

# CSI INSIGHTS

## from the COVID-19 Community Sector Survey

The COVID19 community sector impact survey responses have helped identify actions and activities that can support the sector to recover, reimagine and reshape the future. These provide a template that can be used by communities, iwi, funders, service providers, and central and local government to inform their strategic responses during and beyond the COVID19 crisis. The survey, report summary and infographics are available [here](#).

<b>Phase</b>	<b>Recover, Revive and Replenish (Immediate)</b>
<b>Shift needed</b>	Put sector on an even footing and give them space to revive, replenish and reshape
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Provide access to capability building and skills development (fundraising, marketing and communications, strategy, innovation and evaluation support)</li> <li>• Continue to mandate and empower local staff to act flexibly and responsively</li> <li>• Provide five-year contracts</li> <li>• Assess needs of smaller, low profile organisations who are less likely to revive and replenish</li> <li>• Fund locally-led action</li> <li>• Focus on supporting staff welfare and wellbeing</li> </ul>
<b>Phase</b>	<b>Harness the Potential (6-12 months)</b>
<b>Shift needed</b>	Build social and technical infrastructure and skills
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Incentivise and provide practical support that enables collaboration and partnership (guidance, systems, spaces, resource sharing, back room efficiencies)</li> <li>• Fund the growth of technology skills, online conferencing and collaborative learning</li> <li>• Support 'Build back better' through providing space and support for communities and organisations to innovate and trial new ways of working</li> <li>• Strengthen governance knowledge and skills in the sector</li> </ul>
<b>Phase</b>	<b>Strengthen (medium term)</b>
<b>Shift needed</b>	Reshape funding and operational models to support flexibility, responsiveness and resilience
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Build high trust models of funding, flexibility and mutual respect between local and central government, philanthropy and the sector</li> <li>• Fund operational costs as an essential part of delivering services</li> <li>• Invest in pandemic planning and business continuity planning</li> <li>• Develop policies on cash reserves</li> <li>• Provide better data and analytics for decision-making, make this data available to iwi, hapū and communities</li> <li>• Grow collaboration between funders to reduce burden involved in applying to multiple sources</li> <li>• Set up a community equivalent of Business NZ</li> </ul>
<b>Phase</b>	<b>Reshape (long term)</b>
<b>Shift needed</b>	Develop partnerships and delivery options that support self-determination
<b>Actions</b>	<ul style="list-style-type: none"> <li>• Broaden view of local needs and wants – to align with community aspirations</li> <li>• Involve hapū and communities in design and local decision-making processes alongside Councils, business and other key stakeholders</li> <li>• Develop blended models of service delivery – face-to-face and online</li> <li>• Redesign government commissioning processes for social services</li> <li>• Replace 'the old business-as-usual' approach with a more collaborative, sufficiently resourced relationship</li> </ul>