

Philanthropy New Zealand
Philanthropy following the Canterbury Earthquake
Meeting Notes



Philanthropy New Zealand
Tōpūtanga Tuku Aroha o Aotearoa

Philanthropy New Zealand convened a meeting on Friday March 25 2011 to consider the impact of the Canterbury Earthquake. The following notes reflect the short presentations and group work that occurred at the meeting.

Meeting Purpose

To provide an opportunity for the philanthropy sector to come together and consider the impact and responses to the Christchurch Earthquakes

Meeting Objectives

- To provide a mechanism for the philanthropic sector in NZ to come together to hear updates from a range of organisations in Christchurch.
- To consider the roles of philanthropy in disaster relief in the short, medium and longer term.
- To consider philanthropic sector interest, capacity, responses and can the philanthropic sector respond?
- To consider ways of maximising effectiveness which may include collaboration.

John Prendergast; Chair, Philanthropy NZ, Community Trust of Southland opened the meeting and welcomed guests to the meeting. He closed his comments with the following statement: "The earth takes but the world gives"

Morning Session

- **What people are seeing and doing**
- **Opportunities / Ideas for the future**

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Murray Sherwin; Chairman, Canterbury Earthquake Recovery Commission

CERC has a limited mandate; advisory only, advice on access to sweeping powers; RMA. Single conduit for access to funding.

The EQC is unique and wonderful

The structure of the CERC is not adequate and will be replaced by a more powerful body reporting directly to Gerry Brownlee.

September seemed big at the time, taking several years to remediate. Many complicated expectations; EQC, Council and Private Insurance – make community wide action a challenge.

- Short term housing for 6 – 8 weeks really challenging
- Plus reparation work force accommodation

The February Quake is a new and much more severe event.

- Business are shattered, some permanently, many short term but need to reopen and / or relocate
- Hotel/ Motel accommodation in short supply – Conference / Hospitality an important employer in ChCh.
- Development of satellite / temporary business centres
- Real trauma in Eastern suburbs, land instability, flooding – possible 40 – 60 cm settlement changes.
- Need a bigger locally based framework to drive recovery
 - Priorities; sewers vs. heritage. Trees vs. infrastructure. Established communities vs. future flood risk
 - Rate base changes
 - Speed vs. consultation and engagement
 - Council vs. Central Govt
- Much of Napier was rebuilt on Philanthropic support. It won't be the same in Christchurch
 - How does Philanthropy pick and choose?

Kim Chamberlain; Family and Community Services

Pays tribute to the psycho social work already in place.

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Location: Families Commission, Public Trust Building, Level 6, 117 -125 Lambton Quay, Wellington

Meeting notes written up by:

Trudy Dickinson; Add Insight.

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- Under the National Controller
 - Psycho Social – central to the frame of recovery
 - Operation Suburb (Civil Defence) – looking at all the affected building along side welfare volunteers (Salvation Army). 350 per day
 - Neighbour to Neighbour
 - An increase in Stress
 - Displacement issues, only one other neighbour left in the street for e.g.
 - Increased alcohol consumption in different venues; the local has gone
 - Schools
 - Site sharing, bussing, extra curricular activities curtailed
 - Psycho Social Sub committee, keeping an eye on all issues affecting the wellbeing of the City. Keeping lines of communication open

Work streams that have come out of the Earthquake(s)

- Police liaison team – working with families of victims
- 0800 Quake – triple the amount of calls compared to September; better publicised than last time
- Canterbury Recover Support Navigators
 - Help to Navigate the processes; EQC, Insurance
- Ed and Welfare Recovery
 - Each school had a Navigator
 - School Clusters – activities to complement the school hours
- Cross Agency Funding Group
 - DIA and CYF and FAC's.
 - Combining knowledge and make decisions on how funds are spent – to strengthen organisations; increased working hours, additional costs for working differently – more mobile, more petrol.

Opportunities – different models of working; Place. How do we support and encourage neighbourliness and volunteering that is developing?

Donna Allen; Christchurch Methodist Mission and Jackie Maurice;
Barnados NZ

The devastation is unbelievable. It's taken longer to get it together this time.
"We have to be right ourselves to do the work."

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Canterbury collaborates well across organisations traditionally.

