

Community in Mind

**Shared Programme
of Action**



**Community
in Mind**



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Acknowledgements

The following agencies support and have contributed to the development of the Community in Mind Strategy.



Published in May 2015 by
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ISBNs
978-0-478-39700-0
Community In Mind Programme of Action (Print)
978-0-478-39701-7
Community In Mind Programme of Action (Online)



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This Shared Programme of Action sits under and helps implement the Strategy.

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INTRODUCTION

Hei Puāwai Waitaha means a flourishing Waitaha. In this vision, people in greater Christchurch will belong to positive and inclusive communities and actively lead the life they want.

The Community in Mind Shared Programme of Action (“the programme”) sits under and helps implement the Community in Mind Strategy¹ (“the strategy”).

The strategy provides the context and shared vision and principles for psychosocial recovery in greater Christchurch. A significant part of psychosocial recovery is achieved when people are once again interested and engaged in life, when they live with purpose and meaning and when they feel positive most of the time following the disaster. Without healthy, well-functioning people who are engaged with and participate in life, the population overall will suffer and recovery will be compromised.

Together the strategy and this programme are guiding agencies, organisations and community groups to develop, target and coordinate their activities for the psychosocial recovery of greater Christchurch communities.

Psychosocial effects are defined as how individuals feel and how they relate to each other.



¹ Community In Mind Strategy available online at <http://cera.govt.nz/communityinmind/>

The strategy identified three focus areas to achieve Community in Mind's principles and objectives:



This programme is organised in the same way and expands on the priority actions outlined in each of the focus areas. It is a living document that provides more detail about the activities agencies are delivering, or will deliver, to help achieve psychosocial recovery in greater Christchurch.

Most of these activities are not entirely new - in many cases, agencies and organisations have adjusted their business to better respond to the post-disaster context and associated increases in workload - but additional work programmes have been and will continue to be developed to respond effectively to the psychosocial impacts of the disaster. Activities are expected to change over time as agencies and organisations make progress and identify new priorities.

Community and individual resilience provides a useful lens for psychosocial recovery after a disaster as this is a key determinant that aids psychosocial recovery. According to research, there are three 'generations' of resilience:²

- first generation resilience - the ability to cope well with events and their immediate aftermath
- second generation resilience - the ability to recover from events
- third generation resilience - the ability to become adaptable in the light of lessons learnt from events.

While the psychosocial recovery activities delivered straight after the earthquakes focused on first generation resilience, the activities in this programme focus more on second and third generation resilience.

*Resilience comes from the Latin **resilīre** - to spring back.*

In this context, resilience is the sustained ability of an individual or community to withstand, adapt and effectively function post-earthquakes - to spring back and move forward, building on strengths.

²Williams, R., Bisson, J., Kemp, V. (2014). Principles for responding to people's psychosocial and mental health needs after disasters. Royal College of Psychiatrists. Paper OP94, 8



PURPOSE AND APPROACH

The programme is intended to improve community and individual resilience, deliver positive outcomes and support people to shape and lead their own recovery.

It will achieve this by helping to:

- align and coordinate psychosocial recovery activities across greater Christchurch
- where necessary, change the business, funding and service delivery processes for relevant sectors and social service delivery agencies across the region
- ensure a range of psychosocial supports are in place for communities in general and for those population groups that are struggling and need more targeted support
- communicate the range of services that are available and how to access them, the leadership and educational resources available, and the opportunities to connect with communities.

The psychosocial recovery activities outlined in the tables at the end of this programme are interconnected and delivered by different organisations in a collaborative way. While in this document each activity has been allocated to just one priority action, it may in practice help to achieve more than one. These activities will each have their own target groups of people in greater Christchurch - some across the whole population, others targeted specifically.

This document is intended primarily for those responsible for coordinating, funding, planning and implementing the strategy and the initiatives in this programme - the members of the Greater Christchurch Psychosocial Committee³ ("the committee"), which brings together a diverse range of people representing central and local government, non-government organisations (NGOs), community groups and their networks, and academic institutions.



³ Members of the Greater Psychosocial Committee are detailed at the end of the document, page 33

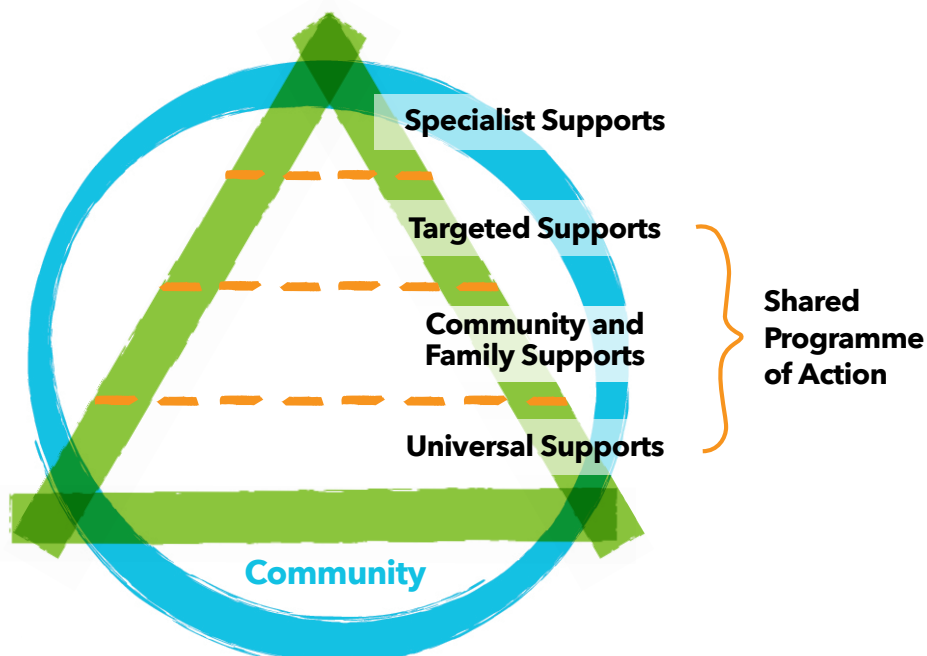
SCOPE

There is a lot of work being done to aid psychosocial recovery in greater Christchurch and improve our collective wellbeing.

