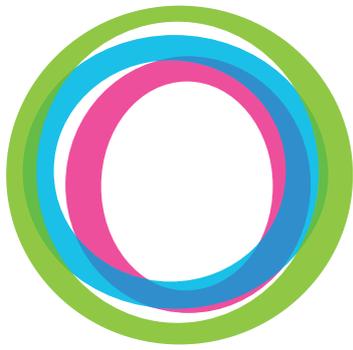




Community in Mind

Shared Programme of Action
December 2016



**Community
in Mind**

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Chairs' Introduction

Ehara taku toa i te toa takitahi, engari he toa takitini ke
My strength does not come from me alone but also from others.

Much has changed since the Canterbury earthquakes of 2010/11 and the publication of the Community in Mind Strategy (2014) and Shared Programme of Action (2015).

The statutory environment has been altered and our awareness and understanding about community recovery wellbeing and has grown and developed. We've had a local body election and changes to ward boundaries in Christchurch City. Consequently, some of the activities and priorities in the Shared Programme of Action have changed, too.

The original Shared Programme acknowledged from the beginning, 'Activities are expected to change over time as agencies and organisations make progress and identify new priorities.'

Significantly, the way we work together has also changed. For many of the organisations listed in the Shared Programme, some of the most profound changes have been growth in relationships and collaboration. The Shared Programme, with its commitment to collaboration, provides a useful framework to support this growth.

We are pleased to introduce the revised Shared Programme of Action. The review has been a thorough and thoughtful process. We have engaged with organisations contributing to the Shared Programme to learn what has worked and what we could improve. The changes we have

made to the programme make it a better tool for the Psychosocial Committee to use in meeting the psychosocial needs of the people in our region.

Other things have not changed as much. While much of the psychosocial work is now coordinated by the CDHB, our organisations continue to co-chair the Psychosocial Committee, as we have since 2010. We look forward to ongoing work with the Committee partners, and continuing to work together through the Shared Programme to achieve 'hei puāwai Waitaha,' a flourishing Waitaha.

Jo Aldridge, co-chair - Ministry for Social Development (MSD)

Lucy D'Aeth, co-chair - Canterbury District Health Board, Community & Public Health (CDHB-CPH)



Background to Psychosocial Work

Psychosocial is the term which refers to the ways the environmental context affects the wellbeing of individuals and populations. Psychosocial effects can be social, impacting on how people feel and relate to each other, and individual, impacting how people feel and function.



Psychosocial recovery involves supporting affected populations in order to relieve the distress caused by the environmental factors. Supports help repair and nurture the social fabric of the community, for example, through community events and celebrations. Some supports ease psychological and social difficulties for individuals, families, whānau and communities, such as temporary accommodation and earthquake support coordination. Other supports enhance mental wellbeing, like the messages of the 'All Right?' campaign.

Psychosocial recovery work has been under way since September 2010, when the Psychosocial Committee first convened in response to the earthquakes at that time. After the instatement of the Canterbury Earthquake Recovery Authority (CERA) in early 2011, CERA's work programme developed several monitoring tools which

assisted the Committee in understanding recovery. The work between CERA and the Psychosocial Committee partners grew to include the Community in Mind Strategy and Shared Programme of Action.

In December 2015, the Canterbury District Health Board inherited responsibility for the psychosocial recovery work in three component parts. The three components comprise a model bringing together a cross-agency governance group, monitoring, and a shared programme of action. This model has facilitated collaboration, information sharing and timely responses to emerging psychosocial recovery and wellbeing issues. The model's benefits in the post-earthquake environment could inspire similar ways of working in the future and in other regions.

Greater Christchurch Psychosocial Committee

The Greater Christchurch Psychosocial Committee and Greater Christchurch Psychosocial Governance Group provide leadership and governance for the psychosocial recovery and wellbeing work.

The Psychosocial Committee began operating in September 2010 to carry out Civil Defence functions, co-chaired by the Ministry of Social Development and the Canterbury District Health Board. After the instatement of CERA in early 2011, the Committee operated as a sub-committee of the CERA-led Community Wellbeing Planners Group. As a part of CERA's disestablishment, the subcommittee evolved into the Greater Christchurch Psychosocial Committee.

The purpose of the Greater Christchurch Psychosocial Committee is to plan, co-ordinate, promote and monitor the psychosocial recovery and wellbeing of the population of Greater Christchurch. It does this by supporting the ongoing development, implementation and review of the Community in Mind Shared Programme of Action.

Today, the Psychosocial Committee is convened by the Canterbury District Health Board and continues to be co-chaired by the Ministry of Social Development and the Canterbury District Health Board. It is supported by a Psychosocial Governance Group that connects to the Urban Development Strategy Implementation Committee (UDSIC).

Committee partners include a range of government departments, territorial land authorities, services providers, NGOs, and networks. The complete list of members is available under Committee Partners (Membership).

Canterbury Wellbeing Survey and Canterbury Wellbeing Index

CERA monitored the progress of greater Christchurch's social recovery with two major projects: the Canterbury Wellbeing Index and the CERA Wellbeing Survey. Beginning in 2016, the Canterbury District Health Board inherited responsibility for these monitoring tools, now released as the Canterbury Wellbeing Index and the Canterbury Wellbeing Survey.

- The Canterbury Wellbeing Survey was first published in October 2012. The Survey provides an opportunity for residents of greater Christchurch to say how they're going and what they think about the earthquake recovery. It is conducted every six months with the participation of a random selection of around 2,500 greater Christchurch residents.
- The Canterbury Wellbeing Index, first published in June 2013, uses a range of indicators to provide information on the impacts of the earthquakes on wellbeing and to identify emerging social trends and issues. It will now be conducted on an annual basis.

The Canterbury Wellbeing Survey and Index now help the Psychosocial Committee make decisions and provide advice about the needs of the community and priorities for funds and resources. It also provides accurate and robust information to the community.

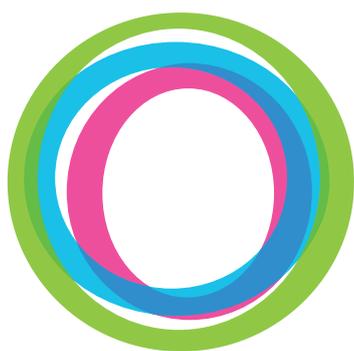
Community in Mind Strategy and Shared Programme of Action

CERA worked with the Psychosocial Committee to develop the Community in Mind Strategy (released June 2014) and Shared Programme of Action (released May 2015). CDHB-CPH inherited responsibility for the Shared Programme of Action at the beginning of 2016.

The intention was that together, the strategy and programme would guide agencies, organisations and community groups to develop, target and coordinate their activities for the psychosocial recovery of greater Christchurch communities:

- The Community in Mind Strategy would provide context and shared vision and principles for psychosocial recovery in greater Christchurch.
- The Shared Programme would improve community and individual resilience, deliver positive outcomes and support people to shape and lead their own recovery.

The Shared Programme of Action has just been completely updated to best reflect our current context and the needs of our people and communities. The update has also compiled the most recent information about activities the partners are involved with that contribute to the Committee's shared vision and priorities.



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Revised Shared Programme of Action

Purpose

The Shared Programme of Action is a practical tool for the Psychosocial Committee. It demonstrates the Committee's collective knowledge about its work and its context. The Programme also provides the Committee with visibility to the activities the partners are involved with that contribute to the Committee's shared vision and priorities. This assists the Committee in meeting its objectives of:

- Making decisions or providing advice on how psychosocial services and initiatives can be aligned and coordinated across greater Christchurch.
- Where necessary, influencing the business, funding and service delivery processes and priorities for relevant sectors across the region.

- Ensuring a range of psychosocial supports are in place for communities in general and for population groups that are struggling.
- Communicating the range of services, resources and activities available.

The tables at the end of this document list some of the activities in the region that support the Committee's priority actions, which in turn support the Committee's vision. The vision is outlined in the Community in Mind Strategy - 'Hei Puāwai Waitaha,' a flourishing Waitaha, where people in greater Christchurch belong to positive and inclusive communities and actively lead the life they want.



Revised Shared Programme of Action

Scope

Who it's for and what is captured

The Committee has clarified the scope of the Shared Programme of Action. It is not intended to be a register of all activities under way in the city, and although publicly available, it is primarily a tool for the Psychosocial Committee, making visible some of the Committee's interests and reach.

