

# PART C

## Recovery Toolbox of templates processes and procedures



## **PART C – RECOVERY TOOLBOX OF TEMPLATES, PROCESSES AND PROCEDURES**

### **1. Toolbox Note**

A collection of resources to use, adapt and improve. Part C has been developed in response to the limited amount of documented information and resources available in New Zealand on the topic of emergency recovery. The toolbox is a compilation of templates, resources, plans, processes and flow charts used across all recovery topics. The toolbox does not necessarily represent 'best practice', as many templates and processes were developed 'on the fly', but it is hoped that they will provide a starting point for others to start from.

Refer following Toolbox Table of Contents.



## Contents

### Strategy, Planning, and Intel

1. Recovery Overview
2. Whakatāne District Recovery PowerPoint Overview
3. Recovery Action Programme
4. Community Communication and Partnership Plan
5. Whakatāne District Recovery Team Relationship Diagram with multiple agencies
6. GIS Project Charter V1.0

### Communications

7. June 2017 Infographic example
8. Jan 2018 Infographic Update
9. Newsletters examples
  - a. Recovery No1
  - b. Recovery No25
  - c. Recovery No40
  - d. Recovery No48
  - e. Rural Recovery No 1
10. School Children Safety Focus
11. Sit Rep examples
  - a. 27<sup>th</sup> June 2017
  - b. 28<sup>th</sup> Feb 2018
12. Watch your Waste Poster Mock Up

### Community

13. Mayoral Assistance Grant Form
14. Recovery Support and Funding Assistance
15. Navigators
  - a. Navigator Flyer
  - b. Whakatāne District Navigation Service
  - c. Case for Navigators
  - d. Navigation Service Oversight Committee
  - e. Navigator Structure
  - f. Team Leader Navigator Position Description
  - g. Community Support Officer Position Description
  - h. Navigator Service Monthly Report Form
  - i. Navigation Service Initial Assessment Form
  - j. Navigator Service Privacy Consent Form
  - k. Navigator Report Feb 2018 – example
16. Psychosocial
  - a. BOPDHB Psychosocial Support Implementation Plan
  - b. Psychosocial Implementation Monthly Report – January example
17. Volunteers
  - a. Volunteer Handbook
  - b. Volunteer H&S Briefing
18. Draft Community Action Plan

## Economic

19. Support for Businesses Pamphlet
20. Whakatāne District Business Recovery Grants Terms of Reference
21. Whakatāne District Business Recovery Grants Funding Confidentiality and Conflict Agreement
22. Whakatāne District Business Recovery Grant application process
23. Business Recovery Grant – Financial Review of Application - Example
24. Draft Sliding Scale Scoring
25. Whakatāne District Business Recovery Grant Application Form
26. Edgecumbe Recovery Needs Form

## Built

27. Hazards, Health & Safety, Processes
  - a. “Be Silt Safe” Poster
  - b. Information Notice to Contractors, Trades & Volunteers
  - c. H&S Protocols- work, faecal, asbestos
  - d. Flood Affected Hazardous Building Waste Disposal Process
  - e. MBIE Fact Sheet – Disaster Recovery – Health Risks from Biological Agents
  - f. Recovery Office/WorkSafe – Methamphetamines (P) and Contractors
  - g. Toi Te Ora Public Health handout April 2017
  - h. School Safety Edgecumbe – Road Safe
28. Liveable Homes
  - a. Funding the Liveable Homes Project (LHP)
  - b. Liveable Homes Project Process and Document Templates
  - c. What is a Liveable Home?
  - d. Liveable Homes Owner Agreement
  - e. Site Hazard and Risk Register Template
  - f. Site Inspection Sheet
  - g. Procedure for handling and disposal of isolated asbestos pieces
  - h. Insulation Offering – Owner Agreement
29. Removal of Silt and Debris – EQC (Edgecumbe Handout)
30. Yellow Stickered House – Information handout
31. Red Sticker Cordon
  - a. Red Stickered Properties – Assisted Access Entry – Process and Protocols
  - b. Red Stickered Properties – Access ID Cards Process
  - c. Tailgate Safety Meeting Form – Example
  - d. Overlapping H&S Duties Form - Example
32. Portacabins
  - a. Installing Portacabins onto Private Property at Edgecumbe MBIE/WDC Protocol Only
  - b. Installing Portacabins Checklist
  - c. Additional Guidance Notes for Portacabins



## Natural & Rural

33. Bay of Plenty Land Use Maps – April 2017 Floods
34. Erosion Report
35. Erosion Project April 2017 Map
36. Reduce Biosecurity risk handout
37. Farm and farm owner assessment spreadsheet template (Rural Support Trust)
38. Project Plan templates
  - a. Kopuriki Road
  - b. Biodiversity
  - c. Erosion Assessment
  - d. Rivers and Drainage
  - e. Roding
  - f. Working with Rural Communities
  - g. Rural Support BBQs

## Goal: To restore and create opportunities to enhance our community wellbeing



### Reconnect - *Tūhononga*

#### WHAT ARE WE AIMING TO ACHIEVE?

*Communities that have been adversely affected by flooding are restored to what they were previously and, where possible, enhanced.*

- Essential needs of individuals and whānau are met and community health and wellbeing is supported.
- Community spirit, pride and resilience is strengthened.
- Families/whānau have moved back into their homes by Christmas 2017.

#### KEY PROJECTS

- Community Partners – coordinated delivery of wrap-around services from various agencies.
- Te Tari Awhina Community Hub (Edgecumbe and other centres).
- Community Connection – linking with community groups.
- Coordinated distribution of donated goods.
- Housing needs – temporary and long-term.
- Coordination and delivery of events and activities.
- Iwi engagement and recovery planning.



### Restore - *Whakahou*

#### WHAT ARE WE AIMING TO ACHIEVE?

*The natural environment is restored and enhanced where possible and the primary sector is fully functioning.*

- The impact of the flood does not leave lasting negative environmental effects on our land and in our water.
- The primary sector and rural community is fully-supported and functioning within two years.

#### KEY PROJECTS

- Supporting and advising the rural community.
- River scheme and non-scheme management.
- Management of land (incl. contaminated land).
- Cultural site remediation.
- Biodiversity site assessment.
- Biosecurity management.
- Restoration of open spaces and reserves.
- Enhanced Taskforce Green.
- Rural support by Rural Support Trust.
- Erosion impact assessment.



### Rebuild - *Waihanga*

#### WHAT ARE WE AIMING TO ACHIEVE?

*Housing, infrastructure, facilities and services are rebuilt and our rural and urban communities feel safe in the event of another severe weather event.*

- Homes are repaired and reoccupied by Christmas 2017.
- Infrastructure and services are restored.
- Stop-bank repairs protect the community from future severe weather events.

#### KEY PROJECTS

- Provision of temporary housing.
- Liveable homes.
- Silt and debris clean-up.
- Roading network restored.
- Three Waters and other services maintained.
- Community facilities and assets restored.
- Stop-bank improvements.



### Regenerate - *Whakatipu*

#### WHAT ARE WE AIMING TO ACHIEVE?

*Sustainable business activity is re-established, and where possible, enhanced.*

- Support is targeted to help restore businesses and to provide certainty around business and employment continuity.
- Opportunities for future economic growth and resilience are fully-explored and implemented.

#### KEY PROJECTS

- Business needs assessments.
- Business support.
- Sustainable business growth.



# Whakatāne District Recovery *Kia manawanui*





## Key events

- 1600 evacuated from Edgecumbe
- Large impact on roading and isolation in rural communities





## Response

Following severe inundation and storm damage due to ex-Tropical Cyclones Debbie (5/4/2017), and Cook (13/4/2017):

- First declaration on 6 April for Whakatāne District,
- Bay of Plenty was been placed in a state of emergency on 11 April and terminated on 14 April.
- Replaced by a Whakatāne District state of emergency which began at 1200hrs 14/4/2017 and was enforce for 7 days until 21 April 2017.



8 April 2017





8 April 2017







## RECOVERY

Ma tini ma mano ka  
rapa te whai.

*By many, by thousands,  
the work (project) will  
be accomplished.*

# Recovery objective

Restore and create opportunities to enhance our community wellbeing.







Reconnect  
*Tūhononga*



Restore  
*Whakahou*







Rebuild  
*Waihanga*



Regenerate  
*Whakatipu*

Working in partnership with Iwi









 <p><i>Stop bank breaches in Edgecumbe and Poroporo caused widespread flooding causing 1,900 people to be evacuated from their homes.</i></p>	 <p><i>1,400 hectares of farm land was under water for 10-14 days.</i></p>	 <p><b>4,086 COWS TRUCKED OUT</b></p> <p><i>4,086 cows were trucked out of the area in the first 48 hours after the breach in Edgecumbe.</i></p>	 <p><b>River bank erosion</b></p> <p><i>1 hectare of river bank erosion deposited 24,000 cubic metres of soil into the Waimana river – a volume that would fill the Aquatic Centre's pools 43 times.</i></p>
--	--	---	---



# Some statistics

 <p><i>Significant roading damage isolated some rural communities for over a week.</i></p>	 <p><i>Nearly 3,500 tonnes of sediment has been taken to landfill from EQC section clearing operations.</i></p>	 <p><b>17 TONNES</b></p> <p><i>Over 17 tonnes of whiteware and steel have been recycled.</i></p>	 <p><i>The Ministry of Social Development provided assistance to over 3200 people.</i></p>
---	---	---	---

 <p><b>7.0k TONNES OF WASTE</b></p> <p><i>More than 7,000 tonnes of waste has been sent to landfill from clean-up in Edgecumbe, more than the volume the whole Whakatāne District would normally produce in 6 months.</i></p>	 <p><b>1.5k+ VOLUNTEERS</b></p> <p><i>Some 1,500 registered volunteers contributed more than 6,800 hours of work, over 11 days, to the NAVA clean-up effort.</i></p>	 <p><i>50% of families were back in their homes eight months after the event (by Christmas).</i></p>	 <p><i>\$500k was distributed to businesses (\$200k) and farmers (\$300k) through the Business Recovery Grant and the Bay of Plenty Primary Sector Recovery Grant.</i></p>
--	--	---	---

 <p><i>15 homes were severely damaged and needed to be demolished or removed.</i></p>	 <p><i>Over 300 homes needed repair to be habitable again.</i></p>	 <p><i>Around 260 free building consent applications for flood repairs have been processed by Council</i></p>	 <p><i>House insurance stats were varied with 54% rebuilding through insurers, 30% cash settled, 5% uninsured, and 11% unknown. This data applies to moderately damaged (yellow stickered) homes only.</i></p>
--	--	--	---

# Work Programme

- Workplan to rebuild our communities
- Includes objectives, outcomes, success factors, milestones, and indicative timelines







## Rebuild – *Waihanga*

REPAIRING OUR HOMES AND RESTORING OUR COMMUNITIES

- Red stickered properties (15) to be removed / demolished
- Over 300 homes needed repair to be habitable again.
- 60% home by Feb 2018
- Nearly 3,500 tonnes of sediment from EQC clearance of sections





## Liveable homes

- Stage 1: 15 homes signed up for strip, dry and repair to a 'liveable' standard – all complete
- Approx. 200 registered for insulation
- Stage 2: Building Navigators assisting the underinsured





# Reconnect - *Tūhononga*

RECONNECTING OUR COMMUNITY

- Navigators (over 300 families)
- Mayoral relief fund
- Recovery related events and expos
- Community plan
- Temporary accommodation





## Restore – *Whakahou*

RESTORING THE NATURAL & RURAL ENVIRONMENT

- Primary Sector MPI Recovery Fund – \$300K
- Wellbeing and support from RST
- River Schemes \$33M in damage & 93.2 h estimated in river bank erosion.







## Regenerate - *Whakatipu*

### REGENERATING THE ECONOMY

- MBIE Business Recovery Grant allocated \$200K
- Depopulation is an ongoing impact - 40% of Edgecumbe residents are still displaced impacting on struggling businesses
- Marketview data – almost \$1m down in spend for Edgecumbe (April-June 2017)



# Debriefing Recovery – In draft

Part A: Deconstructing Recovery Activities

Part B: An overview of key themes and insights

Part C: Toolbox of templates, processes and procedures

# Top Tips for getting started

1. Understand the event & impacted community
2. Go off-site, Co-locate and Collaborate
3. Retain EOC staff for transition
4. Consider local pressure and listen to the 'little noise'
5. Hunt for the right people, foster team spirit, get training & be mindful of health & wellbeing (it's stressful)
6. Be creative to access funds
7. Exercise management so you can make changes later



# Top Tips for keeping going

1. Team agility & flexibility, health & wellbeing
2. Celebrate successes and keep motivated
3. Embrace social media
4. Stay focused on the big goals
5. Don't underestimate MCDEMs/NRO's reporting needs
6. Work alongside community leaders
7. Make sure the right people are around the table



Any questions?





# Recovery Action Programme

**DRAFT**









*Ka manawanui!*

*I ēnei wā uaua, kia whai ō tātou hapori ki te tū kaha. E pā tonu mai ana ngā aituā huarere o Paengawhāwhā, engari kei te mahi tahi tātou ki te whakahou, ki te whakatū ngā āheinga kia whakapakari ai te hauora o te hapori.*

*He Mahere Whakaoranga Mahi tēnei hei hahau i te ara mō ngā waitara e heke mai nei hei mahia e mātou ki te taha o ngā hapori, iwi, me ngā hunga whaipānga.*

*I ngā marama e toru, kua maea mai te Tari Whakaoranga hei tari whakahononga o ngā roopu kāwanatanga o Aotearoa, kāwanatanga ā-kāinga, hapori me ngā kaitūao. He mihi tēnei ki a rātou mō o rātou tautoko.*

*Ka whai tonu mātou ki te tutuki ngā mahi ahakoa ngā piki me ngā heke, e arotahi ana mātou ki te hauora o te hapori.*

Our communities strive to be strong and steadfast during these testing times. As we continue to experience the ongoing impacts of the April weather events, we are united in a single purpose to restore and create opportunities that will enhance our community wellbeing.