The programme focuses on work in which one or more of the groups, agencies, organisations and networks who partner through the committee are actively involved.

Many other people and organisations are working hard to deliver activities and initiatives such as organising large and small community events, facilitating support groups, creating green spaces and preparing art installations. Although not described in this programme, this work is also an integral part of recovery.

The programme focuses on certain levels of psychosocial support. These are the ones on the lower three tiers of the Psychosocial Intervention Pyramid:⁴ Universal Supports, Community and Family Supports and Targeted Supports. Specialist Supports such as specialised mental health services provided by Canterbury District Health Board (CDHB) sit at the top of the pyramid and are outside the scope of this programme.



⁴Adapted from the Inter-Agency Standing Committee. (2007). IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings. International Journal of Mass Emergencies and Disasters



WHY THE PROGRAMME IS NEEDED

Psychosocial recovery is going well for many people in greater Christchurch and their quality of life is improving - but a smaller yet significant proportion is still struggling to cope.

At year five in our recovery process, we still have a way to go - international literature and experience suggests that psychosocial recovery can be expected to take between five and ten years or longer.⁵ Although every disaster and its impacts are unique, our recovery progress so far has been consistent with post-disaster situations elsewhere. Investment and effort is required to improve resilience, help communities reconnect and provide and target support services to avoid long-term health issues.

Almost a third of respondents to a recent survey agreed they were struggling to deal with things that have happened as a result of the earthquakes.⁶ According to the Quality of Life Survey, stress levels in greater Christchurch are higher than other cities, with 21 per cent of residents feeling stress all or most of the time.⁷

Experts agree there are two types of interconnected stressors:

- primary stressors - are inherent to the disaster, such as witnessing death, experiencing an injury and/or fearing for one's life
- secondary stressors - are indirectly related to the disaster, such as insurance processes, relocating, the lack of infrastructure and parents' concerns about impacts on their children.

These secondary stressors continue to affect many greater Christchurch residents. Dealing with insurance and repair and rebuild decisions is in particular causing significant stress.

Stress is also experienced as a result of the 'daily grind' of living without critical infrastructure, navigating broken roads and living in a damaged environment.



For most people the Canterbury earthquakes and aftershocks have had psychosocial effects.

⁵ Chathapuram S. Ramanathan, Subhabrata Dutta (2013). Governance, Development, and Social Work, pg 172. Published by Routledge Publishers (Taylor and Francis Group) London UK

⁶ All Right? Campaign research 2014, available online at <http://www.healthychristchurch.org.nz/media/100697/allrightresearchsummary.pdf>

⁷ Quality of Life Survey 2014, pg 5, available online at http://www.qualityepoflifiproject.govt.nz/pdfs/2014/Quality_of_Life_2014_Christchurch.pdf



The CDHB reports that since 2010, the demand for child and youth services has increased by 55 per cent, adult services by 37 per cent and emergency psychiatric services by 30 per cent.⁸ Although services such as these are outside the scope of this programme, effective programmes and supports at a community level are expected to help reduce demand for them.

International research suggests that severe disaster events tend to increase any existing inequalities.⁹ This means that certain population groups may be more likely to need support and services. This is backed up by local post-earthquake research, which shows some specific population groups are experiencing disproportionate recovery struggles and poor quality of life – including some groups who were already most vulnerable before the earthquakes. In a WHO-5 Index survey the following population groups scored disproportionately below the mean, indicating poor emotional wellbeing and risk of mental illness:¹⁰

- people living with a health condition or disability (65 per cent below the mean).
- those with unresolved insurance claims (60 per cent below the mean).
- those from a low-income household (54 per cent below the mean).
- renters (48 per cent below the mean).

Māori have also been identified as experiencing greater recovery challenges in greater Christchurch. In the CERA Wellbeing Survey April 2014, 68 per cent of Māori reported a positive overall quality of life compared with 77 per cent of the general greater Christchurch population and 27 per cent reported feeling stress “always” or “most of the time” compared with 21 per cent of the general population.¹¹

The health and wellbeing of children, young people and parents has also suffered particular impact. Three in ten parents have reported that their children are now more anxious or clingy.¹² Research conducted in Christchurch by the Families Commission identified a number of negative impacts that parents themselves saw

⁸ Canterbury District Health Board September 2014, available online at <http://www.cdhb.health.nz>

⁹ Strategic Planning Framework (NZ government, May 2011) available online <http://cera.govt.nz/recovery-strategy/social/community-in-mind>

¹⁰ WHO-5 data was collected through the Canterbury Wellbeing Survey, page 39, available online at <http://cera.govt.nz/wellbeing-survey>

¹¹ CERA Wellbeing Survey April 2014, pg 23 and 37, available online at <http://cera.govt.nz/wellbeing-survey>

¹² All Right? Campaign research February 2015, pg 5, available online at <http://www.healthychristchurch.org.nz/media/165520/allrightresearchsummary2015.pdf>



WHY THE PROGRAMME IS NEEDED

on their parenting due to earthquake-related stress factors such as low mood or depression, relationship difficulties and distraction and overload from dealing with insurance problems.¹³ Parental wellbeing is critical to their children's recovery because parents guide their children's feelings and perceptions of the disaster. When parents are struggling to cope themselves, they may be less aware of how well their children are coping than they might otherwise be. Changes to the schooling network, particularly mergers and closures, are also causing additional stress and impacts.