Activities are in the Shared Programme for one of three reasons:

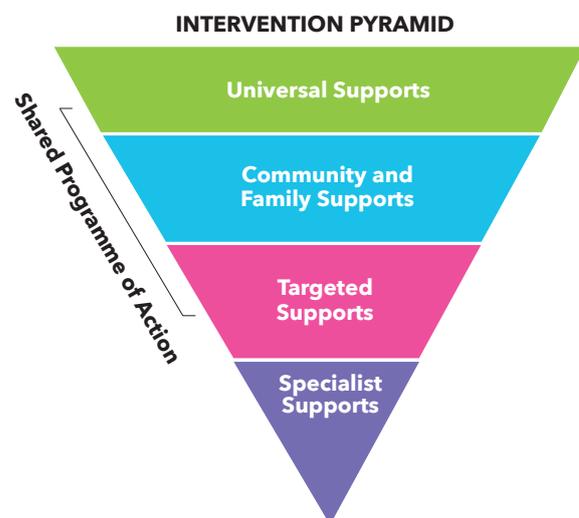
- Committee partners identified key work they have under way that aligns with the priority actions. These activities comprise the bulk of the Shared Programme.
- As the Committee identified gaps and opportunities, collaborative initiatives emerged between Committee partners, and these have been captured.
- Some activities are carried out independently of Committee partners. With the consent of the organisations concerned, these activities have been included and acknowledged by the Committee.

Many other people and organisations are delivering activities that support our region's psychosocial recovery and wellbeing. While the Programme may not document all of these, the Committee acknowledges the integral role they play.

Levels of support

The Shared Programme focuses on certain levels of psychosocial support, the ones on the lower three tiers of the Psychosocial Intervention Pyramid¹: Universal supports, community and

family supports and targeted supports. Specialist supports such as specialist mental health services provided by the Canterbury District Health Board (CDHB) sit at the top of the pyramid and are outside the scope of the Shared Programme.



Examples of universal supports are activities like the 0800 Earthquake Support Line, 'All Right?' messages and a range of spontaneous community-led initiatives (people checking on their neighbours, churches reopening, etc.). Community and Family Supports include free GP visits, the Earthquake Support Coordination Service & Rū Whenua Kaitoko whanau, the Residential Advisory Service and Community Events. Some of the more targeted supports in greater Christchurch included a triage service for elderly vulnerable and EQC/insurance case management.

¹ Adapted from the Inter-Agency Standing Committee. (2007). IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings. International Journal of Mass Emergencies and Disaster. Cited in CERA (2015). Community in Mind Shared Programme of Action. Christchurch, New Zealand: Canterbury Earthquake Recovery Authority.

Why Do We Still Need the Shared Programme of Action?

Estimates are psychosocial recovery from disasters of the magnitude of the Canterbury Earthquake Sequence will take at least a decade. While life for many in greater Christchurch is improving, the impacts of the 2010/11 earthquakes are still being felt as the region's recovery heads into its seventh year. The Psychosocial Committee uses the Shared Programme in conjunction with other forms of monitoring to plan, coordinate, promote and monitor the psychosocial recovery and wellbeing of the population of greater Christchurch.

The document fulfils its purpose for the Committee by bringing together the wide range of services and initiatives in place to enhance wellbeing and alleviate distress. By being publicly available, the document evidences and invites participation. The Shared Programme's openness bridges spontaneous community-initiated activities and formal institutional activities.

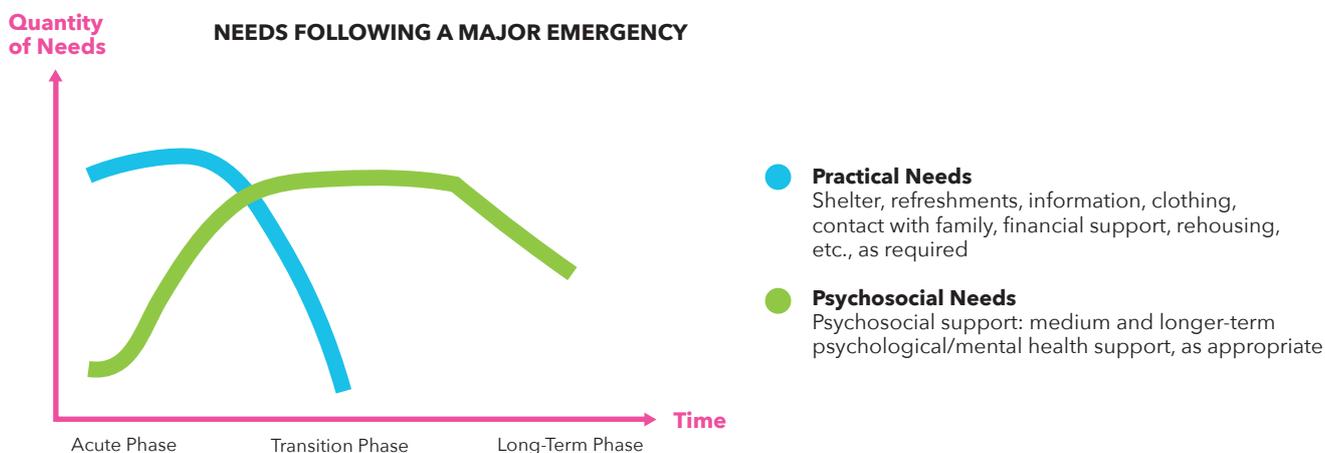
Ultimately, the vision outlined in the Community in Mind Strategy - 'Hei Puāwai Waitaha,' a

flourishing Waitaha, where people in greater Christchurch belong to positive and inclusive communities and actively lead the life they want—is bigger than any one agency or organisation. The Shared Programme of Action is the Psychosocial Committee's most transparent record of its shared buy-in to this vision.

Concepts

The original Shared Programme of Action used a resilience lens and examined three 'generations' of resilience as a model for understanding psychosocial recovery after a disaster. In this model, individuals and communities could demonstrate different 'generations' of resilience, and these forms of resilience were viewed as key determinants of recovery.

The 'generations' of resilience model had utility, but the Committee wanted something that made a clearer distinction between different kinds of recovery needs and that was more explicit about possible phases of recovery over time. The Committee's perspective is well-illustrated by a model adapted from international literature.²



² Adapted (with some changes) from the Office of the AND Mental Health, Health Service Executive (2014). Psychosocial & mental health needs following major emergencies: A guidance document.

This model accounts for practical and psychosocial needs over time, showing how both kinds of needs figure into recovery. Other models in non-recovery contexts have similarly described needs for material wellness (practical) and psychological and social wellness, albeit with different terminology.³ In an environment where many continue to be affected by ongoing housing or housing repair issues, it is crucial for the Committee to consider practical needs as determinants of recovery and wellbeing. Practical needs are connected to psychosocial needs, but considering them separately has two distinct advantages. First, it recognises that the practical contributions of rebuilding and reconstructing do not necessarily amount to 'recovery'. Secondly, a strong body of literature has shifted support from the concept of 'recovery' and instead promotes 'adaptation to new circumstances.' The Committee has agreed that 'adaptation' is a preferable framing for psychosocial needs. Promoting 'adaptation' to an environment where people's practical needs are not being met could be inequitable and disrespectful, but 'adaptation' is a helpful framing for meeting psychosocial needs.

The model of practical needs and psychosocial needs describes needs over time through three phases (acute, transition and long-term). The timeline for this is not enumerated, as disasters have a social timeline, with different populations having different experiences. This was echoed in pre-review conversations. A prominent theme was the coexistence of two truths: some of our people, organisations, and communities are still entrenched in recovery; for others, recovery is becoming 'one story among many.' The Shared Programme now recognises that some activities are meeting the needs between the 'acute' and

'transition' phases, and others are addressing the needs for those in the 'transition' to 'long-term' phases. By distinguishing between these phases, the Shared Programme demonstrates a more sophisticated awareness of needs and respect for the different stories that continue to unfold. By recognising space for both, the Committee will also minimise time spent on the often unhelpful and unrealistic exercise of pinpointing disaster causality.

Challenges

Broadly speaking, Canterbury has come a long way. In general, Cantabrians are reporting higher levels of well-being over time, and reporting that while some of the key stressors have remained the same, their intensity is lessening.

While this is true, a number of people and populations do not fit neatly into this story. We have known all along that certain populations would be more vulnerable in the years after a disaster since we were cautioned from the beginning that disasters can exacerbate existing inequities. Monitoring shows many of these populations have consistently reported downward-trending levels of well-being since the earthquakes, or lower levels of well-being than the population in general. Their needs have been underserved by recovery. It is critical that the Shared Programme continue to include and drive activities that seek to address these inequities.

Some populations are catered for in the Shared Programme through targeted services designed to protect people from languishing. Some of these targeted populations would not have been characterised by vulnerability before the earthquakes. For instance, a range of services in the Shared Programme cater to homeowners.

³ Mguni, N., Bacno, N., and Brown, J.F. (2012). *The wellbeing and resilience paradox*. London, UK: Young Foundation.

This was an appropriate focus but has meant these services were less relevant to many of the pre-earthquake vulnerable.

There are also populations that have consistently reported higher levels of wellbeing since the earthquakes. People with a household income of greater than \$100,000/year are one such population. This group will have benefitted from the Shared Programme's priority actions and may have experienced additional benefits over-servicing their recovery. For instance, this cohort would have been more likely to access leisure time activities and venues available predominantly to those with higher levels of discretionary income or lifestyle developments catering to their socioeconomic demographic. While this particular group is likelier to have had its practical recovery needs met, the Shared Programme will continue to ensure provision for psychosocial need.

