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COVID-19

COVID-19 Impact Report on Community Organisations

Eastern & Central
COMMUNITY TRUST

Foreword

Eastern and Central Community Trust (ECCT) provides grants and support to community organisations in the Gisborne Tairāwhiti, Hawke's Bay, Tararua, Manawatu, Horowhenua, and Wairarapa regions.

On 23 March 2020, New Zealand declared a state of emergency in response to a worldwide COVID-19 Pandemic and moved into a country-wide lockdown. All schools and non-essential services were closed, and social distancing practices put in place.

In April 2020, ECCT surveyed non-profits operating in its area about their COVID-19 experience, its impact on their organisation and the groups they served, and their anticipated needs to continue serving their communities.

Results showed that most organisations were quick to adapt by utilising a multitude of resources to shift service delivery online and continue communication with their staff and clients. A quarter of the respondents reported experiencing destabilising conditions that would threaten the financial stability of the organisation in the long-term. Most organisations reported significant decreases in service usage, revenue, and volunteer availability. In particular:

- Organisations working in the areas of sport/recreation and with people with disabilities were more likely to experience "significant impact" across the 15 outcomes combined more than the other groups. Organisations providing social services were more likely to anticipate later impact. Those working in the education/training/research sector were more likely to report no impact across all 15 outcomes combined, compared with other groups.
- Organisations were worried about the health and wellbeing (mental health, domestic violence) of their clients, especially those isolated due to COVID-19 Government restrictions. Those working with children/young people were also more likely to anticipate later impact.
- Organisations working with highly impacted groups (e.g. older people, migrant communities, isolated populations) were less likely to report destabilising conditions.

Although there was an overall air of uncertainty, most organisations were hopeful that New Zealand will ease restrictions soon, thereby limiting the overall negative impact caused by COVID-19. Community groups were open and thoughtful in their responses and we thank them for this. They were also clear and specific about what would help minimise conditions that threaten their long-term stability.

Eastern and Central Community Trust intends to use the learnings from this report, as outlined in the key needs identified by organisations on page 3, when developing future strategies and overall planning going forward.

We share this report in the hope that the findings will be considered by funders, government agencies and other support organisations in their COVID-19 recovery planning.



Shelly Mitchell-Jenkins
Chairperson

Key needs of non-profit organisations in coping with the ongoing COVID-19 crisis

Funding to provide essential or critical services and help keep the doors open. This includes funding to meet the increased demand that the crisis has triggered. In particular, those working with vulnerable peoples and families are expecting the most demand because of the loss of jobs, impact to mental health, etc. Funding to replace income that has decreased or stopped due to restrictions is also required. In particular, organisations operating in the sport/recreation and art/culture/heritage sectors were significantly impacted by reduced revenue streams. Resources to operate in the new environment are also important. This might be new technology to work remotely or enable social distancing practices or to create online resources for clients, members, or the community. It also included training for staff in these systems and practices (e.g. health and safety, creating online resources, etc.) Different sectors and organisations will have varying funding needs depending on their unique situation.

Flexible, pragmatic funding practices. This means making things easier for groups that are already managing unexpected or changeable demand, service disruption, responding to urgent and emerging needs, and adapting to their new environment. This might include providing grants for general operating support, removing closing dates, amending timeframes for spending or uplifting funding, removing conditions, or allowing groups to repurpose existing funding. It could also mean introducing a quicker, simpler application processes that can be completed without the normal office resources. It might also mean relaxing or reducing reporting or accountability requirements and trusting that groups are responding as best they can as they understand what is required.

Providing clear and correct information about what is happening. This means that it is easy for organisations to find out about funding and how funders are operating during the crisis. Organisations need to make quick decisions and need timely, accessible and clear information to base their decisions on. This includes regularly communicating what funders' own positions are, what they do and don't know about the future, and providing updates as things change. It includes providing contact details and being available to answer questions and troubleshoot as required. It also includes communicating what can and can't be done and changes to normal practices. Organisations may not be operating during normal business hours, so information needs to be available in various formats.

Connection and collaboration to enable opportunities. Organisations are looking at new ways of doing things as they encounter barriers and uncertainty. They are seeking information, support, and ideas from peers, networks, peak bodies, networks, government, and the community. Resources identified by organisations to support this include ways of sharing information, good practice, and learning from others. It also included support to provide, coordinate or enable collaborations and to provide guidance on COVID-19/ post-COVID-19 operations (e.g. policy development, governance, strategic planning, continuity planning, creating online resources, health and safety, online training, managing volunteers, etc.). Groups identified as good support agencies included peak bodies, associations, regional and national-level organisations.

COVID-19 Impact Report on Community Organisations

Study characteristics

Eastern and Central Community Trust (ECCT) conducted a short survey of non-profit organisations across New Zealand to gather cross-sectional data. The purpose is to inform funders and investors about the COVID-19 experience, with a focus on equity and efficiency in their ongoing response to recovery and building resiliency moving forward. The online survey (Appendix A) was open from April 9-24, 2020.

487 respondents shared information about their organisations experiences with the COVID-19 crisis, and their anticipated needs to continue serving their communities. As question completion was not mandatory the number of respondents varied for each question.

