specific messages and approaches have been designed for parents, Māori, Pacific, culturally and linguistically diverse (CALD) communities, men, and workplaces.
	Psychosocial and Disaster Recovery Expert Sessions – inform and empower communities to support themselves and others in recovery. These include community sessions by Dr Rob Gordon, a clinical psychologist in disaster research and by Sarb Johal, an associate professor at the Disaster Mental Health School of Psychology at Massey University.	New Zealand Red Cross	Evolved; Under way as part of New Zealand Red Cross 'Here for Good' programme	<i>The Expert sessions concluded in 2015. Now, as a part of the Red Cross 'Here for Good' programme, the Psychosocial Messaging project will provide further access to experts such as Dr Rob Gordon and other community education activities designed to support a growing understanding of, and what to do about, the longer-term psychological impacts of the earthquakes and recovery.</i>
	Bounce.org.nz – a youth-led peer sharing project that encourages emotional wellbeing and resilience. Wellbeing information is shared using digital media content and public promotional activities focused on the Address the Stress website.	New Zealand Red Cross	Under way	Bounce uses a positive youth development approach, working with young people to develop resilience, preparedness and wellbeing messages and tip to live life well for the 'Bounce' social media and web platforms. Forty youth volunteers have contributed.






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	The Whānau Effect – will promote intergenerational sharing of skills and support in Māori communities. The project encourages whānau to practise the five ways to wellbeing through cooking and eating together, gardening and being physically active.	Mental Health Foundation, CDHB–CPH	Under way	The Whānau Effect consisted of a Matariki Calendar connected to a set of activity cards (also available digitally) with seasonally-focused activities for the whole whānau. Early focus groups were conducted at local kura Tuahiwi School and Te Kura Whakapūmau i te Reo Tūturu ki Waitaha in collaboration with Ihi Research & Development. The resource was hugely popular and quickly taken up by the community and stakeholders. All hard copies have now been distributed. A short breathing exercise video, 'Hikitia te Hā', will be promoted soon as part of the Whānau Effect package to encourage whānau to watch, do and share.
	The Worry Bug Project - (formerly Home and School Scaffolding Resource Kit) - will feature two story books for primary-aged children that will deal with how to manage earthquake-related stress and will address anxiety management strategies. Other resources in the kit allow a more in-depth look at these issues within the home or school. <i>Previous lead/coordination by CDHB-CPH, MoE, Kotuku Creative and MSD</i>	CDHB–CPH, Kōtuku Creative, MSD, and NZ Red Cross	Under way	The two story books, 'Wishes and Worries' and 'Maia and the Worry Bug' are now available and being evaluated by researchers from Massey University. With support from the Red Cross and CEAT, Kōtuku Creative was able to respond to the requests for resources from preschools and new-entrant teachers. 21,000 copies of Maia and the Worry Bug were distributed to early childhood centres in greater Christchurch. A new resource, 'Rising Tide,' for the Year 5-8 age group in greater Canterbury has been funded by the New Zealand Red Cross and launched in November 2016. A book version of the resource went to approximately 24,000 children in Christchurch, Selwyn and Waimakariri and a digital version launched in January.
	Sparklers (previously known as 'Tiny Interventions') – a resource designed to support teachers to introduce and practice stress reduction techniques, mindfulness, the five ways to wellbeing and other evidence-based tactics for promoting and sustaining mental wellbeing in children (and themselves). The resource consists of teaching guides and worksheets compatible with the NZ Curriculum and supporting guides for parents. <i>Previous lead/coordination by MSD-SKIP, CDHB-CPH</i>	All Right?, CDHB Schools Based Mental Health Team	Under way	A long collaborative development process drew on the expertise of specialists in mental health, communications and child wellbeing specialists, local education providers and developmental psychologists. The resources were pilot tested with teachers and tamariki towards the end of 2016, refined, and launched nationally in June 2017. The resource has gained a lot of positive attention locally and nationally-- in the first two weeks after the launch of the resource, the website was visited by over 9000 people. Evaluation of the teacher resource (http://sparklers.org.nz/media/document/s/SparklersEvalnReportFinal180718.pdf) was recently completed and found the initiative successful. Sparklers uses a holistic 'wrap around' approach.





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Clearly communicate the stories of hope, progress, challenges and lessons learnt 	Connecting Our Stories – develops new ways for journalism students to engage with and report on their communities and help grassroots communities share and connect through their earthquake experiences.	University of Canterbury	Concluded	Graduate Diploma of Journalism students recorded dozens of people's everyday stories about the Canterbury earthquakes and Christchurch rebuild. At the project launch, participants spoke highly of their experiences, interviewers and interviewees alike. The stories are available on the programme's website , as well as various community partners' websites.
	Reading in Mind - is a collaboration between MHERC, Pegasus and the Christchurch City Council to provide approved resources for GPs to prescribe as a kind of 'books on prescription' to assist with their clients who have a range of mild to moderate mental health issues.	MHERC, Pegasus Health, CCC	Under way	More information about Reading in Mind resources is available on the libraries website at https://my.christchurchcitylibraries.com/blogs/post/reading-in-mind-book-scheme-for-mental-health/
	Chch Story App – a free app that showcases rebuild focused stories about what's happening in Christchurch as it evolves.	CERA	Concluded	The app launched in early 2015 and drew attention to big events, new developments, and the stories of locals doing wonderful things. Throughout 2015, the app shared stories to surprise and inspire and invited people to discover what's really happened in Christchurch, and been achieved by people here.
	Telling Our Stories – a community-led initiative that gathers and presents, via a number of media, the stories of Waimakariri residents affected by the Canterbury earthquakes.	WDC	Concluded	The Telling Our Stories project enabled residents of Kaiapoi/Kairaki/Pines Beach to share their earthquake and post-earthquake experiences. The project included a DVD supported by the NZ Red Cross, and a bound copy of stories supported by the Todd Foundation.
	CEISMIC Canterbury Earthquake Digital archive – is an archive of community activities of all kinds after the earthquakes. The archive preserves a variety of media that tell earthquake stories, particularly from those most affected or whose voices may not have otherwise been heard. The archive serves a memorial purpose, and is also available for research, teaching, training, and more. The archive is available at ceismic.org.nz	CEISMIC Consortium	Under way	Within CEISMIC are resources from many sub-projects and organisations such as QuakeStories, Women's Voices, Fairfax Media/ The Press, Gap Filler, One Voice Te Reo Kotahi, Empowered Christchurch, and All Right?, as well as thousands of documents, photographs, web archives, and more from individuals and community groups.