Across all populations, there are those who are only now reaching the point where the toll of the secondary stressors is prompting them to seek support. After the February 2016 aftershocks, the number of people seeking free earthquake counselling spiked dramatically. The numbers have scarcely tapered since then, suggesting that many are still trying to cope with the psychosocial impacts of the earthquakes. While this help-seeking behaviour may be seen as delayed, it is in line with the academic evidence which suggests that some people succumb to cumulative stress only after a prolonged period while others only look for psychological support after they have managed the physical/practical priorities of recovery (insurance claims, repairs, rebuilds and relocations). The Shared Programme should continue to capture activities which respond

to population need, throughout the predicted decade of psychosocial recovery, endorsing help-seeking as a healthy process.

Amid all of the Psychosocial Committee partners' desired outcomes, one of the most significant challenges in psychosocial recovery and wellbeing is the need to build or rebuild trust. As has often been the case in international post-disaster contexts, many Cantabrians found their trust undermined first by the unpredictability of the seismic events and then by their experiences of managing their interactions with bureaucratic institutions and governmental processes. Secondary stressors are the inevitable consequence of disaster and new stressors can continue to emerge in waves through the recovery. This means that the Shared Programme of Action must not only offer a range of services and initiatives to support all sections of the population, it must also ensure that this programme is developed and administered in ways which increase equity and prioritise participatory processes which enhance trust.



How Was the Shared Programme of Action Reviewed?

A comprehensive review of the Shared Programme was initiated during 2016 to ensure the work to maintain the Shared Programme was well-integrated at Community and Public Health, with a full sense of ownership from the Psychosocial Committee.

Every organisation in the original Shared Programme was approached to offer their perspective on the value of the Shared Programme and what they perceived would make it more useful going forward. Over 70% of organisations participated. In response, the review clarified criteria for activities in the Shared Programme and adjusted some of the Psychosocial Committee's processes.

The review of the Shared Programme of Action updated all the activities in the Shared Programme and highlighted ways activities may have changed or evolved.

The review drew out a pinnacle achievement of the Shared Programme (in conjunction with the Psychosocial Committee)—the trust and collaboration it enables. Our work going forward should maintain and encourage this way of working. Remaking trust is a psychosocial priority. One tangible way of doing in this in the future will be to enhance links with Māori.

What's New to the Reviewed Shared Programme of Action?

The new Shared Programme tables contain nearly all of the original content, plus some additions and improvements. The most obvious addition to the tables' format is the 'update' column. This column describes how activities have progressed, with notable outputs and outcomes where possible.

The revised version of the Shared Programme also introduces four new pieces of information in the form of icons:

 Activities that are **new** to the Shared Programme (appearing in the Shared Programme for the first time)



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



Activities that have also been captured in the 2016 Canterbury Wellbeing **Index** narrative



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



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

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

Priority Actions

The original Shared Programme of Action presented twenty priority actions under three different streams. Feedback from the Committee indicated that most of the priority actions could still be applicable with a few adjustments—for instance, extending a strict focus on recovery to include psychosocial wellbeing.

Community-led Kurupae Hāpori	Communication & Engagement Taumata Kōrero	Innovative Services Pāpori Rerekē
<ul style="list-style-type: none"> • Support and encourage communities to shape and lead their own recovery and futures • Harness capacity, knowledge and skills within the community to build resilience • Influence decision-makers through community engagement opportunities • Build on understanding psychosocial recovery, wellbeing and ways to care for each other • Organise activities to connect or to plan and prepare as a community • Build networks through participation in sports, recreation, arts and cultural activities • Provide accessible leadership development opportunities for community leaders and service providers 	<ul style="list-style-type: none"> • Facilitate engagement for constructive and enduring governance, partnerships and relationships for recovery and beyond • Promote information flow through pathways, networks and coordination points for people to access psychosocial services and supports • Share understanding about psychosocial impacts experienced after a disaster and strategies to improve wellbeing • Clearly communicate the stories of hope, progress, challenges and lessons learnt • Communicate the availability of spaces, cultural, social and recreational activities and participation opportunities • Provide access to community building tools, information and leadership learning sessions 	<ul style="list-style-type: none"> • Deliver services that are collaborative, accessible, innovative and inclusive • Support communities through resettlement • Listen to communities and collaborate to embrace a new way of seeing, learning and doing • Target and adjust delivery models and referral pathways to develop people’s strengths • Ensure decision-makers consider the needs of vulnerable people and influence other programmes that help improve psychosocial recovery and wellbeing • Actively monitor and communicate trends to identify high need populations and emerging stressors • Rebuild or repair accessible spaces for community, sport, art and cultural activities

Activities Table: Community-led

This section outlines initiatives that are enabling greater Christchurch communities to lead their own recovery.

Communities are made up of people, families, neighbourhoods and whānau. Organised groups, government agencies, businesses, schools, grant-makers and others are a part of community, too. Community-led activities happen when people engage in a process of working with each other with collective support and encouragement, while 'making something happen'-- as a community. These activities are part of a trusting and mutually accountable relationship.

Many of the community-led activities listed here help people to connect with their various communities in Greater Christchurch as an integral part of long-term psychosocial recovery and wellbeing. This can happen in a number of ways, including organising events or occasions to help connect communities, providing information and resources to enhance knowledge and skills and supporting community leaders.

Priority Actions	Activity Description & 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.	You Me We Us Kaiapoi <i>Previous lead/coordination by WDC</i>	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 We 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 lectures and panel discussions.	CCC, University of Canterbury, Te Pūtahi and a range of organisations <i>Previous lead/coordination by CCC, University of Canterbury and a range of organisations.</i>	On-going	Public lectures and panels continue to promote dialogue within communities, both about recovery and the broader future. <ul style="list-style-type: none"> • CCC and EDLG held workshops for disabled people and their families to talk about how life has changed following the earthquakes. Other opportunities build on 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.

 	<p>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.</p>	<p>Philanthropy New Zealand with a range of central government funders as well as philanthropic funders; includes MSD and MoE</p>	<p>Under way</p>	<p>Plans are in place for Philanthropy NZ to create a more robust offering for Canterbury based funders. Future plans will take into account that the ongoing resilience and psycho-social recovery of the region will always play a key role in the network's choice of content.</p>
	<p>Community Led Grants - provided funds to organisations working to build resilience and to support community recovery and wellbeing in earthquake impacted communities.</p>	<p>New Zealand Red Cross</p>	<p>Fund closed; programme end Dec 2016</p>	<p>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.</p>
 	<p>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.</p>	<p>One Voice Te Reo Kotahi, Social Equity and Wellbeing Network and other organisations</p>	<p>Evolved from 'NGO Sector Recovery Research in early 2016</p>	<p>One Voice Te Reo Kotahi has convened several fora to initiate and share third sector responses to the research and is sharing known activities under way at their website, http://onevoicetereokotahi.blogspot.co.nz, under the 'Sector Report & Actions' tab. These range from the initiation of new hubs to development of directories to conferences and more. Activities are updates at the website as news becomes available. SEWN, working with OVTRK, are planning a forum for early-mid 2017 to review progress on the priority actions and identify any further initiatives needed to address them.</p>
 	<p>NGO Business Continuity Planning - to support small and medium NGOs and community groups in greater Christchurch to develop and implement business continuity management plans.</p>	<p>New Zealand Red Cross</p>	<p>Under way (as part of 'Here for Good' programme, end of 2016)</p>	<p>Programme plans to develop and deliver NGO appropriate business continuity training and support packages.</p>
  	<p>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.</p>	<p>CECC, CCC</p>	<p>Under way</p>	<p>New Shared Programme addition - no update yet.</p>

<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.</p>
	<p>Strengthening the Youth Sector (SYS) - an inter-agency project providing coordination and leadership to the youth sector by facilitating an approach to building the sector's capacity.</p>	<p>Inter-Agency group of MSD, MPP, Corrections, MoE, CareersNZ, CYF, SDC, CCC, WDC, Rāta Foundation, Wayne Francis Charitable Trust, Collaborative Trust, ECAN, Sport Canterbury, NZ Police, CDHB, Pegasus Health, Youth and Cultural Development, Papanui Youth Development, Canterbury Youth Workers Collective, Te Ora Hou, Christchurch Youth Council and Ngāi Tahu</p> <p><i>Previous lead/coordination by Canterbury Youth Workers Collective, including CERA, MoE, MSD, CCC, WDC, SDC, New Zealand Red Cross and HPA</i></p>	<p>Under way</p>	<p>SYS continues to pursue its vision, 'to work in a collaborative and coordinated way to inform, support and build capability of the wider youth sector in order to meet the needs of young people across the Christchurch, Waimakariri and Selwyn districts.' Examples of recent work includes developing a Youth Engagement Standards workshop and a Youth Relevant Design Card and Youth Spaces Audit.</p>