The eastern suburbs of Christchurch suffered the greatest housing and land damage in the earthquakes. Additional analysis of the CERA Wellbeing Survey suggests that people of these areas are more likely to report lower levels of wellbeing than elsewhere in the city and many had pre-existing vulnerabilities such as low incomes and/or a disability.¹⁴ They are now experiencing disproportionate rebuild and insurance complexities and transport-related pressures that continue to have a moderate or major impact on day-to-day life.¹⁵

Other wellbeing measures show that permanent or temporary relocation is also a challenge for psychosocial recovery and community connectedness. Movements are much higher in eastern suburbs due to greater housing and land damage, but they have also occurred throughout greater Christchurch. In the September 2014 CERA Wellbeing Survey, 37 per cent of respondents reported that they had moved since the September 2010 earthquake, of which 26 per cent moved as a direct result of the earthquakes.¹⁶

Between 2006 and 2013 Selwyn District experienced a 32.6 per cent increase in population and Waimakariri District a 16.7 per cent increase.¹⁷

Of further concern is people's low satisfaction with their opportunities to influence earthquake recovery decisions. In September 2012, 32 per cent of residents were satisfied with opportunities provided, a figure that dropped to 24 per cent in April 2014.¹⁸ The All Right? Campaign research found that more than half the residents surveyed feel angry about the decisions being made by authorities.

Effective communication of credible information and genuine engagement opportunities between individuals, communities, agencies and decision-makers is critical to the recovery environment.

This research also found that only a third of people are feeling connected to their neighbours in greater Christchurch, another factor critical to successful recovery.

The activities in this programme are designed to help address these issues: to improve resilience, help people to regain a sense of control over their lives, help them with their psychosocial recovery journey and help connect them with their communities. As more is learnt as a result of this experience and from new evidence and emerging issues, additional activities will be planned and delivered.

¹³ Families Commission (2014) Research Report 2014: Services and Support for Families and Whanau in Christchurch, pg 10, available online at <http://www.superu.govt.nz/publications/research-reports>

¹⁴ CERA Wellbeing Survey, September 2014, available online at <http://cera.govt.nz/wellbeing-survey>

¹⁵ CERA Wellbeing Survey, September 2014, available online at <http://cera.govt.nz/wellbeing-survey>

¹⁶ CERA Wellbeing Survey, September 2014, pg 6, available online at <http://cera.govt.nz/wellbeing-survey>

¹⁷ Canterbury Wellbeing Index, June 2014, pg 175, available online at <http://cera.govt.nz/recovery-strategy/social/canterbury-wellbeing-index>

¹⁸ Canterbury Wellbeing Index, June 2014, pg 165, available online at <http://cera.govt.nz/recovery-strategy/social/canterbury-wellbeing-index>

IMPLEMENTING AND MONITORING THE PROGRAMME

This programme places a new emphasis on agencies and organisations acting collaboratively to deliver programmes and services for psychosocial recovery.

International literature suggests that this collective impact approach provides a useful model for addressing the kind of complex psychosocial challenges greater Christchurch currently faces.¹⁹

Five conditions typical of successful collective impact initiatives are identified as:

- 1. A common agenda:** The Community in Mind Strategy and this programme form the heart of the common agenda.
- 2. Shared measurement systems:** Commitment to gathering relevant measurement data.
- 3. Mutually reinforcing activities:** Actively sharing and working with each other to understand project interdependencies, successes and challenges.
- 4. Continuous communication:** Communicating openly and transparently and sharing information.
- 5. Backbone support organisations:** The backbone organisation's support facilitates the achievement of the above conditions as well as the sharing of progress with key stakeholders and funders, which in turn harnesses support and increases alignment.

The agencies and organisations leading the activities in the tables below agree to work together using this collective impact approach. The committee's role is to maintain an overview of the programme and:

- lead by example with collective responsibility
- monitor progress against agreed goals
- assess effectiveness of activities undertaken
- assess trends and emerging issues
- identify gaps and potential ways to address them
- be accountable to funders, agencies and each other in making progress against goals
- give effect to the principles of the Treaty of Waitangi
- actively coordinate different players.

Collecting data and measuring results aids accountability, learning and appropriate targeting of effort. Monitoring and reporting is already taking place, as individual agencies and organisations report on the progress and effectiveness of their activities, and share this information with others.

The committee is currently developing a shared measurement framework to monitor progress and measure overall results of activities undertaken is currently being developed by the committee.

¹⁹ John Kania & Mark Kramer (2011) Stanford Social Innovation Review available online at http://www.ssireview.org/articles/entry/collective_impact



LINKAGES TO THE STRATEGY AND OTHER RECOVERY PROGRAMMES

The following six principles of the strategy are critical to the development and continuing implementation of this programme.



Collaborative

Develop relationships and facilitate working partnerships in ways that complement each other's strengths.



Strengths-based

Focus on the drivers of community strength and resilience. Improve the capacity of people to cope, adapt and move forward with their lives.



Holistic

Consider all the things that help keep people healthy: the determinants of health.



Targeted and evidence informed

Use local and international evidence to evaluate and target services to those most in need.



Belonging and connectedness

Recognise that people are part of a whanau, communities and networks which bind them together.



Community focused

Enabling and empowering communities to shape their own recovery is positive, self-organising and supportive of diversity.

This programme is only one part of a massive recovery effort being delivered by central and local government, non-governmental organisations and others. The physical rebuild of greater Christchurch's buildings and infrastructure and the quality delivery of other health, housing, welfare and education services are major contributors to psychosocial recovery. Although psychosocial recovery is not as obvious as the physical recovery, it is more important.

The following tables provide detail about activities going on in greater Christchurch contributing to the priority actions outlined in the strategy. For more information about these activities please visit <http://cera.govt.nz/communityinmind/>

The activities in the tables should be read as a whole, while also recognising that new ones will be identified in the future. Usually, progress in one activity will progress more than one priority action. In some cases, other recovery programmes are responsible for progressing the priority actions from the strategy. Where this is the situation, information is provided about the recovery programme, but responsibility for oversight and progress reporting sits outside the scope of this programme.