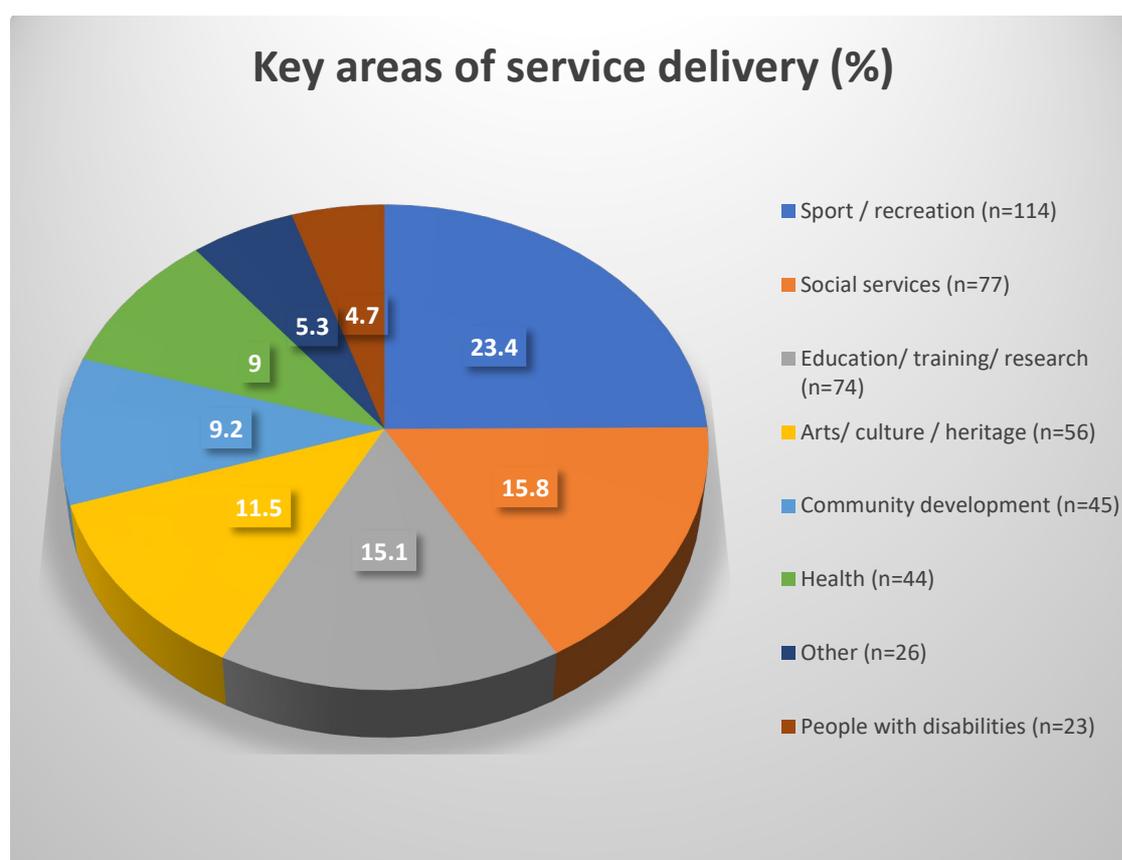
Demographics

Most of the respondents operated in Napier (31.4%) and Hastings (30.4%), followed by Palmerston North (25.7%), Central Hawke's Bay (22.0%) and Manawatu (21.2%). The rest of the respondents were from Horowhenua (17.7%), Gisborne (16.4%), Masterton (15.2%), South Wairarapa (12.9%), Tararua (12.1%), Carterton (11.7%) and Wairoa (11.3%). Several respondents selected more than one ECCT area.

From these, almost a quarter of these respondents (n=111, 23.1%) operated outside ECCT areas as well. Most operated nationally (42.1%), in Manawatu-Whanganui (23.4%), Wellington (17.1%) and the North Island (11.7%).

Key areas of work

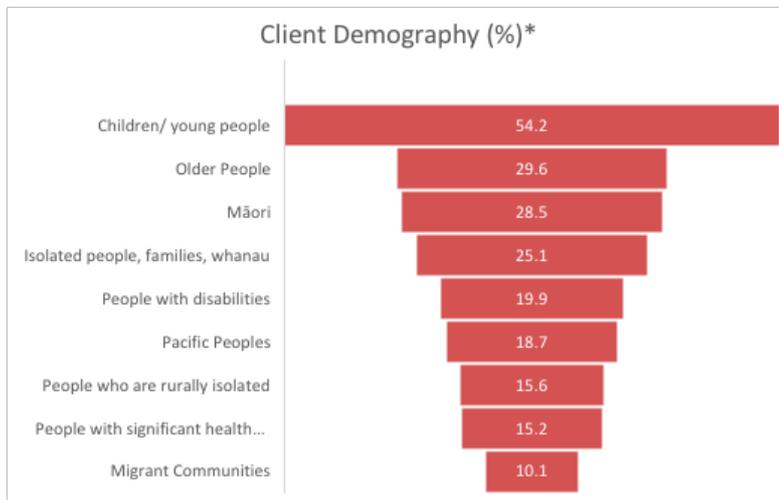
Sport/recreation, social services and education/training/research were the top three areas of service delivery. Along with these, the graph below highlights the other key areas of service delivery for 94.3% of respondents.



The remainder of the respondents (n=28) were involved in environment/conservation, accommodation/housing, emergency/disaster relief, promotion of volunteering, religious activities, employment, fundraising, and a Marae on reservation land.

The communities being served

The survey asked organisations about the main groups they worked with. The graph below shows an overview of the types of groups services are provided to. Out of the 410 responses, most organisations predominantly work with children and young people, while 6% of organisations selected all options.



*15.8% of respondents did not answer this question.