<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>Youth Voice Canterbury</p> <p><i>Previous lead/coordination by Youth Voice Canterbury, supported by CCC, WDC, SDC, Ministry of Youth Development</i></p>	<p>Under way</p>	<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. By mid-way through 2016, YVC had organised a wellbeing expo at the Linwood Youth Festival Experience (LYFE), a South Island Youth Connect event bringing together all the youth councils in the South Island, and the inaugural Canterbury Youth Awards 2016. Other activities have included a Youth Pow-wow (consultation) with Christchurch City Councillors around the Annual Plan, connecting with youth councils and Youth MPs, and developing a training to train young people up to be a team leader of a youth audit. YVC recently undertook strategic planning to review its structure and activities.</p>
	<p>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.</p>	<p>MPP</p>	<p>Completed</p>	<p>Community feedback gathered at the Fono and Workshops were included in the Pacific Recovery Plan.</p>
 	<p>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 Canterbury Earthquake Memorial, Central Library and the Future Use of the Residential Red Zones.</p>	<p>CCC, WDC, SDC, Ngāi Tahu, ECan, Regenerate, Ōtākaro Ltd, Development Christchurch Ltd</p> <p><i>Previous lead/coordination by CCC, CERA, WDC, SDC, Ngāi Tahu, and ECan</i></p>	<p>Under way</p>	<p>Local Councils and regeneration partners continue to provide opportunities for people to engage with and participate in decision-making.</p> <ul style="list-style-type: none"> • 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 'Red Zone Futures', "Our District, Our Future 2048; District Development Strategy and "Wai Should We Care?" Land and Water Solutions strategy • CERA ran the engagement around the Earthquake Memorial, now being delivered by Ōtākaro Ltd. Ōtākaro Ltd will keep the public informed about its progress as construction continues. • Regenerate Christchurch has begun work with communities, iwi and local businesses to drive regeneration in key areas, including the central city, residential red zone and New Brighton.

<p>Build on understanding psychosocial recovery, wellbeing and ways to care for each other</p> 	<p>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.</p>	<p>New Zealand Red Cross</p>	<p>Concluded end of June 2016</p>	<p>More than 900 people participated in over 50 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.</p>
	<p>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.</p>	<p>New Zealand Red Cross</p>	<p>Concluded end of June 2016</p>	
	<p>Community Support Groups - a series of workshops to help people in their recovery journey to improve their mental wellbeing and manage stress.</p>	<p>MHERC, CERA, MSD</p>	<p>Concluded</p>	<p>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.</p>
	<p>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.</p>	<p>MoE</p>	<p>Under way</p>	<p>The workshops continue to be available and are provided on an 'as needed' basis to school and early childhood centres.</p>

 	<p>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.</p>	<p>New Zealand Red Cross</p>	<p>Concluded</p>	<p>The support groups have now finished and ongoing activities have transitioned to the Quake Families Trust.</p>
 	<p>Parenting Workshops - will comprise 20-30 free workshops to support parents experiencing impacts due to secondary stress. They are aimed at a variety of groups including different age groups, cultural communities and parents of children with disabilities.</p>	<p>Methodist Mission, CDHB-CPH, MSD-SKIP, University of Otago, All Right? and a range of NGOs</p>	<p>Under way</p>	<p>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.</p>

	<p>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. Currently 40 schools in greater Christchurch are involved.</p> <p>• 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.</p> <p>• 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.</p> <p>• 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.</p>	MoE through schools	Under way	This is an ongoing work programme for the MoE.
	55 primary, intermediate and secondary schools are currently being supported to implement Positive Behaviour for Learning School Wide (PB4L SW) in the greater Christchurch area. An additional 5 schools will join the initiative from 2017. These schools receive ongoing support from the MoE School Wide team to develop and maintain positive school behaviour and wellbeing systems.			
	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.			
	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 2017.			

	<p>• 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.</p>			<p>This was a pilot project run over two years. The Ministry is currently looking at alternative, more sustainable ways to deliver programmes through schools that support students to develop coping skills. My Friends Youth is no longer offered.</p>
	<p>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.</p>	MoE, University of Canterbury	MoE use concluded	<p>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.</p>
	<p>Tiny Adventures - an interactive resource and mobile app to help parents to do small, easy activities with their children.</p>	All Right?	Under way (since 2013)	<p>The Tiny Adventures resource (hard copy) was so popular that nearly 17,000 packs were distributed in the first month after the resource became available. Eventually 50,000 packs were distributed. A free mobile app was released in late 2014 to make the resource more broadly available to Cantabrians and across New Zealand. The app is being updated and expanded and new hard copy promotional resources have been developed for promotion through public libraries and elsewhere. Originally developed in partnership with MSD/SKIP, the project and resource is now lead solely by All Right?</p>
	<p>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.</p>	MPP	Concluded	<p>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.</p>

	<p>'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</p>	<p>Oxford Community Trust</p>	<p>Ongoing</p>	<p>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.</p>
<p>Organise activities to connect or to plan and prepare as a community</p> 	<p>Community Connectedness Initiatives - comprise a range of initiatives promoting community connectedness.</p> <p>• Knowing Your Neighbour is a Piece of Cake - a campaign that encouraged community connectedness and strong relationships at a neighbourhood level.</p>	<p>Methodist Mission, Te Raranga, CCC, WDC, CDHB-CPH,</p>	<p>Under way (since 2014)</p>	<p>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 will further develop as a local expression of Neighbours Day Aotearoa (25-26 March 2017).</p>
	<p>• 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.</p>	<p>CCC</p>	<p>Under way</p>	<p>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. This year's Neighbourhood Week is currently under way.</p>
	<p>• 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.</p>	<p>Methodist Mission coordinating with funding from CEAT, with a number of organisations including YMCA, Methodists, Anglicans, Te Raranga, CERA, CCC, SDC, WDC</p>	<p>Concluding in 2017</p>	<p>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 has enabled a smaller 'Summer of Fun' to be run in 2016-17. This will target 30 neighbourhood organisations and parishes running local, free events for their community.</p>

 	<p>• Summer in Selwyn - From January to March, the Selwyn District Council hosts a series of family and youth oriented events to build connectedness locally.</p>	SDC	Under way	Events so far have ranged from 'Picnic in the Park' to skate jams, pool parties to music on the green and more.
 	<p>• 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.</p>	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.
 	<p>• Neighbourhood connection resources - Develop and promote a suite of guides and resources aimed at building community connectedness.</p>	New Zealand Red Cross	Under way (as part of 'Here for Good' programme, end of 2016)	This project is still in its planning stages, and will support community members to host neighbourhood days, street events, and other ways of building connection in their communities.
 	<p>Events Fund - A yearly fund for community groups.</p>	SDC	Under way	In Selwyn, this fund is for community groups interested in running an event targeted at a community and bringing people together.
	<p>Neighbourhood and Community Recovery Planning - covers a range of neighbourhood and community recovery planning initiatives.</p>	<p>CCC, ECan, CERA, MCDEM, New Zealand Red Cross, Ngai Tahu and other organisations</p> <p><i>Previously lead/coordination by CCC, ECan, CERA, MCDEM and other organisations</i></p>	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.
	<p>• Aranui Community Trust Incorporated Society (ACTIS) - takes a joined-up approach to support community-based recovery plans. A pilot for up to eight eastern Christchurch community groups is being undertaken.</p>	<p>CCC, ECan, CERA, MCDEM and other organisations</p>	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.

 	<p>• Richmond Neighbourhood Plan - involves comprehensive community profiling and planning in the Richmond area facilitated by Nga Maata Waka.</p>		Under way	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.
	<p>• Lyttelton Community Emergency Response Plan - a community preparedness plan that focuses on identifying and strengthening continuing community networks and initiatives.</p>		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.
 	<p>• 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.</p>		Evolved	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.
 	<p>• 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.</p>		Under way (as part of 'Here for Good' programme, end of 2016)	This programme is aimed to ensure better support for communities during and after an emergency.
 	<p>• Place-based community development planning - Working with and supporting communities to develop emergency resilience plans using a strengths-based community development approach.</p>			This programme is designed to prepare communities to improve their short, medium and long-term resilience. Stakeholder partnerships will be identified to support implementation of plans.
 	<p>• 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.</p>	New Zealand Red Cross		New to Shared Programme - No update yet.

 	<p>• 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).</p>	<p>New Zealand Red Cross</p>	<p>Under way (as part of 'Here for Good' programme, end of 2016)</p>	<p>New to Shared Programme - No update yet.</p>
 	<p>• Psychological First Aid (PFA) - Training for greater Christchurch street and neighbourhood coordinators and other relevant community volunteers.</p>			<p>This programme is intended to ensure local community members have PFA skills and will be able to provide better support to their neighbours in an emergency.</p>
<p>Build networks through participation in sports, recreation, arts and cultural activities</p>   	<p>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.</p>	<p><i>Ministry for Culture and Heritage, CCC, Creative New Zealand, Ngāi Tahu, Rātā Foundation, WDC, SDC, Canterbury Museum Trust Board, CEISMIC consortium, Ōtākaro Ltd</i></p>	<p>Under way (since 2011)</p>	<p>The Programme's joint advisory group was established in 2013 and continues to meet regularly to share information, to provide a forum for the wider sector to meet funders, and to provide input into recovery projects such as the performing arts precinct. This helps continue the momentum of the arts and cultural work now that it has moved into the regeneration phase.</p> <ul style="list-style-type: none"> • 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 • The Christchurch City Council and Ōtākaro Ltd are co-leading the anchor project to develop a Performing Arts Precinct within central Christchurch. The new 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, is scheduled to open in mid-August 2016.