This Draft Recovery Work Programme sets the scene for the recovery process to date and establishes pathways for navigating towards future plans and projects, in partnership with our communities, Iwi and other stakeholders.

Within three months, the Recovery Office has emerged as a truly collaborative organisation that has brought together a wide range of central and local government agencies, community organisations and volunteers. We acknowledge and are grateful for their support.

We will continue to adapt and respond to the challenges ahead with the wellbeing of our communities at the centre of everything we do.



Tony Bonne

MAYOR, WHAKATĀNE DISTRICT

# Contents

---

CONTENTS	4
EXECUTIVE SUMMARY	5
DIRECTION SETTING FOR RECOVERY IN OUR DISTRICT	6
WHY RECOVERY IS IMPORTANT	7
EX CYCLONES DEBBIE AND COOK	9
A FRAMEWORK FOR RECOVERY	12
STRATEGIC CONTEXT	15
RECONNECT - <i>TŪHONONGA</i>	21
RESTORE - <i>WHAKAHOU</i>	27
REBUILD – <i>WAIHANGA</i>	33
REGENERATE - <i>WHAKATIPU</i>	40
TIMING OF RECOVERY	44
INFLUENCING FACTORS	47
CO-ORDINATION AND INTER-AGENCY COLLABORATION	47
INFORMATION MANAGEMENT	48
RECOVERY GIS PROJECT	48
COMMUNICATION	48
COMMUNITY ENGAGEMENT	49
RISKS	49
APPENDIX I: ALIGNMENT TO existing STRATEGIES, POLICIES AND PLANS	50
APPENDIX II: GLOSSARY OF TERMS	52



# Executive summary

---

In early April 2017, the Whakatāne District experienced widespread damage to homes, property, businesses, farms, the natural environment and infrastructure as a result of the events generated by ex-Cyclone Debbie and ex-Cyclone Cook.

The primary goal for the Whakatāne District Recovery Programme is to restore and create opportunities to enhance our community wellbeing.

The recovery framework establishes five, interrelated environments of Community, Natural/Rural, Built, Economic and Partnership. Objectives and outcomes for each environment are outlined along with a range of success factors, milestones and indicative timeframes.

The Draft Whakatāne District Recovery Programme (Recovery Programme) is a living document that provides a starting point for determining a clear direction and pathway for rebuilding our communities in a future-focused way. It will be adapted in response to the changing needs of our communities and will be superseded by community led plans within the next two years.

DRAFT

# Direction setting for recovery in our District

---

This Draft Recovery Programme provides a clear direction for the initial recovery process in our District following the April 2017 floods. It is about rebuilding our communities in a future focused way, making the most of opportunities and paving the way towards a strong, resilient and successful Whakatāne District.

## Purpose

This is a living document, meaning that it will change, as needs change, as we work towards recovery. It aims to provide trigger points to ensure that we are always reflecting on what has been achieved, to ensure we move forward in the best way possible.

As such, it is important to acknowledge that this plan, at this point in time, reflects the actions and work-streams of the Recovery Office. Actions are predominantly geared towards meeting the intermediate needs of affected communities, such as clean-up, repairing homes, temporary housing for the many displaced families, and providing psycho-social support to those affected. In time, when those affected are ready to look forward, a more visionary and strategic community plan will be developed in a way that is community led (future).

To start these conversations, the Recovery Programme will provide a base to talk with Iwi, residents, businesses, farmers and partners throughout the District to hear and incorporate what is important for the recovery of affected communities and what they would like to see in the years ahead. Strong community leadership is evident, even amongst the most severely affected. Recovery processes therefore need to be community led as much as possible. It is envisaged that this may lead to an additional community plan, particularly for the Edgecumbe community - a plan developed by the community with support from the Recovery Office.

## Goal

*To restore and create opportunities to enhance our community wellbeing.*

This is the overarching goal for recovery. It is about putting people and the community at the heart of our planning.

In these early stages of recovery, it is about getting people back into their homes, making people feel safe, and supporting individuals, whanau, businesses and farmers. While doing this, we need to be future focused and we need to make the most of opportunities to ensure positive change for the future.

# Principles

To be able to achieve this goal, the following principles will guide our work

Principles for recovery actions	Principles for community engagement
<ul style="list-style-type: none"> <li>• Protect the health, safety and security of people, animals and property.</li> <li>• Locally-led, regionally co-ordinated, nationally supported.</li> <li>• Responsive to the concerns of the community.</li> <li>• Community engagement is central to recovery decisions.</li> <li>• Responsive to the concerns of the community.</li> <li>• Supporting and enabling community wellbeing.</li> <li>• Recognising and enhancing Iwi values and aspirations.</li> </ul>	<ul style="list-style-type: none"> <li>• Whakaute – Respect for each other as partners.</li> <li>• Pononga – Truthful and genuine engagement.</li> <li>• Kanohi ki te kanohi – Meeting in person.</li> <li>• Tikanga a Iwi – Iwi protocols and belief systems.</li> </ul>

## Why recovery is important

‘Recovery’ is defined in the Bay of Plenty Civil Defence Emergency Management Group Plan (2012-17) as the coordinated efforts and processes to effect the immediate, medium and long term holistic regeneration of a community following a disaster. Recovery is a developmental and remedial process with the main objective of efficiently organising the resources available to restore communities to the point where normal social and economic activities resume (Figure 1).

Figure 1: Stages of the recovery process





Recovery following Cyclones Debbie and Cook will bring about a 'new normal' for many. It is acknowledged that recovery is complex and time consuming. Recovery is also dynamic. For this recovery to be effective, we need to identify and address the short, intermediate and long-term needs of our communities. We aim to anticipate, monitor and be flexible in our response to the changing nature of the recovery activities to ensure strong and enduring community outcomes.

To do this effectively, community will be the focal point of the recovery process.

It is also useful to think about the three stages to recovery as three different approaches to recovery from the 2017 flooding event. These are illustrated in the above figure as "fix, focus, future".

The first short-term stage being 'fix'. This stage includes the immediate actions for completion to assist the community in the early days of recovery, to ensure communities can function as well as possible. This includes fixing roads (some on a temporary basis) emergency repairs on stopbanks, ensuring three waters (wastewater, stormwater and water supplies) are functioning adequately and emergency support for people (clothing, financial assistance and short-term temporary accommodation).

'Focus' is the second approach to recovery and includes the majority of measures and milestones discussed in this Recovery Programme. Approaches in this stage focus on supporting and assisting the community, businesses, farmers and the environment (built and natural) to recover in the best way possible.

'Future' is the final stage in the recovery process. As people are moving back into their homes, this is the stage for visioning, for making the most of any opportunities, and for the community to be at the heart of planning and decision-making about what is important for recovery in the future. It also signals the 'exit point' for the Recovery Team to hand-over to the community and to other agencies to continue the recovery process as part of their 'business as usual'. For example, the provision of psycho-social support, for those vulnerable individuals, whanau, businesses and farmers that may need support for many years to come.

# Ex Cyclones Debbie and Cook

On 6 April 2017, Whakatāne District experienced widespread damage to homes, property, businesses, farms and infrastructure as a result of the extreme rainfall events generated by ex-Cyclone Debbie and ex-Cyclone Cook.

A local state of emergency for Whakatāne District was declared on 6 April 2017 in response to ex-Cyclone Debbie.

Significant damage was caused by the stop-bank breach on College Road in Edgecumbe, causing widespread flooding and property damage in the Edgecumbe township. The storm also caused widespread farm damage, power outages and disruption to utilities and road networks across the District. Some rural communities were isolated for more than a week. The impact on the District is summarised in the following infographic (Figure 2).

Figure 2: Summary of the impact caused by ex-cyclones Debbie and Cook on the Whakatāne District



Table 1 summarises the main impacts under each environment area. This Draft Recovery Programme outlines the way forward for recovery from these events.

**Table 1: Summary of impacts from the flooding event for each environment.**

ENVIRONMENT	TYPE OF IMPACT	DESCRIPTION
Community	Essential needs	Essential needs, such as food, water, emergency shelter and other essentials were provided to displaced residents. Stress, anxiety, disrupted sleep, delayed decision making and other typical grief cycle behaviours were identified. Ongoing access to psycho-social support was identified as crucial for recovery.
	Evacuations	Many people were displaced for long periods as a result of the extensive damage to homes and properties due to the stop bank breach and the entire Edgecumbe Township being cordoned off. This resulted in the displacement of more than 1,600 residents in the township. The weather impact of ex-Cyclone Debbie also resulted in displacement of people from Tāneatua, Poroporo and the Rangitāiki Plains areas. Civil Defence Centres (CDC) were set up in Whakatāne, Awakeri and Kawerau and at a number of Marae to provide assistance and support to the affected population.
	Iwi	<i>Ngāti Awa</i> – affected whānau and communities, including Edgecumbe township. <i>Ngāti Manawa</i> – significant flooding affecting properties in surrounding areas within their rohe, including Waiohou, Murupara, Galatea. <i>Ngāti Rangitīhi</i> – flooding occurred mainly on farming properties and minor slips caused temporary road closures around Matatā. <i>Ngāti Whare</i> – Major road closures due to flooding and slips, including SH38 between Murupara and Minginui sustaining major damage and isolating communities in Te Whāiti, Minginui and Ruatāhuna. <i>Tūhoe</i> – Major road closures and flooding to properties and businesses within the rohe.
	Remote communities	A number of remote rural communities (Ruatāhuna, Te Mahoe, Rūātoki and Te Whāiti) were isolated, some for over a week, as a result of loss of road access. Road access to all communities has since been restored but ongoing road works will continue for some time as the damage was extensive. Services, including power, water and wastewater, were also disrupted in some rural communities.
	Animal welfare	Whakatāne SPCA, a Massey University expert, a National SPCA team, and Council’s Animal Control managed the initial process to retrieve animals from the cordoned area. Most pets were reunited with their owners. A small number of pets and livestock were found deceased.
Natural & Rural	Rural	Approximately 1,400 hectares of rural properties were impacted, including the need for: <ul style="list-style-type: none"> <li>• Re-grassing of farms – for individual farmers, this could be anywhere from 10-100 percent of their farms.</li> <li>• Clean-up of properties – rural communities requested assistance with clearing trees, restoring fences, and cleaning up the debris.</li> <li>• Long term farm management and planning – assistance with long-term planning needs, management of winter feed, stocking options and fertiliser.</li> </ul>
	Water drainage	Flooding, resulting from the left stop bank breach at College Road, tracked north-west towards the sewage ponds of Soldiers Road. This then combined with water which over-flowed out of the Omeheu Canal next to the ponds. The combination of these two waters extended over the Western Drain stop bank into Edgecumbe south, exceeding the capacity of the pump station.





# A framework for recovery

A framework is provided in the plan to enable the coordinated effort of actions and processes that need to be, or have been, put in place to manage the recovery process so far.

Five environments, or parts to recovery, are identified in the Plan:

- Community *Tūhononga* Reconnecting our communities
- Natural / Rural *Whakahou* Restoring the natural and rural environment
- Built *Waihanga* Repairing our homes and restoring our communities
- Economic *Whakatipu* Regenerating the economy
- Partnerships *Mahi Kotahi* Working with Iwi in partnership

To be successful, all parts must be developed together with the community always at the centre and the Partnerships environment interwoven throughout (Figure 3). It should be noted that there are many linkages between each environment. Together, they all contribute to the strategic recovery goal – to restore and create opportunities to enhance our community wellbeing.

Figure 3: Environments for recovery



## Recovery outcome framework

To achieve this overarching goal, each environment has its own. These specify what we are aiming to achieve across each environment. Linked to each environment's objective is a series of corresponding outcomes. Actions and activities within the recovery process, at times, overlap however they always aim to achieve the objectives and outcomes for one or more environment. As described above, many of the actions at this stage of recovery are firmly set on the 'focus' phase, while still keeping the 'future' phase front of mind.

'Recovery Outcome Frameworks' are outlined later in this plan, including measures, risks and opportunities for each outcome statement. These were developed by the Recovery Team through a series of workshops to set the strategic direction for recovery and to ensure we stay 'on-course'. They were also developed to answer the following key questions:

- What do we aim to achieve?
- How will we know that we are achieving it?
- How will we measure success?
- What milestones and targets are we aiming for?
- Who is responsible and what is the timeframe for delivery?

## How will we know if we are successful?

The set of key measures will be used to monitor the achievement of objectives. Refer to the recovery outcome frameworks under each environment presented in the following sections. These set out success factors and measures for each outcome.

Data will be published regularly and in a range of formats e.g. infographics and comparative data against pre-disaster baselines as a gauge of recovery progress.

Monitoring measures will be adapted over time to ensure they are relevant, and reflect the changing nature of recovery activities.



Figure 4: Objectives and outcomes for each environment.