SPAR is a National umbrella group; 265 member organisations. 54 in Christchurch. Strong regional focus. 2-3 years ago NGO study on how people access NGO services: Right services, right time (RSRT). Coordinator that manages referrals – managing work across the agencies. Live Feb 2010. Trialled models; 77 referrals for Families by August. 2,000 Sept – December 2010. RSRT became the 0800 number. Now a call centre based in Auckland.

10 Senior Practitioners mobilised and doing the outwork.

Flexibility and cooperation came into focus post September.

NGO's have seconded workers into a response team. RSRT is the triage part of the operation. 5,000 referrals since Feb, plus 820 through door knocking, plus 1,200 from 0800.

45 ChCh Agencies met last week. Only two Agencies had had no effect of ability to deliver services.

Residential Services, either gone or having to relocate. Foster Parents, Children in Care – affected.

Important to have a thorough understanding of Social Service need now.

- Only 1% double up (pre September)
- Identify areas of most need
- Investment in infrastructure and capacity of Agencies already there
- Funding that isn't too heavily tagged with criteria
- Think about collaborative initiatives
- Trust
- Communication and coordination
- Ongoing identification of gaps and needs
- Power Sharing

What we don't need so much

- Too many 'imported solutions' – local solutions by local Agencies/organisations are needed – expertise already exists within the community.

Greg Coyle; Salvation Army

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19 weeks in ChCh

Psycho Social needs

- 120 on the ground day after
- material needs particularly household goods and children's requirements.
- Jobs, income and housing

What is the Salvation Army doing?

- 100 Officers visiting door to door, 42,000 Households
- 50,000 meals
- 8-9,000 food parcels
- Non intensive visits
 - Flying squad picking up on people that need more help
- 5 EQ Recovery Coordinators (Navigators)
- Community Ministries - day to day work
 - Current clients are MORE in need
 - New clients
- Cash grants of \$500 per family (criteria apply) working with Westpac
- Take a break programme - families to get away for 5 days
 - Extending to families where elderly have been moved away
- Store Vouchers, Postie Plus, Mitre 10 etc
- \$1million for Chemical Toilets
- Importing 3 large shower units - a shower is a big boost

The future

- Long term (6 months plus)
 - Psycho Social Support
 - Door knocking can go on too long
 - Change Ministry system to do it better / fresh thinking
 - Helping with employment, addictions, stress, affordable housing.
 - Transition, Supportive and Elder housing
 - GAP scheme. Grant for gap between rebuild cost and insured value (\$5,000)

Sharon Tortonson; Canterbury Council of Social Services

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COS set up on 70's. Looking after the well being of Communities. Working with organisations enhancing the resilience of local communities

- You are never going to go back to normal – new normal
- Marathon not a sprint

New health condition – earthquake brain!!!!

Lack of connection to Community Hubs post Sept EQ. Resilient Communities developed. Series of meetings

- Collaborative project, various organisations contributed and attended
 - Info provided on how to grow and maintain resilience
 - Talked about waxing and waning of resilience; anniversary, demolitions etc etc
 - First opportunity for these groups to look ahead
 - One to one advice available
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 - What were the effects?
 - Loss of local leaders – and growth of new leaders
 - Polynesian Communities – double whammy. Supporting Island homeland post 2009 tsunami therefore no resource themselves
 - Looked to churches for support
 - Low literacy / language
 - Not used to seeking counselling support
 - Reluctance to go into multi storey locations
 - Loss of premises / IT / Resources
 - Stressed Staff
 - Things take much longer to deal with issues
 - People need time to talk
 - Govt Agencies stressed out (locally affected by EQ, nationally affected by increased workload; less able to help
 - What do they need?
 - Meetings needed sooner
 - Opportunities to in put
 - Advocacy
 - Emotional and spiritual support
 - Planning support

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- Resourcing
- How to demonstrate outcomes / accountability
- Community development methods
 - How to link up with other groups
- Community events – healing
- Dealing with Insurance etc
- Reclaim what is lost – some are not ready to move on

General

60 – 70,000 people currently out of Christchurch

Local organisations are aware that they now need to start planning for the longer term.