*Several organisations reported working with more than one group

Adapting to COVID-19

ECCT was interested in the new tools/resources that organisations were using specific to COVID-19. A large proportion of organisations had moved to working from home and shifted to online service delivery. This consequently increased their utilisation of software, such as *Zoom* and *Microsoft Teams*, to allow for online consultations, staff meetings and webinars. Some organisations also utilised social media to keep in touch with their community and post updates. For those working with an older population or clients without access to the internet, organisations were continuing to communicate via phone calls. Overall, adapting to working online was positive.

Beneficial effects of new technologies may allow more remote access in future. Our public profile has improved as organisations realise we have ability to reach great varied of communities for public messaging (159).

We are using Zoom technology to have chats with patients and families plus online webinars and Q&A sessions with our support staff and clinicians. We have started several new Facebook groups to enable people to "meet" online and share what is happening plus ask questions of our support staff (416).

Zoom networking meetings and board meetings; 0800 phone numbers for clients Instead of local numbers and working together across all bureaus more so than ever before. Specific categories relating to COVID on our database and website for easy access by clients and staff, volunteers. Working from home, communicating with volunteers by phone and online, maintaining training requirements online rather than in meetings (280).

Utilising Zoom and social media platforms to reach our cohorts and deliver our programmes remotely. Anticipating needing to capture more content/footage and engage audiences digitally / in innovative ways to overcome the social distancing rules (especially for older audience members) (55).

This also meant that organisations had to purchase IT-related resources, such as laptops and smart phones, to enable staff to effectively work from home. This new way of working also encouraged some organisations to review and update their organisational protocols and plan for more efficient service delivery in the future.

Just under a quarter of respondents (23.4%) were classified as an essential service by the Government. This meant a small number of respondents mentioned increased utilisation of personal protective equipment (PPE). Some organisations continued to support families facing hardship by providing food parcels. For others, there was a decrease in workload or a pause in activity. For example, some organisations were waiting for schools to open to continue delivering programmes.

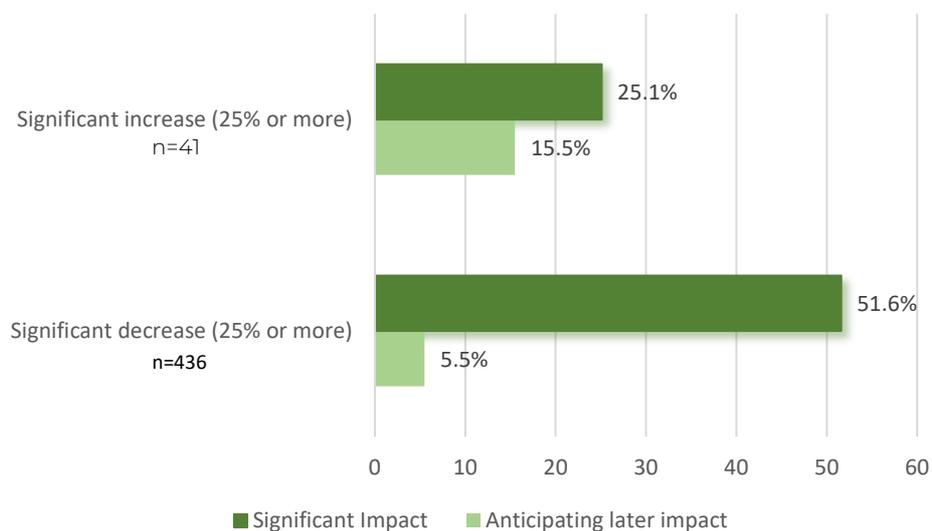
The quote below aptly captures how organisations are utilising all available opportunities and adapting to a new way of operation during the COVID-19 crisis.

For our clients, the lack of face-to-face activities may lead to isolation and loneliness. We are continuing to provide our clinical service via telephone, email and video-

conference. As part of our pandemic response we are also now implementing our pandemic communication strategy, which involves weekly email updates to our client base, ensuring they remain up to date with specific information and any evidence-based COVID-19 information. We are also engaging via social media as usual. However, the majority of our clients belong to an older demographic who may not be digital natives and the lack of face-to-face activities may have a negative impact on their ability to socialise and stay connected with others (283).

Demand for service

A larger proportion of respondents reported a significant drop in service usage, rather than an increase, during the COVID-19 crisis (51.6% vs. 25.1%). Almost half (46.4%) of respondents reported minimum/no impact on increases (25% or more) in the usage of their services during this time.



As seen in the previous section, a large proportion of respondents are involved in service areas of sport/recreation (23.4%), social services (15.8%) and education/training/research (15.4%). These areas are highly reliant on face-to-face contact, for example the provision of sporting facilities for training and team sport and the delivery of school-based programmes. This might explain why 51.6% of organisations reported a significant decrease in service usage. For some (5.5%), the anxieties of COVID-19 and practice of social distancing are assumed to last long after New Zealand eliminates the virus, and consequently impact service usage and delivery.

Our audiences may be reluctant to come to the theatre for fear of contracting the virus. We are unable to have audience spaced two metres apart, there isn't room, or if so, the audience would be so small it would be uneconomic to stage a production (3).

However, most organisations are optimistic and do not expect negative impacts to be long-term.

While we have fewer people contacting us at the moment, we believe work will return to normal once we can operate our office again (17).

We are developing advice accessible online for our clients to help them with Zoom webinars etc. as we are experienced in this area. We believe our organisation will not be impacted long-term (103).

