



The Federation of  
Islamic Associations  
of New Zealand (Inc.)  
اتحاد الجمعيات الإسلامية النيوزيلندية

# Christchurch

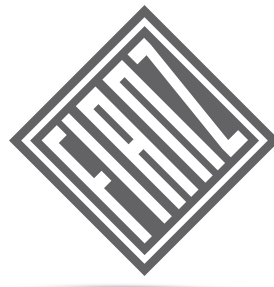
15-03-2019

## THE FIRST 10 DAYS

STATUS REPORT  
THE SCOPE OF FIANZ OUTPUTS

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**The Federation of the Islamic Associations of New Zealand (FIANZ) is the national body of Muslims in New Zealand. It was established in 1979. The following are the constituent regional Associations of FIANZ:**

- New Zealand Muslim Association Incorporated (NZMA), Auckland
- South Auckland Muslim Association Incorporated (SAMA), Auckland
- Waikato Muslim Association Incorporated (WMA), Hamilton
- Manawatu Muslim Association Incorporated (MMA), Palmerston North
- The International Muslim Association of New Zealand Incorporated (IMAN), Wellington
- Muslim Association of Canterbury Incorporated (MAC), Christchurch
- Otago Muslim Association Incorporated (OMA), Dunedin

**All enquiries should be directed to FIANZ.**

**T.** +64 4 387 8023 | **E.** [info@fianz.com](mailto:info@fianz.com) | [www.fianz.com](http://www.fianz.com)



*Christchurch*

15-03-2019

THE FIRST  
**10 DAYS**  
STATUS REPORT  
THE SCOPE OF FIANZ OUTPUTS

THE FIRST  
**10 DAYS**  
STATUS REPORT  
THE SCOPE OF FIANZ OUTPUTS

**1- Inventory of Outputs**

- FIANZ Christchurch Response Team
- FIANZ Head Office
- NZMA ( Auckland ) on behalf of FIANZ

**2- Donation Matters**

**3- Planned Follow-up Programme by FIANZ (Volunteers Needed)**

**4- Some Lessons Learned**

**5- Appendix**

- FIANZ Official Letter to Prime Minister
- FIANZ Google Analytics
- Official FIANZ Rapid Response Team

**Compiled by :**

Chairperson, BMD-FIANZ

27 March 2019



# Christchurch

15-03-2019

THE FIRST  
**10 DAYS**  
STATUS REPORT  
THE SCOPE OF FIANZ OUTPUTS



In the name of Allāh, the Most Gracious, the Most Merciful

This document has been compiled from a debriefing session of some of the FIANZ Christchurch Response Team (Dr Mustafa Farouk, Sh Mohammed Amir, Dr Anwar Ghani, Sr Rehanna Ali, Sr Leila Adam) and FIANZ office executives. The team were very keen to keep the Muslim community abreast of developments, however they did not have the time whilst in Christchurch and upon arrival in Wellington they have outlined the scope and nature of their activities.

The purpose of the document is to keep all FIANZ officials and Muslims in NZ aware of the role of FIANZ in the critical first few days.

For the record, FIANZ has been involved with previous "serious events" but none to compare to the scale and impact of the 'Massacre of Muslims in Christchurch' and as such a historical primary resource document is mandated.

Of particular importance are some of the important tasks which have to be completed and we request volunteers. Please write to the FIANZ President at [info@fianz.com](mailto:info@fianz.com) indicating your areas of interest.

If you would like to contribute to the FIANZ archives concerning this event, please send electronic copy to [info@fianz.com](mailto:info@fianz.com).

Abdur Razzaq  
Chairperson, BMD-FIANZ  
27 March 2019



# Christchurch

15-03-2019

THE FIRST  
**10 DAYS**  
STATUS REPORT  
THE SCOPE OF FIANZ OUTPUTS

## Inventory of Outputs – FIANZ Christchurch Response Team

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### Dates: 15 March to 25 March 2019

At 1341 on the 15th of March 2019 the first call was received by NZ Police regarding a shooting taking place at the Masjid An Nur in Christchurch. By the end of this tragic event 42 people had been martyred at Masjid An Nur and seven people had been martyred at Linwood Mosque – the martyred included brothers, sisters and children. Another person later died of their injuries in hospital. A total of 50 brothers and sisters were martyred. A further 47 people were injured, many of them critically.