PRIORITY ACTIONS



- support and encourage communities to shape and lead their own recovery
- build on capacity, knowledge and skills within the community to build resilience
- influence recovery decision-makers through community engagement opportunities
- build on understanding psychosocial recovery, how it affects people differently and ways to care for each other
- organise activities to connect and to plan and prepare as a community or neighbourhood
- build networks through participation in sports, recreation, arts and cultural activities
- provide accessible leadership development opportunities for community leaders and service providers

- facilitate engagement for constructive and enduring governance, partnerships and relationships for recovery
- promote information about pathways 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 and progress as well as the challenges
- communicate the availability of spaces, cultural activities and participation opportunities
- provide access to community building tools, information and leadership learning sessions

- 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, such as the insurance and rebuild programmes
- 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.

Helping people to connect with their various communities in greater Christchurch is integral to long-term psychosocial recovery. This can happen in a number of ways, including by hosting and facilitating events or occasions to help connect communities, providing information and resources to increase understanding of particular groups and investing in community leaders.

The activities in the table below have active involvement by the collective of groups, agencies,

organisations and networks who partner through the Greater Christchurch Psychosocial Committee. The table does not list the many other community-led recovery initiatives occurring with varying degrees of formality in greater Christchurch as these sit outside the scope of this programme. Examples of such initiatives include use of vacant spaces, pop-up projects, local fetes, parenting courses and training events or seminars.

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Support and encourage communities to shape and lead their own recovery	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.	WDC	Under way (since Oct 2013)
	Promoting Dialogue within Communities - various opportunities to build resilience within communities by promoting connectivity and exploring and responding to urban issues. Examples include public debates, lectures and panel discussions.	CCC, CERA, University of Canterbury and a range of organisations	Planned (mid 2015)
	Canterbury Recovery Funders' Network - a network established specifically to respond to the recovery. It coordinates philanthropic funders to explore ways to collaborate on opportunities to build community resilience in greater Christchurch. An example outcome is the Rotary Project Neighbourhood Fund.	Philanthropy New Zealand with a range of central government funders as well as philanthropic funders. Includes CERA, MSD and MoE	Under way
	Community Led Grants - provides funds to organisations working to build resilience and to support community recovery and wellbeing in earthquake-impacted communities.	New Zealand Red Cross	Under way (Jan 2015 - Dec 2016)

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Support and encourage communities to shape and lead their own recovery	Selwyn District Youth Council - learning leadership skills and how to influence and care for its community. This enables the group to identify community needs so it can plan and deliver events and other relevant initiatives.	SDC	Under way
Build on capacity, knowledge and skills within the community to build resilience	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.	University of Canterbury in partnership with CCC, CERA and other organisations	Under way
	Strengthening the Youth Sector - an inter-agency project providing coordination and leadership to the youth sector by facilitating an approach to building the sector's capacity.	Canterbury Youth Workers Collective including CERA, MoE, MSD, CCC, WDC, SDC, New Zealand Red Cross, HPA	Under way
Influence recovery decision-makers through community engagement opportunities	Youth Voice Canterbury - 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.	Youth Voice Canterbury supported by CCC, WDC, SDC, Ministry of Youth Development	Under way
	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.	MPIA	Under way
	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.	CCC, CERA, WDC, SDC, Ngāi Tahu, ECan	Under way



ACTIVITIES TABLE: COMMUNITY-LED

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Build on understanding psychosocial recovery, how it affects people differently and ways to care for each other	Recovery Matters Community Workshops - provide 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 are being delivered in earthquake-affected communities.	New Zealand Red Cross	Under way (Dec 2014 - Jun 2016)
	Recovery Matters Workplace Training - focuses on providing staff with an understanding of post-disaster recovery and its impacts on themselves and the individuals with whom they work. It covers techniques for self-care when dealing with the public and information about recovery services to which people may be referred. Two workshops per week are being delivered to various organisations working either directly or indirectly in recovery or with clients who are affected by the earthquakes.	New Zealand Red Cross	Under way (Dec 2014 - Jun 2016)
	Community Support Groups - a series of workshops to help people in their recovery journey to improve their mental wellbeing and manage stress.	MHERC, CERA, MSD	Under way
	Impact of Trauma Workshops - aimed on demand at early childhood centres and schools, providing adults with information and training to understand and address their own wellbeing needs and to understand the needs of the children.	MoE	Under way
	Bereaved and Seriously Injured Support Groups - regular, facilitated support groups which sometimes include expert presenters. Each year there are six different activities, including an annual retreat. A transfer of group leadership from New Zealand Red Cross to the families is planned.	New Zealand Red Cross	Under way (2012-2016)
	Parenting Workshops - will comprise 20-30 free workshops to support parents experiencing secondary stress. They are aimed at a variety of groups including different age groups, cultural communities and parents of children with disabilities. Parenting Workshops (specific locations) - engage parents in the Selwyn, Linwood and Shirley communities to work together through a process of exploring parenting issues and creating local initiatives to address their needs.	Range of NGOs MSD-SKIP with a range of community organisations and residents	Planned (mid 2015)

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Build on understanding psychosocial recovery, how it affects people differently and ways to care for each other	<p>Positive Behaviour for Learning - 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> <ul style="list-style-type: none"> - 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. - Incredible Years Teacher Programme - a two-day programme for teachers to understand how best to reinforce and encourage positive behaviours in education settings. - My Friends Youth Resilience Programme - helping students to become more confident lifelong learners and to develop strategies to prevent the escalation of common mental health issues such as anxiety and depression. 	MoE through schools	Under way
	<p>Friends Resilience Programme - a social resilience education programme helping children cope with feelings of fear, worry and depression. It teaches cognitive, behavioural and emotional skills to build resilience and self-esteem. Programmes are available for primary-aged children through to adults and offered where need is identified as part of the wider MoE work.</p>	MoE	Under way
	<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	Under way
	<p>Tiny Adventures - a resource to help parents to do small easy activities with their children. Further development of a package of supports around this is planned, which would involve workshops and seminars with parents in a variety of settings, including workplaces on request and community settings.</p>	MSD-SKIP, Mental Health Foundation, CDHB-CPH	Under way (since 2013)
	<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>	MPIA	Under way



