



Summary of feedback on community hui held in response to the Royal Commission of Inquiry into the Terrorist Attack on Christchurch Mosques on 15 March 2019

*Waiho i te toipoto, kua i te toiroa /
Let us keep close together, not wide apart*

This whakatauki speaks to the importance of keeping connected, of maintaining relationships and dialogue so that we can keep moving forward together.

Introduction

Minister Andrew Little and Minister Priyanca Radhakrishnan, alongside officials from various government agencies, held 33 public hui with Muslim communities and wider faith and ethnic communities over January and February 2021.

These hui took place in Auckland, Hamilton, New Plymouth, Napier, Palmerston North, Wellington, Nelson, Christchurch, Ashburton, Dunedin and Invercargill.

These engagements mark the beginning of a longer conversation that the Government is committed to continuing in partnership with communities.

Community members attending these hui had the opportunity to provide feedback on the hui format and design through written feedback forms.

In total, we received 78 feedback forms from community members across the 33 meetings.

The feedback summarised below reflects responses received via these written forms and will be used to inform our planning for future community engagements.

Please note that not all attendees completed feedback forms, and not all questions were answered by those who chose to submit forms.

While this report focuses on feedback about hui format and design, a full report of what we heard on issues of most importance to communities and the Government's next steps has been produced and is available on the DPMC website.

How helpful did you find this meeting?

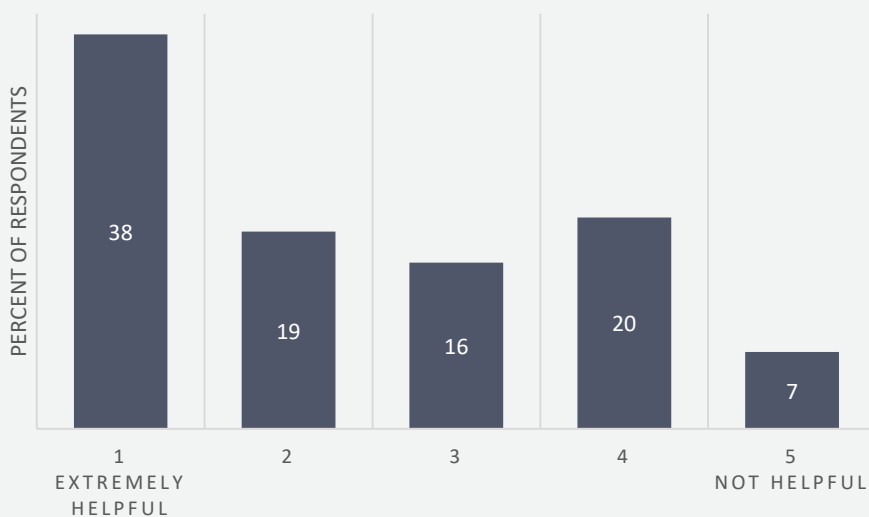
The majority of community members who completed feedback forms found the community hui to be helpful or extremely helpful.

Some community members did not, however.

From the comments provided, this is likely due to a number of factors including the limited time length of the hui, some community members not having an

opportunity to be heard, and a desire for more focused engagement.

We welcome this feedback and will use it to improve our engagement approach in the future.



What did you find helpful or useful about this meeting?

A significant portion of community members welcomed the openness of the conversation with Ministers and officials, and the opportunity to share perspectives and ask questions.