### All Volunteers

The team outlined below, all self-volunteered and were mobilised by FIANZ as quickly as possible in order to respond to these tragic events. Everyone who volunteered was given a role.

### FIANZ Christchurch Response Team

The mandated National Response was led by the NZ Police who took responsibility for coordinating efforts both on the ground in Christchurch and nation-wide. FIANZ was requested by the NZ Police to be part of the National Response.

- Br Mustafa Farouk
- Br Anwar Ghani
- Sheikh Mohammed Amir
- Br Mazin
- Sr Leila Adam
- Sr Rehanna Ali
- Br Ismail Waja

The NZ Police paid for all the travel, local transport, accommodation and meals.



## Inventory of Outputs - FIANZ Christchurch Response Team

### Scope of Work

SCOPE	EXPLANATION
National Police Liaison	Assistance to the NZ Police in liaising with local communities and providing national guidance in relation to the safety and well-being of the NZ Muslim community as a whole
Local Muslim Community Unified Focus	Assistance in bringing together the various Muslim organisations and groups representing the local Christchurch Muslim Community.
Resource & Welfare Needs Analysis	Assessing the national resources that would be required to provide immediate support to the local community with particular attention to the immediate victims, the injured and their families.
Large-Scale Funerary Organisation	To coordinate a coherent response to the unprecedented funerary requirements including the processing, washing, shrouding and burial services.
Religious Counselling	To coordinate a team of scholars lead by the FIANZ Ulema Board to provide counsel, advice and religious direction throughout the process.
Media Statements & Liaison (International and National)	To provide a unified voice to local, national and international media whilst also enabling local voices to be brought forward and to be heard.
Local Community Support	To support the local community in every way possible until they are able to stand on their own.
Wider Community linkages	To provide information and assistance to the wider (non-Muslim) community as required.



## **Inventory of Outputs - FIANZ Christchurch Response Team**

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### **Schedule of Work**

The daily work period was approximately 18 hours and all the FIANZ Response Team Volunteers had agreed daily priorities and a schedule of tasks to be completed within defined time and resource parameters.

**These included:**

### **TASK 1 : Police Briefings ( At least 15 Briefings)**

In Christchurch Police Briefings were held 2-3 times a day in order to coordinate a raft of various responses and activities taking place.

A community centre was established at the Hagley College Campus and later at the Horticultural Hall to act as a base for the local community. Here food, information and counselling support were provided by a range of agencies.

### **TASK 2: Liaison Meetings ( 13 Government and Community Agencies/ Organisations)**

Multiple meetings were held throughout the days and nights with various national and local agencies including the:

- Prime Minister,
- Minister responsible for the Office of Ethnic Affairs,
- Red Cross,
- Civil Defence,
- Department of Internal Affairs,
- ACC,
- Ministry of Housing,
- Ministry of Social Development,
- Christchurch City Council,
- Canterbury District Health Board,
- Funeral Services,
- Ngai Tahu,
- Victim Support



*Christchurch*

15-03-2019

THE FIRST  
**10 DAYS**  
STATUS REPORT  
THE SCOPE OF FIANZ OUTPUTS

## **Inventory of Outputs – FIANZ Christchurch Response Team**

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### **TASK 3: Family Briefings**

Daily briefings were held directly with the affected families and the Police and the Family Liaison Unit and Victim Support. Each family was allocated a Victim Support Liaison and a Police Family Liaison. Briefings were primarily concerned with the process of the retrieval of the bodies of the dearly departed and to this extent at one stage also involved the Coroner's Office.

### **TASK 4: Release of the Bodies of the Shuhada**

This became one of the most contentious and time consuming issues in the days immediately following the attack. Grieving families longing for the return of the bodies of their loved ones were encountering delays in this process and much negotiation was required between all parties concerned – that is the families, the community, the Police and the Coronial Office.

The need to receive the bodies of the departed in order to meet the ritual requirements of Islamic burial were presented to all levels of Government, including the office of the PM and all other concerned agencies.

As the two Mosques and surrounding areas were an active crime scene, Police worked around the clock to collect all evidence required and by the end of Sunday 17th March all bodies had been retrieved and taken to the Hospital Mortuary.