ACTIVITIES TABLE: COMMUNITY-LED

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Organise activities to connect and to plan and prepare as a community or neighbourhood	<p>Community Connectedness Initiatives - comprise a range of initiatives promoting community connectedness.</p> <ul style="list-style-type: none"> - Knowing Your Neighbour is a Piece of Cake - a campaign encouraging community connectedness and strong relationships at a neighbourhood level. - 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. - Summer of Fun - a neighbourhood event series of family fun days that build connectedness locally. Events are planned and hosted by the community for the community. It is estimated that more than 30,000 people have attended one of the 140 Summer of Fun events in the past three years. This success will be built on in 2016. - Neighbours Day Initiative - takes place yearly in March. It involves 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>Te Raranga, CERA, CCC, WDC, CDHB-CPH, Neighbourhood Support, New Zealand Red Cross</p> <p>CCC, SDC</p> <p>A number of organisations including CEAT, YMCA, Methodists, Anglicans, Te Raranga, CERA, CCC, SDC, WDC</p> <p>SDC</p>	<p>Under way (since 2014)</p> <p>Under way</p> <p>Under way</p> <p>Under way (since Jan 2015)</p>
	<p>Neighbourhood and Community Recovery Planning - covers a range of neighbourhood and community recovery planning initiatives.</p> <ul style="list-style-type: none"> - 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. - Richmond Neighbourhood Plan - involves comprehensive community profiling and planning in the Richmond area facilitated by Nga Maata Waka. - Lyttelton Community Emergency Response Plan - a community preparedness plan that focuses on identifying and strengthening continuing community networks and initiatives. - 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>CCC, ECan, CERA, MCDEM and other organisations</p>	<p>Under way (since 2013)</p> <p>Under way</p> <p>Under way</p> <p>Under way</p> <p>Under way</p>

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Build networks through participation in sports, recreation, arts and cultural activities	Arts and Culture Recovery Programme[#] - has been developed to encourage participation in arts and culture and restore the venues for this participation to occur as a way of building positive social networks and contributing to wellbeing.	Ministry for Culture and Heritage, Te Matatini/ Waitaha Cultural Council, CERA, CCC, WDC, SDC, Canterbury Museum Trust Board, CEISMIC consortium	Under way (since 2011)
	Spaces, Places and People: Sport and Recreation[#] - aims to return participation in sport and recreation to pre-earthquake levels, build positive social networks and contribute to health and wellbeing. Its work includes building capacity of volunteers, forming partnerships with other clubs and actively promoting activities.	Sport NZ and Sport Canterbury, CERA and other organisations	Under way (since 2012)
	Rangiora 7400 Upgrade - brings together new and existing residents within the 7400 postcode area to conceive, plan and deliver initiatives to re-energise the Rangiora Town Centre area. Examples of its activities are a 'smile' campaign, mural project, busking and art space.	WDC	Under way (since 2014)
	Arts Events - develop and encourage community participation in arts and culture and support artists and arts groups.	SDC	Under way
Provide accessible leadership development opportunities for community leaders and service providers	Leadership in Community (LinC) - a project that is building capacity and developing partnerships with communities by building on the skills of volunteers and informal community leaders across different geographical/vulnerable communities. The project participants chosen have diversity awareness and are working with networks within their respective communities to deliver a range of community projects.	CCC in collaboration with Leadership Lab, CPIT, University of Canterbury, MSD, WDC, other community representatives, New Zealand Red Cross, CERA, Tindall Foundation and Wayne Francis Charitable Trust	Under way (since 2014)
	NGO Leadership Programme - aimed at building capacity across the Canterbury NGO organisations and sector as a whole. It helps NGO leaders to manage change related to earthquake recovery, and also to manage and adapt to change across the sector. 30 participants from Canterbury NGOs are designing and implementing projects to respond to emergent community needs and opportunities.	MSD with a range of NGOs	Under way

Note: [#] The delivery of these recovery programmes is helping to achieve the priority action but is outside the scope of the Shared Programme of Action.



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 and credible information is critical to recovery. Many people who are struggling with the impacts of the disaster may not know what services are available. Health and social service providers in Christchurch have responded by going out to the people and tailoring the ways they communicate their services to their target communities.

Engagement with communities is needed to ensure planning and rebuilding meet the needs of people. Improved community engagement not only promotes local ownership but also increases confidence in decisions and their

outcomes and helps people regain a sense of control over their lives.

The activities in the table below have active involvement by the collective of groups, agencies, organisations and networks who partner through the Greater Christchurch Psychosocial Committee. The table does not detail the many other communication and engagement activities being undertaken by others in greater Christchurch, as these sit outside the scope of this programme. Examples of such activities include a variety of advocacy groups, blogs, engagement activities and communication tools.