 <p>Reconnect Tūhononga</p>	<h2>RECONNECTING OUR COMMUNITY</h2> <p><i>Communities that have been adversely affected by flooding are restored to what they were previously, and where possible, enhanced.</i></p> <table border="0"> <tr> <td data-bbox="456 450 600 517">Welfare and Wellbeing</td> <td data-bbox="740 450 1394 517">Essential needs of individuals and whānau are met, and community health &amp; wellbeing are supported.</td> </tr> <tr> <td data-bbox="456 557 592 589">Community</td> <td data-bbox="740 557 1406 589">Community spirit, pride and resilience are strengthened.</td> </tr> <tr> <td data-bbox="456 629 683 660">Home by Christmas</td> <td data-bbox="740 629 1406 696">Families / whānau have moved back into their homes by Christmas.</td> </tr> </table>	Welfare and Wellbeing	Essential needs of individuals and whānau are met, and community health & wellbeing are supported.	Community	Community spirit, pride and resilience are strengthened.	Home by Christmas	Families / whānau have moved back into their homes by Christmas.
Welfare and Wellbeing	Essential needs of individuals and whānau are met, and community health & wellbeing are supported.						
Community	Community spirit, pride and resilience are strengthened.						
Home by Christmas	Families / whānau have moved back into their homes by Christmas.						
 <p>Restore Whakahou</p>	<h2>RESTORING THE NATURAL AND RURAL ENVIRONMENT</h2> <p><i>The natural environment is restored and enhanced, where possible, and the primary sector community returns to a new normal.</i></p> <table border="0"> <tr> <td data-bbox="456 1099 727 1131">Primary Sector Support</td> <td data-bbox="802 1099 1430 1167">The primary sector is fully supported and functioning within a new normal.</td> </tr> <tr> <td data-bbox="456 1207 711 1238">Environmental Effects</td> <td data-bbox="802 1207 1477 1305">The impact of the flood and its recovery does not leave lasting negative environmental effects on our land and in our water.</td> </tr> </table>	Primary Sector Support	The primary sector is fully supported and functioning within a new normal.	Environmental Effects	The impact of the flood and its recovery does not leave lasting negative environmental effects on our land and in our water.		
Primary Sector Support	The primary sector is fully supported and functioning within a new normal.						
Environmental Effects	The impact of the flood and its recovery does not leave lasting negative environmental effects on our land and in our water.						
 <p>Rebuild Waihanga</p>	<h2>REPAIRING OUR HOMES AND RESTORING OUR COMMUNITIES</h2> <p><i>Housing, infrastructure, facilities and services are repaired.</i></p> <table border="0"> <tr> <td data-bbox="456 1677 552 1709">Housing</td> <td data-bbox="802 1677 1453 1744">There is adequate housing supply and damaged homes are repaired to a liveable standard.</td> </tr> <tr> <td data-bbox="456 1785 616 1816">Infrastructure</td> <td data-bbox="802 1785 1449 1852">Infrastructure and services are restored and stop-bank repairs provide protection for the community.</td> </tr> </table>	Housing	There is adequate housing supply and damaged homes are repaired to a liveable standard.	Infrastructure	Infrastructure and services are restored and stop-bank repairs provide protection for the community.		
Housing	There is adequate housing supply and damaged homes are repaired to a liveable standard.						
Infrastructure	Infrastructure and services are restored and stop-bank repairs provide protection for the community.						



Regenerate  
Whakatipu

## REGENERATING THE ECONOMY

*Sustainable business activity is re-established, and where possible, enhanced.*

### Business Continuity

Support is targeted to help restore businesses and to provide certainty around business and employment continuity.



## PARTNERSHIP

*Working with Iwi to identify and prioritise opportunities that may include:*

- Giving effect to Iwi values through collaborative engagement
- Recognising natural, cultural and historical heritage
- Enabling partnership approaches to projects that are aligned to the recovery phase and beyond.

## Strategic context

The Whakatāne District Recovery Project does not operate in isolation. This section demonstrates strategic alignment with the Whakatāne District and Bay of Plenty Regional Councils' strategic intentions. Local government plays a crucial role in recovery and the two councils are working closely together, alongside central government agencies and other organisations, in the recovery process.

### Whakatāne District Council

Council's overarching plan is documented in the Long Term Plan (LTP), a ten-year plan updated every three years. The LTP 2015-2025 sets out the Council's vision which is a high-level, key driver for all its activities:

*To be known as the place of choice for people to live, work and play. In achieving our vision, our community will be safe and inhabited by people who are friendly and caring, businesses will be thriving, there will be respect for, and pride in our history and we will be successful guardians of our natural environment.*

Council's purpose is to lead the Whakatāne District to meet the current and future needs of our community through good governance, leadership and advocacy; integrated long-term planning; effective and reliable community infrastructure; and, outstanding service delivery.

Community outcomes are a high-level set of desired goals that the Council aims to achieve. They help guide and inform planning and the setting of priorities. Recovery activities are directly linked with the following community outcomes and associated goals as outlined in the Council’s LTP (Figure 5). Of particular relevance is the Council’s goal to create ‘safe communities’. In accordance with the ‘Effective Leadership’ community outcome, the Recovery Project will work in partnership with the community to achieve transparent and inclusive decision making.

Figure 5: Whakatāne District Council relevant community outcomes and goals

Effective leadership	Community needs	Valuing our environment	Reliable and affordable infrastructure
<ul style="list-style-type: none"> <li>• Be visible, strong, have a clear vision and listen to all sectors of the community</li> <li>• Work in partnership with iwi and the community</li> <li>• Ensure accountability to the community through transparent, open and inclusive decision making</li> <li>• Respond and advocate on community issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Create vibrant, connected and safe communities</li> <li>• Support healthy, active communities</li> <li>• Build inclusive communities</li> <li>• Value, celebrate, promote and protect Māori culture.</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainably manage the natural and physical resources</li> <li>• Recognise and protect places of natural and cultural heritage</li> <li>• Proactively plan for growth and ensure the effects and costs are managed.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide infrastructure that facilitates growth and development</li> <li>• Ensure people, infrastructure and the environment are protected from natural disasters</li> <li>• Sustainably manage community assets.</li> </ul>



# Bay of Plenty Regional Council

Bay of Plenty Regional Council also has an overarching ten year Long Term Plan (LTP) with the BOPRC's vision:

*Thriving together – “mō te taiao, mō ngā tāngata”.*

BOPRC's LTP identifies five community outcomes that are depicted in Figure 6.

Figure 6: BOPRC vision and community outcomes.



## 1. Water quality and quantity

Our water and land management practices maintain and improve the quality and quantity of the region's water resources.

## 2. Environmental protection

We maintain and enhance regional biodiversity and our air, land, freshwater, geothermal and coastal resources for the benefit of our communities. We support others to do the same.

## 3. Resilience and safety

Our planning and infrastructure provides resilience to natural hazards and flooding so that our communities' safety is improved and maintained.

## 4. Regional collaboration and leadership

We have established the region's priorities and strategic direction with our partners and communities. We have collaborated to achieve integrated planning across the Bay of Plenty.

## 5. Economic development

We facilitate and enable initiatives that boost the region's economic performance.

## Iwi

Iwi are leaders in business, service provision and community development activities throughout the Whakatāne District. Māori also make up 40% of those usually living in the Whakatāne District (Census 2013). As such, Iwi do, and will, play a pivotal role as a strategic partner alongside the Recovery Team throughout this project.

An Iwi Engagement Plan has been developed to outline the Whakatāne District Recovery Project's strategy to engage with Iwi Authority partners in the Whakatāne District and how the project will work with Māori. Other avenues will also be utilised to ensure iwi engagement, including:

- Rangitāiki River Forum – established to protect and enhance the Mauri of the Rangitāiki River and its tributaries.
- Komiti Māori, Bay of Plenty Regional Council – sets the operational direction for Regional Council's legislative obligations to Māori.
- Iwi Chairs Forum, Whakatāne District Council – established through the Whakatāne District Council to enable the strategic issues of mutual interest between Council and Iwi to be discussed, and to realise opportunities for integration and coordination.
- Ngāti Awa affiliated organisations – Ngāti Awa Social and Health Services (NASH) and Ngāti Awa Volunteer Army (NAVA) have both made prominent contributions to the response and recovery project.
- Te Rūnanga o Ngāti Awa
- Te Uru Taumatua
- Te Rūnanga o Ngāti Whare
- Te Rūnanga o Ngāti Manawa

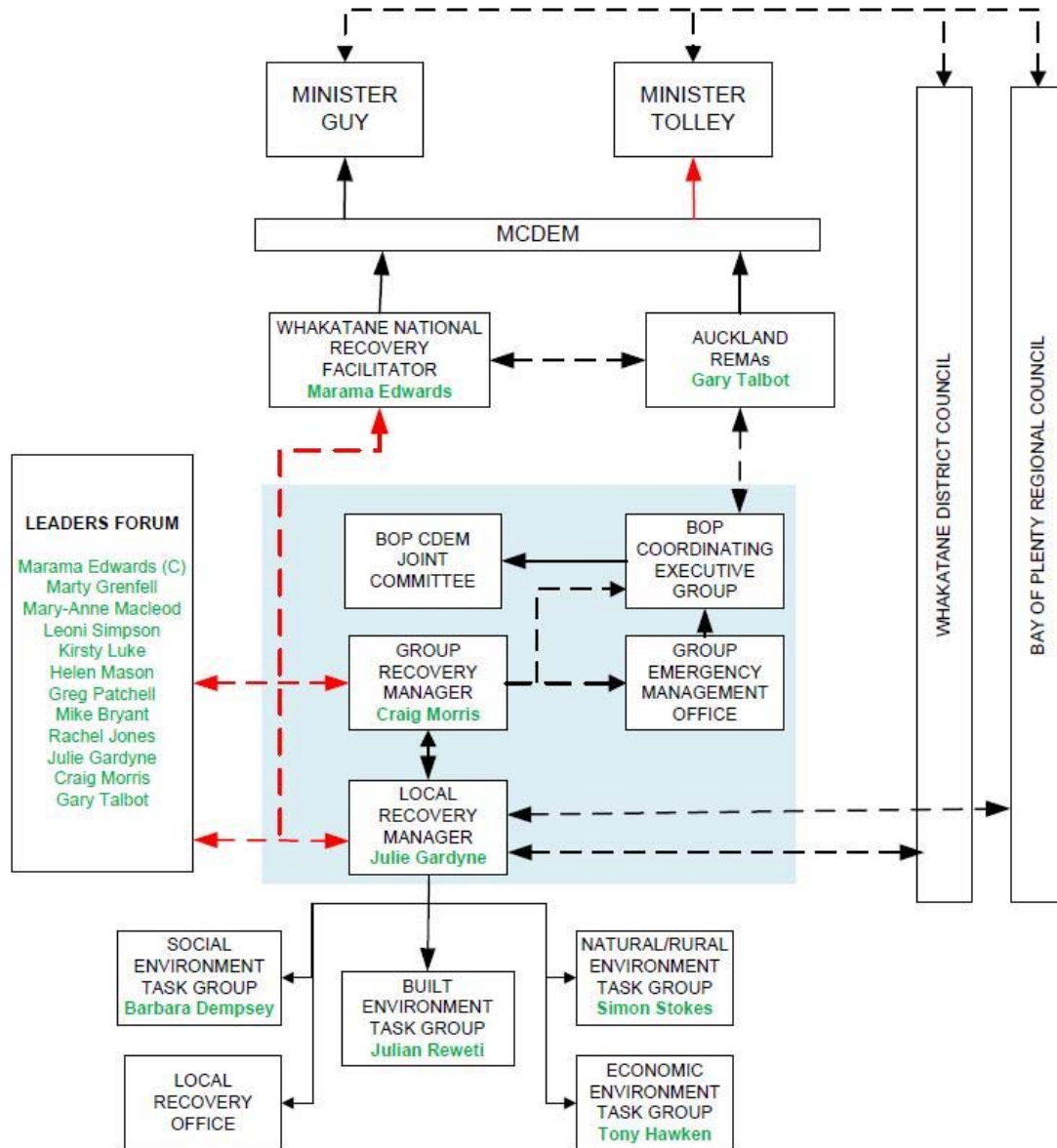
## Central government and recovery

Support from central government in the recovery process has been crucial. Organisation of the wider national recovery process is depicted in Figure 7. It should be noted that this diagram does not take into account the many other agencies that have been key to the recovery process. Such government agencies include:

- Ministry of Business, Innovation and Employment (temporary housing and business support)
- Ministry of Primary Industries (support for farmers)
- Ministry of Social Development (Work and Income through emergency grants)
- Ministry of Health (District Health Boards providing psycho-social support for affected residents).
- Te Puni Kokiri, Ministry of Māori Development – support for hapū and iwi.

For a description of strategic considerations for recovery relating to national, regional, and district regulatory and planning frameworks administered through the Civil Defence Emergency Management Act 2002 (CDEMA), Resource Management Act 1991 (RMA) and the Local Government Act 2002, refer to Appendix I.