At this stage bodies had to undergo an identification process and a forensic examination. Pressure was maintained to ensure that the families and communities were updated and that the work proceeded as swiftly as possible. In this regard Forensic Pathologists were brought in from around the country as well as Australia and teams worked double shifts to ensure correct identification and examinations were carried out.

The balance between religious requirements and legal requirements was an extremely sensitive issue and the role of the scholars in this instance was pivotal.

### **Task 5: Ghusl Provision**

Due to the nature of the attack, special provisions had to be made for the ghusl process and the funerary teams worked to establish a streamlined process which meant that the bodies of the dear departed could be washed and shrouded as quickly as possible. Teams of male and female technicians were arranged to be on hand to deal with the trauma to the bodies.

Work was undertaken with one main funeral home providing mortuary services and assistance. Teams of ghusl providers were established, briefed and managed in order to cope with the scale involved.





## **Inventory of Outputs – FIANZ Christchurch Response Team**

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### **Task 6: Burial Services**

Working with the local organisations for the timing, logistics and coordination of the burials.

### **Task 7: International Liaison of Overseas Guests**

A huge international response was forthcoming over the immediate days following the attack and FIANZ was required to participate in, and liaise with a number of visiting leaders and scholars including representatives from:

- Saudi Arabia (Official Delegation)
- Turkey, (Official Delegation)
- Qatar, (Official Delegation)
- Jordan, (Official Delegation)
- USA
- Australia (Melbourne, Adelaide, Sydney, Brisbane)

Liaison was also provided for international diplomatic representatives from

- Pakistan,
- Egypt,
- Malaysia and
- Bangladesh.

### **Task 8: Interfaith Responses**

Liaising with a wide variety of both local and national faith organisations and inter-faith organisations who responded to the attack with support, offers of assistance, vigils and visits.

### **Task 9: Financial Assistance**

FIANZ established an account to receive donations for the victims, their families and community and the request for donations was sent out via the usual channels.

An immediate cash response was also provided to cater for families in dire and urgent need.

### **Task 10: Visiting the Injured**

All those 49 injured in the attack were taken to Christchurch Hospital who had 12 operating theatres in constant use. Visiting the injured, many of whom remained in hospital undergoing multiple surgeries, was undertaken in between meetings and briefings, many of which were conducted at the Hospital itself.



*Christchurch*

15-03-2019

THE FIRST  
**10 DAYS**  
STATUS REPORT  
THE SCOPE OF FIANZ OUTPUTS

## Inventory of Outputs – FIANZ Christchurch Response Team

### Task 11: Re-Opening of the Two Mosques

Working with Police and Local Agencies to ensure the fastest possible re-opening of the two local Mosques and ensuring that all possible repair work had been undertaken so as to the minimise the trauma of re-entry to the survivors.

On Monday 18th March FIANZ worked with Imams, Ngai Tahu and other faith leaders to undertake a series of prayers at both Mosques and as a pre-cursor to the eventual official reopening which took place on Saturday, 23rd March.

### Task 12: Events Coordination

Working to coordinate the Friday prayers which were held in Hagley Park on 22nd March. This involved thousands of people gathered together to hear from the Prime Minister and Local and National Leaders before listening to the live khutbah compiled by a collection of scholars and delivered by the Imam of Masjid An Nur, Sheikh Gamal.

The call to prayer at Hagley Park was broadcast nationwide on radio and tv followed by two minutes of silence observed throughout the country.

Currently planning for a memorial event scheduled for Friday 29th March in Christchurch is underway.

### Task 13: Media Statements and Interviews

Media inquiries were received from local, national and international agencies over a range of media formats. Press briefings organised by the Police were also given as were a variety of inquiries, interviews, referrals and live coverage events.

Media liaison is ongoing

### Performance Review / Debriefing – Police Commissioner

This meeting was held on Monday 25th March with a number of representatives of agencies utilised by the Police in the immediate aftermath of the attack. A brief analysis of events and responses to date was undertaken and a number of points for future consideration enumerated.

The NZ Police thanked FIANZ for their full cooperation and support in helping the NZ Police. The NZ Police praised FIANZ for the “**professional services**” at a time of extreme distress.



## Inventory of Outputs - FIANZ National Office / Wellington

### National Safety Response

Police advised the closure of all Mosques and Islamic Centres until safety could be assured for all such venues.