			<ul style="list-style-type: none"> • 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. • A community consultation process was undertaken as part of the development of plans for the Canterbury Earthquake Memorial to ensure that the voices and ideas of the affected families and community are captured in the memorial design process. The May 2015 selection of the successful Memorial Wall design followed extensive consultation with and input from the community • The Christchurch City Council continues to implement Master Plans and transitional programmes for suburban centres. • 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.
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 	<p>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.</p>	<p>Sport NZ and Sport Canterbury, Christchurch City Council, Ōtākaro and other organisations</p>	<p>Under way (since 2012)</p>	<p>The 'Spaces, Places and People' programme launched in May 2014. The three priorities in the plan are the Ngā Puna Wai Sports Hub, the Metro Sports Facility and the Hagley Cricket Oval. The Cricket Oval was completed in September 2014. 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. Sport Canterbury has worked to encourage participation and build positive social networks through its lead on organising small local events and larger community-driven events. Examples of recent events include the Pegasus Fun Run in October 2015 (1,481 participants), the Mitre 10 MEGA Run to Remember in February 2016 (2,205 participants) and sporting events specifically organised for children and young people.</p>
	<p>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.</p>	<p>WDC</p>	<p>Under way (since 2014)</p>	<p>Recent activities include 'guerrilla knitting' pole warmers, Anzac photo display in shop windows, and art panels for fencing in the area.</p>
	<p>Arts Events - develop and encourage community participation in arts and culture and support artists and arts groups.</p>	<p>SDC</p>	<p>Under way</p>	<p>Over the last year, writers' workshops have been developed with a new network group. An artist networking group set up and a performing arts network group is due to start in December. Various events have taken place in collaboration with local migrant communities.</p>
   	<p>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.</p>	<p>Gap Filler, Greening the Rubble and Life in Vacant Spaces</p>	<p>Under way</p>	<p>Initiatives have nurtured volunteerism, brought interactive artworks into the city, and even set up a volunteer-run community bike shed. An upcoming Gap Filler for 2017 will see a new, interactive installation at the Tuam/High Street intersection. An upcoming initiative between Greening the Rubble and Odyssey House will transform the Garden of Tranquillity in the city into a family recovery (addiction) garden. Drop-in sessions are engaging with participants from both networks to build and maintain the new project.</p>

<p>Provide accessible leadership development opportunities for community leaders and service providers</p>  	<p>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.</p>	<p>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</p>	<p>Under way (since 2014)</p>	<p>Over the past two years, 95 community leaders or people working directly with community leaders have participated in the cohort 1 and 2 programmes. The project participants develop their leadership practice alongside peers and experts through a range of structured or informal learning opportunities. Based on feedback from recent research, work is underway to redesign and develop the LinC Project for 2017 onwards.</p>
	<p>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.</p>	<p>MSD, Leadership Lab and University of Canterbury with a range of NGOs</p>	<p>Under way</p>	<p>The 2014 leadership programme’s success led to the programme continuing for another cohort in 2015. Sixty NGO leaders and managers have participated in the programme to date from wider Canterbury. Following another design process in 2016 a new Leading Collaborative Partnerships Programme has been launched to work with 25 senior leaders in NGOs and government agencies in 2017.</p>

Activities Table: Communication and Engagement

This section outlines some of the ways effective communication and engagement supports and promotes recovery progress in greater Christchurch.

Effective communication is critical to psychosocial recovery and wellbeing. Clear, credible information can help people struggling with the impacts of the disaster and secondary stressors know what services are still available. There is also information to share about opportunities and initiatives helping our families and communities to flourish.

Engagement processes can build on that trust and encourage participation to ensure planning and rebuilding meets people's needs. Community engagement promotes local ownership, increases confidence in decisions and their outcomes and helps people regain a sense of control over their lives.

Priority Actions	Activity Description & 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 28 social service agencies, central and local government and the NGO sector. The committee coordinates the planning, delivery and monitoring of psychosocial recovery and wellbeing.	Includes CDHB, MSD, MoE, CERA, CCC, WDC, SDC and a range of NGOs, community organisations and agencies	Under way (since 2011)	The Committee continues to operate with the participation of over 20 social service agencies, central and local government and NGO sector networks. The Committee continues to coordinate the planning, delivery and monitoring of psychosocial recovery and wellbeing through the ongoing development of the Shared Programme of Action.
 	Community Wellbeing Planners Group - a committee of 16 representatives from central and local government and the NGO sector. This group coordinates social recovery by planning strategically, keeping informed about national and international research and maintaining an overview of social recovery activities.	CDHB in collaboration with various agencies	Evolved from the community Wellbeing Planners' Group in early 2016	This group has evolved into the Greater Christchurch Psychosocial Governance Group. The group has been convened as a part of the greater Christchurch Urban Development Strategy Implementation Committee (UDSIC) and provides direction, advice and support to the Psychosocial Committee. The group is now comprised of representatives from ten central and local government agencies.

	<p>Christchurch City Resilience Steering Committee - overseeing the development of a Resilience Strategy that is intended to link with other relevant strategies and programmes.</p>	<p>CCC</p>	<p>Under way</p>	<p>The Steering Committee recently saw this work through its second phase, the development of the Resilient Greater Christchurch Plan. Project Teams were set up around four Focus Areas led by individuals with subject expertise from the Canterbury District Health Board, Canterbury Development Corporation, Civil Defence and Emergency Management/NZ Transport Agency (jointly) and Christchurch City Council. The focus area teams identified key issues, responses and actions related to the challenges and opportunities facing Greater Christchurch. A draft plan was presented to participants in the process in May 2016, then finalised and formally ratified by Christchurch City, Selwyn District and Waimakariri District councils and Environment Canterbury in July/August 2016. The 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.</p>
 	<p>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.</p>	<p>Jointly lead by CCC and central government</p> <p><i>Previous lead/coordination by CCC in partnership with central government and private investors</i></p>	<p>Under way</p>	<p>Under the Housing Accord between CCC and central government, three major affordable housing developments are under way. Around 420 houses are set to be complete by 2017, with the first houses already open at the Awatea development. Ōtautahi Community Housing Trust has been formed to provide and manage community housing in Christchurch.</p>
 	<p>Te Waipounamu Community Housing Providers Network - was established to promote cooperation between community housing organisations in response to community need.</p>	<p>Community housing providers based in the South Island</p>	<p>Under way (since 2015)</p>	<p>New activity, no update yet,</p>
	<p>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.</p>	<p>MPP with a collaboration of government organisations and NGOs</p>	<p>Under way</p>	<p>Bi-monthly meetings continue to be held with hosting duties rotated around to different organisations.</p>

 	<p>Interchurch 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.</p>	<p>Interchurch 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.</p>	<p>Under way (since 2011)</p>	<p>The Te Raranga Interchurch Forum continues to meet to initiate responses to the issues of their community grassroots. The Forum has also supported activities like the Summer of Fun, Te Matatini, and the initiatives of faith-based social services.</p>
	<p>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.</p>	<p>WDC and other organisations</p>	<p>Under way</p>	<p>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, working groups have formed around the issues of social inclusion, and mental health and wellbeing.</p>
	<p>Social Wellbeing Network Group – a network of social service providers and stakeholders that discusses issues, updates information and undertakes networking in Selwyn.</p>	<p>SDC and other organisations</p>	<p>Under way</p>	<p>This group continues to meet twice per year.</p>
	<p>Canterbury Family Violence Collaboration – a cross-sector project of nearly 50 agencies to improve the systemic response to family violence with a focus on family and sexual violence prevention, crisis response and intervention, training and development and voice of lived experience and connection.</p>	<p>Barnardos with the support of over 45 NGOs and government organisations</p>	<p>Under way (Since 2012)</p>	<p>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.</p>

	<p>North Canterbury Family Violence Network - a collaborative of stakeholders addressing family violence in the Waimakariri district.</p>	<p>Collective leadership including WDC, Aviva, Battered Women's Trust, Barnardos, NZ Police and local lawyers</p>	<p>Under way</p>	<p>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, local application of Sophie Elliot Foundation programmes, in-school initiatives, White Ribbon and Are You Okay?</p>
	<p>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.</p>	<p>WDC and other organisations</p>	<p>Under way</p>	<p>WHAG continues to monitor and advocate in relation to issues and opportunities affecting the health and wellbeing of residents.</p>
	<p>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.</p>	<p>CDHB, CCC, ECan</p>	<p>Under way</p>	<p>Recent achievements include:</p> <ul style="list-style-type: none"> • Gambling venue policy review • CCC has integrated health assessment in policies such as: psychoactive, alcohol harm reduction, smokefree, and transport. • Community and Public Health advises the Council's Disability Advisory Group, actively sharing expertise and resources, and creating linkages that benefit both organisations. • A collaborative project between the CDHB and CCC is responding to health-related issues caused by insanitary housing • CDHB and ECan worked together to encourage sustainable travel modes for visitors and staff travelling to Christchurch Hospital.
 	<p>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.</p>	<p>Barnardos, Canterbury Youth Workers Collective, CCC, Cholmondeley, Unicef, City Methodist Mission, Presbyterian Support and others</p>	<p>Under way (Since 2012)</p>	<p>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.</p>