Figure 7: Organisational structure for recovery



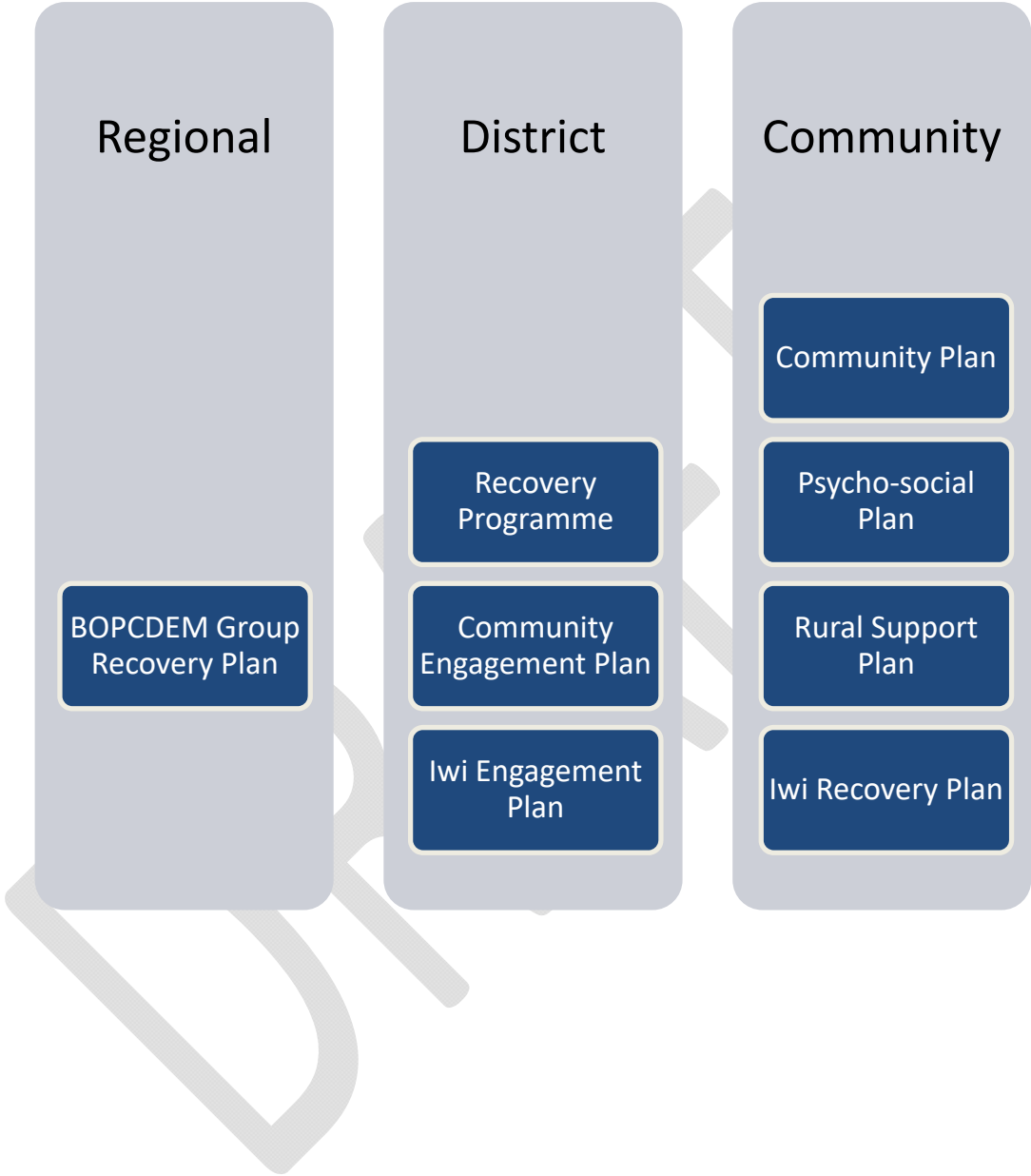
## How the Recovery Programme aligns to other policies and plans

Figure 8 illustrates that the Recovery Programme aligns with other policies and plans at the regional, district and community level. The *Bay of Plenty Civil Defence and Emergency Group Recovery Plan 2015* is to ensure a sound recovery capability across the Bay of Plenty Civil Defence Emergency Management Group (the Group) by confirming the recovery arrangements, including roles and responsibilities, structures and processes, required to support local disaster recovery management. Figure 8 also illustrates that the three documents (Recovery Programme, Community Engagement Plan and the Iwi Engagement Plan) will work in together to support recovery at the District level. Other community plans have or will be developed to support different groups to recover. For example, the District Heath Board’s Psycho-social Plan and Iwi developed Iwi Recovery Plan(s). As discussed above, a community plan is also envisaged.



An outline of how the Recovery Programme aligns with key legislation and policies refer to Appendix I.

Figure 8: Alignment with other plans and policies





# Reconnect - *Tūhononga*

## RECONNECTING OUR COMMUNITY

### WHAT ARE WE AIMING TO ACHIEVE?

*Communities that have been adversely affected by flooding are restored to what they were previously, and where possible, enhanced.*

<b>Welfare and Wellbeing</b>	Essential needs of individuals and whānau are met, and community health & wellbeing are supported.
<b>Community</b>	Community spirit, pride and resilience are strengthened.
<b>Home by Christmas</b>	Families / whānau have moved back into their homes by Christmas.

---

## Issues for reconnecting the community

Looking forward from the event, key issues for community recovery include:

- Providing a range of suitable temporary housing solutions that meet the range of needs of families / community.
- Ensuring houses are dry and warm leading into winter.
- Ensuring homeowners avoid health issues, by not moving back into flood damaged homes prematurely.
- Securing available skilled trades-people to progress house repairs.
- Financial issues for both insured and uninsured (home and contents) homeowners.
- Financial pressure for displaced families with the cost of temporary housing and mortgage payments.
- Transportation costs for those who have to travel further to reach work, health services and other services due to closed roads, particular in Te Urewera.
- Access to education, health and other services for those temporarily living away from home.
- Identifying and appropriately supporting those who are needing psycho-social support, particularly those vulnerable members of the community.
- Community acceptance and the use of services provided to support those affected individuals and whanau.
- Stakeholder and iwi agreement with process and service delivery.
- Medium and long term stress levels in the community. This may be associated with insurance issues, delays in returning home, financial pressures, concerns about safety, and will require ongoing monitoring.
- Community expectations not being met in relation to timing of activities and delivery of service.
- Ensuring that there is some respite from recovery activities through community events.

## Key projects

Key projects have been developed to ensure recovery needs are being met. The key community projects are the establishment of Navigators to provide wrap around services for those who need long term psycho-social and other types of support; Te Tari Awhina Community Hub and other centres; temporary housing to meet a range of housing needs; and the coordination of events to provide some respite for the community from recovery activities.

## Navigators

As with any disaster, we need as much help as we can get to repair the physical damage caused, but also the emotional and social impacts resulting from the flood. With this in mind, we therefore aim to create opportunities to rebuild and strengthen our communities – to help restore community resilience.

Independent Navigators work with vulnerable individuals and families to provide long term assistance to access the appropriate support and help that is needed from different agencies. Navigators identify and communicate with relevant agencies to ensure wrap around services are delivered across sectors to their clients. Agencies approached by navigators may include the DHB, Police, MSD, MBIE, MPI and a number of non-government organisations and community groups such as The Salvation Army. Through the navigators well-established networks, support will be provided to flood affected people (family, financial, housing and emotional well-being).

## Community Hubs

Te Tari Awhina Community Hub has been established in Edgecumbe, along with others in Murupara, Kawerau and Whakatāne, for the purpose of providing a shared community and agency hub that:

- ensures co-ordinated care in an ongoing way by co-location of wellness providers
- offers a single point of access for assistance for all recovery needs (building, wellness, insurance)
- provides 'triage' and appropriate needs assessment
- delivers more intensive case management functions as required
- offers a range of wellness programmes
- provides information management, including management of a data base with proactive follow up of registrants of Edgecumbe floods
- provides desk space for support agencies (hot-desks).

## Temporary housing

MBIE is coordinating and taking registrations for finding suitable temporary accommodation / housing for those individuals and whānau with flood affected properties. For those needing financial assistance, MSD may be able to provide support. The Whakatāne District Council and MBIE are establishing temporary portacabins on resident's properties while houses are being repaired and at the Whakatāne Holiday Park for those that are unable to be located on homeowner sites.

## Events coordination

This project aims to create opportunities to rebuild and strengthen our communities – to help restore community resilience. We are working on many community projects across the District, including the coordination of events to provide affected residents an opportunity to reconnect with their community as well as to strengthen the emotional and social wellbeing of individuals and family/whānau, many of whom have been displaced.

A community events and activities programme will be established that enlivens flood affected communities, enhances community connections and builds community resilience.

# Recovery Outcome Framework – reconnecting our community

All actions and activities for the community environment aim to achieve the objectives and outcomes to 'reconnect our community'. A Recovery Outcome Framework for the Community Environment is outlined on the following page, along with measures, risks and opportunities for each outcome statement.



# Reconnect (Tūhononga) our Community

Communities that have been adversely affected by flooding are restored to what they were previously, and where possible, enhanced.



## Objective

Our desired future state

Outcome What success will look like	<b>Welfare and Wellbeing</b> Essential needs of individuals and whānau are met, and community health & wellbeing are supported.				
Approach How we will get there	Success Factors <i>How we know if we are achieving the objective</i>	Measures <i>The things we measure to show change in success factors</i>	Milestones <i>The deliverables or targets that we will meet</i>	Owner <i>Who is responsible</i>	Target Timeframe <i>When will it be done by</i>
<b>Approach</b> How we will get there	Essential needs of flood affected individuals and whānau are met.	<ul style="list-style-type: none"> <li>Baseline data:                             <ul style="list-style-type: none"> <li>needs assessment findings</li> <li>triage activity (assessing priority needs)</li> </ul> </li> <li>Monitoring number of affected residents requesting financial and other support from agencies (i.e. MSD, MBIE, MPI, Police, WRO).</li> <li>Monitoring number of people visiting Te Tari Awhina and other community hubs requesting support and assistance.</li> <li>Monitoring number of rural and urban affected people seeking access for psycho-social support.</li> </ul> See also: Home By Christmas (Page 5)	<ol style="list-style-type: none"> <li>Community Hubs established in Edgecumbe, Kawerau, Murupara and Whakatāne.</li> <li>Psycho-social recovery plan is developed, agreed and implemented.</li> </ol>	<ol style="list-style-type: none"> <li>WRO &amp; other agencies</li> <li>DHB</li> </ol>	<ol style="list-style-type: none"> <li>May (Edgecumbe) June (others)</li> <li>June 2017 &amp; ongoing</li> </ol>
	Individuals and whanau with ongoing needs are supported by Navigators, who provide wrap-around services and assistance.	<ul style="list-style-type: none"> <li>Number of contacts made with Navigators, number of actively managed cases, and number of referrals.</li> </ul>	<ol style="list-style-type: none"> <li>Research, development and successful implementation of a 'fit for purpose' navigator service.</li> <li>Services to the community are developed which outlines a range of reactive and proactive strategies.</li> <li>Community partners made up of local authorities, iwi and central government agencies convene and collaborate on joined up wrap around service delivery for the wellbeing of affected residents.</li> <li>Navigator Oversight Committee in place to monitor progress.</li> <li>Insurance support with links to Community Law Canterbury.</li> </ol>	<ol style="list-style-type: none"> <li>WRO/DHB</li> <li>WRO/DHB</li> <li>WRO</li> <li>WRO</li> <li>WRO</li> </ol>	<ol style="list-style-type: none"> <li>June 2017 &amp; ongoing</li> <li>June 2017 &amp; ongoing</li> <li>July 2017</li> <li>September 2017</li> <li>October 2017</li> </ol>
<b>Risks</b> The key things that could prevent us achieving this goal	<b>Risk</b>		<b>Mitigation</b>		
	– Lack of ongoing support/focus from community partners (including NGOs)		Ongoing meetings to ensure buy-in.		
	– Lack of funding provided.		Accurate and timely information that illustrates continued need for community recovery.		
	– Increase in anti-social behaviour e.g. crime, family violence		Planned events and other actions that link communities mitigate this risk. Continued Police presence in Edgecumbe.		
	– Inconsistent objectives and work plans across agencies.		Set common objectives, timeframes and work-plans across agencies.		
	– Availability of temporary housing does not meet demand.		Continue to work in collaboration with MBIE to set realistic milestones and timeframes.		
	– Data, information not shared or leaked.		Adopt robust data and information security procedures.		
<b>Opportunities</b> Things that could help us better achieve this goal	<b>Opportunity</b>		<b>Owner</b>		
	– Ongoing stronger representation from government agencies to support wellbeing.		Police + DHB		
	– Building capacity for organisations already working in this space e.g. psycho-social training, greater networking opportunities and improved funding support.		Government agencies and NGOs WDC		
	– Government agencies working together strengthening relationships and networks.		Government agencies		
	– Better preparedness for Civil Defence activities i.e. insurance up-to-date, civil defence plans, structures and processes in place.				

# Reconnect (Tūhononga) our Community

Communities that have been adversely affected by flooding are restored to what they were previously, and where possible, enhanced.