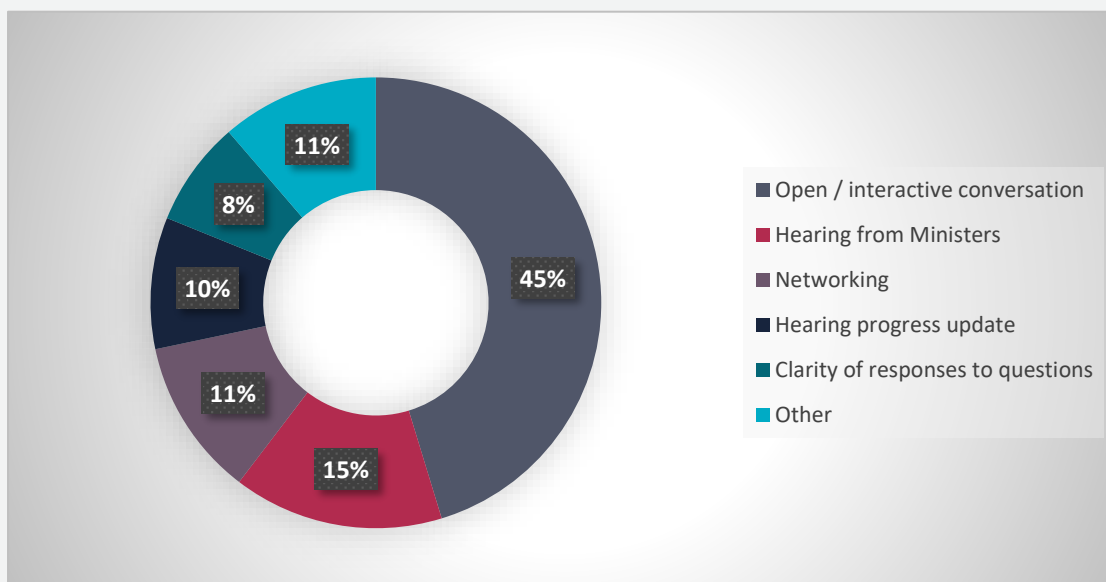
Community members also appreciated hearing directly from Ministers, having the ability to network, hearing updates on government progress to date, and the clarity of responses provided.

A number of community members commented that they liked the structure of the meetings, that the hui had made

them feel valued, and that the engagements revealed the Government's commitment to the RCOI response.

The translated materials were also appreciated.

The following graph presents the top five answers to this question.



What worked best about the meeting format?

The majority of community members thought that hui organisation/time management and having the opportunity to ask questions were the best features of the hui format.

Other positive features included:

- The approachability of Ministers and officials
- The ability to hear different perspectives
- The opening remarks and scene setting provided by Ministers
- The timing of the hui over weekends
- The informal and relaxed environment

How could we improve these hui?

We received a wide range of suggestions for how the Government could improve the hui.

We appreciate this feedback and are using it to inform our approach to future engagements.

Many community members expressed a desire for longer hui, more active moderation to allow all voices to be heard, as well as for a more focused hui agenda.

Other common answers to this question included:

- Holding hui more frequently and in more locations around New Zealand
- Providing more detail on the Government's plan of action and way ahead
- Including breakout sessions for different groups within communities
- Being inclusive of wider New Zealand communities
- Providing more advanced notice of the hui

How did you hear about this meeting?

Do you have suggestions on how to reach others in the community?

Community members provided helpful feedback on how they heard about the hui.

Key sources of information included:

- Social media
- the Office of Ethnic Communities
- Word of mouth
- Community organisations and associations
- Email from the Government
- Government website
- Media news story

We also received a wide range of suggestions for how to expand our reach in the future, including working through existing community organisations, religious centres, school and university networks, and mental health and support group providers.

Community feedback on this question also emphasised the importance of providing more advance notice of engagements.

Other comments or feedback

The most frequent feedback received in *other comments* was an expression of thanks or gratitude from community members for the hui.

Other top comments included wanting more detail on education initiatives, a wish for the hui to continue in the future, and a desire to include more communities in the conversation.

Community members also expressed a desire for the Government to communicate regularly and provide information on its plans, and some requested more helpful logistical information (eg, maps and public transport routes) ahead of future meetings.

We thank everyone again for the attending the hui and for providing this valuable feedback.

It will be incorporated into our planning and approach to future community engagement.

If you have more to share on the Government's RCOI response, please continue to send us your thoughts and ideas by emailing rcoi@dpmc.govt.nz.

The DPMC website (dpmc.govt.nz) will also be regularly updated with upcoming engagements and initiatives.