	<p>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.</p>	EQC	Implemented	<p>Canterbury Customer Advocates groups continue to be support EQC in thinking through strategies from a resident’s perspective. One of the biggest milestones for the groups was their input to EQC plans for settling earthquake damage claims on land, in particular properties with Increased Vulnerability to Flooding, and Liquefaction (IFV and ILV).</p> <p>EQC remains fully committed to continuing to work with Customer Advocates groups. With organisations like CanCERN winding down, the form this will take is still being explored.</p>
	<p>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.</p>	NZ Police, HPA, MPP, ACTIS, Waipuna Trust, Youth Cultural Development Canterbury	Ongoing	<p>Ongoing assistance provided to NZ Police in applying Pacific Framework/lens on policies and strategies to assist in their engagement with ethnic communities.</p>
  	<p>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.</p>	Te Pūtahi, CCC, Rātā Foundation	Under way	<p>Late in 2016, Te Pūtahi ran its third FESTA event to encourage more people to get involved in remaking the city and provide a positive, collective experience of the changing central city. Where FESTA raises aspirations, projects like the exemplar participatory design programme work towards fulfilling them. Building on the ‘1 Conversation, 100 Communities’ project, the programme showcases how to design with people, with an action research component for participants.</p>
<p>Promote information flow through pathways, networks and coordination points for people to access psychosocial services and supports</p>  	<p>0800 Canterbury Support Helpline – a free helpline for greater Christchurch residents that provides referrals and information about the range of services and advice available.</p>	<p>CDHB with Homecare Medical</p> <p><i>Previous lead/coordination by MSD with Presbyterian Support and Youthline</i></p>	Under way (since 2011)	<p>The 0800 Canterbury Support Line has answered over 10,000 calls since its inception. The line continues to meet need, providing support, information and referrals to the people who call.</p>

	<p>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.</p>	<p>Community organisations</p> <p><i>Previous lead/coordination by CERA, CCC and other community organisations.</i></p>	<p>Concluded at end of 2015</p>	<p>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.</p>
 	<p>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.</p>	<p>New Zealand Red Cross</p>	<p>Under way (as part of 'Here for Good' programme end of 2016)</p>	<p>Project is aiming to ensure local community groups and members are making use of clear geographic focal points to access information, training and equipment that supports preparedness, resilience building and social connectedness</p>
 	<p>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.</p>	<p>New Zealand Red Cross</p>	<p>Concluded</p>	<p>Red Cross volunteers and other local volunteers checked on affected residents in the most vulnerable areas of greater Christchurch. In May 2016 alone, 19 volunteers spent 114 hours knocking on over 1,800 doors to find out more about issues people may be facing and connecting them with support where possible.</p>
 	<p>Christchurch Community Response - a partnership of Christchurch churches undertaking door-knocking activities to provide information and links to support services.</p>	<p>St Christopher's Church and CCC</p> <p><i>Previous lead/coordination by St Christopher's Community Church with funding from New Zealand Red Cross, CCC, and MSD</i></p>	<p>Evolved and continuing</p>	<p>This partnership saw volunteers visit 70,000 homes across the city to help connect isolated individuals with appropriate services. This successful activity is continuing beyond disaster response as an initiative of St Christopher's and CCC.</p>

	<p>Communities and Neighbours – a new 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.</p>	<p>Te Awhero Hope Presbyterian Community Trust</p> <p><i>Previously MSD and Hope Presbyterian Community Trust</i></p>	<p>Under way</p>	<p>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.</p>
<p>Share understanding about psycho social impacts experienced after a disaster and strategies to improve wellbeing</p>  	<p>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.</p>	<p>CDHB–CPH, MoH, Mental Health Foundation</p>	<p>Under way (since 2012)</p>	<p>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 2016 research has shown that 76% of Cantabrians are aware of the campaign, and of those, 87% 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, and culturally and linguistically diverse (CALD) communities. The campaign launched a refreshed look and feel in 2016 with a new call to action - ‘Live Brighter’ underpinned by four practical themes: Find Your Spark, Mind Your Head, Share the Love, Sort Your Habits. The new approach includes developing a more user-focused website highlighting practical tools and tactics for being at your best.</p>
	<p>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.</p>	<p>New Zealand Red Cross</p> <p><i>Previous lead/coordination by CERA and MSD</i></p>	<p>Evolved under way as part of New Zealand Red Cross ‘Here for Good’ programme</p>	<p>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.</p>

	<p>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.</p>	<p><i>New Zealand Red Cross</i></p>	<p>Under way (extended to 2017 as part of New Zealand 'Here for Good' programme)</p>	<p>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.</p>
	<p>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.</p>	<p>Mental Health Foundation, CDHB-CPH</p>	<p>Under way</p>	<p>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.</p>
	<p>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.</p>	<p>CDHB-CPH, MoE, Kotuku Creative, MSD, and New Zealand Red Cross</p> <p><i>Previous lead/coordination by CDHB-CPH, MoE, Kotuku Creative and MSD</i></p>	<p>Under way</p>	<p>The two story books, 'Wishes and Worries' and 'Maia and the Worry Bug' are now available and being evaluated by researchers from Massey University. 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 will go to approximately 24,000 children in Canterbury and a digital version will launch in January.</p>
	<p>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.</p>	<p>All Right?, CDHB Schools Based Mental Health Team</p> <p><i>Previous lead/coordination by MSD-SKIP, CDHB-CPH</i></p>	<p>Under way</p>	<p>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 are being pilot tested with teachers and tamariki towards the end of 2016 with refinements to be implemented and a finished package launched in 2017.</p>

<p>Clearly communicate the stories of hope, progress, challenges and lessons learnt</p> 	<p>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.</p>	<p>University of Canterbury</p>	<p>Concluded</p>	<p>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, interviewees and interviewees alike. The stories are available on the programme’s website, as well as various community partners’ websites.</p>
 	<p>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.</p>	<p>MHERC, Pegasus Health, CCC</p>	<p>Under way</p>	<p>New to shared programme, no update yet.</p>
	<p>Chch Story App – a free app that showcases rebuild focused stories about what’s happening in Christchurch as it evolves.</p>	<p>CERA</p>	<p>Concluded</p>	<p>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.</p>
	<p>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.</p>	<p>WDC</p>	<p>Concluded</p>	<p>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.</p>
 	<p>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</p>	<p>CEISMIC Consortium</p>	<p>Under way</p>	<p>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, as well as thousands of documents, photographs, web archives, and more from individuals and community groups.</p>

	<p>Community in Mind website - provides online information on the Community in Mind Strategy and Shared Programme of Action and associated initiatives.</p>	<p>CDHB-CPH</p>	<p>Evolved in early 2016</p>	<p>With the transition of Psychosocial Recovery responsibilities from CERA to CDHB, these materials are now hosted at the Community and Public Health Website, where they continue to be maintained and updated at cph.co.nz/your-health/community-in-mind</p>
 	<p>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.</p>	<p>CDHB, University of Otago, University of Canterbury, Ara Institute, Pegasus Health, Christchurch PHO, Rural Canterbury PHO and others</p>	<p>Under way</p>	<p>In conjunction with CDHB, the RHISE Group organised the February 2016 People in Disasters Conference.</p>
 	<p>Canterbury Earthquake Recovery Learning and Legacy - The programme works with organisations and groups across recovery, including the private sector, community organisations, social enterprise and 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 takes the opportunity to share relevant insights and experiences that will equip leaders and communities involved in disaster recovery and complex challenges.</p>	<p>DPMC</p>	<p>Under way</p>	<p>The EQ Recovery Learning website eqrecoverylearning.org launched in September to share the information and stories that have been collected so far. The website will capture as much learning material as possible, including videos and case studies.</p>
<p>Communicate the availability of spaces, cultural activities and participation opportunities</p> 	<p>Christchurch The Garden City online - an umbrella website for Christchurch, containing links or information about education, business, visiting, living, events and history.</p>	<p>CCC</p>	<p>Core information absorbed into www.ccc.govt.nz and evolved into Find Chch.com</p>	<p>This 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)</p>

	<p>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.</p>	CERA	Still available	The Planning and Community Toolset (PaCT) is still available but is no longer being updated.
 	<p>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 more than 5,800 listings that are updated annually. Listings can be searched as a whole, by category and by map.</p>	CCC	Under way	New to shared programme, no update yet.
<p>Provide access to community building tools, information and leadership learning sessions</p> 	<p>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.</p>	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.
	<p>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.</p>	SDC	Under way	Seventeen workshops have been delivered as a part of this project.