By Friday afternoon the majority of Mosques, Islamic Centres and Prayer Centres throughout NZ had an armed police presence.

#### THE FIANZ OFFICE

The FIANZ staff had to continue their daily schedule of work and in addition replied

- to over 600 emails
- 1100 phone calls from with NZ and overseas

The FIANZ Corporate staff had to continue their time-sequenced halal certification work.

In addition, the following visits were coordinated to the FIANZ office<sup>1</sup>:

- 16 Mar 2019** - Received His Worship Justine Lester, Mayor of Wellington
- 17 Mar 2019** - Visit from the Chief of Protocol, MFAT, Dean of the Diplomatic Corp and Diplomats From Europe, UK, UAE and Egypt
- 18 Mar 2019** - We received the **Prime Minister Rt Hon Jacinda Ardern**, Minister Grant Robertson, Jenny Salesa, Members of Parliament and Other officials
- 19 Mar 2019** - Visit from Assyrian Religious Community (Interfaith Visit)
- 21 Mar 2019** - Received HE Ambassador of the USA
- 22 Mar 2019** - Received Chris Laidlaw, Chairman of Greater Wellington Council

We also met former Prime Minister **Rt Hon Helen Clark** at Parliament on 20 Mar 2019 before attending a Special Sitting of Parliament.

In addition, the FIANZ CEO also attended and spoke on behalf of FIANZ at the following events:

- 17 Mar 2019** - Vigil at the Basin Reserve organised by the Wellington City Council
- 22 Mar 2019** - Taxi Drivers' Vigil organised by Wellington Airport
- 22 Mar 2019** - Wellington Fiji Football Club

<sup>1</sup>Some of the events also included IMAN ( or the Wellington Masjid)



## Inventory of Outputs - NZMA (Auckland) for FIANZ

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Auckland has the largest population of Muslims, and their input was pivotal. Following are some of the main deliverables organised on behalf of FIANZ

- Immediately established contacts with NZ Police to arrange security for all mosques across Auckland and informed mosques
- Called a public meeting, on Friday evening, of all mosques at the Avondale Police Station to get info from NZ Police and Mayor of Auckland
- Established Auckland mosque Whatsapp group to communicate message to all mosques
- Held meeting of all mosques in Pochester Rd. Provided further update from NZ police.
- Organised Auckland resources in following teams to support Christchurch Victims •
  - Janazah Services
  - Medical support
  - Grief Management
  - Events Management
  - Media Management
  - Funds / donation management
- Appointed coordinator for each of the above groups
- Despatched resources from Auckland based on needs in Christchurch
- Established single point of contact between NZ Police, government agencies and Auckland Muslim community
- Established media info line, which was managed by Auckland Council on behalf of FIANZ
- Proactive management of media and standardised messages
- Arranged and participated in events across Auckland
- Open mosque evening in 4 centres of Auckland
- Established support for our community through MSD
- Supported family in Auckland Hospital from Christchurch incl. Transport, Food, established agency support for them and their family travelling from overseas.
- Organised National memorial programme in Auckland
- Communicated with numerous organisations that wanted to donate in accordance with Islamic principles
- Connected all organisation that collected funds to agree and discuss a unified approach for funds distribution.



# Christchurch

15-03-2019

THE FIRST  
**10 DAYS**  
STATUS REPORT  
THE SCOPE OF FIANZ OUTPUTS

## Donation Matters

A special account was opened for the victims and their families. As of 26 March, 2019, approximately **\$307,000** has been deposited. Of this amount **\$54,000** was paid to the **Muslim Association Canterbury**, upon their formal written request for assistance to help the affected families.

The funds are all in the account specifically set up for this cause. The funds are not in the Baitul Mal Account.

It should be mentioned that fundraising was not considered a priority in the **first 10 days**, with more focus on the mitigation of the immediate challenges .

There have been many offers from overseas and nationally, and these shall be followed up gradually.

### Some notable NZ examples:

#### Trade Me launches Aroha for Christchurch

March 25, 2019  
Press Release – Trademe



Trade Me has launched Aroha for Christchurch to help Kiwis show Canterbury some kindness. Trade Me launches Aroha for Christchurch to help the Canterbury community

Trade Me has launched Aroha for Christchurch to help Kiwis show Canterbury some kindness.