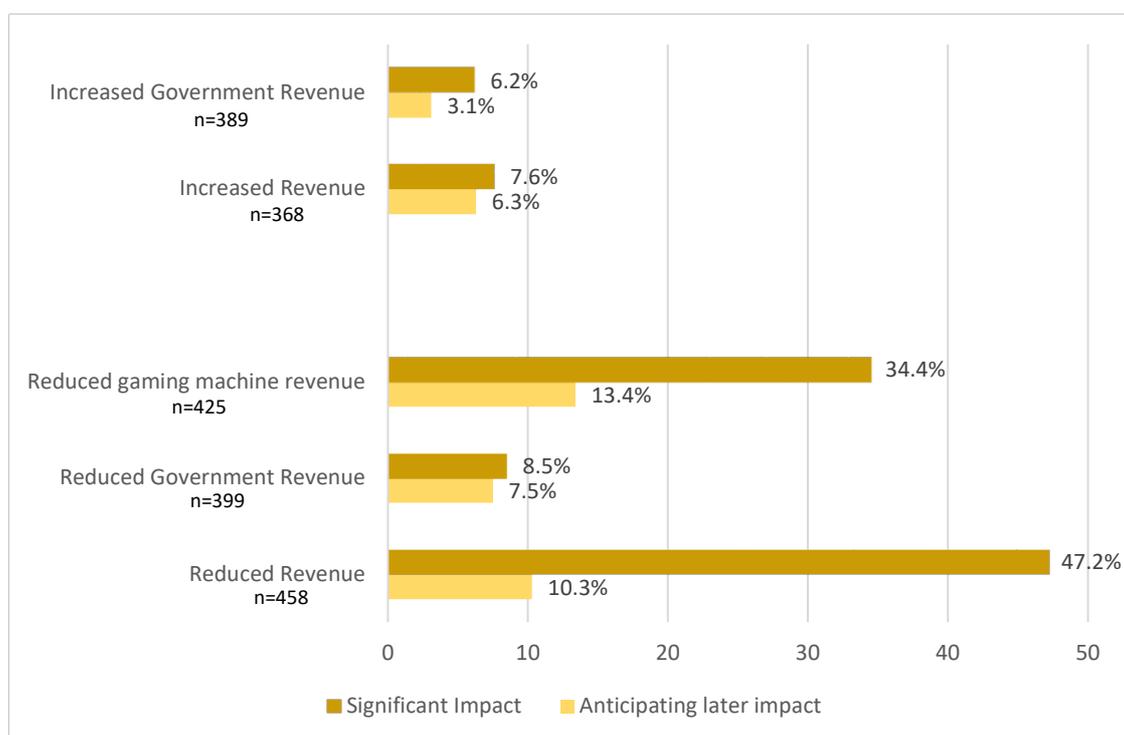
It is interesting to note that only 15.5% of respondents anticipated an increase in service usage in the future. Organisations postulated an increase in mental health issues especially for vulnerable populations, which have become increasingly isolated due to Alert Level 4. Additionally, the financial strains due to COVID-19 might mean an increase in some services.

As we provide social support to anyone who feels that they need help, no matter what their issues are, we are expecting a large number of new people in the community with mental health issue who will require longer term support (41).

Difficult to say but more need for our free and low cost services in times of recession and job losses (68).

Changes in revenue

A large proportion of respondents reported a significant reduction in revenue, from all sources, during the COVID-19 crisis. Under 10% of organisations currently reported increased revenue, and were not anticipating this to change long-term.



Almost half (47.2%) of the respondents reported currently facing a significant impact in the reduction of revenue.

If our business resumed tomorrow the projected financial impact on this business is close to \$400,000, which is 20% of total revenue for the year. That is after laying off 50% of staff. The consequence of this will be (a) not being able to provide for our clients to their level of expectation, which will result in further revenue decline and (b) worst case scenario the business will fold (151).

A reduction of funding opportunities, government and gaming machine revenue, inability to deliver services, and conducting fundraising activities have contributed to a loss in revenue.

Loss of income as we ordinarily receive less than 10% of our funding from government. We predict that the closure of gaming venues will have a major adverse effect on our organisation as close to 35% of our grant income comes from gaming trusts. Furthermore, gaming trusts are amongst a decreasing number of funders who still fund operational expenses, such as salaries. For this reason, our organisation is heavily reliant on gaming trusts as a source of funding because the majority of our expenditure is salary costs. Other funding bodies will also be challenged to provide funding through this period as investments have been affected by trading markets (283).

If we have reduced numbers this will impact greatly on our government funding including WINZ childcare subsidies and consequently our financial position (14).

Funding is a long-term implication, we have had to cancel all fundraising and community events in the near future, which provide vital support to keep us flying. The inability to post to our donor base is having an impact on our income also (40).