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Facilitate engagement for constructive and enduring governance, partnerships and relationships for recovery	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)
	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.	CERA in collaboration with various agencies	Under way (since 2011)
	Christchurch City Resilience Steering Committee - overseeing the development of a Resilience Strategy that is intended to link with other relevant strategies and programmes.	CCC	Under way

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Facilitate engagement for constructive and enduring governance, partnerships and relationships for recovery	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.	CCC in partnership with central government and private investors	Under way
	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.	MPIA with a collaboration of government organisations and NGOs	Under way
	Inter-Church Forum - a coordinated forum with representatives from across the Christian church spectrum. It meets regularly to discuss emerging trends and to look for ways to provide a collaborative response.	Inter-Church Forum which includes representatives from the Anglican, Catholic, Baptist, Methodist, Presbyterian denominations and others	Under way (since 2011)
	Social Services Waimakariri Advisory Group - a network of social service providers and stakeholders that focuses on taking a linked-up approach to increasing the social wellbeing of Waimakariri residents.	WDC and other organisations	Under way
	Social Wellbeing Network Group - a network of social service providers and stakeholders that discusses issues, updates information and undertakes networking in Selwyn.	SDC and other organisations	Under way
	Canterbury Family Violence Collaboration - a cross-sector project of 40 agencies to improve the systemic response to family violence with a focus on youth, housing, violence prevention, crisis response and staff.	Barnardos with the support of over 40 NGOs and government organisations, including MSD and Relationships Aotearoa	Under way
	North Canterbury Family Violence Network - a collaborative of stakeholders addressing family violence in the Waimakariri district.	Collective leadership including WDC, Aviva, Battered Women's Trust, Barnardos, Police and local lawyers	Under way
	Waimakariri Health Advisory Group - a network of health providers and stakeholders that focuses on taking a linked-up approach to increasing the mental and physical health and wellbeing of Waimakariri residents.	WDC and other organisations	Under way



ACTIVITIES TABLE: COMMUNICATION AND ENGAGEMENT

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Facilitate engagement for constructive and enduring governance, partnerships and relationships for recovery	Canterbury Health in All Policies Partnership - advocates an approach to public policies across sectors that takes into account the health implications of decisions, seeks synergies and avoids harmful health impacts, in order to improve population health and health equity. The partnership has developed tools and resources such as the Integrated Recovery Planning Guide.	CDHB, CCC, ECan, Ngāi Tahu	Under way
	Canterbury Customer Advocates Group - initiated and chaired by EQC, the group holds monthly meetings to gather and share information that inform service planning and the customer experience.	EQC	Under way
	Ethnic and Pacific Advisory Group - established to challenge, support and assist the Police in identifying many of the issues involved in this area and to develop appropriate policies or strategies between different ethnicities and a Crown agency. They will also provide a direct link between the Canterbury Police District and the aspirations of a multi-cultural community.	NZ Police, HPA, MPIA, ACTIS, Waipuna Trust, Youth Cultural Development Canterbury	Under way
Promote information about pathways for people to access psychosocial services and supports	0800 Canterbury Support Helpline - a free helpline for greater Christchurch residents that provides referrals and information about the range of services and advice available.	MSD with Presbyterian Support and Youthline	Under way (since 2011)
	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.	CERA, CCC and other community organisations	Under way (since 2014)
	Red Cross Eastern Suburbs Outreach - coordinates outreach teams from New Zealand Red Cross and local community groups to assist residents by providing information and referrals to appropriate helping agencies.	New Zealand Red Cross	Under way (Sep 2010 - Jun 2016)
	Christchurch Community Response - a partnership of Christchurch churches undertaking door-knocking activities to provide information and links to support services.	New Zealand Red Cross, CCC, MSD and St Christopher's Community Trust	Under way (Sep 2010 - Jun 2016)
	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.	MSD, Hope Presbyterian Community Trust	Under way

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Share understanding about psychosocial impacts experienced after a disaster and strategies to improve wellbeing	All Right? Campaign - a mental health promotion campaign aimed at supporting 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.	CDHB-CPH, MoH, Mental Health Foundation	Under way (since 2012)
	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.	CERA, MSD	Under way (since 2011)
	Youth Digital Project - a youth-led peer sharing project that encourages emotional wellbeing and resilience. Wellbeing information is shared using digital media content and public promotional activities focused on the Address the Stress website.	New Zealand Red Cross	Under way (2012 to 2016)
	The Whānau Effect - will promote intergenerational sharing of skills and support in Māori communities. The project encourages whānau to practise the five ways to wellbeing through cooking and eating together, gardening and being physically active.	Mental Health Foundation, CDHB-CPH	Planned (2015)
	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.	CDHB-CPH, MoE, Kotuku Creative, MSD	Planned (May 2015)
	Tiny Interventions - a resource to help parents and teachers support their children (and themselves) to practise stress reduction techniques, mindfulness and the five ways to wellbeing.	MSD-SKIP, CDHB-CPH	Planned (May 2015)



ACTIVITIES TABLE: COMMUNICATION AND ENGAGEMENT

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Clearly communicate the stories of hope and progress as well as the challenges	Connecting Our Stories - develops new ways for journalism students to engage with and report on their communities and help grassroots communities share and connect through their earthquake experiences.	University of Canterbury	Under way (since 2013)
	Chch Story App - a free app that showcases rebuild-focused stories about what's happening in Christchurch as it evolves.	CERA	Under way (since Feb 2015)
	Telling Our Stories - a community-led initiative that gathers and presents, via a number of media, the stories of Waimakariri residents affected by the Canterbury earthquakes.	WDC	Under way (since 2011)
	Community in Mind website - provides online information on the Community in Mind Strategy and Shared Programme of Action and associated initiatives.	CERA	Under way (since 2014)
Communicate the availability of spaces, cultural activities and participation opportunities	Christchurch The Garden City online - an interactive map with up-to-date locations of things to see, eat and do in Christchurch as the city's rebuild takes shape.	CCC	Under way
	Planning and Community Toolset (PaCT) - an interactive online map showing the location of community and public facilities and services across greater Christchurch. It also includes information on zoning, land types, census findings and other statistics. Information has been provided from central and local government and community organisations, across a wide range of sectors.	CERA	Under way (since Sep 2013)
Provide access to community building tools, information and leadership learning sessions	Capacity Building Project - working with 39 key local grassroots community organisation in five geographic areas of Christchurch to develop capacity and capability in the work of building sustainable communities. These groups will build internal capacity and act as a linkage to other earthquake service delivery supports.	MSD in collaboration with five networks of NGOs	Under way
	Community Capacity Building Workshops in Selwyn District - comprise a series of 12 workshops delivered throughout the year for community groups. Workshops are aimed at building capacity, sustainability, strategic planning, understanding the wider community needs and effective delivery of events and services.	SDC	Under way

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 post-quake needs of the community.