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	Community in Mind website – provides online information on the Community in Mind Strategy and Shared Programme of Action and associated initiatives.	CDHB-CPH	Evolved in early 2016	With the transition of Psychosocial Recovery responsibilities from CERA to CDHB, these materials are now hosted at the Community and Public Health Website. Community in Mind materials, including new materials such as the Psychosocial Committee updates, are maintained and updated at cph.co.nz/your-health/community-in-mind
	RHISE (Researching the Health Implications of Seismic Events) Group - An inclusive, informal collaborative of researchers established after the February 2011 earthquake in Christchurch. The group researches the health implications of seismic events.	CDHB, University of Otago, University of Canterbury, Ara Institute, Pegasus Health, Christchurch PHO, Rural Canterbury PHO, and others	Under way	In conjunction with CDHB, the RHISE Group organised and hosted the February 2016 People in Disasters Conference. Nearly 500 delegates from a number of countries enjoyed a very successful conference.
	Canterbury Earthquake Recovery Learning and Legacy - The programme works with organisations and groups across recovery, including the private sector, community organisations, social enterprise and local government, to bring together the collective learning from the Canterbury earthquakes. Nationally and internationally, there is a gap in knowledge, practical tools and capacity to recover from disasters. This work shares relevant insights and experiences to equip future leaders and communities involved in disaster recovery.	DPMC	Complete	The Canterbury Earthquakes Symposium was held on 29-30 November 2018 at the University of Canterbury. The symposium shared lessons from the Canterbury earthquakes so that New Zealand can be better prepared for future natural disasters. Approximately 350 local and national participants from the public, private, voluntary sectors and academia were invited to the Symposium. They represented those involved in the Canterbury recovery effort, and also leaders and future leaders of organisations that may be impacted by future disasters or involved in recovery efforts.
Communicate the availability of spaces, cultural activities and participation opportunities 	Christchurch The Garden City online – an umbrella website for Christchurch, containing links or information about education, business, visiting, living, events and history.	CCC	Core information absorbed into www.ccc.govt.nz and evolved into FindChch.com	The FindChch.com website is an interactive map and directory with an accompanying app. The aim is to communicate all there is to see, eat and do in the city for visitors and residents. The website is regularly updated and includes recreational spaces, pop-up projects, including the city's latest artworks and venues. It has been adapted to enable events to use the site for their participants (e.g., www.findchch.com/worldbowls2016)








PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
	Planning and Community Toolset (PaCT) – an interactive online map showing the location of community and public facilities and services across greater Christchurch. It also includes information on zoning, land types, census findings and other statistics. Information has been provided from central and local government and community organisations, across a wide range of sectors.	CERA	Concluded	All CERA map viewers were turned off on 1-March 2017. All CERA maps are now offline. Useful sites that show similar maps include: - Regenerate Christchurch, which shows MBIE's technical zones: https://engage.regeneratechristchurch.nz/land-information-viewer/ - ECAN (Click on the Canterbury Recovery): http://canterburymaps.govt.nz/Viewer/ - CERA Flood Level maps hosted by CCC: https://ccc.govt.nz/services/stormwater-and-drainage/flooding/floorlevelmap/
	CINCH (Community Information Christchurch) - CINCH is an online community directory of clubs, community organisations and continuing education course providers in the greater Christchurch area. Created by Christchurch City Libraries in 1981, CINCH has grown to include around 6,000 listings that are updated annually. Listings may be searched by name, subject or location.	CCC	Under way	You can use CINCH at cinch.org.nz . If you need some help to use the resource, try this training handout - http://www.activecanterbury.org.nz/media/2267/cinchtraininghandout.pdf
Provide access to community building tools, information and leadership learning sessions 	Capacity Building Project – working with 39 key local grassroots community organisation in five geographic areas of Christchurch to develop capacity and capability in the work of building sustainable communities. These groups will build internal capacity and act as a linkage to other earthquake service delivery supports.	MSD in collaboration with five networks of NGOs	Concluded	A cluster of legacy projects were undertaken in 2015/16, and this project has now concluded.
	Community Capacity Building Workshops in Selwyn District – comprise a series of 12 workshops delivered throughout the year for community groups. Workshops are aimed at building capacity, sustainability, strategic planning, understanding the wider community needs and effective delivery of events and services.	SDC	Under way	Seventeen workshops have been delivered as a part of this project.