## Objective

Our desired future state

Outcome	Community				
What success will look like	Community spirit, pride and resilience are strengthened.				
Approach	Success Factors	Measures	Milestones	Owner	Target Timeframe
How we will get there	<i>How we know if we are achieving the objective</i>	<i>The things we measure to show change in success factors</i>	<i>The deliverables or targets that we will meet</i>	<i>Who is responsible</i>	<i>When will it be done by</i>
	The community has confidence in the river control measures.	<ul style="list-style-type: none"> <li>Community perceptions of life and property safety.</li> <li>Housing occupancy levels, including rentals.</li> <li>Monitoring of property values through next rates evaluation.</li> </ul>	<ol style="list-style-type: none"> <li>Perception survey on safety returns back to pre-flood levels within 2 years.</li> <li>Property values readjust within 3 years.</li> </ol>	<ol style="list-style-type: none"> <li>WRO</li> <li>WRO</li> </ol>	<ol style="list-style-type: none"> <li>2019</li> <li>2020</li> </ol>
	Community groups and clubs are fully functioning.	<ul style="list-style-type: none"> <li>Number of clubs and groups functioning are at least at pre-flood numbers.</li> </ul>	<ol style="list-style-type: none"> <li>List of community groups &amp; clubs opening and closing demonstrate continuity.</li> </ol>	<ol style="list-style-type: none"> <li>WRO</li> </ol>	<ol style="list-style-type: none"> <li>August 2017</li> </ol>
	Regular events provide respite from recovery activities.	<ul style="list-style-type: none"> <li>Number of events held and participated in.</li> </ul>	<ol style="list-style-type: none"> <li>A calendar of monthly events and community development activities has been planned out to reach a wide range of the community, including school holiday care programme.</li> <li>Community expo's and open days will be held to provide timely information to affected residents on a range of topics (e.g. insurance, health, Liveable Homes Project, Worksafe etc.)</li> </ol>	<ol style="list-style-type: none"> <li>WRO</li> <li>WRO/RCB</li> </ol>	<ol style="list-style-type: none"> <li>Commence June 2017</li> <li>Commence July 2017</li> </ol>
	Community is empowered to plan for the future.	<ul style="list-style-type: none"> <li>Community participation in vision and planning workshops.</li> </ul>	<ol style="list-style-type: none"> <li>Community group develops Community Plan with WDC support.</li> <li>A community engagement plan is developed and implemented.</li> <li>An iwi engagement plan is finalised and implemented.</li> </ol>	<ol style="list-style-type: none"> <li>RCB</li> <li>WRO</li> <li>WRO</li> </ol>	<ol style="list-style-type: none"> <li>Commence Sept. 2107</li> <li>June 2017</li> <li>July 2017</li> </ol>
	Community leadership is fostered, empowered and fully engaged in recovery activities.	<ul style="list-style-type: none"> <li>Community leaders are linked and participate in recovery activities.</li> <li>Ongoing meetings as requested.</li> </ul>	<ol style="list-style-type: none"> <li>Community acknowledge or commemorate event in a way that the community deems appropriate.</li> <li>Ongoing use of the community leaders group.</li> </ol>	<ol style="list-style-type: none"> <li>Comm.</li> <li>WRO</li> </ol>	<ol style="list-style-type: none"> <li>June 2018</li> <li>Ongoing</li> </ol>
	Volunteers are coordinated to ensure skill sets are matched with need across the district.	<ul style="list-style-type: none"> <li>Number of volunteers.</li> <li>Number of activities successfully completed by volunteers.</li> <li>Support provided to volunteers coordinating donated goods.</li> </ul>	<ol style="list-style-type: none"> <li>Volunteer coordinator is in place; process to connect work with volunteers is developed and the donation of appropriate materials is sought.</li> </ol>	<ol style="list-style-type: none"> <li>WRO Service Groups Corporate Groups</li> </ol>	<ol style="list-style-type: none"> <li>July 2017 (process in place)</li> </ol>
Risks	Risk	Mitigation			
The key things that could prevent us achieving this goal	– Negative public reaction to recovery actions.	Effective and timely public communications and work closely with community leaders.			
	– Loss of confidence in Council and other agencies.	Effective and timely communications. Transparent and inclusive decision making processes are in place.			
	– Displaced and fatigued community is dis-engaged in recovery processes and actions.	Community engagement is led by community leaders. Community plan is developed 'for and by' the community.			
	– Loss of community facilities and key services (e.g. supermarkets, medical services.)	Recovery Office to advocate for services to be reinstated as early as possible.			
	– Lack of central government support (resources and financial).	Maintain good working relationships with the NRO and other central government agencies.			
	– Lack of involvement / support from key community stakeholders e.g. EDIT	Maintain close relationships with community groups and community leaders.			

Reconnect (Tūhononga) our Community – *continued*

Opportunities	Opportunity	Owner
Things that could help us better achieve this goal	– Well connected community groups, support networks and neighbourhoods are formed.	Community
	– Through the community plan process, the community has the opportunity to design and restore parks, public spaces and roadside berms.	Community
	– New community leaders and community groups are identified through the recovery process which are supported and developed.	WRO
	– Existing community groups are further developed.	Community WRO
	– Clear strategic vision for the community is formed that brings together stakeholders, government agencies, councils, NGOs, Iwi and others.	Community (with WRO support)

DRAFT



# Reconnect (Tūhononga) our Community

Communities that have been adversely affected by flooding are restored to what they were previously, and where possible, enhanced.



## Objective

Our desired future state

Outcome	Home by Christmas				
What success will look like	Families/whānau have moved back into their homes by Christmas.				
Approach	Success Factors	Measures	Milestones	Owner	Target Timeframe
How we will get there	<i>How we know if we are achieving the objective</i>	<i>The things we measure to show change in success factors</i>	<i>The deliverables or targets that we will meet</i>	<i>Who is responsible</i>	<i>When will it be done by</i>
	Families are back in their homes.	<ul style="list-style-type: none"> <li>Number of affected homes reoccupied</li> <li>Number of people registered as requiring temporary accommodation versus number resolved.</li> <li>Number of people receiving payment for billeting (MSD).</li> </ul>	<ol style="list-style-type: none"> <li>Process developed to monitor the repair progress</li> <li>“Welcome home” packs developed.</li> <li>At least 90% of affected families/whānau available are back in their homes by Christmas 2017.</li> </ol>	<ol style="list-style-type: none"> <li>WRO</li> <li>Red Cross</li> <li>WRO</li> </ol>	<ol style="list-style-type: none"> <li>June 2017</li> <li>July 2017</li> <li>90% by Christmas 2017<sup>1</sup></li> </ol>
	Affected families have the household essentials needed to ensure at least a basic standard of living.	<ul style="list-style-type: none"> <li>Essential household needs are matched with the supply of donated goods.</li> </ul>	<ol style="list-style-type: none"> <li>Process agreed for managing donated goods</li> </ol>	<ol style="list-style-type: none"> <li>Pou Whakaaro Te Teko Hall Countdown (Rotary Whakatāne West)</li> </ol>	<ol style="list-style-type: none"> <li>June 2017</li> </ol>
Risks	Risk		Mitigation		
The key things that could prevent us achieving this goal	– Timeframe ‘creep’ from delays in recovery processes that impact on people and communities.		Monitor timeframes and resourcing.		
	– Lack of resource in WDC building team and increased workload causes delays in the building consent process.		Resource the building team adequately to cope with the increase in building consents.		
	– Barriers to housing restoration e.g. delays in insurance pay-outs, availability of tradespersons and building materials.		Maintain good working relationships with insurance companies and monitor timeframes and resourcing.		
	– Lack of funding available for Liveable Homes Project.		Clear and effective communication with potential funders about the benefit of the Liveable Homes Project.		
Opportunities	Opportunity		Owner		
Things that could help us better achieve this goal	– Housing in affected areas is upgraded with initiatives that improve health outcomes e.g. insulation.		WRO EBET		
	– Template developed for insurance agencies in relation to information sharing aimed at aiding the recovery process for future events.		WRO Insurance Council and key insurance agencies		



# Restore - Whakahou

## RESTORING THE NATURAL AND RURAL ENVIRONMENT

### WHAT ARE WE AIMING TO ACHIEVE?

*The natural environment is restored and enhanced, where possible, and the primary sector is fully functioning.*

<b>Primary Sector Support</b>	The primary sector is fully supported and functioning within a new normal.
<b>Environmental Effects</b>	The impact of the flood and its recovery does not leave lasting negative environmental effects on our land and in our water.

---

## Issues for restoring the natural and rural environment

Some of the issues that may influence the recovery of the rural and natural environment include:

- 75 farms were affected by flooding, mostly dairy farms (4,100 cows were removed from the flood area).
- Maize growers were significantly impacted with some suffering 100% crop loss.
- Of the 16 affected dairy farms surveyed, 2,000 hectares were affected by silt and 40 percent needed re-grassing.
- Of the 16 affected farms surveyed, the average cost to farms was estimated as \$123,000 per farm, \$435 per cow, which ranges from \$0.70c/kg to \$2.40/kg per milk solid.
- Debt levels for farmers may be significant from loss of stock and/or crops.
- Some farmers may have sustained loss in production for a significant time period.
- Financial and other pressures has led to the need for psycho-social support for farmers.
- Ensuring affected lifestyle block owners are supported to ensure they do not fall through the gaps between urban and rural support.
- Longer term projects to address erosion, biosecurity and biodiversity issues.
- Remedial works adequately consider the appropriate management of cultural sites.

## Key projects for short-term recovery needs

Key projects to ensure immediate recovery needs are being met have been developed.

### Enhanced Task Force Green

Funding has been provided for Task Force Green workers to clean up rural and open spaces. This includes clean-up of debris, fencing and fallen trees.

### Rural Support Trust

The Rural Support Trust has been pivotal in working with rural communities and individual farmers to provide information and good access to quality and timely advice and support to assist farmers to become fully functional as soon as possible. This support has also included networking events and activities to provide respite from recovery activities, as well as psycho-social support for those identified as 'in need'.

### Environmental projects

A number of Bay of Plenty Regional Council projects aim to mitigate any long term effects from the flood on the environment, including on our land and in our water. Work programmes include the testing of contaminated land, identifying and managing biodiversity sites that have been impacted, ensuring the management of any biosecurity incursions, as well as repairing the over 500 erosion sites that resulted from the severe weather event.

### Erosion project

Significant erosion has been observed across many of the rivers in the Whakatāne District as a result of the April rainfall events. This project aims to quantify the extent of erosion as well as gaining a better understanding of the area of silted land through aerial photography. Rivers currently included in the scope of the project are Whakatāne, Waimana, Rangitāiki, Waiohau, Whirinaki and the Horomanga.

## Recovery Outcome Framework – restoring the natural and rural environment

All actions and activities for the natural and rural environment aim to achieve the objectives and outcomes to 'Restore the Natural and Rural Environment'. A Recovery Outcome Framework for the Natural and Rural Environment is outlined on the following page.



## Objective

Our desired future state

# Restoring the Natural & Rural Environment

The natural environment is restored and enhanced, where possible, and the primary sector community returns to a new normal.



Outcome What success will look like	<h2 style="text-align: center;">Primary Sector Support</h2> <p style="text-align: center;">The primary sector is fully supported and functioning within a new normal.</p>				
	<b>Success Factors</b> <i>How we know if we are achieving the objective</i>	<b>Measures</b> <i>The things we measure to show change in success factors</i>	<b>Milestones</b> <i>The deliverables or targets that we will meet</i>	<b>Owner</b> <i>Who is responsible</i>	<b>Target Timeframe</b> <i>When will it be done by</i>
<b>Approach</b> How we will get there	Essential needs of flood affected rural individuals and families are met.	<ul style="list-style-type: none"> <li>Baseline data:</li> <li>Initial needs assessment findings are addressed</li> <li>Triage activity by RST Facilitator</li> <li>Monitoring number of people requesting and receiving financial and other support in the rural sector (MSD, MBIE, Health, IRD, banks, RST).</li> <li>Monitoring number of people applying for MPI fund, Mayoral Relief Fund.</li> </ul>	<ol style="list-style-type: none"> <li>Recovery Action Plan developed for rural sector.</li> <li>Regional Rural Economic Impact Assessment</li> </ol>	<ol style="list-style-type: none"> <li>RST, MPI, WRO</li> <li>MPI</li> </ol>	<ol style="list-style-type: none"> <li>September 2017</li> <li>Commence September 2017</li> </ol>
	Clean-up of rural properties complete and essential farming infrastructure fully operational.	<ul style="list-style-type: none"> <li>Number of properties assisted with clean-up (ETFG)</li> <li>Number of river repairs/works outstanding</li> <li>The number of outstanding properties with essential infrastructure is not operational</li> </ul>	<ol style="list-style-type: none"> <li>Clean up of rural properties complete.</li> </ol>	<ol style="list-style-type: none"> <li>RST ETFG WRO BOPRC</li> </ol>	<ol style="list-style-type: none"> <li>December 2017</li> </ol>
	Wellbeing and wellness of rural communities and individuals are met.	<ul style="list-style-type: none"> <li>Monitoring number of people accessing support and type from RST</li> <li>Monitoring number of people attending networking and support events and activities</li> <li>Time to access appropriate professional support</li> </ul>	<ol style="list-style-type: none"> <li>A range of reactive and proactive strategies to engage affected rural individuals and families and build strong support networks are provided, including:                             <ol style="list-style-type: none"> <li>Good yarn workshops</li> <li>Local BBQs</li> <li>Dairy NZ discussion groups</li> <li>Rugby bus trip</li> <li>Field days</li> <li>Rural women networking</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>RST RAG BOPDHB EBPHO</li> </ol>	<ol style="list-style-type: none"> <li>Ongoing (start May)</li> </ol>
	Farmers are well positioned to cope with seasonal challenges and address any issues that may arise (e.g. feed shortage, poor weather, cashflow)	<ul style="list-style-type: none"> <li>Attendance at workshops</li> <li>Number of outstanding cases requiring rural professional assistance</li> <li>Farmers have contingency plans in place</li> <li>Decrease level of referrals of farmers under financial debt</li> <li>Productivity is measured (GDP, milk volumes, etc.)</li> </ul>	<ol style="list-style-type: none"> <li>Workshops for affected farmers delivered (topics: farm management, animal health, soils, agronomy, wellness etc.)</li> <li>No flood related cases are outstanding</li> <li>Positive Regional Economic Quarterly Reports</li> </ol>	<ol style="list-style-type: none"> <li>RST Dairy NZ MPI MBIE Fonterra WRO/BOPRC</li> <li>As above</li> <li>MPI</li> </ol>	<ol style="list-style-type: none"> <li>Ongoing</li> <li>Ongoing</li> <li>Dec 2017</li> </ol>
	Primary sector is fully supported to return to a new normal	<ul style="list-style-type: none"> <li>Percentage of useable land that is back to pre-flood levels</li> <li>Monitor number of rural businesses that are supported / requesting support</li> <li>Number of MPI grants applied for/granted.</li> </ul>	<ol style="list-style-type: none"> <li>Outreach to affected rural properties is no longer flood related</li> <li>Land use management advice provided to landowners</li> <li>MPI funding round is successfully taken up by affected rural properties.</li> </ol>	<ol style="list-style-type: none"> <li>DairyNZ Fonterra BOPRC RST MBIE MPI</li> <li>BOPRC/Dairy NZ</li> <li>MPI/RST</li> </ol>	<ol style="list-style-type: none"> <li>2019</li> <li>October 2018</li> <li>July 2017</li> </ol>