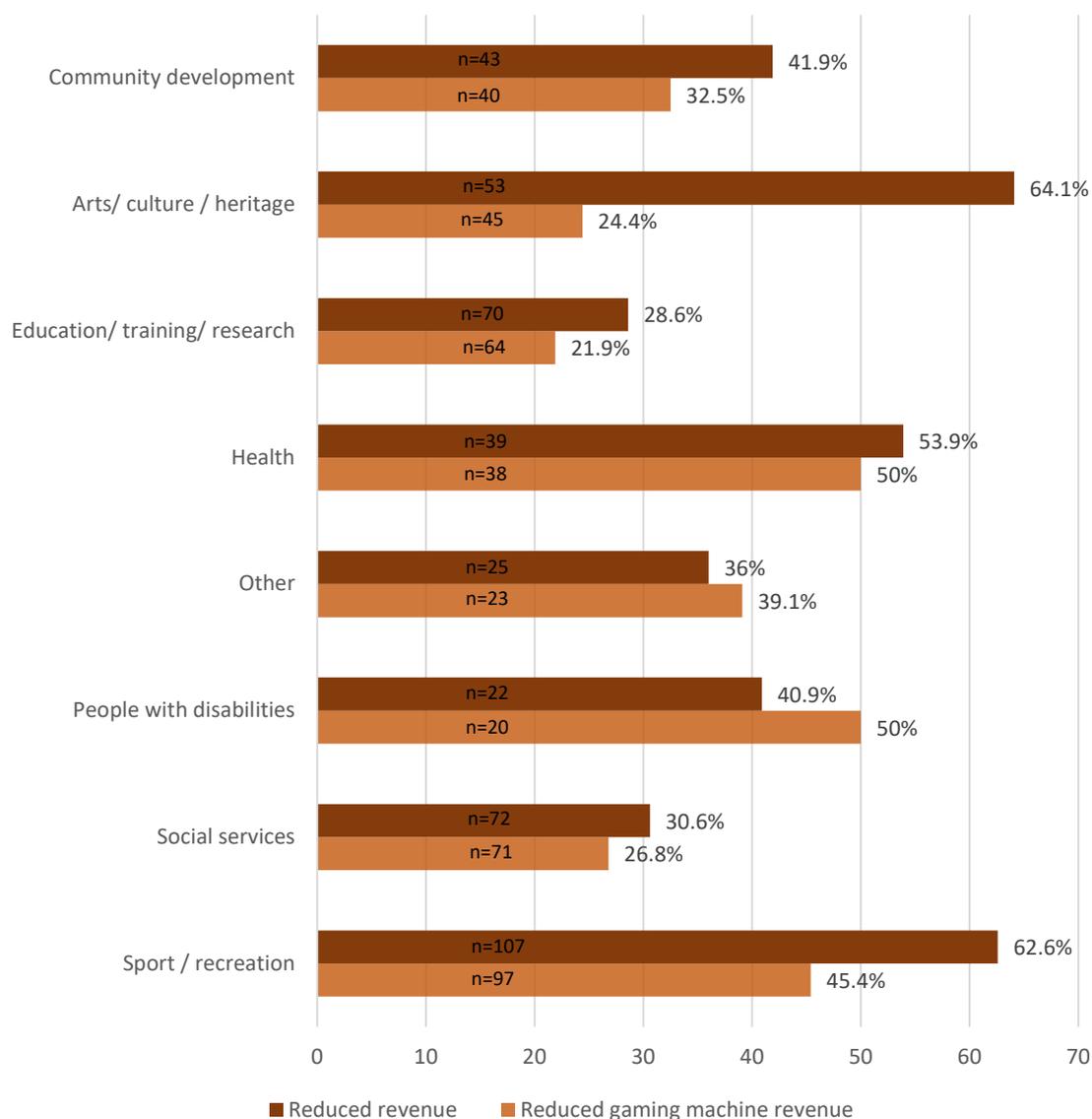
On 26 March 2020, the Government announced that community groups and social sector services would receive extra funding to ensure they provide essential support to communities¹, which might contribute to why less than 10% of organisations reported a reduction in this area currently or long-term. This may also be why 6.2% reported an increase in government revenue. Several organisations reported utilising the Government Subsidy during this time.

Just over a quarter of respondents (26.9%) reported experiencing minimum/no impact on reduced revenue during this time. Three quarters (76.4%) reported experiencing minimum/no impact on reduced government revenue while 45.7% of organisations faced minimum/no impact on reduced gaming machine revenue.

¹ <https://covid19.govt.nz/latest-updates/community-groups-and-social-sector-services-receive-extra-funding-for-essential-services/>

Changes in revenue by key areas of work

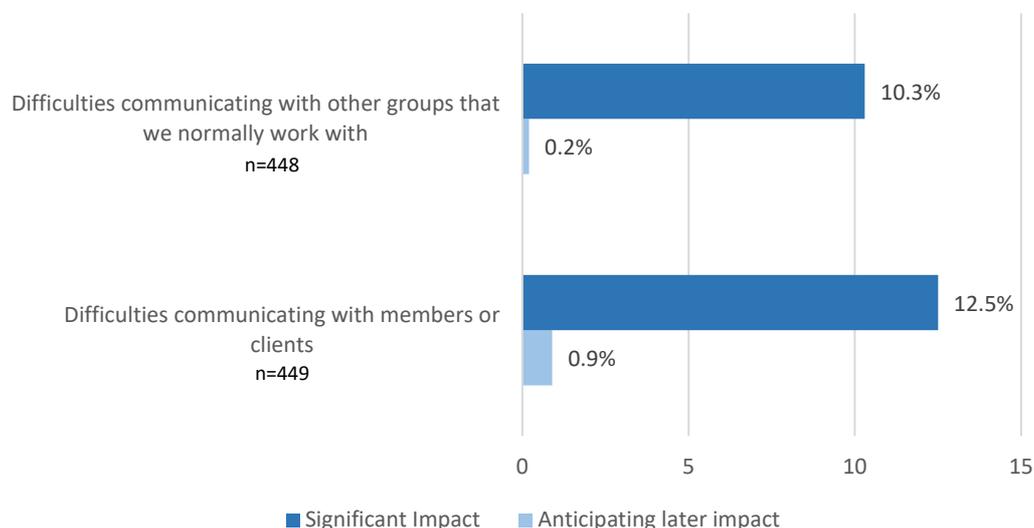
Organisations that provided services in the areas of arts/ culture/ heritage (64.1%) and sport/ recreation (62.6%) were experiencing significant impact in reduced revenue. Sport/ recreation services also reported facing significant impact on gaming revenue (45.4%).