Since the earthquakes, the vast majority of agencies and organisations have experienced significant increases in demand for their services and this trend is expected to continue. Often these demands come from emerging groups that have not needed service assistance in the past. Not only have agencies and organisations needed to increase their workload, they have also had to work 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 also outlines projects that provide targeted assistance to population groups who need it. These groups include the vulnerable and those with unresolved and complex insurance claims. New services are now offered, often with new partners such as insurance and building companies, to help people navigate their way through the required processes.

The activities in the table below have active involvement by the collective of groups, agencies, organisations and networks who partner through the Greater Christchurch Psychosocial Committee.

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Deliver services that are collaborative, accessible, innovative and inclusive	Earthquake Support Coordination Service - provides information and practical help for people, families and households affected by the earthquakes. Rū Whenua Kaitoko Whānau - an earthquake support service delivered by Kaitoko and Whānau Ora Navigators from local Māori providers.	MSD and a range of NGOs including PSUSI and ACTIS HOP, Ngāi Tahu, TPK	Under way (since 2011)
	Youth Mental Health Action Plan - has been developed to improve youth mental health and wellbeing in greater Christchurch. A key element of this plan is the schools-based Mental Health Team which helps school staff to support students to reduce the impact of mental health issues. The team is currently providing interventions in 63 schools across Canterbury using the evidence-based 'Kidsmatter' framework.	CDHB in collaboration with MoH, MoE and MSD	Under way
	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.	MSD, MoH, MoE, Ministry of Justice, NZ Police, MBIE (housing), TPK	Under way



ACTIVITIES TABLE: INNOVATIVE SERVICES

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Deliver services that are collaborative, accessible, innovative and inclusive	Youth Workers in Schools - increasing youth worker hours within 30 schools to support young people affected by earthquakes (equivalent to 33 youth workers).	New Zealand Red Cross	Under way
	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.	MSD, MoE	Under way
	New Zealand Red Cross School Children's Grants - provide financial assistance to support children with earthquake-related individual hardship, psychosocial supports and other work that encourages coping and resilience and improves wellbeing.	New Zealand Red Cross	Under way (until end 2015)
	Cross Town Shuttle - provides transport for residents in need to access medical and earthquake-related appointments as well as leisure and pleasure activities.	New Zealand Red Cross	Under way
	Elsmere 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. Lincoln & Districts Community Care - provides community assistance through a number of services and initiatives around Lincoln district. Selwyn Central Community Care - a group of volunteers who provide identified community support services within the Selwyn Central ward area. Two Rivers Trust/Malvern Hub - emerged from the 2011 earthquakes to help people in greater Christchurch. The hub in Darfield has now become a local community connector, building neighbourliness and delivering other community services.	SDC in collaboration with a range of agencies and community organisations	Under way
	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.	New Zealand Red Cross in partnership with Community Energy Action	Under way (Jan 2014 - Dec 2016)

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Deliver services that are collaborative, accessible, innovative and inclusive	Build Back Smarter - an assessment service providing free advice to all Christchurch home owners about ways to make homes warmer, drier, healthier and cheaper to run when conducting earthquake repairs.	Community Energy Action, Smart Energy Solutions, CCC	Under way
	The Alcohol and other Drug Canterbury Construction Project - implementing approaches to change the culture of alcohol and drug use within the construction industry across greater Christchurch.	MHERC, CDHB, ACC, Construction Sector including Hawkins, Arrow International, Naylor Love, Fletcher Construction, Corbel Construction	Under way
	The Mental Health Leadership Workstream - part of the Canterbury Clinical Network, provides oversight for the clinical direction of mental health services across Canterbury. The membership is drawn from primary, secondary and community providers whose goal is to develop a Canterbury user centred, whole of system approach to mental health and addiction services. Priorities include suicide prevention, access and waiting times, peer service development and Māori and Pacific mental health.	CDHB, Primary Health Organisations, Māori, Pacific and community health agencies and consumer representatives	Under way (since 2012)
Support communities through resettlement	Residential Advisory Service - provides 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.	CERA, EQC, CCC, ICNZ	Under way (since May 2013)
	Canterbury Earthquake Temporary Accommodation Service - can assist home owners to find temporary accommodation while their home is being repaired or rebuilt.	MSD	Under way (since Apr 2011)
	Newcomer Support - consists of information and support from Selwyn and Waimakariri District Councils to newcomers settling in to their communities.	SDC, WDC and other organisations	Under way
	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.	Canterbury Employers' Chamber of Commerce, CERA	Planned (2015)
	Selwyn District Newcomers & Migrant Strategy Advisory Group - a collaborative group of key agencies working together to advise on the direction of the Newcomers & Migrant Strategy to support resettlement within Selwyn district.	SDC, CDHB, MSD, Immigration, Migrant Centre, Pegasus Health	Planned (2015)



ACTIVITIES TABLE: INNOVATIVE SERVICES

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Support communities through resettlement	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.	CERA, Community Think Tank	Under way (since Mar 2014)
	New Zealand Red Cross Grants <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. 	New Zealand Red Cross	Under way
Listen to communities and collaborate to embrace a new way of seeing, learning and doing	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.	CERA, MHERC	Under way (since late 2014)
	NGO Sector Recovery - a project to research and analyse residual recovery issues facing the NGO sector in 2015 and the development of responses.	CCC, CERA, DIA	Planned (May - Oct 2015)
	Earthquake Disabilities Leadership Group - 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.	CERA with the Earthquake Disabilities Leadership Group	Under way
	Review of Programmes - many initiatives have gone through reviews and been retargeted to ensure they meet their users' changing needs. Such reviews are based on feedback from users, analysis of trends and issues and regular research. For example, there have been reviews of: <ul style="list-style-type: none"> • All Right? Campaign, which is continually shaped and improved - for example, <i>It's All Right? To love your Pacific Culture</i> was recently developed • Earthquake Support Coordination Service • New Zealand Red Cross Recovery Matters Workshops • Counselling Services • Mental Health Education Resource Centre Workshops. 	CDHB-CPH, MSD, New Zealand Red Cross, Relationships Aotearoa, MHERC	Under way