Activities Table: Innovative Services



PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
Deliver services that are collaborative, accessible, innovative and inclusive  	Earthquake Support Coordination Service – provides information and practical help for people, families and households affected by the earthquakes.	MSD and a range of NGOs including PSUSI and ACTIS	Centrally concluded June 2017; remaining services conclude June 2018	New navigator roles in place continue to provide a coordination and navigation service for households requiring support for both new and existing clients. Navigators are working with people 'in general' and with particular support for people who are Māori, elderly, and/or culturally and linguistically diverse.
	Rū Whenua Kaitoko Whānau – an earthquake support service delivered by Kaitoko and Whānau Ora Navigators from local Māori providers. Previously supported by HOP, Ngāi Tahu, and TPK	Te Pūtahitanga o Te Waipounamu – The Whānau Ora Commissioning Agency for the South Island, Ngāi Tahu, TPK	Disestablished	The Rū Whenua Kaitoko were disestablished on 30 June 2016 along with He Oranga Pounamu. A review of the Whenua Navigator roles was completed in 2016 and uploaded in the EQ Recovery Learning website – a hub for sharing learning from the Canterbury earthquakes http://eqrecoverylearning.org/
	Whānau Ora Navigators (Resilience) – support for whānau to be self-managing, through engagement with the Whānau Ora Navigator. A key focus for the Whānau Ora Navigator is to build whānau capacity, enabling whānau to respond effectively to earthquake related impacts, including through access to appropriate services.	Te Pūtahitanga o Te Waipounamu – The Whānau Ora Commissioning Agency for the South Island, along with host agencies of Whānau Ora Navigators	Under way	The purpose of the Whānau Ora Navigator is to co-ordinate and/or facilitate activities, services and opportunities to support the aspirations of whānau, enabling whānau to be more self-managing and responsible for their economic, cultural and social development and well-being.
	Youth Mental Health Action Plan – has been developed to improve youth mental health and wellbeing in greater Christchurch. A key element of this plan is the schools-based Mental Health Team which helps school staff to support students to reduce the impact of mental health issues. The team is currently providing interventions in 63 schools across Canterbury using the evidence-based 'Kidsmatter' framework.	CDHB in collaboration with MoH, MoE and MSD	Under way	The School Based Mental Health Team continue provide proactive school-based outreach services to support schools in addressing emerging child and youth mental health issues in Canterbury during the post-earthquake recovery stage. The team tailors its services to meet schools' needs, providing education evenings to support teachers and parents, anxiety management and breathing workshops, and more. The team has also prepared a popular booklet detailing support services available in Canterbury. This will likely change with the new focus on mental health workers in schools currently in development.




PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
	Children's Teams – bring together professionals from iwi/Māori health, education, welfare and social service agencies. Trained people in the community refer children to local professionals who work with families and whānau to help and support the child. <i>Previously lead/coordinated by MSD, MoH, MoE, MoJ, NZ Police, and TPK</i>	MSD, CDHB, MoE, MoJ, NZ Police, TPK, Te Pūtahitanga o Te Waipounamu – The Whānau Ora Commissioning Agency for the South Island and NGOs	Under way	The Children's team in Canterbury have been working across social service agencies, including with NGOs like Christchurch Resettlement Services and He Waka Tapu. The Canterbury Children's team has received more than 300 referrals, with networks of professionals now working with over 250 children and their families.
	Integrated Safety Response - The Integrated Safety Response (ISR) pilot launched in July 2016 as a cross-agency approach to stopping family harm and breaking the cycle of re-victimisation and re-offending. The year-long Christchurch pilot will provide an opportunity to test and review the new approach to ensure a new national model is robust, adaptable, and makes a real difference to the lives of victims and families. The objective is to improve the ability to make families safer sooner and put in place appropriate responses to prevent re-victimisation and improve long term outcomes.	NZ Police, CYF, Corrections, CDHB, specialist family violence NGOs and Te Pūtahitanga o Te Waipounamu – The Whānau Ora Commissioning Agency for the South Island, Tu Pono – Te mana Kaha o te Whanau (kaupapa Māori providers) services	Under way	Services meet daily to identify risk and create plans for families who have been involved with Police due to family violence incidents the previous day or where Corrections are undertaking a high risk prison release. Multi-agency safety plans have been developed for nearly 10,000 families. An August 2017 Evaluation reported 'emerging evidence of effectiveness of the ISR model together with any changes in practice.'
	Watchhouse Nurse Initiative - places appropriately qualified nurses within the Christchurch Police custody suite to assist the police to better manage the risks of those in their custody with mental health, alcohol or other drug issues. Where appropriate, the nurses also make referrals for detainees to treatment providers.	NZ Police, CDHB	Under way	This initiative has recognised that of the approximately 800 arrests made by Christchurch Police each month, around 640 of arrested people are intoxicated or have mental health needs. Currently six mental health nurses are employed by the CDHB and personally assess about 20% of all detainees. With the move to the new precinct in Christchurch, the Watchhouse nurses now also review prisoners after their court appearance that are signalled as 'at risk' at the point of detainment.
	Youth Workers in Schools – increased youth worker hours within 30 schools to support young people affected by earthquakes (equivalent to 33 youth workers).	New Zealand Red Cross	Concluded	Over \$1.2 million went into supporting the youth workers in schools initiative for decile 4-10, earthquake affected primary and secondary schools. This funded 33 extra youth workers and extra hours for existing youth workers. The services were provided by 24-7 YouthWork.






PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
	Social Workers in Schools – provides funding for additional social workers (7.5 full time equivalents) to focus on children with high need, risk and priority and who are identified as still struggling.	New Zealand Red Cross	Concluded	Over \$1.1 million went into supporting a social workers in schools initiative, with six social workers at earthquake-affected primary and intermediate schools for students considered high need, high risk and high priority. The services were provided by PSUSI, Methodist Mission, and STAND. Since the Red Cross funding ended in June 2016, some schools have contracted directly with organisations like the Methodist Mission to continue a service. PSUSI had continued a service to schools with other philanthropic funding.
	Social Workers in Schools – provides funding for additional social workers (7.5 full time equivalents) to focus on children with high need, risk and priority and who are identified as still struggling.	MoE and MSD	Under way	Several agencies have come together in recent years to support social workers in schools. MoE continues to provide social workers in schools for deciles 1-3. A proposal is currently being considered to extend this provision across primary schools.
	Secondary Wellbeing Community of Practice	Grow Waitaha in collaboration with MOE, 100% project and 36 secondary schools	Under way	36 Greater Christchurch Secondary Schools working with Dr Lucy Hone, Greg Jansen and team around resilience and wellbeing in secondary schools. Teams of 4-5 per school will develop and be mentored through the implementation of projects that enhance wellbeing within their setting.
	New Zealand Red Cross School Children's Grants – provide financial assistance to support children with earthquake-related individual hardship, psychosocial supports and other work that encourages coping and resilience and improves wellbeing.	New Zealand Red Cross	Concluded	The programme concluded having helped Canterbury School Children through over \$6.8 million in grants.
	Cross Town Shuttle – provides transport for residents in need to access medical and earthquake-related appointments as well as leisure and pleasure activities.	New Zealand Red Cross	Under way	Over 10,000 passengers have been transported in the cross-town shuttle. The success of this community transport initiative led to its transition from a recovery service to one of the usual services provided by the Red Cross.
	Ellesmere Community Care Organisation – a group of volunteers who meet the needs of those requiring care in the community. It is focused on social contact, transport services and advice/support service.	SDC in collaboration with a range of agencies and community organisations	Under way	These four community care groups have now established a bi-monthly cluster group to share information and support each others' work.

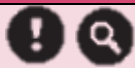






PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
	Lincoln & Districts Community Care – provides community assistance through a number of services and initiatives around Lincoln district.			
	Selwyn Central Community Care – a group of volunteers who provide identified community support services within the Selwyn Central ward area.			
	Two Rivers Trust/Malvern Hub – emerged from the 2011 earthquakes to help people in greater Christchurch. The hub in Darfield has now become a local community connector, building neighbourliness and delivering other community services.			
 	Social Connection Service - Provides an Accredited Visitor service, social outings service (transport provided and groups meet at cafes, libraries, etc.), and a social worker for older people who connects older people with their communities.	Age Concern	Under way	All of these services have had a significant increase in the numbers of people they are supporting.
	Burwood Community Support - a specific team for helping people with their insurance claims and resolving issues they may be having with repairs, re-repairs, assessments, moving house, re-instating landscaping, etc.	Burwood Christian Centre	Under way	Burwood Community Support is responding to the new challenges associated with cash settlements, so that people can get help to ensuring they have enough money to complete their repairs and to manage their own repairs.
	<i>Repair Well – aims to improve the energy use, ventilation and insulation of 250 vulnerable owner-occupied earthquake-damaged homes as a way of improving the occupants' health and wellbeing.</i>	<i>New Zealand Red Cross in partnership with Community Energy Action</i>	<i>Concluded Dec 2016</i>	<i>This three year project adds energy efficiency measures during earthquake repairs in the homes of vulnerable homeowners. In addition, project support officers referred vulnerable families to other social services and programmes for pastoral care when needed. In its second year, the project had assisted over 180 households. For many participants, the project had a significant positive impact on their lives, improving both their physical health and mental wellbeing. With a target of 250 homes over three years, the project is well on its way to exceed the target ahead of schedule and under budget.</i>



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 	Build Back Smarter – an assessment service providing free advice to Christchurch home owners about ways to make homes warmer, drier, healthier and cheaper to run.	Community Energy Action, Air Con NZ, Energy Smart, CCC, MBIE	Under way	The full service commenced in August 2015. Over 2000 homes have now received free home assessments and healthy home improvement plans. https://ccc.govt.nz/environment/sustainability/build-back-smarter/ An Eco Design Advisor service was established in October 2016 to provide advice for new homes. https://ccc.govt.nz/eco-design-advice
	<i>Warm and Well - A programme for low income households affected by the earthquakes, providing insulation, heating and ventilation as well as help with paying for power or firewood.</i>	CEA and New Zealand Red Cross	Concluded Dec 2016	<i>The programme ran from August 2015 to December 2016 to improve living conditions and health outcomes through earthquake damage repairs that would create a healthier home. The programme proved very popular and even without much publicity. Uptake has been huge, demonstrating a great need in the community. At completion goals were met or exceeded. 1,272 households were assisted, with 3,631 occupants' lives improved through the programme. The full evaluation and 'Repair Well' video are available at http://assets2.cca.co.nz/assets/End-of-Programme-Report-Repair-Well-and-Warm---Well_25093_1.pdf</i>
 	The Alcohol and other Drug Canterbury Construction Project – implementing approaches to change the culture of alcohol and drug use within the construction industry across greater Christchurch.	MHERC, CDHB, ACC, Construction Sector including Hawkins, Arrow International, Naylor Love, Fletcher Construction, Corbel Construction	Free workshops concluded (paid workshops still available)	During 2015, the group held 16 workshops for 155 construction workers and 10 one-hour onsite toolbox talks to 162 construction staff. An AOD breakfast for small to medium businesses owners attracted 230 employers. Figures from an evaluation of site managers and employees demonstrated the programme's success. Workshops are still available for companies prepared to fund it.







PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
	<p>The Mental Health Leadership Workstream (MHLWS) – Part of the Canterbury Clinical Network, the MHLWS supports a cohesive approach to mental health service provision in Canterbury. Made up of representatives from community, primary and secondary care, the MHLWS provides oversight of the strategic direction of the Canterbury mental health system, with an aim to achieve a user-centred, whole of system approach to mental health and addiction services. Its clinical leadership role includes reviewing current service activities and proposing transformational service improvement. Current priorities include improving timely access to services, suicide prevention and strengthening integration between health and other government/social agencies. Striving for equitable health outcomes and accessible, culturally appropriate services underpins all the work of the MHLWS.</p>	<p>CDHB, Primary Health Organisations, a range of NGOs, including Kaupapa Māori providers, and consumer representatives. Appointment of a Pacifica member is underway</p>	<p>Under way (since 2012)</p>	<p>As well as identifying and implementing changes that address priorities identified in its annual work plan, the MHLWS meets regularly to review current service activity with the intention of identifying and recommending areas needing increased efficiencies and/or improved service levels. Demand for mental health services in Canterbury remains high, particularly for child, youth and rural community services. As a result of these priority areas identified for investment, capacity to deliver relevant services is being boosted across the system with additional resource. Specialist services are also being reconfigured to facilitate more flexible and responsive service delivery. The MHLWS will continue to monitor capacity across the system and be involved with initiatives aimed at achieving functional integration of services.</p>
<p>Support communities through resettlement</p> 	<p>Residential Advisory Service (RAS) – EQC co-funds this service to provide free, impartial help to residential property owners who are facing challenges in getting their home repaired or rebuilt. The service progresses issues between home owners, insurance companies and the Earthquake Commission.</p> <p><i>Previous lead/coordination by CERA, EQC, CCC and ICNZ</i></p>	<p>MBIE</p>	<p>Currently funded to June 2019</p>	<p>Since its launch in May 2013, the Residential Advisory Service has received 20,000 contacts from residential property owners. Exit surveys show the majority of people who have engaged with the service feel better informed about their situation, more confident about their next steps, improved well-being, and progress towards resolution. There are a steady flow of new cases presenting to RAS and are often more difficult to resolve or progress, for instance, the flow of multi-unit building cases. Since November 2016, RAS cases have been referred to the 'Breakthrough' brokering service in the first instance, proving to be effective. RAS provides legal and technical support to the broker.</p>






PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
	<p>Greater Christchurch Claims Resolution Service (GCCRS) - GCCRS facilitates the resolution of unresolved residential earthquake claims. GCCRS is a major initiative of the Crown's Canterbury Insurance Programme, providing homeowners a free to access, independent pathway to help resolve residential earthquake claims stemming from the 2010-2011 earthquake sequence.</p>	MBIE with cross-agency support	Under way (since Oct 2018)	There are currently more than 800 claims being supported through GCCRS. Popular features of the service include its streamlined portal, access to technical legal and engineering expertise, and dispute resolution. GCCRS also makes its wellbeing service available to all clients in acknowledgement of the stress that many are experiencing if they still have an unresolved claim.
	<p>Canterbury Earthquake Temporary Accommodation Service (CETAS) – A joint venture between MBIE and MSD.</p> <p>MBIE coordinates the provision of temporary accommodation to earthquake effected residents.</p> <p>MSD provides financial assistance to homeowners who have exhausted their insurance entitlement for temporary accommodation costs, and connects earthquake effected residents to the support services they require.</p> <p><i>Previously lead/coordination by MSD.</i></p>	MSD and MBIE	Concluded	CETAS helped over 6,870 earthquake affected residents find temporary accommodation, including placing over 1,200 households into the Canterbury earthquake temporary accommodation village housing. Due to easing demand for temporary accommodation, the three villages on Council reserve land have been repurposed or sold. The remaining village is expected to be sold at fair market value through 2017/18 as affordable housing supply; more information is available at the Harcourts website.
	<p>Newcomer Support – consists of information and support from Selwyn and Waimakariri District Councils to newcomers settling in to their communities.</p>	SDC, WDC and other organisations	Under way	Selwyn District Council is developing a resource to familiarise new residents with the area and connect people with local activities. Waimakariri District Council, in line with its Community Strategy, has adopted a range of strategies to facilitate connectedness across its rapidly growing communities, including support for the establishment of a Welcome Ambassador initiative, welcome bags for new residents and a range of social networks to help people start connecting in their area. Recently a 'Newcomers and Migrants' Strategy has been developed aimed at applying a planned, collaborative approach to welcoming, supporting, connecting and empowering migrant residents in the Waimakariri District.