The significant impact of the loss of government revenue for the above organisations was 14% or below.

Communication and networking

A small proportion of organisations reported difficulties in communicating with members/clients and other groups. However, in the long-term this would not have major impact on service provision.



The respondent comments below explain the reason for these numbers.

Until over 70s are allowed and [are] comfortable with working face to face from our office then we will have to continue serving from home via phone and email. This excludes some members of the public and also means that we cannot provide our weekly legal clinic nor our immigration clinic (10).

We are having to rethink how we reach our community as our initiatives & events were about bringing our community together through group learning and large events. Targeting refugees, those who were socially isolated, the elderly, low income families and identifying communities in our region that did not have a 'hub' that could bring them together (207).

Just over a third (68.9%) of respondents reported minimum/no impact on difficulties communicating with groups they normally work with, while 65.9% reported minimum/no impact when asked about current difficulties communicating with members or clients.

Staff and volunteers

Just over a third (34.4%) of organisations reported experiencing significant impact with limited or no availability of volunteers, while 23.4% reported facing significant impact with limited or no availability of staff. Nevertheless, as the COVID-19 alert levels drop and organisations are able to resume 'business as usual' this impact is expected to dissipate.



Limited involvement for those over 65 who make up a majority of services and organisations workers in the Hawkes Bay. Finding ways to encourage students has always been difficult with. Working to apps and quick volunteer options does not replace the dedication and commitment given from those in our older sector. As a Volunteer centre re-evaluating what we may look like in the near future is being discussed with our other 17 Volunteer Centres, Board and Volunteering NZ. Worst case scenario our Centre may have to close (209).

Those organisations that reported currently experiencing minimum/no impact on limited or no availability of staff (56.6%) or volunteers (44.5%) possibly did so due to the successful transition to working from home and a shift to service delivery online, thus being able to minimise any significant impact from the COVID-19 crisis.

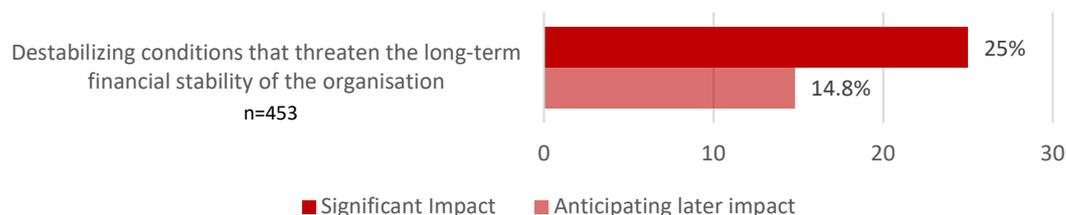
Although the majority of organisations (82.7%) reported minimum/no impact on staff redundancies, 11.7% anticipated an increase in the future. There was a direct link between reduction in funding and the ability to retain staff.

Gaming funding directly covers several staff member's salaries. Without the funding they will not be able to remain employed (71).

Staff redundancies, decrease of school roll due to parental financial hardship (45).

Long-term stability

A quarter of the respondents reported experiencing destabilising conditions that would threaten the financial stability of the organisation in the long-term, while 43.7% reported minimum or no impact.



Similarities and differences between groups

Statistical analysis showed that overall, those working in the areas of sport/recreation and with people with disabilities were significantly impacted by the COVID-19 crisis. This is due to the closure of sports/recreation facilities thereby limiting training and team sport as congregational gathering is forbidden in Alert Level 4.

Additionally, those with compromised immunity are also encouraged to keep their contact with others minimal. Social service organisations were more likely to anticipate later impact, as is congruent with the expected negative impact of the COVID-19 crisis on mental health along with the increases in family violence, unemployment and financial hardships. Those working in the field of education/training/research were more likely to report facing no impact, as there has been increased support from the Ministry of Education for online service provision.

Statistical analysis showed that organisations working across all these groups reported a significant decrease in revenue as a result of the COVID-19 crisis. Apart from those working with older people, migrant communities and people who are rurally isolated; all other groups reported facing destabilising conditions that threatened the long-term financial stability of their organisation. Organisations working with children/young people were experiencing a significant decrease of 25% or more in service usage as, possibly due to school closures. Apart from those working with children/young people, Māori and Pacific Peoples the rest of the organisations were also experiencing limited volunteer capacity.

Overall, organisations working with people who had significant health issues were more likely to report significant impact across the 15 outcomes combined, while those working with children/young people were more likely to anticipate later impact across all outcomes measured.

What do non-profit organisations need most right now?

To minimise conditions that threaten long-term stability, ECCT asked organisations what types of resources and guidance would be most useful.

Flexible funding and financial support for immediate needs

A large proportion of the respondents requested support with funding. To deal with the uncertainty caused by the COVID-19 crisis, organisations were eager for funders to communicate any changes in funding and timeframes to aide in accurate future planning. Organisations also wanted information and support regarding flexibility in reallocation of funding on existing grants and extension of timelines. Given that 47.2% of organisations reported facing a significant reduction in revenue, respondents were enthusiastic to hear about funding opportunities, access to financial aid and requested financial support for continued operating costs. Some were also eager to learn about new ways of fundraising.