Money goes into local community, rebuilding infrastructure and economy

Service contracts managed by Dept of Internal Affairs

From Agency perspective, Govt Departments have been flexible with funding arrangements. Small Agencies are worried about managing the funding and reporting – need a lot of support. National Agencies have the structure to cope. Integrated Funders Pool a solution?

Tertiary Education Funders quick to look to cut costs, when focus was on feeding / sheltering their clients.

Prime Minister's Appeal

This appeal was established by the Prime Minister prior to the major quake in Japan which may impact on its outcomes.

- Website set up to take donations, with the aim to attract funding from abroad.(including ex pats as well as other philanthropics and NZ supporters) Flexibility and streamlined accountability will be a feature. Fund is looking to use existing mechanisms (for distribution) rather and overlapping. Looking for gaps, not doubling up. Mark Weldon leading (CE NZX) the fundraising effort which is a major global venture.

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Agreed categories:

- Hardship and Relief, short, medium and long
- Spiritual and Faith
- Sport and Recreation
- Education
- Heritage and Culture
- Economic Revitalisation
- Environment

Post Lunch Session

Paula Cody; SPARC

- SPARC Canterbury is hugely important – big financial contributor. 30-35% Cantabrians participate weekly.
- Large scale damage to the infrastructure, people and processes
- Council have advised it has NO priority
- Sport Canterbury West Coast taking leadership role, coordination and assessment.
 - Going out with trailers of gear and setting up impromptu activities in undamaged locations

Rugby, Tennis and Swimming badly affected.

- Learning to swim and water safety

All codes are affected. If fields are the competitions are not.

- Schools are sharing facilities. School Sport is TOO hard.
 - Kids at a loose end when there in no sport. They really need it consistently and regularly
- Some fields are viable but inaccessible due to drainage or ablution issues.

Learning from Australia – Victoria Bush Fires and Queensland Floods

- Focus on local needs and regional desires, pick off one by one
- Community believe Sport IS important
- Help is not always money. Looking for
 - Project Management
 - Application assistance

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- Future planning
- Fear of abandonment as time goes by

SPARC are giving as much help as possible to Sport and Recreation Canterbury. Allocated a person full time. Providing information, research to Funders. Worried that all the resource will go to Christchurch and other regions will miss out.

Under insurance especially for smaller facilities is an issue.

SPARC would like to encourage the development of shared facilities for e.g. Bowling Clubs with valuable land and declining Membership.

This is an opportunity to change the way that things have been traditionally done.

Mobility (access) and affordability will be an issue.

Watch out for increased violence in Bars and on the Field due to street, BUT Sport is an important outlet and social connector

Run Mental Health workshops in venues like Sports Clubs??

Helen McCracken; Ministry of Arts and Culture

Ministry recognises that their importance is low at the moment. However, Arts Culture and Heritage will play a role, reconnecting communities and linking people back to their city. It also plays an important financial role

Most Venues are damaged or inaccessible. The Arts Centre is closed. Centre for Contemporary Art is closed indefinitely. Prior to Feb 2011 Creative NZ was helping to fund four key providers to exist until June 2011 and the new funding round. All have lost their venues. Funding needs to be reconsidered.

Canterbury Museum is mostly fine. Many local Museums significantly damaged. RNZ Sound Archives is inaccessible. Collections now vulnerable.

Significant damage to built heritage. Many collapsed, more will be demolished.

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Christchurch Heritage Places Trust and the City Council are putting together an inventory of buildings to be considered for repair / restoration.

Many Arts Organisations are undertaking Fund Raising activities.

NZSO and NZ Ballet are going to visit. Free concert in Hagley Park and Rest Home visits

Post Sept 2010 Government announced a matched fund \$10 million for \$10 million. This is still in play.

UNESCO offering immediate relief for Heritage Buildings and some form of Youth Programme, perhaps linking with young people in other earthquake areas.

Ministry looking at establishing a hub at Wigram – also storing Collections

Wayne Ward; Canterbury Community Trust

5,082 after shocks since Feb 2011.

Seeing hope, the City can be rebuilt. Stories of hope.

From the Trusts perspective; People want reassurance that CCT are still there. Visits are taking longer – people want to say thanks but talk about what has happened.