Trade Me's Chief Customer Officer Regan Savage said after the horrendous events in Christchurch on 15 March the company wanted to support the community.

"We've been working with St John, **The Federation of Islamic Associations of New Zealand** and 'Our People, Our City' to find out what they need most."

Mr Savage said there is a range of practical and financial ways that members can show Christchurch their support.

"We know people often like to give 'things' rather than a donation, so we've asked organisations for practical options. Members can gift items like petrol and grocery vouchers to people who need a hand via the Aroha Store. Members' can also donate to **The Federation of Islamic Associations of NZ**.

"We will be matching our members' donations dollar-for-dollar and 100 per cent of the proceeds will go to the selected charity.

"We know Kiwis around the country want to help and we wanted to make it as easy as possible for them to show their support," he said.

Kiwis can head to [trademe.co.nz/arohaforchristchurch](http://trademe.co.nz/arohaforchristchurch) now to donate.

#### BRISCOES Donations Appeal



To help our Muslim whanau around NZ, we're asking Kiwis to help out by purchasing items they need. These will be distributed by The Federation of Islamic Associations of NZ to people who need help.

This auction is for Briscoes vouchers. You can buy any amount from \$10–100, and buy as many vouchers as you like.

We'll also match every dollar you spend.

Arohanui, New Zealand.



## Planned Follow-up Program by FIANZ (Volunteers Needed)



FIANZ have initiated some of these activities and we are looking for volunteers. The efficacy of the tasks will depend on the resources available and the number of volunteers. Please write to FIANZ President at [info@fianz.com](mailto:info@fianz.com)

TASKS	EXPLANATION
Needs Assessment of Each Victim	Appropriately qualified and experienced person(s) to make a detailed needs assessment of each and every victim and their families. This needs assessment to cover the next five years.
Immediate Mental Well-Being of Victims & Families	This is being coordinated by Br Zulfikar Butt, with qualified psychiatrists and psychologists to offer assistance in Christchurch
Acknowledgement Programme in NZ	Arrange the logistics and detailed itinerary for the FIANZ to visit all cities and towns in NZ to acknowledge their support.
Volunteers to Christchurch	This is particularly to help with liaising with the large volume of visitors to Masjid Al Noor. This is being coordinated by Shk Amir
Consultation with Muslims	Large-scale hui being planned for Muslims to have a say and contribute to the the 'Healing Process'. This is being organised by the Dr. Anwar.
Financial Disbursement to Victims ( Best Practices)	Research and write a policy and process document on the best practices for the disbursement of funds to victims.
Security of All Masjids and Muslim Schools	FIANZ shall proceed with a project with a very qualified local expert to develop a security plan for each Muslim centre in NZ.
Biography of Victims	Each of the 50 martyrs and 47 injured need to have their biographies written.



## Planned Follow-up Program by FIANZ (Volunteers Needed)

TASKS	EXPLANATION
Benchmark the Emergency Services	FIANZ needs to compile and benchmark the Emergency Services that are required for Muslim organisations.
International Conference of Muslim Organisations and Countries – In NZ	FIANZ to organise an international conference in NZ. The theme to be determined after consultation with the NZ Government.
Donation – Long Term Program	FIANZ need to plan and provide safety net services to all the families of the victims for the foreseeable future. A planned fundraising is required.
Liaison Protocol for Local Associations	FIANZ to organise a seminar/workshop on community liaison for local associations. This workshop to be similar to the highly successful financial and administration workshop.
Develop Curriculum Resources for Primary to Secondary schools	Develop curriculum resources (learning resources, teacher resources) on the Christchurch Tragedy. (Muslims need to take ownership of this for the future)
Narrative of the Nation	An anthropological social history, with narratives from Muslims and non-Muslims all over New Zealand.
Archive Records	FIANZ needs to urgently compile, collate and digitally archive all the media and other primary information for future reference.
Develop a Project Proposal – The NZ Muslim Community of the Future – Aftermath of Christchurch	Develop a project proposal with detailed terms, scope of work and budget for a planned development of the Muslim community in NZ.



*Christchurch*

15-03-2019

THE FIRST  
**10 DAYS**  
STATUS REPORT  
THE SCOPE OF FIANZ OUTPUTS

## **FIANZ official RAPID RESPONSE TEAM**

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The FIANZ Exco has decided ( 30 March) that the following persons are the authorised and official RRT for the Christchurch tragedy.