Our major concern is that our sponsors will put their funding on hold or cancel it as they are dealing with their own recessions. Sponsorship is our major source of funding for our staff salaries (while not huge it is significant for us) and we use ECCT funding to cover local delivery costs like facilitators and venues etc. If we lose our National support, then we by default cannot run the regional programmes as this is all organised and run by the staff. We really need help in accessing some other funding streams to help us maintain our organising staff (295).

An understanding of any re-forecasting of funds available, any timeframes for changes to funding or criteria. As with all organisations, dealing with the uncertainty of funding flows, and impact to programme delivery/resourcing is the biggest challenge, so having some information from which to plan is very useful. (55)

Leniency with the spending of grants. Many costs have been incurred prior to the events. It would be helpful to be able to re-allocate our grant to cover costs (66).

Financial support - grants and donations. Some current funders have closed funding applications due to the impact of COVID-19 which impacts our financial stability (250).

National-level support and coordination

Organisations were also keen for national and governance level organisations to co-ordinate support. Respondents hoped for a curated list of activities and solutions, including crowdsourced tips and information from other non-profits of how they are coping and adapting to the current climate. Finally, to avoid overlap, organisations were interested in knowing the different areas their peers were working in.

It would be great if NGO facing 'strategic thinkers' could start developing some resources (templates, questions) that organisations can use as we start to come out of the crisis phase so that our Boards can think about the recovery planning the organisation needs in order to remain strong after this (maybe they are facing financial crisis, staff redundancies, higher or lower client need which impacts

funding, mass unemployment, loss of community agencies/partners if they fold etc). What are the key questions Boards should be thinking through, how do they go about planning the 2021/2022 years (280).

The greatest benefit comes from key organisations/agencies working collaboratively rather than proliferating similar initiatives (318).

We have not yet had any direction from a governance level so I think some resources for Boards & Trusts on questions they need to consider at their next meeting may be helpful. We are not for profit so are not affected by working remotely but our funding avenues are quickly being reduced as Trusts etc. are not accepting applications or putting them on hold during the COVID-19 crisis (350).

Organisational resources and planning

Specific to COVID-19, respondents wanted support with personal protective equipment (PPE) in anticipation for in-person service delivery, especially to vulnerable clients and communities (those with disabilities and the older population). Organisations also requested support with guidelines and information as New Zealand COVID-19 restrictions continued to ease, as well as operation post-COVID-19. Support with developing organisational protocols and risk management was of particular interest. Due to the high level of uncertainty, several respondents were unsure about the support and resources required in the future and therefore wanted assistance with future planning/forecasting with consideration of various possible scenarios.

Some 'how to advice' re-creating online resources easily and easy to access. Examples of what some other organisations may be producing and providing to their communities (share resources) (176).

If the COVID-19 continues to pose a risk we may need to consider additional education for mentors around hygiene and how to prevent virus spread. We may need to establish some health and safety guidelines about reporting illness and ensuring that mentees and mentors do not meet if they are unwell or if they have potentially exposed to COVID-19. We will receive guidance from our National Organisation who also has regular contact with [our International Organisation] (350).

Assistance with preparing new health and safety plan for community events from now on including Level 1 and Level O (16).

Support for staff and volunteers

In light of the 34.3% of respondents that reported volunteers with limited or no availability, some respondents requested support with volunteer promotion when business-as-usual resumed. Additionally, the rapid need to adapt quickly, such as a move to working from home during Alert Level 4, has revealed gaps in staff capabilities and resources. Several organisations requested staff personal development, such as video production and editing and tools on online delivery of education and training. COVID-19 and the shift to working

from home also put a strain on existing levels of technology. Some respondents requested help with IT resources (laptop, printers, internet connectivity, software).

We need more skilled workers to serve the community by going digital connections (282).

Training on all the virtual communication aspects, if we have to change to operating that way, training will be required for staff (209).

In jest...a crystal ball!!! But seriously, training and support with on line delivery of programmes to tamariki/rangatahi including production and editing as well as digital platform training (23).

Overall, the uncertainty of the COVID-19 crisis meant many organisations were playing it by ear and were unable to accurately comment on long-term implications.

That's an evolving beast & will depend on duration & level of lockdown... (453).

Looking ahead

As seen above, most organisations are not anticipating a significant impact long-term. Those expecting service usage to increase are those working with vulnerable communities, such as older people or those with disabilities. However, there are some key concerns most organisations are trying to prepare for.

The ability to provide services coupled with possible limits in funding opportunities are one of the key concerns for most organisations.

Too much uncertainty to predict long-term. Short and medium term we need to be agile and innovative in the way that we deliver business as usual. We are predicting that we will struggle to fit neatly into what funders think is "essential" - and anticipate funders will all channel funding into a narrow group of organisations (we are already seeing this happen). If this happens we will not be able to operate past the end of 2020 - when our reserves will have been exhausted. In the meantime, we may lose staff who seek less precarious employment (324).

We rely heavily on fundraising opportunities of which there may not be a lot over the next 6-12 months and kind funders to keep our services free for our parents. We may need to start charging for services if we cannot find funding to run them sadly as we are not for profit organisation (112).

The lack of contact during Alert Levels 3 and 4 has meant isolation and a negative impact on mental health for some clients. Additionally, the stay at home order has also meant that family violence has seen an increase. Those working in this area expect a significant increase in the long-term.