Primary Sector Support - *continued.*

Risks	Risk	Mitigation
<p>The key things that could prevent us achieving this goal</p>	– Lack of central government support.	Maintain good working relationships with NRO and other relevant central government agencies.
	– Lack of funding provided to support primary industry.	Accurate and timely information that illustrates continued need for rural recovery.
	– Fatigued rural community is dis-engaged in recovery processes and actions.	Networking and support mechanisms are in place.
	– Lack of temporary housing available during calving time.	Encourage farming community in need of temporary housing to register with MPI.
	– Barriers / obstacles to business recovery e.g. delay to insurance pay outs.	Establish good working relationships with affected rural property owners and insurance companies to monitor timing of insurance pay outs.
	– Houses and essential farm infrastructure is not available (e.g. calving sheds)	Investigate need and provide temporary housing if needed through MBIE, and/ or work with farmers to ensure essential farm infrastructure is available when needed.
	– Infrastructure delays impact negatively on farming activities, such as river scheme works and/or road repairs (e.g. Kopuriki Road and Horomanga Bridge).	Keep rural communities up to date with infrastructure works that may impact on farming activities.
Opportunities	Opportunity	Owner
<p>Things that could help us better achieve this goal</p>	– Utilisation of pre-organised events to support farmers e.g. Fieldays.	RST, RAG, MPI, MBIE, WRO, BOPRC
	– Stronger networks formed in rural communities.	RST, RAG, MPI, MBIE, WRO, BOPRC communities
	– Diversification of rural activities as a result of the flood event.	RST, RAG, MPI, MBIE, Fonterra, WRO, BOPRC Rural sector
	– Prioritise Maori land utilisation projects as a result of the flood.	RST, RAG, MPI, MBIE, WRO, BOPRC Te Rūnanga o Ngāti Awa, Te Tumu Paeroa
	– Insurance information sessions – knowing what to look for.	RST, RAG, WRO

## Objective

Our desired future state

# Restoring the Natural & Rural Environment

The natural environment is restored and enhanced, where possible, and the primary sector is fully functioning.



<b>Outcome</b> What success will look like	<b>Environmental Effects</b> The impact of the flood and its recovery does not leave lasting negative environmental effects on our land and in our water.				
<b>Approach</b> How we will get there	<b>Success Factors</b> <i>How we know if we are achieving the objective</i>	<b>Measure</b> <i>The things we measure to show change in success factors</i>	<b>Milestones</b> <i>The deliverables or targets that we will meet</i>	<b>Owner</b> <i>Who is responsible</i>	<b>Target Timeframe</b> <i>When will it be done by</i>
	No long-term soil health or land use issues arising from waste or contaminants.	<ul style="list-style-type: none"> <li>Investigate known sites with soil or land use issues.</li> </ul>	<ol style="list-style-type: none"> <li>Respond to complaints within 3 working days.</li> <li>All complaints investigated.</li> </ol>	<ol style="list-style-type: none"> <li>BOPRC / WRO/ Toi Te Ora</li> <li>BOPRC / WRO/ Toi Te Ora</li> </ol>	<ol style="list-style-type: none"> <li>Ongoing</li> <li>Ongoing</li> </ol>
	Compliance with resource consents during recovery works.	<ul style="list-style-type: none"> <li>Annual compliance report relating to recovery works demonstrates compliance.</li> </ul>	<ol style="list-style-type: none"> <li>Compliance monitoring occurs as set out in schedule 1A and 2A of the BOPRC Resource Management Act and Building Act Charges Policy.</li> </ol>	<ol style="list-style-type: none"> <li>BOPRC</li> </ol>	<ol style="list-style-type: none"> <li>Ongoing (determined by consent)</li> </ol>
	Community partners made up of local authorities, iwi, environmental groups and others collaborate and wrap-around any environmental issues that may arise from the flood.	<ul style="list-style-type: none"> <li>All parties continue to engage on a regular basis.</li> <li>Stakeholder perception survey is developed and undertaken.</li> </ul>	<ol style="list-style-type: none"> <li>Stakeholder perception survey demonstrates greater than 75% satisfactory involvement in environmental issues.</li> </ol>	<ol style="list-style-type: none"> <li>WRO</li> </ol>	<ol style="list-style-type: none"> <li>November 2017</li> </ol>
	Appropriate kaupapa for koiwi, archaeology, is utilised for flood repair works.	<ul style="list-style-type: none"> <li>Education material is easily accessible to rural community about the process/protocols to follow on the discovery of potential koiwi.</li> </ul>	<ol style="list-style-type: none"> <li>Clear messaging is delivered to the rural community.</li> </ol>	<ol style="list-style-type: none"> <li>BOPRC</li> </ol>	<ol style="list-style-type: none"> <li>May 2017</li> </ol>
	Amenity areas are in a safe and healthy state for public enjoyment.	<ul style="list-style-type: none"> <li>Availability of amenities, parks and playgrounds</li> <li>Number of complaints from public</li> </ul>	<ol style="list-style-type: none"> <li>All open and accessible.</li> </ol>	<ol style="list-style-type: none"> <li>WRO BOPRC</li> </ol>	<ol style="list-style-type: none"> <li>June 2017</li> </ol>
	Biodiversity sites that have been impacted are identified, assessed and appropriate remediation is delivered.	<ul style="list-style-type: none"> <li>Monitoring of the number of sites assessed, impacted and actively managed.</li> </ul>	<ol style="list-style-type: none"> <li>Site assessments for impact on biodiversity are completed.</li> <li>If required, recommendations for remediation are received.</li> </ol>	<ol style="list-style-type: none"> <li>DOC/BOPRC</li> <li>BOPRC</li> </ol>	<ol style="list-style-type: none"> <li>October 2017</li> <li>December 2017</li> </ol>
	Any new biosecurity incursions from recovery actions are identified and managed.	<ul style="list-style-type: none"> <li>Number of biosecurity incursions from recovery actions, for example:                             <ul style="list-style-type: none"> <li>Number of cases of TB confirmed</li> <li>Reports of alligator weed spreading are low.</li> </ul> </li> <li>Plans in place for any incursions.</li> </ul>	<ol style="list-style-type: none"> <li>Biosecurity plans, if appropriate</li> </ol>	<ol style="list-style-type: none"> <li>BOPRC</li> </ol>	<ol style="list-style-type: none"> <li>December 2017</li> </ol>
	River and non-river schemes are performing as required in management plans.	<ul style="list-style-type: none"> <li>Regional Council geotechnical assessments of river schemes complete.</li> <li>Desilting of canals and drains in lower Rangitāiki River Catchment.</li> </ul>	<ol style="list-style-type: none"> <li>Erosion assessment of pre and post river banks.</li> <li>Urgent erosion sites are repaired.</li> <li>Damaged sites are repaired</li> </ol>	<ol style="list-style-type: none"> <li>BOPRC</li> <li>BOPRC</li> <li>BOPRC</li> </ol>	<ol style="list-style-type: none"> <li>August 2017</li> <li>August 2017</li> <li>2020</li> </ol>

Environmental Effects - *continued*

<b>Risks</b> The key things that could prevent us achieving this goal	<b>Risk</b>	<b>Mitigation</b>
<b>Opportunities</b> Things that could help us better achieve this goal	<b>Opportunity</b>	<b>Owner</b>
	– Improved awareness of biosecurity issues.	BOPRC
	– Improved information base from environmental assessments.	BOPRC
	– Improved relationships with iwi, landowners and stakeholders.	BOPRC & Iwi

DRAFT





# Rebuild – Waihanga

## REPAIRING OUR HOMES AND RESTORING OUR COMMUNITIES

### WHAT ARE WE AIMING TO ACHIEVE?

*Housing, infrastructure, facilities and services are repaired.*

<b>Housing</b>	There is adequate housing supply and damaged homes are repaired to a liveable standard.
<b>Infrastructure</b>	Infrastructure and services are restored and stop-bank repairs protect the community.

---

## Issues for repairing the built environment

Issues for repairing affected communities include:

- Adequate and timely supply of temporary housing for those that are displaced.
- Health and safety concerns for all those working to clean-up flood affected areas, including contractors and volunteers.
- Health and safety concerns for all those (contractors and volunteers) working with building materials, for example, asbestos from building materials.
- Appropriate handling, disposal and waste management of hazardous waste.
- High costs associated with waste management.
- Pest eradication in areas that have been uninhabited due to significant damage.
- Security and public safety issues for those areas that remain uninhabitable.
- Adequate supply of contractors and materials to ensure a timely repair of flood affected houses.
- The time, costs and community impact associated with road infrastructure repairs across the District, particularly in Te Urewera.
- Stop banks repaired in a way that the community has confidence in river control measures.

## Key projects for short-term recovery needs

Key projects under the built environment include silt and debris clean-up by EQC, temporary housing, the Liveable Homes Project, the stop bank review and rebuild and roading repairs.

### Silt and debris clean up

The Earthquake Commission (EQC) is the lead agency making progress on cleaning properties in the Edgecumbe township that were badly affected by debris and silt from flooding.

On 9 May 2017, Hon Gerry Brownlee and Lead Minister for Edgecumbe, Hon Anne Tolley, announced that they directed EQC to take the lead to clean up all affected properties in the township, including the properties of homeowners who did not have insurance.

### Temporary housing

MBIE is coordinating and taking registrations for finding suitable temporary accommodation / housing for those individuals and whānau with flood affected properties. For those without insurance cover, MSD may be able to provide financial assistance.

The Recovery Office and MBIE are establishing temporary portacabins on some properties while houses are being repaired. Portacabins are also being provided at the Whakatāne Holiday Park. Other sites are being investigated by MBIE.

### Liveable Homes Project

The Whakatāne District Recovery team (along with community funding agencies and the BOPRC, the construction industry, Te Rūnanga o Ngāti Awa, NAVA volunteers and other project partners) have developed a work programme that aims to get people who do not have the means required to repair their flood-damaged properties to get back into their homes. The Liveable Homes Project (LHP) also has wider benefits for all flood-affected homes, regardless of their financial situation. Free-of-charge building inspections, Code of Compliance certificates and insulation for all flood-affected houses is provided to all of Edgecumbe and other flood affected properties throughout the District.

Up to 20 families and individuals need help to restore their homes to a liveable standard, because they are unable to fund the repair work. Inability to reoccupy homes puts the community 'at risk' of not being able to fully recover from the April floods. A future Edgecumbe impacted by derelict housing, increased health problems and other social issues would not be desirable.

Community funders and the BOPRC have made financial contributions to the LHP.

### Independent review of stop bank breach

A review of the stop bank breach at Edgecumbe is being carried out. An independent panel, headed by former Deputy Prime Minister Sir Michael Cullen, will examine all relevant technical aspects of the Rangitāiki-Tarawera Rivers scheme so that there can be a clear understanding of the reasons for the failure of the scheme at Edgecumbe. The findings of the review are expected to be completed at the end of July 2017.

## **Stop bank repairs and improvements on College Road**

The Bay of Plenty Regional Council will be repairing the stop bank on College Road. These works will require geotechnical investigations, site clearance works and renewing College Road. Works are expected to be completed by June 2018.

## **Roading**

A significant programme of works is planned to repair and reopen roads throughout the District. All work resulting from the numerous slips and other damage caused by the two severe weather events are planned to be complete by May 2018.

## **Recovery Outcome Framework – repairing our homes and restoring our communities**

All actions and activities for the built environment aim to achieve the objectives and outcomes to ‘repair our homes and restore our communities’. A Recovery Outcome Framework for the Built Environment is outlined on the following page.