PWC are the CCT auditors. They have moved out to the suburbs – because 35% of their staff won't go back into a high rise. 60% don't have work because their clients aren't functioning. They have taken CCT's database to contact CCT clients to contact them and offer IT help. Many uncontactable because they are working off site.

CCT own a Community House – tagged to be demolished. It's used by 52 Community groups who cannot access their gear housed in the building.

What can't the Trust do?

- Cannot fund individuals.

What can the Trust do?

- Can't contribute to third party funding

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- Be the Life Blood of the Community. Not an emergency transfusion
- Increase donation budget
- Will be flexible
- Long term vision rather than short term

Most of CCT Funding comes from investments – off shore so earthquake won't directly impact Investments.

Helena Francis; Wayne Francis Community Trust

Whole new language; cordon, USAR, liquefaction, munted, red stickers....

Ultimate in 'philanthropy in action'

Student Army
Farmy Army
Bake Sales
Charity Cricket.....

Issues

- Unemployment
 - Men – used to being providers
- Fear and anxiety
 - Things that were safe are not
 - Grief / mourning
 - Trauma
- Places of worship
- Transport hub gone
- Insurance issues
- Education disruption
- Winter is coming
- Families disjointed
- Isolation of the vulnerable
- The Ken Ring factor
 - Illustrates the vulnerability of the community
- We don't know what we don't know
 - Violence continues but Women are not fleeing violent relationships. They are staying with what they know rather than go into the unknown again

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Opportunities

- Job creation – City needs rebuilding
- New City – innovative , high tech, environmentally friendly
- Structurally Safe City
- Better Communities
- Identify new and emerging leaders
- Businesses with family focus
- Learning – design and anthropological

What can we do?

- Keep supporting the Not for Profits
- Be understanding about reporting
- Collaborate
- Consult Communities
- Support and encourage innovation and leadership
- Think long term
- Advocate for marginalised groups
- Use Networks
- Look forward not back
- Respond to the real need not the perceived need

Don't waste a good crisis

Kobus Mentz; Urbanism Plus

Future Possibilities from and urban design perspective

Prior involvement with the Great Christchurch Urban Development Strategy
pre Feb 2011 EQ

Urban Planning must maintain Macro and Micro view.

An integrated urban development strategy, which addresses areas of social deprivation.

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Formerly ChCh was operating as three overlapping communities, not matched to the political boundaries. Development should reflect this natural pattern i.e. transport hubs

Urban planning should consider / reflect - holistic

- Deprivation
 - Income
 - resources
 - housing
- Impact on Ageing
 - Less savings
 - working longer
 - family dispersal
 - age in place
- Roles of Community hubs
 - Health
 - Schools

Assess communities by presence of these services

- Education
- Health and Wellbeing
- Cultural
- Entertainment and Receptions
- Employment
- Accessibility

Looking forward

- Social and employment must be central
- Spatial and non spatial
- Transitional and permanent
- New reality with innovation
- Many fundamental will still apply
- Must have some aspirational aspects
- Process must balance inclusion with urgency

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Group Discussions

1. What is the role of place based Philanthropy if you are a regional provider outside Christchurch?

Short term:

We can help organisations in our region helping displaced people

Medium term:

National funding might focus on Christchurch. That might mean less for other regions. Identify shifts and fill the local gaps

Should the Regional Trusts nationalise? Is the Regional Trust model right or wrong?

Support local agencies to head into Christchurch on assignment for e.g. Victim Support, St Johns Ambulance

A lot of Street Day appeals have been compromised due to cancellation, look into these issues and see how Place Based Philanthropists can assist.

Bring Canterbury groups to other regions (sports teams, theatre groups). Helps these groups financially and gives people in other regions a chance to help in a new way.

2. How can we support Community generosity or leverage of Community Networks?

- Recognise there is a new business as usual
- Funders need to differentiate between crisis and long term funding
- Create opportunities for people / organisations to share
- Sit alongside the organisation
- Recognise Funders strengths
- Build on relationships and strengthen links
- Be flexible and adaptable
- While we wait a lot of things are changing.