Many of our community are low income – the lowest in the country according to DHB figures. Our Health Centre charity runs with volunteers and two part-time nurses. If unemployment hits our community members including families and elderly will suffer the most. Housing may become unaffordable and food most

definitely. Already marginalised patients will become more so and mental health needs will augment (96).

We are unsure - but are expecting a big increase in women needing support when the lockdown ends. Women who are in the house with their abuser would be at more danger trying to call us from within the house so we are anticipating that once the lockdown ends that they will get out as soon as they can. Long term - with the financial and social implications of the pandemic anticipated - we suspect that our numbers may increase even more. We have been operating at a stretched capacity for some time and so will need to be able to quickly build our capacity to be able to cope with an increased demand for our services (273).

Although there is an overall air of uncertainty, as evident by a lot of “if-then” statements, most organisations are hopeful that New Zealand will move into Alert Level 2 soon. This would allow them to resume some semblance of operation pre-COVID-19, and therefore are able to minimise the negative impact in areas such as a client membership, staff redundancies and revenue. It was heart-warming to see Kiwi optimism and a genuine passion to ultimately continue to motivate and serve the community.

We anticipate a 30 - 70% drop in our usual revenue streams, depending on how long the pandemic impacts our ability to fundraise i.e. for donors to return to work and re-open businesses. This means that we have to find new revenue sources as we are determined to continue to support anyone who needs us who is impacted by [this disease].(416)

One key impact will be funding as the loss of gaming trust and other revenue will put a significant hole in our office budgets. The longer term implications of budgetary constraints could mean redundancies and paring back aspects of our service to reduce costs. However, we continue to work to adapt to what is an evolving environment and work to best meet our clients varied needs at this time (257).

We have lost 80% of our customer revenue so now reliant on our government contracts and the likes of the wage subsidy to keep hold of our staff to get us through. Ultimately some of our business units may become unviable in the medium term as we have (like many others) fixed costs with no rev coming in. We are looking at ways in which our business can evolve and innovate to come out the other side which will require some capital investment of which funding we don't currently have access too. Ultimately we have been around for 150 years and we will do what it takes to be around for another 150 but we may have to shrink in order to grow later which will affect our families and communities in which we operate (284).

Appendix A

ECCT COVID-19 Grantee Survey

ECCT is collaborating with other funders to establish how money and resources can be deployed fairly and effectively during this time of crisis and beyond.

The survey is anonymous, unless you share your email address in question 11. ECCT will not share your contact details or identify your group without seeking your permission first.

Thank you for your time!

ECCT's Funds are still open and the work is continuing during Covid 19. For more information see: www.ecct.org.nz/covid-19-response/ or give us a call on 0800 878 720.

1. What ECCT area(s) does your organisation operate?

- Gisborne
- Napier
- Hastings
- Central Hawke's Bay
- Tararua
- Manawatu
- Palmerston North
- Horowhenua
- Masterton
- Carterton
- South Wairarapa
- Wairoa
- None

2. Do you operate in other areas as well?

- Yes
- No

3. If you answered yes to question 2, please specify what other areas you operate in.

- National
- North Island
- South Island
- Auckland Region
- Bay of Plenty Region
- Canterbury Region
- Manawatu-Whanganui (excluding Palmerston North, Manawatu, Horowhenua, & Tararua Districts)
- Marlborough Region
- Nelson Region
- Northland Region
- Otago Region

- Southland Region
- Taranaki Region
- Tasman Region
- Waikato Region
- Wellington (excluding Wairarapa)
- West Coast Region
- Other (please specify)

4. How is your organisation impacted by the Covid-19 pandemic (No impact, minimum impact, moderate impact, significant impact, anticipating impact later)?

- Significant increase in usage of our services (25% or more)
- Significant decrease in usage of our services (25% or less)
- Increased revenue
- Increased government revenue
- Reduced revenue
- Reduced government revenue
- Reduced gaming machine revenue
- Increased costs
- Decreased costs
- Have staff with limited or no availability to work
- Staff redundancies
- Have volunteers with limited or no availability
- Difficulties communicating with members or clients
- Difficulties communicating with other groups that we normally work with
- Destabilizing conditions that threaten the long-term financial stability of the organisation
- Other (please specify)

5. What new tools / resources are you currently accessing specific to Covid-19?

6. What other resources or guidance would be most helpful to you?

7. What are some of the potential long-term implications of this pandemic for your organisation and your clients?

8. What is your organisation's key area of work (check the one category that best applies)?

- Accommodation/ housing
- Arts/ culture / heritage
- Care/ protection of animals
- Community development
- Economic development
- Education/ training/ research
- Employment
- Environment/ conservation

- Fundraising
- Health
- International activities
- Marae on reservation land
- People with disabilities
- Promotion of volunteering
- Emergency / disaster relief
- Religious activities
- Sport / recreation
- Social services
- Other (please specify)

9. Do you work mainly with one of these groups?

- Children/ young people
- Isolated people, families, whanau
- Maori
- Pacific Peoples
- Older People
- People with disabilities
- People with significant health issues
- Migrant Communities
- People who are rurally isolated
- People of a certain ethnic/ racial origin (please specify)

10. Are you classified as an essential service by the Government?

Yes

No

11. Can we please contact you via email about sharing your response more broadly?

No

Yes (please provide your email address)

Eastern and Central Community Trust provides grants
and support to community organisations in the
Gisborne Tairāwhiti, Hawke's Bay, Tararua, Wairarapa,
Manawatu & Horowhenua regions.