DRAFT



<b>Outcome</b> What success will look like	<b>Housing</b> There is adequate housing supply and damaged homes are repaired to a liveable standard.				
<b>Approach</b> How we will get there	<b>Success Factors</b> <i>How we know if we are achieving the objective</i>	<b>Measures</b> <i>The things we measure to show change in success factors</i>	<b>Milestones</b> <i>The deliverables or targets that we will meet</i>	<b>Owner</b> <i>Who is responsible</i>	<b>Target Timeframe</b> <i>When will it be done by</i>
	Clean-up of properties is complete in a way that protects public health and security.	<ul style="list-style-type: none"> <li>Monitor the number of affected properties with silt and flood damaged housing materials removed.</li> <li>Public health guidelines and good practice adhered to.</li> </ul>	1. Chemical contamination testing of silt.	1. WRO/BOPRC Worksafe Contractors EQC Insurance companies	1. May 2017 June 2017
	Waste is collected and disposed of appropriately.	<ul style="list-style-type: none"> <li>Monitor the tonnage of silt sent to landfill.</li> <li>Landfill and transfer station resource consent requirements are met.</li> <li>Asbestos management processes are in place and work effectively.</li> <li>100 percent compliance with Worksafe mandated requirements</li> </ul>	1. Clean-up of silt complete (sections) 2. Clean up of silt complete (under housing) 3. Asbestos removed safely from all affected properties 4. Education and training sessions provided.	1. EQC 2. EQC 3. Insurers & EQC 4. Worksafe	1. July 2017 2. August 2017 3. June - July 2017 4. June - July 2017
	Temporary housing supply meets demand and a range of housing needs.	<ul style="list-style-type: none"> <li>Proportion of placements in temporary accommodation from those registered as having a temporary housing need.</li> <li>Client satisfaction with temporary housing arrangements.</li> <li>Different options for housing are available.</li> </ul>	1. Portacabins sited on private properties. 2. Portacabins available for use in Whakatāne Holiday Park 3. Other options are investigated	1. MBIE / WRO 2. WRO / MBIE 3. MBIE / TPK	1. 10 by end of July 2017 2. Five by end July 2017 3. August 2017
	Homes are repaired and families/whānau have moved back home. Liveable Homes Project assists those without means to assist themselves.	<ul style="list-style-type: none"> <li>Number of registrations for Liveable Homes Project</li> <li>Number of Liveable Homes completed.</li> <li>Number of all affected home repairs completed.</li> <li>Number of families / whanau available move back into homes.</li> </ul>	1. Liveable Homes Project complete by October 2017. 2. People back in homes – 90% by Christmas	1. WDC 2. Insurance/WDC	1. October 2017 2. 90% by December 2017
	Homes are repaired with improved health outcomes in Edgumbe and in affected homes throughout the District.	<ul style="list-style-type: none"> <li>Monitor the number of insulation installations for affected homes that opt for this initiative.</li> </ul>	1. Insulation component of LHP complete 2. Insulation for non-LFP homes is complete	1. WDC 2. EBET / WDC / Insurance Companies	1. October 2017 2. 90% by December 2017
	Availability of residential land, if required.	<ul style="list-style-type: none"> <li>Those with red stickered homes are supported to assess future housing options, if needed.</li> </ul>	1. Investigate demand for future residential land in Edgumbe.	1. WDC	1. September 2017



Housing, continued.

Risks	Risk	Mitigation
<p>The key things that could prevent us achieving this goal</p>	– Contamination and public health issues arise.	Public health guidelines and good practice are followed.
	– Hazardous waste causes delays in clean-up and building processes e.g. asbestos	Robust processes are in place to identify and address any hazardous wastes appropriately.
	– Planning/building requirements cause delays e.g. lack of building consent team resources.	Extra resource in building team is secured, if possible.
	– Lack of available temporary housing to meet demand.	Monitor housing need and identify portacabin alternatives, if needed.
	– Lack of availability of key consultants e.g. geotech cause delays	Plan for key consultants in advance (if possible).
	– Non-compliance with health and safety processes.	Clear health and safety policies and processes are evident and are well communicated.
	– Procurement processes are not followed resulting in increased costs, time delays and/or outcomes not being adequately met.	WDC / BOPRC procurement procedures are communicated and utilised.
	– Building repairs managed by insurance companies cause delays due to the amount of work programmed and the lack of supply of tradespeople.	Maintain effective working relationships with insurance companies and develop robust information sharing processes to monitor timing.
	– Lack of external funding available for key projects e.g. Liveable Homes.	Clear and effective communications with external funders on key projects.
Opportunities	Opportunity	Owner
<p>Things that could help us better achieve this goal</p>	– Housing in affected areas is upgraded with initiatives that improve insulation.	WRO and EBET
	– Opportunity to add value to properties through improving amenity and upskilling property owners to repair own properties.	Community groups
	– Provision of free building consents enables the monitoring of building work quality.	WDC
	– Potential for long term papakainga housing at Kokohinau Marae, following the development of temporary housing.	TPK Kōkōhinau Marae
	– Tourism facilities at Whakatāne Campground following the development of temporary housing.	WDC
	– Investigate ways to improve housing resilience or ‘build back better’ e.g. raising houses	WRO

# Repairing our homes and restoring our communities

Housing, infrastructure, facilities and services are repaired.



**Objective**  
Our desired future state

<b>Outcome</b> What success will look like	<b>Infrastructure</b> Infrastructure and services are restored, and stop-bank repairs provide protection for the community.				
<b>Approach</b> How we will get there	<b>Success Factors</b> <i>How we know if we are succeeding</i>	<b>Measures</b> <i>The things we measure to show progress</i>	<b>Milestones</b> <i>The deliverables or targets that we will meet</i>	<b>Owner</b> <i>Who is responsible</i>	<b>Target Timeframe</b> <i>When will it be done by</i>
	Three waters (wastewater, stormwater, water supply) and other services are fully functional.	<ul style="list-style-type: none"> <li>LTP (2015-25) performance measures relating to providing safe and clean water; sewage treatment and disposal; and stormwater drainage.</li> </ul>	1. Three waters infrastructure is fully functioning (BAU).	1. WDC	1. May 2017
	Temporary infrastructure removed by Christmas.	<ul style="list-style-type: none"> <li>Demand for temporary infrastructure (e.g skip bins &amp; portaloos)</li> </ul>	1. All temporary infrastructure removed.	1. WRO	1. December 2017
	Improvements made to infrastructure (if required) to mitigate impacts during flood events.	<ul style="list-style-type: none"> <li>LTP (2015-25) performance measures relating to sewage treatment and disposal.</li> </ul>	1. Investigate future protection of Edgecumbe and Tāneatua wastewater ponds in the LTP.	1. WDC	1. June 2018
	Community facilities and assets are restored.	<ul style="list-style-type: none"> <li>LTP (2015-25) performance measures relating to halls, public conveniences and libraries.</li> </ul>	1. Repair of community facilities are complete.	1. WDC	1. May 2017
	Roading network is restored.	<ul style="list-style-type: none"> <li>All roads re-opened</li> <li>LTP (2015-25) performance measures relating to roading</li> </ul>	<ol style="list-style-type: none"> <li>All roads are open (temporary solutions)</li> <li>Horomanga Bridge (temporary bridge installed)</li> <li>Horomanga Bridge (permanent repair)</li> <li>Kopuriki Road reopened</li> <li>Te Whāiti Road reopened</li> <li>Te Whāiti Road – less complex damaged sites repaired</li> <li>Te Whāiti Road – complex sites requiring investigation &amp; design complete</li> <li>Galatea Road – Te Mahoe underslip – opened to single lane access</li> <li>Galatea Road – Te Mahoe underslip – 2 lanes reinstated.</li> <li>Pekatahi Bridge reopened</li> <li>SH2 (Waimana Gorge) reopened</li> </ol>	<ol style="list-style-type: none"> <li>WDC / NZTA</li> <li>WDC</li> <li>WDC</li> <li>WDC</li> <li>WDC</li> <li>WDC</li> <li>WDC</li> <li>WDC</li> <li>WDC</li> <li>NZTA</li> <li>NZTA</li> </ol>	<ol style="list-style-type: none"> <li>August 2017</li> <li>20 July 2017</li> <li>End of Nov 2017</li> <li>Mid May 2017</li> <li>7 July 2017</li> <li>end August 2017</li> <li>May 2018</li> <li>End April 2017</li> <li>November 2017</li> <li>16 June 2017</li> <li>23 June 2017</li> </ol>
	Open spaces and places improve the amenity of the Edgecumbe township and reflect the community's vision.	<ul style="list-style-type: none"> <li>LTP (2015-25) performance measures relating to recreation and community services</li> <li>Numbers of community participants involved in planning.</li> <li>Community satisfaction survey.</li> </ul>	<ol style="list-style-type: none"> <li>Community group develops Community Plan with WDC support</li> <li>Works complete to re-establish amenity in Edgecumbe and other areas.</li> </ol>	<ol style="list-style-type: none"> <li>Community group</li> <li>WDC Community Group</li> </ol>	<ol style="list-style-type: none"> <li>September 2017</li> <li>Commence September 2017</li> </ol>
	The BOPRC and Edgecumbe community has confidence in river control measures.	<ul style="list-style-type: none"> <li>Housing occupancy levels, including rentals.</li> <li>Community perceptions of life and property safety.</li> </ul>	1. Independent review of the stop bank breach is complete.	1. BOPRC	1. End July 2017

Stop bank repairs and improvements are completed on College Road, Edgumbe.	<ul style="list-style-type: none"> <li>• Works are complete.</li> <li>• Community is involved in planning for the area.</li> <li>• Community satisfaction.</li> </ul>	<ol style="list-style-type: none"> <li>1. Geotechnical investigations.</li> <li>2. Site clearance works.</li> <li>3. Reinstatement commences.</li> <li>4. Planning consents.</li> <li>5. Long term future of severely affected area through community plan.</li> <li>6. Works completed.</li> </ol>	<ol style="list-style-type: none"> <li>1. BOPRC</li> <li>2. BOPRC</li> <li>3. BOPRC</li> <li>4. BOPRC</li> <li>5. Community</li> <li>6. BOPRC</li> </ol>	<ol style="list-style-type: none"> <li>1. July 2017</li> <li>2. TBC</li> <li>3. October 2017</li> <li>4. November 2017</li> <li>5. March 2018</li> <li>6. June 2018</li> </ol>
Stop bank design and repairs take into account climate change and are able to respond to change.	<ul style="list-style-type: none"> <li>• Design standards and criteria are set by BOPRC.</li> </ul>	<ol style="list-style-type: none"> <li>1. Stop-bank repairs complete.</li> </ol>	<ol style="list-style-type: none"> <li>1. BOPRC</li> </ol>	<ol style="list-style-type: none"> <li>1. End March 2018 (subject to any consents or other planning matters)</li> </ol>
New roading for College Road is developed.	<ul style="list-style-type: none"> <li>• LTP (2015-25) performance measures for roading.</li> <li>• New Zealand roading standards are met.</li> </ul>	<ol style="list-style-type: none"> <li>1. College road renewed.</li> </ol>	<ol style="list-style-type: none"> <li>1. BOPRC</li> </ol>	<ol style="list-style-type: none"> <li>1. June 2018</li> </ol>

Risks	Risk	Mitigation
The key things that could prevent us achieving this goal	- Future flood risks to Edgumbe remain from repeat stop bank failure/level of service risk	Natural hazard risk assessments inform planning and any infrastructure improvements.
	- Climate change impacts on infrastructure.	Stop bank design and repairs take into account climate change and are able to respond to change.
	- NZTA FAR rates are not sufficient to adequately support road maintenance and/or enhancements	Clear and effective communications about the benefit realisation of roading projects with NZTA.
	- Procurement processes are not followed resulting in increased costs, time delays and/or outcomes not being adequately met.	WDC / BOPRC procurement procedures are communicated and utilised.
	- Disconnect between WDC/BOPRC to Recovery team objectives/work plans	Maintain effective working relationships and transparent decision making processes.
	- Lack of central government support for infrastructure improvements.	Clear and effective communications about the benefits realisation of infrastructure projects with central government.

Opportunities	Opportunity	Owner
Things that could help us better achieve this goal	- Investigations into the optimisation of stormwater systems in Edgumbe.	WDC
	- Free wifi is installed and available throughout Edgumbe to assist in the recovery process, including providing easy access to recovery information and assisting businesses to get up and running.	WDC
	- Progress and raise the priority of the district integrated wastewater system and freshwater improvement fund application.	WDC
	- Recognising the extent of damage to the road between Murupara and Waikaremoana (old SH38), prioritise the investigations underway to improve the road and how the road (in Te Urewera) can contribute to Tūhoe's development aspirations.	Joint project between Te Uru Taumatua, WDC, NZTA and Wairoa District Council.
	- Installation of CCTV cameras in Edgumbe to help with security of people's property while many families are displaced, and would also provide a long-term security measure for the township.	EDIT Police WDC



# Regenerate - *Whakatipu*

## REGENERATING THE ECONOMY

### **WHAT ARE WE AIMING TO ACHIEVE?**

*Sustainable business activity is re-established, and where possible, enhanced.*

**Business Continuity** Support is targeted to help restore business and to provide certainty around business and employment continuity.

---

## Issues for regenerating the economy

Issues for regenerating the economy of affected communities include:

- Only 60% of customers are present in Edgecumbe as many are still displaced, further impacting businesses that are trading.
- Limited business interruption insurance is held by business owners.
- Getting clearance for Riverslea Mall to open or providing temporary location for businesses.
- Marketing Edgecumbe as 'open for business'.
- Staff fatigue following the clean-up and getting businesses up and running.
- Not meeting criteria for the Government's business support fund.
- Regenerating and revitalising Edgecumbe's town centre.

## Key projects for short-term recovery needs

A key project for business recovery has been set up from the Government's business support funding package and a buy local campaign. Other projects under the economy environment are summarised in the following table.

### **Whakatāne Business Recovery Grants**

The Ministry of Business, Innovation and Employment has provided a grant to Whakatāne District Council and the Eastern Bay of Plenty Chamber of Commerce to assist Whakatāne District businesses which have suffered sustained disruption as a result of the April 2017 flooding and storm-related disasters to get 'up and running' again.