- Dr. Mustafa Farouk,
- Br Zulfikar Butt,
- Skh Amir,
- Sister Rehanna,
- Dr Anwar Ghani







## Lessons Learned

The following are some of the key lessons learned:

**1) FIANZ EMERGENCY RESPONSE TEAM :** As a risk mitigation strategy, FIANZ should have a team of selected experts, who may be activated as and when required for national and international man-made or natural calamities. The Team to include religious counsellors, funerary experts, media PR, logistics coordinators.

**2) LANGUAGE – INTERPRETERS :** A resource pool of male and female language interpreters of all the languages in our community.

**3) STANDBY COMMUNICATION SET:** All members of the Emergency Response Team to also have a standalone phone or CB for direct emergency contact from HO.

**4) SOCIAL MEDIA JOURNALISTS/COMMUNITY MEMBERS:** A key problem faced by FIANZ was updating the wider community on what was happening on the ground. Having local social media journalists/community members would help us resolve this problem.

**5) FIANZ WEBSITE/FACEBOOK :** Dedicated person to monitor and update hourly during the time of crisis. Normally this should be updated daily.

**6) FIANZ APP :** Overseas experience has shown that an APP which provides official information is one of the best protocols in times of emergency. As a matter of urgency an APP has been developed and shall have the ability to provide updated news to all who have the APP. This would be authentic FIANZ official news.

**7) NATIONAL SPOKESPERSON:** There was some confusion regarding the national organisation of NZ, given Auckland and Wellington also have 'New Zealand' in their name. As such, there should be a constitutional safeguard as to who should be the national spokesperson for the Muslims of NZ.

**8) SECURITY PROTOCOLS:** The need to establish appropriate safety protocols for local community venues and to ensure that local schools and child-care centres, etc are included.



# Christchurch

15-03-2019

THE FIRST  
**10 DAYS**  
STATUS REPORT  
THE SCOPE OF FIANZ OUTPUTS

## Appendix 1 Letter to The Prime Minister



SINCE 1979

26 March 2019

Rt Hon Jacinda Ardern  
Prime Minister  
Parliament Buildings  
Wellington 6160

Dear Prime Minister,

Assalamu Alaikum. May peace be upon you.

On behalf of all Muslims of New Zealand, we at the Federation of Islamic Associations of NZ (FIANZ) are writing to express our most sincere thanks for your bold, resolute and compassionate leadership in response to the tragedy in Christchurch ten days ago. We will be writing separately to the first responders, especially the Police, the Ambulance Service and Christchurch Hospital staff for their heroic response to the emergency but we wanted to begin by saluting you for the exemplary way you led the nation in walking with us and sharing in our unfathomable grief. You have made all New Zealanders proud. No words can express our gratitude.

The National Remembrance Services on Friday 29 March will mark the end of public grieving but will not erase the stain of the darkest day. No one in New Zealand would like to see a repeat of the events of 15 March, and we all must do what is required to ensure that this is so. We, therefore, compliment you for your swift action in banning weapons for mass killing. Likewise, the appointment of a Royal Commission to assess possible failure of Intelligence Service is most welcome.

But if we want to truly put such tragedies behind us, we need to begin a sustained and candid conversation across all levels and all strata, in private sector and in government on ways we clean this beautiful country of the attitudes and perceptions that lethally manifested itself on 15 March. We, and indeed the whole country, look to your leadership in initiating this nation-wide conversation.

We at FIANZ affirm that we stand ready to join in this nation-wide conversation and achieve this common objective. As a first step we look forward to meeting with you and key government agencies at your earliest convenience after 29 March and share the immediate lessons learned out of the tragedy and consider how we may prevent such an atrocity occurring on our shores again.



Christchurch

15-03-2019

THE FIRST  
**10 DAYS**  
STATUS REPORT  
THE SCOPE OF FIANZ OUTPUTS

## Appendix 1 Letter to The Prime Minister



SINCE 1979

Finally, as we pass beyond this mourning period, it is critical we hold on to the solidarity we are experiencing as a nation. We say thank you to all New Zealanders for their immense outpouring of love and empathy. We Muslims in New Zealand are truly humbled by all the Aroha.