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	<p>Support for Migrants - Waimakariri District Council established a Migrants and Newcomers Working Group, who are working together to support the people to take a lead for the integration of migrants and newcomers into the District. The Community Development Facilitator guides this process and identifies strategic links and opportunities to empower on this Social Cohesion project. The desired outcomes are that:</p> <ul style="list-style-type: none"> - Our District is attractive to Refugees and Migrants - Migrants feel at home here, they are engaged, participating and integrated into our communities. - Migrants can easily accessing information and support - Migrants needs and aspirations are expressed and heard by decision-makers 	WDC	Established 2016, ongoing	<p>Much has been achieved over the past year, in a community-led approach to telling the stories of our migrant residents, creating ways to connect migrants with others and empowering migrants with skills and opportunities to make it easier for them to integrate into our workplaces, neighbourhoods and the community as a whole. This has included:</p> <ul style="list-style-type: none"> • Migrant-led 'cultural evenings at local libraries, • 'Cultural competency' education seminars for employers of migrant workers • Migrant-led social evenings linked to education about issues affecting them • The development of English language and conversational English groups • The development of branded campaign to tell the stories of our migrants
 	<p>Supporting the Rebuild Migrant Workforce – will investigate the use of positive messaging to help facilitate the positive settlement of migrant rebuild workers and their families to greater Christchurch.</p> <p><i>Previously lead/coordinated by Canterbury Employers' Chamber of Commerce and CERA</i></p>	CECC	Evolved	<p><i>In mid-2015 the Canterbury Employers' Chamber of Commerce initiated 'Start with a Smile,' a research-informed, positive messaging campaign to facilitate the positive settlement of new migrant rebuild workers and their families arriving in greater Christchurch. This campaign is continuing under the leadership of the Ashburton District Council.</i></p>
 	<p>Selwyn District Newcomers & Migrant Strategy Advisory Group – a collaborative group of key agencies working together to advise on the direction of the Newcomers & Migrant Strategy to support resettlement within Selwyn district. <i>Previously lead/coordinated by SDC, CDHB, MSD, Immigration, Migrant Centre, and Pegasus Health</i></p>	SDC, CDHB, MSD, Immigration, Migrant Centre, Pegasus Health, Christchurch Multicultural Council, and Te Taumutu Rūnanga	Under way (since 2015)	<p>The Newcomers and Migrants Strategy was adopted by Selwyn District Council on 25 November 2015 and sets direction and outcomes which the Selwyn District Council wishes to work on collaboratively with government agencies, non-government organisations, local agencies, community groups and the community.</p>




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	<p>In the Know – a website aiming to make it faster and easier for Canterbury residents to get information about the residential rebuild and repair process, allowing them to ask questions and get answers.</p> <p>(previously lead/coordinated by CERA and the Community Think Tank)</p>	CERA, Community Think Tank	Concluded	The In the Know website launched in March of 2014. An In The In the Know Hub was set up at Eastgate Mall in April 2015 with earthquake recovery agencies and support services able to advise on progressing home repair and rebuild processes. Although the Hub has now closed and the website does not take new questions, the site is a valuable source of recovery and repair knowledge. The site has a great number of questions asked by community people with responses.
	New Zealand Red Cross Grants	New Zealand Red Cross	Concluded	Since the initial response, NZ Red Cross helped one in four Cantabrians - more than 110,000 people - through our grants programme. \$94 million was distributed in cash grants.
	• Independent Advice Grant – assists home owners in the red or green TC3 zones who have over \$100,000 of damage to obtain professional advice on their earthquake damaged property.			
	• Pack and Move Grant – assists home owners and renters who have limited or no insurance with packing and moving costs.			
	• Storage Grant – assists home owners and renters who have to vacate their property during earthquake repairs with storage costs.			
<p>Listen to communities and collaborate to embrace a new way of seeing, learning and doing</p> 	<p>Conversations that Connect – catalyst conversations for earthquake-affected communities about psychosocial effects. Discussion themes are captured to help identify future initiatives for community-led recovery and inform the psychosocial response.</p>	CERA, MHERC	Concluded	This project has now concluded.
	<p>NGO Sector Recovery – a project to research and analyse residual recovery issues facing the NGO sector in 2015. Previously lead/coordinated by CCC and CERA</p>	One Voice Te Reo Kotahi, Social Equity and Wellbeing Network and other organisations	Evolved in early 2016; see ' NGO Third Sector Actions '	The 'Third Sector/Not-for-Profit Sector Recovery in Post-Earthquake Christchurch' research was released in early 2016 and is hosted at http://ccoss.org.nz/wordpress/wp-content/uploads/Third-Sector-Recovery-Report-2016.pdf and through http://onevoicetereokotahi.blogspot.co.nz Hard copies of the report are still available at Christchurch Community House (301 Tuam St), the WEA Centre (59 Gloucester St) and the Migrant Centre (166 St Asaph St). A number of 'third sector' organisations and networks are developing responses to the priority actions identified in the report.