Activities Table: Innovative Services

This section provides details on the innovative and coordinated services that are being delivered in greater Christchurch to respond to the psychosocial recovery and wellbeing

Since the earthquakes, the vast majority of agencies and organisations have experienced significant increases in demand for their services and issue complexity. Some of these issues are presented people or groups who have not sought services in the past. Agencies and organisations have increased their workload and worked out how to respond effectively to a new set of clients, sometimes with little or no additional resourcing. Across the social sector, agencies and organisations have worked together to rethink the way they work and orient their services.

This section outlines some of the new and joined up ways of working, as well as activities providing targeted assistance to population groups who need it. Some of the activities captured here show what services continue to be available for those with unresolved and complex insurance or EQC claims. Some of the work is aimed to address the needs of the vulnerable, who we have been cautioned can fare more poorly in a post-disaster context.

Priority Actions	Activity Description & Deliverables	Lead or Coordination	Status	Update
<p>Deliver services that are collaborative, accessible, innovative and inclusive</p> 	<p>Earthquake Support Coordination Service - provides information and practical help for people, families and households affected by the earthquakes.</p>	<p>MSD and a range of NGOs including PSUSI and ACTIS</p>	<p>Under way (since 2011)</p>	<p>Earthquake Support Coordinators continue to be available to assist people to navigate their way through the range of services involved in rebuilding people's homes and lives. The service is decreasing in size but continuing to meet need.</p>
	<p>Rū Whenua Kaitoko Whānau - an earthquake support service delivered by Kaitoko and Whānau Ora Navigators from local Māori providers.</p>	<p>Te Pūtahitanga o Te Waipounamu - The Whānau Ora Commissioning Agency for the South Island, Ngāi Tahu, TPK <i>Previously supported by HOP, Ngāi Tahu, and TPK</i></p>	<p>Disestablished</p>	<p>Rū Whenua Kaitoko were disestablished on 30 June 2016 along with He Oranga Pounamu.</p>
	<p>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.</p>	<p>Te Pūtahitanga o Te Waipounamu - The Whānau Ora Commissioning Agency for the South Island, along with host agencies of Whānau Ora Navigators</p>	<p>Under way</p>	<p>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 wellbeing. A review of the former Ru Whenua Navigator roles was completed earlier this year and has been uploaded in the EQ Recovery Learning website - a hub for sharing learning from the Canterbury earthquakes http://eqrecoverylearning.org/</p>
	<p>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.</p>	<p>CDHB in collaboration with MoH, MoE and MSD</p>	<p>Under way</p>	<p>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.</p>

 	<p>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.</p>	<p>MSD, CDHB, MoE, MoJ, NZ Police, TPK, Te Pūtahitanga o Te Waipounamu - The Whānau Ora Commissioning Agency for the South Island and NGOs</p> <p><i>Previous lead/coordination by MSD, MoH, MoE, MoJ, NZ Police, and TPK</i></p>	<p>Under way</p>	<p>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.</p>
  	<p>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.</p>	<p>NZ Police, CYF, Corrections, CDHB, specialist family violence NGOs, Te Pūtahitanga o Te Waipounamu - The Whānau Ora Commissioning Agency for the South Island, Tu Pono - Te Manakaha o te Whānau (kaupapa Māori providers), and NGOs.</p>	<p>Under way</p>	<p>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. In the first two weeks, 253 plans were developed.</p>
 	<p>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.</p>	<p>NZ Police, CDHB</p>	<p>Under way</p>	<p>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.</p>

	<p>Youth Workers in Schools - increased youth worker hours within 30 schools to support young people affected by earthquakes (equivalent to 33 youth workers).</p>	<p>New Zealand Red Cross</p>	<p>Concluded</p>	<p>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.</p>
 	<p>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.</p>	<p>New Zealand Red Cross</p>	<p>Concluded</p>	<p>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.</p>
 	<p>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.</p>	<p>MoE and MSD</p>	<p>Under way</p>	<p>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.</p>
	<p>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.</p>	<p>New Zealand Red Cross</p>	<p>Concluded</p>	<p>The programme concluded having helped Canterbury School Children through over \$6.8 million in grants.</p>
 	<p>Cross Town Shuttle - provides transport for residents in need to access medical and earthquake-related appointments as well as leisure and pleasure activities.</p>	<p>New Zealand Red Cross</p>	<p>Ongoing</p>	<p>Thousands of passengers a year have been transported in the cross-town shuttle. The success of this community transport initiative has led to its transition from a recovery service to one of the usual services provided by the Red Cross.</p>
	<p>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.</p>	<p>SDC in collaboration with a range of agencies and community organisations</p>	<p>Under way</p>	<p>These four community care groups have now established a bi-monthly cluster group to share information and support each others' work.</p>

	<p>Lincoln & Districts Community Care – provides community assistance through a number of services and initiatives around Lincoln district.</p>			
	<p>Selwyn Central Community Care – a group of volunteers who provide identified community support services within the Selwyn Central ward area.</p>			
	<p>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.</p>			
 	<p>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 works 1:1 and connects older people with their communities.</p>	Age Concern	Under way	All of these services have had a significant increase in the numbers of people they are supporting.
	<p>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.</p>	New Zealand Red Cross in partnership with CEA	Under way (Jan 2014 - Dec 2016)	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.

 	<p>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.</p>	<p>CEA, Air Con NZ, Energy Smart, CCC, MBIE</p>	<p>Under way</p>	<p>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</p>
 	<p>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.</p>	<p>CEA and New Zealand Red Cross</p>	<p>Under way (since late 2015); concludes Dec 2016.</p>	<p>This programme proved very popular and even without much publicity, the uptake has been huge, demonstrating a great need in the community. Over 1,000 families have been helped so far.</p>
 	<p>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.</p>	<p>MHERC, CDHB, ACC, Construction Sector including Hawkins, Arrow International, Naylor Love, Fletcher Construction, Corbel Construction</p>	<p>Free workshops concluded (paid workshops still available)</p>	<p>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.</p>
	<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>MBIE, EQC, CCC, ICNZ</p> <p><i>Previous lead/coordination by CERA, EQC, CCC and ICNZ</i></p>	<p>Under way (since May 2013)</p>	<p>Since its launch in May 2013, the Residential Advisory Service has received nearly 15,000 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.</p>
 	<p>Canterbury Earthquake Temporary Accommodation Service (CETAS)</p> <p>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>MSD and MBIE</p> <p><i>Previous lead/coordination by MSD</i></p>	<p>Under way (since Apr 2011)</p>	<p>MBIE has helped over 6,450 earthquake affected residents find temporary accommodation, including placing over 1,170 households into the Canterbury earthquake temporary accommodation village housing. MBIE currently has 165 open cases.</p> <p>MSD has provided financial assistance to over 3,100 households and currently has 206 open cases. MSD has provided earthquake support coordination services (NGO/ CETAS collaboration) has been provided to over 9,470 households and currently has 537 open cases.</p>
 	<p>Newcomer Support - consists of information and support from Selwyn and Waimakariri District Councils to newcomers settling in to their communities.</p>	<p>SDC, WDC and other organisations</p>	<p>Under way</p>	<p>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.</p>

 	<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>CECC</p> <p><i>Previous lead/ coordination by CECC and CERA</i></p>	<p>Evolved</p>	<p>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.</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 and Migrant Strategy to support resettlement within Selwyn district.</p>	<p>SDC, CDHB, MSD, Immigration, Migrant Centre, Pegasus Health, Christchurch Multicultural Council, and Te Taumutu Rūnanga</p> <p><i>Previous lead/ coordination by SDC, CDHB, MSD, Immigration, Migrant Centre, and Pegasus Health</i></p>	<p>Under way (since 2015)</p>	<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>
 	<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>CERA, Community Think Tank</p> <p><i>Previous lead/ coordination by CERA and the Community Think Tank</i></p>	<p>Under way</p>	<p>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.</p>
	<p>New Zealand Red Cross Grants</p> <ul style="list-style-type: none"> • 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>New Zealand Red Cross</p>	<p>Concluded</p>	<p>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.</p>

<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>	<p>CERA, MHERC</p>	<p>Concluded</p>	<p>This project has now concluded.</p>
	<p>NGO Sector Recovery Research – a project to research and analyse residual recovery issues facing the NGO sector in 2015.</p>	<p>One Voice Te Reo Kotahi, Social Equity and Wellbeing Network and other organisations</p> <p><i>Previous lead/coordination by CCC, and CERA</i></p>	<p>Concluded in early 2016 (responses) evolving from this project under way)</p>	<p>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</p> <p>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).</p> <p>A number of 'third sector' organisations and networks are developing responses to the priority actions identified in the report.</p>
 	<p>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.</p>	<p>EDLG</p> <p><i>Formerly lead/coordinated by CERA with the Earthquake Disabilities Leadership Group</i></p>	<p>Under way</p>	<p>EDLG has recently established itself as a Trust with the wider aim of a 'Christchurch for Every Body.' EDLG is championing for best practice accessibility through the rebuild by recommending Barrier Free Audits and accessibility checks in the design and construction of major projects in the city to ensure all anchor projects are accessible. Work towards a Canterbury Accessibility Charter is also under way, led by BFNZT and in collaboration with a number of local agencies.</p>