Yours sincerely,

**DR MUSTAFA FAROUK**  
PRESIDENT

cc  
Hon. Jenny Salesa, Minister for Ethnic Communities  
Parliament Buildings



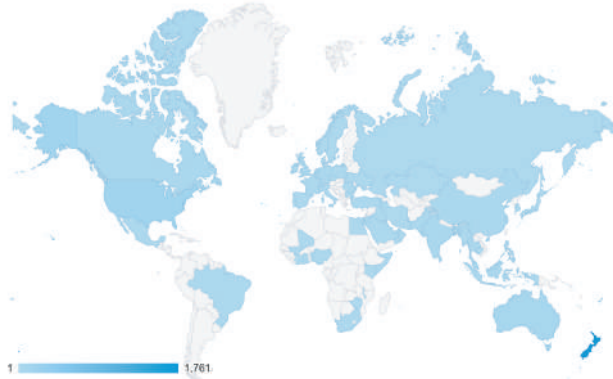


# Christchurch

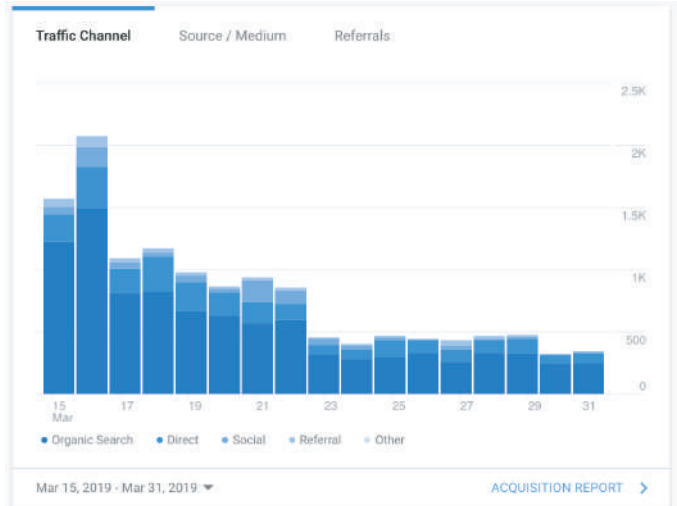
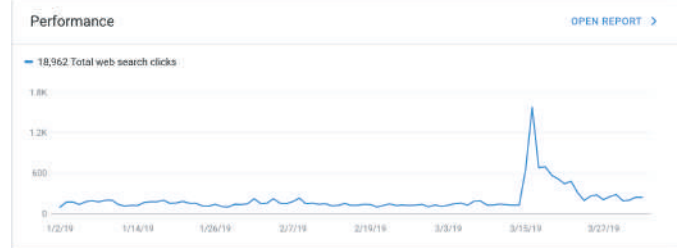
15-03-2019