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Target and adjust delivery models and referral pathways to develop people's strengths	<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. 	Relationships Aotearoa, MSD	Under way Planned
	<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>	MSD, PSUSI, Age Concern	Under way
	<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>	MSD, CDHB	Under way
	<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>	Cross agency collaboration of 16 government agencies	Under way
	<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
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>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>	MPIA, CERA, Pacific Interagency Network	Planned



ACTIVITIES TABLE: INNOVATIVE SERVICES

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Ensure decision-makers consider the needs of vulnerable people and influence other programmes that help improve psychosocial	<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>A common theme across these projects is ensuring support services for vulnerable residents are in place and are working effectively to achieve built and psychosocial recovery. CERA works with local and central government agencies and non-government organisations to broker solutions to impediments and support residents through the recovery process.</p>	<p>CERA, MBIE joint programme</p> <p>CERA, ICNZ, MSD-CETAS, EQC, Psychosocial Committee, CanCERN, CCC</p>	Under way (since Dec 2013)
Actively monitor and communicate trends to identify high need populations and emerging stressors	<p>Canterbury Wellbeing Index and CERA Wellbeing Survey - the Canterbury Wellbeing Index 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, education, social connectedness, safety, economic wellbeing, housing, population and civil participation.</p> <p>Self-reported wellbeing data is drawn from the CERA 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>	CERA	Under way (since 2012)
	<p>All Right? Campaign Research - includes qualitative methods (focus groups) and quantitative methods (telephone surveys) to assess whether Canterbury is 'all right'. Focus areas of this research include mental health and wellbeing and the determinants of health (including community and social housing, insurance and rebuild stressors).</p>	CDHB-CPH	Under way (since 2013)
Rebuild or repair accessible spaces for community, sport, art and cultural activities	<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>	CERA (through Christchurch Central Development Unit)	Under way (since 2012)
	<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>	CCC	Under way (since 2011)

PRIORITY ACTION (from Community in Mind Strategy)	ACTIVITY DESCRIPTION AND DELIVERABLES	LEAD OR COORDINATION (key to abbreviations at end of document)	STATUS
Rebuild or repair accessible spaces for community, sport, art and cultural activities	Arts and Culture Recovery Programme [#] - has a key aim of restoring and developing temporary and permanent venues for participation in arts and culture. Examples include transitional sites such as Gap Filler and the Court Theatre at The Shed, as well as permanent venues such as the Isaac Theatre Royal and the Performing Arts Precinct.	Ministry for Culture and Heritage, Te Matatini/ Waitaha Cultural Council, CERA, WDC, SDC, Canterbury Museum Trust Board, CEISMIC consortium	Under way (since 2011)
	Spaces, Places and People - a range of clubs has entered into facility sharing arrangements to ensure sport and recreation facilities better meet the needs of residents and communities. Examples include the Elmwood Club, which was developed jointly by several clubs. These activities are part of the Sport and Recreation Recovery Plan.	Sport NZ and Sport Canterbury, CERA	Under way (since 2012)

Note: [#] The delivery of these recovery programmes is helping to achieve the priority action, and but is outside the Shared Programme of Action.



KEY TO ABBREVIATIONS

ACTIS	Aranui Community Trust Incorporated Society
CanCERN	Canterbury Communities' Earthquake Recovery Network
CEAT	Christchurch Earthquake Appeal Trust
CCC	Christchurch City Council
CDHB	Canterbury District Health Board
CERA	Canterbury Earthquake Recovery Authority
CETAS	Canterbury Earthquake Temporary Accommodation Service
CPH	Community and Public Health
CPIT	Christchurch Polytechnic Institute of Technology
DIA	Department of Internal Affairs
ECan	Environment Canterbury
EQC	Earthquake Commission
HOP	He Oranga Pounamu
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 and Resource Centre
MoE	Ministry of Education
MoH	Ministry of Health
MSD	Ministry of Social Development
MPIA	Ministry of Pacific Island Affairs
NGO	Non-government organisation
PSUSI	Presbyterian Support Upper South Island
SDC	Selwyn District Council
SKIP	Strategies for Kids - Information for Parents programme
TPK	Te Puni Kōkiri
WDC	Waimakariri District Council

MEMBERS OF THE GREATER CHRISTCHURCH PSYCHOSOCIAL COMMITTEE

Community groups and organisations that are actively part of the committee include:

- All Right? Campaign representative
- Canterbury Earthquake Recovery Authority
- Canterbury District Health Board: Community and Public Health
- Canterbury District Health Board: Mental Health Services
- Canterbury District Health Board: Planning and Funding
- Christchurch City Council
- Department of Internal Affairs
- Earthquake Commission
- Earthquake Support Coordination Service Governance representative
- He Oranga Pounamu
- Health Promotion Agency
- Inter-Church Forum representative
- Mental Health Education and Resource Centre
- Mental Health Foundation
- Ministry of Civil Defence and Emergency Management
- Ministry of Education
- Ministry of Health
- Ministry of Pacific Island Affairs
- Ministry of Social Development: Department of Child, Youth and Family
- Ministry of Social Development: Family and Community Services
- New Zealand Red Cross
- NGO sector delegate and pan-NGO sector delegate (One Voice Te Reo Kotahi, Social Service Providers of Aotearoa, Council of Social Services, Older Persons Network, Young Persons Network)
- Public Sector Organisational Resilience Team representative
- Relationships Aotearoa
- Selwyn District Council
- Te Puni Kōkiri
- University of Canterbury: Psychology Department
- University of Otago
- Waimakariri District Council









Community in Mind

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