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- Opportunity / challenge blue print
- Marathon not a sprint
 - Wait. Out of the chaos comes clarity
- Connect up activities on intended outcomes
- Ask groups what they need and aid with future proofing
- Funders should complement each other and acknowledge skills, strengths and knowledge
- Opportunities for more than one Organisation to work on a project
- Allow grants already given to have a change of purpose
- Funders give funding to Community Network
- Acknowledge that some Communities have not reformed yet
- Leadership and expertise combined with genuine Community consultation

3. How can we be most effective and innovative?

- Act on good information
- Communicate effectively
- Listen and support community initiatives
- Be responsive and flexible
- Be open to new ideas and ways of operating
- Convene conversations to learn of effective and innovative ideas
- Look long term
- Promote EQ as a ‘cleansing’ and an opportunity to do things in a new way
- Do SOMETHING = Action
- Raise issues of Advocacy and Legal Support (for important issues)
- Promote / encourage new working styles
- Encourage Business / Administration collaboration = shared facilities
- Communicate research (collaborative opportunity) on
 - Delivery of social services
 - New Models of working
 - What worked and what did not
- Be reliable and fair while balancing with risk taking
- Do no harm – don’t rush in
- Support risk takers
- Create back up systems for databases; in “the cloud”
 - Utilise latest technology
 - Prepare for the future
- Lobby legislative change for Trust Deeds

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- Fund Canterbury organisation to attend other regions
- Collaboratively juggle funding to free up unrestricted funds for Canterbury
- Create workshops / training opportunities for interest groups; sports; music etc
- Fund to think
- Support / enable / encourage locally driven solutions
- Support emerging Leaders
- Model Power Sharing; philanthropics to lead new way of relationships

4. What capacity and capability do we have? What else do we need?

- What capacity and capability do we have?
 - Communications networks and information
 - Flexibility - reduce / alter requirements / think outside the square
 - Don't chase bills, extend deadlines for reporting
 - We have the will to make it work
 - Expertise beyond a cheque book
 - Potential to think strategically
- What else do we need?
 - Too early to know
 - How do we keep current with what is needed - can we do it collectively
 - Cooperation and coordination
 - Long Term thinking
 - A one stop Website
 - Keep Philanthropic money carefully targeted.

5. What is the role of Philanthropy in disaster relief / recovery? Short, Medium, Long Term?

Short Term

- Enable existing organisations; People, food, Shelter
- Community events
- Rebuild Agencies including EAP

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Medium Term

- Accommodation & Housing
 - Rethink approach to Community Housing
 - What is Government and what is Philanthropy's role?
 - Public vs. Private Housing
- Employment
- Leadership and Power Sharing
- Community Events and build social networks
- Prioritise what should be preserved and record what is lost

Longer Term

- Multi year funding, embed ongoing support
- Fund innovative things that will bring long term benefits
- Housing - especially affordable rental housing

Over all - Listen to Christchurch

- Break down our rules and fund a bit differently
- Funding should be connected
- Consider how Community Trusts can fund differently
- It takes time to identify what is needed
- Should be funding be connected so we can leverage our value and see the gaps
- Integrated thinking
- Look at the bigger picture
- Good transparent communication
- Understand the role of local Govt and Philanthropy and who does what
 - Collaborate and consider who can do what best; don't do Welfare but do gap filling where needs are pressing for e.g. additional counselling.
 - Top ups and matched funding?

The meeting then concluded with comments by Robyn Scott; Chief Executive Philanthropy NZ and Kate Frykberg; Deputy Chair Philanthropy NZ, Todd Foundation, Think-tank Charitable Trust

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Robyn discussed ideas regarding Philanthropy NZ supporting discussions/actions in the medium and longer term. As part of the philanthropic response Philanthropy NZ has arranged Sylvia Admans to speak at the PNZ Conference on grantmaking and leadership following a disaster.

It was agreed that someone needs to be collating information about who is doing what and that ongoing Communication and collaboration across all groups will be vital and should be encouraged and facilitated. Information about shifts in funding should also be collected (most particularly from those funding nationally to see if funding patterns change). Philanthropy NZ will investigate collecting information about what's happening; what funders are doing and have a space on the web site for this so information can be shared easily. It was suggested that another meeting should be held in 6 months.

Kate Frykberg

Kate commented that it was a challenge to wrap up an amazing session. She commented that hope, summarises where we are right now. *"We have a 'munted City' but we have resilience, kindness and hope. Our challenge is to define our role in this situation."*