<p>Target and adjust delivery models and referral pathways to develop people's strengths</p>  	<p>Counselling</p> <ul style="list-style-type: none"> • Short-term Counselling – free counselling for children and adults affected by the earthquakes, including those who have moved out of Christchurch. • 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. 	<p>Mental Health Education Resource and Centre, MSD</p> <p><i>Previous lead/coordination by Relationships Aotearoa and MSD</i></p>	<p>Under way</p> <p>Cancelled</p>	<p>Short-term counselling continues to be available. Counselling trends provide the Psychosocial Committee with another perspective about how people are doing.</p> <p>This project did not come to fruition as a result of the closure of one of the organisations involved.</p>
	<p>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.</p>	<p>MSD, PSUSI, Age Concern</p>	<p>Under way until June 2017</p>	<p>Due to success of the pilot and ongoing demand, this service continues to be available.</p>
	<p>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.</p>	<p>MSD, CDHB</p>	<p>Under way</p>	<p>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 WebHealth. The CDHB website promotes the Family Service directory maintained by MSD.</p>
 	<p>Public Sector Organisational Resilience Team (PORT) – shares information and plans, and coordinates and promotes joint workforce resilience through workshops, developing opportunities and monitoring resilience.</p>	<p>MSD, CDHB-CPH and others</p> <p><i>Previously a cross-agency collaboration of 16 government agencies</i></p>	<p>Evolving</p>	<p>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. Another initiative with similar aims has recently emerged. MSD and CDHB-CPH recently convened a working group from members of the Canterbury Government Leaders' Forum to explore a cross-agency strategy for workplace well-being.</p>

	<p>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.</p>	EQC	Under way	<p>A key component of the customer-centric approach has been to improve consistency in claims management, which led to a reorganisation of our structure to combine the management of CHRP and management of Customer Services into a single team to provide a consistent approach when interacting with our customers.</p> <p>EQC is also working to reduce the number of groups internally that customers need to contact to progress their issues. For example, EQC has integrated the complaints and enquiries from Fletcher EQR to its control. This reduces the chances of duplication of work, and provides greater consistency in managing customer enquiries.</p> <p>A key improvement has been in our communications material- especially in letters and emails from EQC to customers, which is supported by in-house training programmes, resource documentation, and communications workshops for estimators and assessors.</p>
 	<p>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.</p>	EQC	Completed	<p>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.</p>
<p>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</p> 	<p>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.</p>	<p>MPP, CERA, Pacific Interagency Network</p> <p><i>Previous lead/coordination by MPIA, CERA, and the Pacific Interagency Network</i></p>	Completed	<p>This work may be transitioning to another entity. MPP is engaged in ongoing discussions on a way forward.</p>

 	<p>Housing Recovery Programme - aims to restore and enhance community wellbeing by enabling housing recovery in greater Christchurch. Key projects have been established in the areas of land, legacy, insurance, advisory and new supply.</p>	<p>MBIE</p> <p><i>Previous lead/ coordinated by CERA and MBIE</i></p>	<p>Underway (since Dec 2013)</p>	<p>MBIE now has responsibility for the Residential Repair and Rebuild Programme, which 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. MBIE will provide future updates.</p>
 	<p>Canterbury Public Sector Rebuild - The Canterbury Public Sector Rebuild (the Rebuild) comprises 50 publicly funded construction projects and programmes with a value of \$6,365 million across health, education, social housing, roading, central city and community facilities. MBIE analyses progress with the rebuild and provides procurement 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>MBIE</p> <p><i>Previous lead/ coordinated by CERA and MBIE</i></p>	<p>Underway (since 2014)</p>	<p>Of the total value of Rebuild projects, 59% have now commenced or completed construction (as at June 2016). Major projects to start construction in the past year include the Christchurch Hospital Acute Services Building and South Frame Public Realm.</p> <p>To date projects in the Rebuild have spent \$2,104 million or 31% of total project budgets.</p>
<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 annually. 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 every six months. Evidence from these datasets is used to advise decision-makers, government agencies and social sector providers and is also publicly available.</p>	<p>CDHB</p>	<p>Evolved in early 2016</p>	<p>Responsibility for the Canterbury Wellbeing Index and Survey transferred from CERA to the CDHB in early 2016. This activity is still under way. The 2016 index and the April 2016 Wellbeing Survey were released in September.</p>

 	<p>Residential Insurance 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>MBIE</p> <p><i>Previous lead/coordination by CERA</i></p>	<p>Under way (since 2012)</p>	<p>As of 30 September 2016, 96.9% of household claims are settled, with 5,128 claims remaining.</p>
	<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>	<p>All Right?</p>	<p>Under way (since 2013)</p>	<p>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. The campaign has also undertaken several qualitative studies focused on specific population groups such as youth, Maori, parents 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>
<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>CCC, and Ōtākaro Ltd</p> <p><i>Previous lead/coordination by CERA and through the Christchurch Central Development Unit</i></p>	<p>Under way (since 2012)</p>	<p>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 (otakaroltd.co.nz) show progress under way on the Avon River Precinct, South Frame and the Convention Centre.</p>

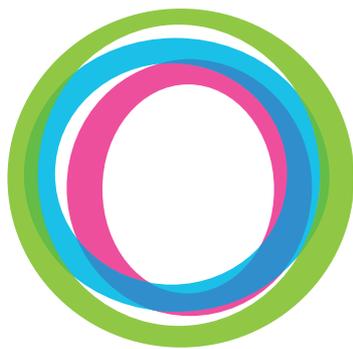
	<p>Christchurch City Facilities Rebuild Plan - working to ensure the rebuild or repair of community facilities is well communicated, planned and under way. Planning includes actively exploring co-location opportunities, sharing facilities and partnership opportunities with other investors. Washington Way Skate Park is an example of how the City Council is prioritising facilities for young people.</p>	<p>CCC</p>	<p>Under way (since 2011)</p>	<p>The Facilities Rebuild Programme of Work is proceeding on time and on budget across the city and Banks Peninsula. A community governance approach is being utilised in this programme. For example, the Council worked with communities and consulted with the local community to rebuild Scarborough Paddling Pool. Planning is under way for several new community centres (ex - Sumner, Bishopdale, Governors Bay, St Martins).</p> <p>The following facilities will open over summer 2016 - Heathcote Community Centre, Governors Bay Community Centre, Redcliff's Library, St Martins Community Centre, Avebury Paddling Pool, Mona vale, Sign of the kiwi. https://www.youtube.com/watch?v=00nI3dVLzm8</p>
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Committee Partners (Membership)

- All Right?
- Canterbury District Health Board (CDHB) - Allied Health
- Canterbury District Health Board (CDHB) - Community and Public Health (CPH)
- Canterbury District Health Board (CDHB) - Planning and Funding
- Christchurch City Council (CCC)
- Earthquake Commission (EQC)
- Earthquake Disability Leadership Group (EDLG)
- Earthquake Support Coordination Service
- Land Information New Zealand (LINZ)
- Mental Health Education Resource Centre (MHERC)
- Mental Health Foundation (MHF)
- Ministry of Business, Innovation and Employment (MBIE)
- Ministry of Civil Defence and Emergency Management (MCDEM)
- Ministry of Education (MoE)
- Ministry of Pacific Peoples (MPP)
- Ministry of Social Development (MSD)
- New Zealand Red Cross
- One Voice Te Reo Kotahi (OVTRK)
- Pegasus Health
- Selwyn District Council
- Te Puni Kokiri
- Te Pūtahitanga o Te Waipounamu - The Whānau Ora Commissioning Agency for the South Island
- Te Raranga Interchurch Forum

Guide to Abbreviations

ACC	Accident Compensation Scheme
ACTIS	Aranui Community Trust Incorporated Society
CCC	Christchurch City Council
CCN	Canterbury Clinical Network
CDHB	Canterbury District Health Board
CPH	Community and Public Health
CEA	Community Energy Action
CEAT	Christchurch Earthquake Appeal Trust
CECC	Canterbury Employers' Chamber of Commerce
CERA	Canterbury Earthquake Recovery Authority
CYF	Child Youth and Family
DPMC	Department of Prime Minister and Cabinet
ECan	Environment Canterbury
EDLG	Earthquake Disability Leadership Group
EQC	Earthquake Commission
HPA	Health Promotion Agency
ICNZ	Insurance Council of New Zealand
MBIE	Ministry of Business, Innovation and Employment
MCDEM	Ministry of Civil Defence and Emergency Management
MHERC	Mental Health Education Resource Centre
MoE	Ministry of Education
MoH	Ministry of Health
MoJ	Ministry of Justice
MPP	Ministry for Pacific Peoples
MSD	Ministry of Social Development
NGO	Non-Government Organisation
PHO	Public Health Organisation
PSUSI	Presbyterian Support Upper South Island
SDC	Selwyn District Council
SKIP	Strategies with Kids Information for Parents
TPK	Te Puni Kokiri
TSO	Third Sector Organisations



Community in Mind