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	Staying in the Red Zones reports - This report considers the situation of the people who did not accept the Government purchase offer to buy their red zoned properties and who have continued to live in their houses or own vacant land in Canterbury's residential red zones (RRZs). The aim of the report is to document the voices of Canterbury's red zone residents and understand their human rights situation. The findings of the report have been used to create a 'Human Rights Checklist' for government agencies and non-governmental organisations to use in developing disaster preparedness, prevention and recovery responses.	Human Rights Commission	Complete	The report, a summary report, the 'Human Rights Checklist,' and a podcast looking at human rights implication of post-earthquake recovery in Greater Christchurch are all available on the Human Rights Commission website: https://www.hrc.co.nz/red-zones-report/ The stories of people's experiences are outlined in full at: https://www.hrc.co.nz/red-zones-report/interviews/ Guidelines to help insurers (and potentially other businesses and social sector agencies) to prioritise vulnerable customers have also been developed. This followed a Commission review that found variation across insurers in terms of how they determined vulnerability and then supported customers following the Canterbury earthquakes: https://www.hrc.co.nz/news/commission-releases-guidelines-prioritisation-vulnerable-insurance-customers/
	Earthquake Disabilities Leadership Group (EDLG) – a project to build on the CERA Wellbeing Survey findings and undertake further analysis to better understand some of the residual recovery wellbeing issues facing people with a health or disability condition and consider some appropriate responses. (formerly lead/coordinated by CERA with the Earthquake Disabilities Leadership Group)	EDLG	Under way	EDLG works across the disability sector and has a wider aim of a 'Christchurch for Every Body'. EDLG has collaborated with Barrier Free New Zealand Trust on the Accessibility Charter - Canterbury, which champions for genuinely accessible public places and spaces that enable all people to move around independently and with ease. Implementation of the Charter involves seeking independent technical advice and guidance from universal design experts as part of the design process. The Charter was signed in November 2017 by CCC, CDHB, Development Christchurch Ltd, ECan, Ōtākaro Ltd, and Regenerate Christchurch. EDLG has also collaborated with NZ Red Cross to deliver emergency preparedness workshops for people with intellectual disabilities and a report to scope a 'best practice resource on disaster response and recovery related to the disability sector'.
Target and adjust delivery models and referral pathways to develop people's strengths collaborate to embrace a new way of seeing, learning and	Counselling • Short-term Counselling – free counselling for children and adults affected by the earthquakes, including those who have moved out of Christchurch. (previously lead/coordinated by Relationships Aotearoa and MSD)	Mental Health Education Resource Centre, MSD	Concluded	Short-term counselling continues to be available. Counselling trends provide the Psychosocial Committee with another perspective about how people are doing. Counselling provision ends in June 2018.

PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
doing  	Community Pilot Project on Counselling – will be a pilot project to give community services a better understanding of how people, whānau and communities adapt and change in the face of stress.		Cancelled	This project did not come to fruition as a result of the closure of one of the organisations involved.
	Pilot Service Targeting Elderly Vulnerable – an intensive, wrap-around care model and adaptive case management for elderly vulnerable home owners. This initiative is part of the Earthquake Support Coordination Service.	MSD, PSUSI, Age Concern	Concluded June 2017	As a part of the Earthquake Support Coordination service, this service stopped accepting new clients in June 2017. Navigators continue to assist people they were already working with to navigate their way through the range of services involved in rebuilding people's homes and lives. Navigators are working with people 'in general' and with particular support for people who are Māori, elderly, and/or culturally and linguistically diverse.
	Referral and Access Pathways – building on the Integrated Service Model, work is continuing to align the health and social service pathways to ensure a continuum of support and clear pathways to clients.	MSD, CDHB	Under way	CDHB continues its work on integrated health and social service pathways. Some pathway tools are designed for primary health, like HealthPathways. Others are more broadly accessible to services or the general public, like Health Info. A new pathway, 'Allied Health pathway,' is currently under development for allied health professionals to access information. The CDHB website promotes the Family Service directory maintained by MSD.
 	Public Sector Organisational Resilience Team (PORT) – shares information and plans, and coordinates and promotes joint workforce resilience through workshops, developing opportunities and monitoring resilience. (previously a cross-agency collaboration of 16 government agencies)	MSD, CDHB-CPH and others	Concluded	PORT has been disestablished. PORT delivered initiatives to facilitate building a resilient public sector workforce. The cross-government teams shared best practices, resources and insights. At the end of 2016, MSD and CDHB-CPH explored re-establishing PORT and convened a working group from members of the Canterbury Government Leaders' Forum to explore a cross-agency strategy for workplace well-being. Organisations demonstrated interest but need an organisation with capacity to reconvene PORT.

PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
	Developing a customer centric model – within specified functions across EQC. An example of customer centric service delivery is EQC's vulnerable framework which identifies and prioritises vulnerable customers for settlement and where appropriate, offers case management. There is a drive to improve the customer experience based on the lessons learnt from Canterbury.	EQC	Under way	The work begun in 2016 to develop a customer centred model and build on the lessons learned from Canterbury continued within EQC in 2017. Our response to the Kaikoura earthquake is one example. Eight private insurers agreed to pilot a new approach in which they would act as EQC's agents to receive, assess and settle home and contents claims for earthquake damage. In addition, this year EQC visited all the regions, and met with people from over 60 councils to promote community-led response capability. This is based on our learnings that partnerships with local councils enable EQC to share information in a timely, effective way so customers know what to do and when in the event of a natural disaster.
	Community Contact Team – Any customers with unresolved EQC issues can phone 0800 326 243 and make a booking to speak to one of the EQC Community Contact Team (CCT) face-to-face.	EQC	Completed	Since September 2011, the CCT have helped answer customer's earthquake-related questions and, where needed, manage claims for individual customers through the EQC process to resolve issues. CCT liaises closely with other government and non-government agencies if customers require other support beyond EQC's remit.
Ensure decision-makers consider the needs of vulnerable people and influence other programmes that help improve psychosocial recovery, such as the insurance and rebuild programmes 	Pacific Recovery Plan – will outline issues and challenges the Pacific community see as barriers to their overall wellbeing and identify ways to address them. The plan will include communicating and developing solutions with key stakeholders such as government and non-government organisations and the local Pacific community. (previously led/coordinated by MPIA, CERA, and the Pacific Interagency Network)	MPP, CERA, Pacific Interagency Network	Completed	This work may be transitioning to another entity. MPP is engaged in ongoing discussions on a way forward.
 	Residential Repair and Rebuild Programme - focusses on completion of remaining insurance settlements with minimal adverse impacts on wellbeing, and a repair and rebuild that supports a well-functioning housing market. (previously 'Housing Recovery Programme', led/coordinated by CERA and MBIE)	MBIE	Under way (since Dec 2013)	Monitoring in this area is reporting by MBIE under the Residential Insurance, Rebuild and Repair Progress monitoring activity.

PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
	<p>Canterbury Public Sector Rebuild - The Canterbury Public Sector Rebuild (the Rebuild) comprises 49 publicly funded construction projects and programmes with a value of \$6,055 million across health, education, social housing, roading, central city and community facilities. MBIE analyses progress with the rebuild and provides commercial advice to ensure that the Rebuild provides value for money, delivers on time, risks are managed, supply capacity and competitive tension are increased, overall progress is transparent, and investors have confidence in the government rebuild programme.</p> <p><i>Previous lead/coordination by CERA and MBIE</i></p>	MBIE	Under way (since 2014)	As at March 2018, of the total value of Rebuild projects, 84% have now commenced or completed construction. Major projects to start construction in the past year include the Nga Puna Wai Sports Hub and the Convention Centre. To date projects in the Rebuild have spent \$3,754 million or 62% of total project budgets.
<p>Actively monitor and communicate trends to identify high need populations and emerging stressors</p> 	<p>Canterbury Wellbeing Index and Canterbury Wellbeing Survey – the Canterbury Wellbeing Index, produced annually, gathers, analyses and publishes social recovery indicators from administrative and survey data provided by over 20 agencies. Recovery indicators track impacts on mental and physical health and wellbeing, education, social connectedness, safety, economic wellbeing, housing, population and civil participation. Self-reported wellbeing data is drawn from the Canterbury Wellbeing Survey, which surveys 2,500 residents of greater Christchurch. Evidence from these datasets is used to advise decision-makers, government agencies and social sector providers and is also publicly available.</p>	CDHB	Under way	Responsibility for the Canterbury Wellbeing Index and Survey transferred from CERA to the CDHB in early 2016. The 2016 Wellbeing Index and the April 2016 Wellbeing Survey were released in September. The 2017 Index was not produced; instead, the Index underwent a review. The review process worked with partner agencies (e.g., the Greater Christchurch Partnership) to ensure the product will be fit-for-purpose, future-focused and useful for influencing planning. The index is now available at www.canterburywellbeing.info . The September 2016 Wellbeing Survey report was released in June 2017, and the June 2017 Survey report was released at the end of 2017. The Wellbeing Survey is now being produced annually.

PRIORITY ACTIONS	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION	STATUS	UPDATE
	<p>Residential Insurance, Rebuild and Repair Progress monitoring - MBIE monitors the rate at which EQC and private insurers are settling residential insurance claims and identifies potential issues that may be delaying settlement. This informs the Canterbury Repair and Rebuild Programme's work in brokering solutions for residential rebuild issues</p> <p><i>Previously lead/coordination by CERA, then MBIE</i></p>	Treasury	Under way (since 2012)	As at 30 June 2018, there were 5,522 open dwelling claims or 3.3 percent of the total number of dwelling claims (167,677). This total consists of 3,476 reopened claims that the Earthquake Commission are managing and 2,046 over-cap claims managed by private insurers. The private insurer figure includes reopened Earthquake Commission claims that were reassessed as over-cap and transferred.
	<p>All Right? Campaign Research – includes qualitative methods (focus groups) and quantitative methods (telephone surveys) to assess whether Canterbury is 'all right'. Focus areas of this research include mental health and wellbeing and the determinants of health (including community and social housing, insurance and rebuild stressors).</p>	CDHB–CPH	Under way (since 2013)	The 'All Right?' research programme has played a large role in the overall success of the campaign. The programme has become known as the 'Taking the Pulse' survey, and it provides insight and understanding as to the current wellbeing of residents living in greater Christchurch and determines the extent to which the campaign has resonated with the residents of greater Christchurch to date. The campaign has also undertaken several qualitative studies focused on specific population groups such as youth, Maori and CALD communities. On several occasions, the research findings have themselves been used as a message and developed into resources such as infographics for public distribution or for other stakeholders and agencies involved in the psychosocial recovery process. It appears the campaign is regarded as a trusted voice in large part because of its commitment to reflect voices of the local people and adapt the campaign accordingly.
<p>Rebuild or repair accessible spaces for community, sport, art and cultural activities</p> 	<p>Christchurch City Central Recovery[#] – working to ensure Christchurch is a vibrant, well-formed, attractive place for people to live, work, play, learn, stay and invest in. This work includes developing the Christchurch Central Recovery Plan and delivering a number of anchor projects.</p> <p><i>(previously lead/coordinated by CERA and through the Christchurch Central Development Unit)</i></p>	CCC, and Ōtākaro Ltd	Under way (since 2012)	Ōtākaro Ltd is delivering Crown-led anchor projects and precincts in Christchurch, making the central city a better place for people. The Ōtākaro Ltd website (otakarold.co.nz) show progress on all projects.