THE FIRST  
**10 DAYS**  
STATUS REPORT  
THE SCOPE OF FIANZ OUTPUTS

## Google Analytics FIANZ Website Last 14 Days

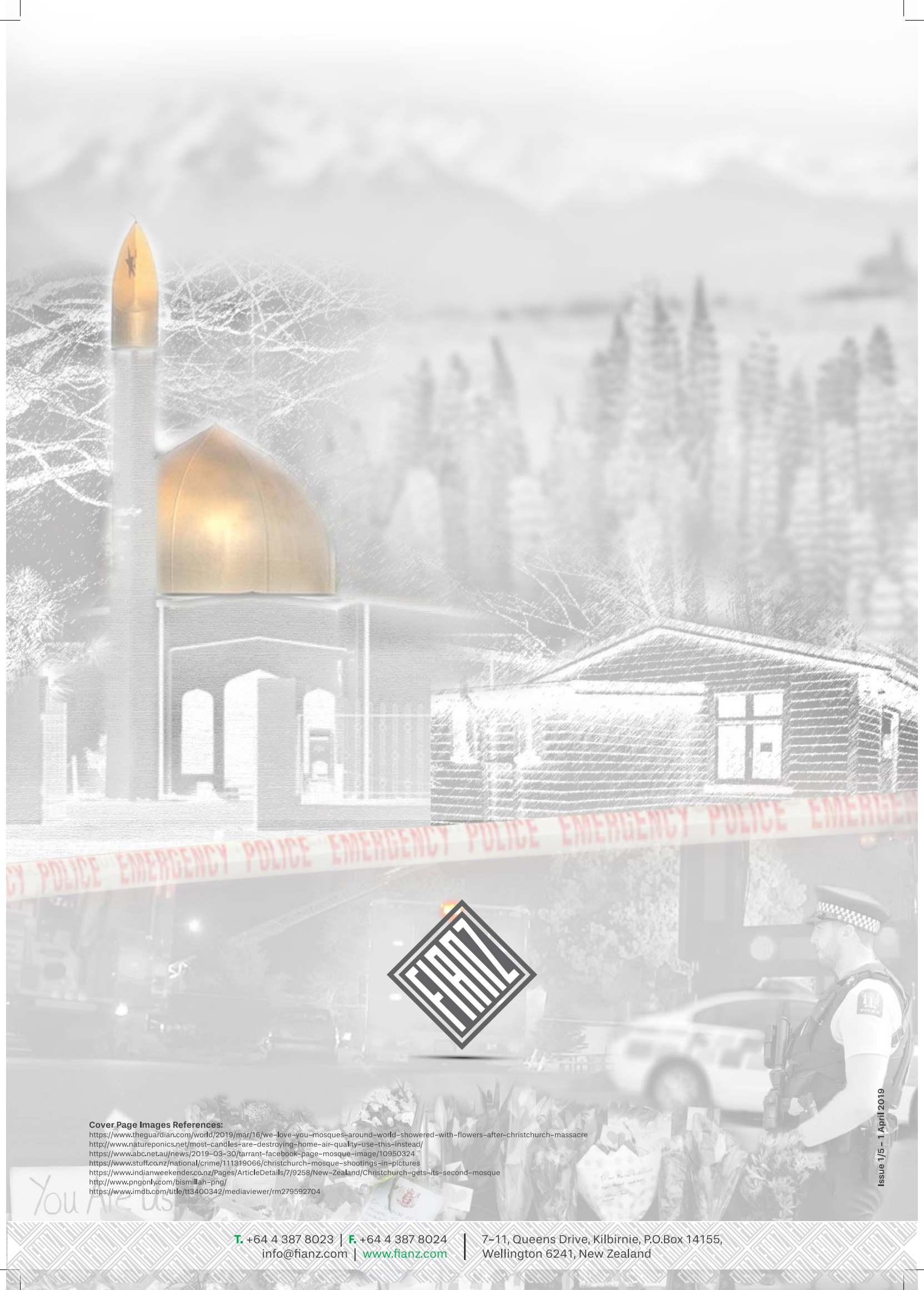


Country	Acquisition		
	Users	New Users	Sessions
	<b>2,312</b> % of Total: 100.00% (2,312)	<b>1,648</b> % of Total: 100.00% (1,648)	<b>3,028</b> % of Total: 100.00% (3,028)
1.  New Zealand	1,761 (76.04%)	1,138 (69.05%)	2,403 (79.36%)
2.  United States	126 (5.44%)	119 (7.22%)	141 (4.66%)
3.  Australia	67 (2.89%)	59 (3.58%)	79 (2.61%)
4.  Malaysia	46 (1.99%)	34 (2.06%)	58 (1.92%)
5.  United Kingdom	31 (1.34%)	29 (1.76%)	34 (1.12%)
6.  Canada	23 (0.99%)	22 (1.33%)	26 (0.86%)
7.  India	23 (0.99%)	20 (1.21%)	29 (0.96%)
8.  China	20 (0.86%)	20 (1.21%)	20 (0.66%)
9.  Pakistan	17 (0.73%)	16 (0.97%)	19 (0.63%)
10.  Germany	14 (0.60%)	13 (0.79%)	14 (0.46%)
11.  Indonesia	14 (0.60%)	14 (0.85%)	15 (0.50%)
12.  Saudi Arabia	13 (0.56%)	12 (0.73%)	13 (0.43%)
13.  Brazil	12 (0.52%)	12 (0.73%)	13 (0.43%)
14.  Philippines	12 (0.52%)	11 (0.67%)	14 (0.46%)
15.  Singapore	10 (0.43%)	9 (0.55%)	11 (0.36%)
16.  United Arab Emirates	9 (0.39%)	8 (0.49%)	15 (0.50%)









**Cover Page Images References:**

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