The Business Recovery Grants Panel has been established to assist those businesses most in need. The BGRP is intended to help businesses, which do not operate in the primary industries, to have the potential to successfully recover. The fund's focus is to cover reinstatement costs, such as refit and relocation expenses. The scope of the relief funding grants will only be available to businesses that are located within the Whakatāne District and can show that they have suffered significant and sustained losses caused by the storm events. Businesses have to meet a set of criteria in order to be eligible to apply.



### **Buy local campaign**

A campaign aimed at Edgecumbe to highlight those businesses that are 'open for business'. This will include a discounted marketing campaign (advertising radio and print).

## **Recovery Outcome Framework – regenerating the economy**

All actions and activities for the economic environment aim to achieve the objectives and outcomes to 'regenerate the economy'. A Recovery Outcome Framework for the Economic Environment is outlined on the following page.

DRAFT

**Objective**  
Our desired future state

## Regenerating the Economy

Sustainable business activity is re-established, and where possible, enhanced.



Outcome What success will look like	<b>Business Continuity</b> Support is targeted to help restore business and to provide certainty around business and employment continuity.				
	<b>Success Factors</b> <i>How we know if we are achieving the objective</i>	<b>Measure</b> <i>The things we measure to show change in success factors</i>	<b>Milestones</b> <i>The deliverables or targets that we will meet</i>	<b>Owner</b> <i>Who is responsible</i>	<b>Target Timeframe</b> <i>When will it be done by</i>
<b>Approach</b> How we will get there	The overall impact on businesses from the event is identified.	<ul style="list-style-type: none"> <li>All sustainable businesses are functioning by Christmas 2017.</li> <li>Baseline data:                             <ul style="list-style-type: none"> <li>needs assessment findings (including health)</li> <li>triage (assessing priority needs) activity.</li> </ul> </li> <li>Monitoring number requesting financial support from government agencies e.g. IRD, MSD, and from banks.</li> </ul>	<ol style="list-style-type: none"> <li>Business needs assessment carried out</li> <li>Contact affected businesses by phone and visits.</li> </ol>	<ol style="list-style-type: none"> <li>WRO/CoC</li> <li>WRO/ CoC/ BOPDHB</li> </ol>	<ol style="list-style-type: none"> <li>July 2017</li> <li>August 2017</li> </ol>
	Individual business needs are supported e.g. Edgumbe Mall	<ul style="list-style-type: none"> <li>Direct work with business owners and tenants (e.g. Edgumbe Mall) to ensure businesses remain economically viable.</li> <li>Communication materials are developed to provide advice and support to businesses</li> <li>Business networking events, guest speakers or training provide an opportunity to network and assist.</li> <li>Advice provided to inform businesses (e.g. insurance, leases, financial, building)</li> <li>Monitoring number of business owners that have been displaced that choose to return.</li> </ul>	<ol style="list-style-type: none"> <li>Fact sheets and web page for business recovery.</li> <li>Business networking and training held to support and assist affected businesses.</li> <li>Monitor any business closures.</li> <li>Seminars and workshops to provide information and advice</li> </ol>	<ol style="list-style-type: none"> <li>WRO / CoC</li> <li>WRO / CoC</li> <li>WRO / CoC</li> <li>WRO / CoC</li> </ol>	<ol style="list-style-type: none"> <li>July 2017</li> <li>July 2017 (onwards)</li> <li>May 2017 (onwards)</li> <li>July 2017 (onwards)</li> </ol>
	Eligible businesses are supported by MBIE funding	<ul style="list-style-type: none"> <li>Number of business grants applied for/granted</li> <li>Monitoring shows business reinstatement.</li> </ul>	<ol style="list-style-type: none"> <li>MBIE funding round is successfully taken up by affected businesses – Terms of Reference</li> </ol>	<ol style="list-style-type: none"> <li>MBIE</li> </ol>	<ol style="list-style-type: none"> <li>September 2017</li> </ol>
	Wellness and wellbeing of business owners and employees is supported	<ul style="list-style-type: none"> <li>Number of people accessing support from CoC and RST.</li> <li>Number of people attending networking and support events and activities.</li> </ul>	<ol style="list-style-type: none"> <li>Networking and supporting events are planned and held on fortnightly basis.</li> </ol>	<ol style="list-style-type: none"> <li>BOPDHB RST</li> </ol>	<ol style="list-style-type: none"> <li>May 2017 (ongoing)</li> </ol>
	Business community in Edgumbe is supported and promoted.	<ul style="list-style-type: none"> <li>“Buy local” campaign is launched</li> <li>Number of affected businesses that take-up discounted marketing campaign (‘open for business’ campaign)</li> <li>Further economic opportunities are scoped</li> <li>Productivity (GDP) is monitored.</li> </ul>	<ol style="list-style-type: none"> <li>“Buy Local” campaign plan</li> <li>Recovery newsletter on Edgumbe open for business</li> <li>Advertising implemented (e.g. radio, newspaper, other)</li> <li>Free wifi in Edgumbe investigated and installed if possible</li> <li>Scoping report on economic opportunities developed.</li> </ol>	<ol style="list-style-type: none"> <li>WDC / CoC</li> <li>WDC / CoC</li> <li>WDC /CoC</li> <li>WDC</li> <li>ToiEDA</li> </ol>	<ol style="list-style-type: none"> <li>July 2017</li> <li>July 2017</li> <li>July 2017</li> <li>August 2017</li> <li>October 2017</li> </ol>

## Business Continuity - *continued*

Risks	Risk	Mitigation
The key things that could prevent us achieving this goal	– Closure of businesses leads to increase in unemployment.	Timely and effective business support is provided to ensure sustainable business continuity.
	– Business downturn through continued people out of homes.	Identify and analyse this issue for remaining businesses and investigate ways to support them.
	– Barriers/obstacles to business recovery e.g. land use, delays in insurance payouts etc.	Establish good working relationships with business and with insurance companies to monitor timing of insurance payouts.
	– Ability to get key recovery information from stakeholders.	Maintain close relationships and develop clear information pathways.
	– Downturn in rural community impacts on urban businesses.	Rural community is fully supported to recover.
	– Available funding does not reflect business need.	Identify the overall impact of the event on businesses.
	– Loss of key services (e.g. health care, pharmacy, supermarket) impact on business community through loss of clients.	Advocate for the return of services to support business and community.
	– Edgumbe mall residents close businesses and/or choose not to relocate back in the Mall.	Maintain close relationships with Mall owner and tenants.
Opportunities	Opportunity	Owner
Things that could help us better achieve this goal	– Local resources and labour are used where possible to increase and support local business activity.	All
	– Business networks are strengthened and knowledge and skills are shared.	Business owners, CoC
	– New business opportunities are developed.	Business owners
	– Establishment or revitalisation of a business network group in Edgumbe (e.g. EDIT)	EDIT/CoC
	– Business training and marketing to lift business profile.	CoC/WDC, business owners
	– Investigate need for a temporary business hub to support displaced businesses.	CoC/WDC/business community

# Timing of recovery

---

Timing of recovery processes that will be led by the Recovery Team will occur mostly in the intermediate or 'focus' phase. This is shown in Table 2 which categorises each success factor for each environment into the three timing phases.

1. **Fix** – This stage includes the immediate actions that need to be completed to assist the community in the early days of recovery to ensure communities can function as well as possible.
2. **Focus** – This is the second approach to recovery and includes the majority of measures and milestones discussed in this Recovery Programme.
3. **Future** – This is the final stage in the recovery process. As people are moving back into their homes, this is the stage for visioning, for taking up any opportunities, and for the community to be at the heart of planning and decision-making about what is important for recovery in the future.

DRAFT



Table 2: Timing of success factors to be achieved by the Recovery Team and others.

	Success Factors	FIX	FOCUS	FUTURE
Reconnect our community	Welfare and Wellbeing		Essential needs of flood affected individuals and whanau are met.	
			Navigators provide wrap-around services and assistance.	
	Community		Community groups and clubs are fully functioning.	The community has confidence in the river control measures.
			Regular events provide respite from recovery activities.	Community is empowered to plan for the future.
			Community leadership is fostered, empowered and fully engaged in recovery activities.	
			Volunteers are coordinated to ensure skill sets are matched with need across the district.	
	Home by Christmas		Families are back in their homes.	
			Liveable Homes Project helps those without the means to assist themselves.	
			Affected families have the household essentials needed to ensure at least a basic standard of living.	
	Repairing our homes and restoring our communities	Housing	Clean-up of properties is complete in a way that protects public health and security.	Temporary housing supply meets demand and a range of housing needs.
Waste is collected and disposed of appropriately.			Homes are repaired and families/whānau have moved back home.	
			Homes are repaired with improved health outcomes in Edgecumbe and in affected homes throughout the District.	
Infrastructure		Three waters and other services are fully functional.	Temporary infrastructure removed by Christmas.	Improvements made to infrastructure (if required) to mitigate impacts during flood events.

	Success Factors			
Repairing our homes and restoring our communities	Infrastructure	Community facilities and assets are restored.	BOPRC repairs to the stop bank on College Road	The BOPRC and Edgecumbe community has confidence in river control measures.
		Roading network is restored.	New roading for College Road is developed.	Stop bank design and repairs take into account climate change and are able to respond to change.
				Open spaces and places improve the amenity of the Edgecumbe township and reflect the community's vision
Restoring the natural and rural environment	Primary sector support		Essential needs of flood affected rural individuals and families are met.	Primary sector is producing at the same (or higher) level as pre-flood event.
			Clean-up of rural properties complete	Primary sector is supported to ensure continuity.
			Wellbeing and wellness of rural individuals are met.	
			Farmers are well prepared to cope with the winter months and to address any issues that may arise (e.g. feed shortage, poor weather)	
	Environmental Effects		Compliance with land and water resource consents during recovery works.	No long-term soil health or land use issues arising from waste or contaminants.
			Community partners made up of local authorities, iwi, environmental groups and others collaborate and wrap-around any environmental issues that may arise from the flood.	Biodiversity sites that have been impacted are identified, assessed and appropriate remediation is delivered.
			Appropriate kaupapa for archaeology, kōiwi is utilised for flood repair works.	River and non-river schemes are performing as required in management plans.
			Amenity areas are in a safe and healthy state for public enjoyment.	
			Any new biosecurity incursions from recovery actions are identified and managed.	

	Success Factors			
Regenerating the economy	Business Continuity		The overall impact on businesses from the event is identified.	
			Individual business needs are supported e.g. Edgecumbe Mall.	
			Eligible businesses are supported by MBIE funding.	
			Wellness and wellbeing of business owners and employees is supported.	
			Business community in Edgecumbe is supported and promoted.	

## Influencing factors

Other factors that may influence recovery efforts include:

- Budgets and timeframes for both Whakatāne District and Regional Council Long Term Planning
- Central government election timeframes and budget announcements.
- Potential to link with Whakatāne District Council’s Ki Mua Project for recovery purposes in affected communities.
- Notice of transition period and the Recovery Managers ability to use powers provided in the CDEM Act 2002.

## Co-ordination and inter-agency collaboration

The recovery will involve a wide range of central, regional and local agencies and government departments.

Clear roles, responsibilities and accountabilities will be established, including the sharing of information and data across the public sector.

The various agencies will be co-located to ensure connectedness and will use existing corporate service systems where possible.

The private sector is also critical to the success of this recovery, and key private sector stakeholders will be engaged throughout the recovery activities.

# Information management

---

Information management is a challenge during recovery, due to the need to bring together information from a wide variety of sources, and collate information in a way that informs decision-making. Information requirements during recovery usually comprise:

- welfare needs and residential building assessments at a property scale
- public and commercial building damage assessments
- lifelines utilities damage assessments, which often apply to multiple infrastructure providers, and
- environmental damage assessments.

Robust information management processes will be established and used throughout the recovery. Wherever possible these will be based on the processes used during response to ensure continuity of information.

## Recovery GIS Project

---

The Recovery GIS Project delivers a robust, data rich, and accurate Recovery GIS system that meets the present and future needs of Whakatāne District Council while ensuring that data flow and data management is ahead of the wave.

The system provides a means to disseminate appropriate information to targeted users. Council users will have access to pre-defined relevant datasets, subsets of this information are also available to external clients via a form of security. The system includes an easy to operate map viewer with analytical tools and report builder.

## Communication

---

Public information is key during the recovery effort. Effective communication with our communities will help to build confidence in the ability of the council to lead the recovery, with in turn will give our communities the confidence to invest in their own recovery.

Close engagement with the communities is critical when making decisions regarding restoring and regenerating the area to ensure that it meets community needs.

Every agency involved in the recovery process must ensure that there is a common message to the community and that confusion is minimised to the public to reduce stress and anxiety. A range of communication channels will be used, and technical information will be conveyed simply. Information will be communicated regularly, in multiple languages as required by the community and as early as possible.

Communication of timeframes of recovery activities will be broad rather than specific to manage expectations.



# Community engagement

---

Local staff will be employed to engage with the affected communities using methods of communication appropriate to the specific community.

Opportunities will be actively provided for meaningful involvement in decision-making by communities. Similarly, opportunities for the communities to ask questions of technical experts and senior officials will be planned.

Psycho-social considerations will be taken into account when planning community engagements.

Existing community networks will be used wherever possible, and over time the focus will shift from larger groups to smaller groups with more complex and/or specific needs.

Some affected communities have indicated they wish to lead, plan and implement community recovery. In these cases, the Recovery Office will provide support as needed.

The Recovery Office will have local presence at Te Tari Awhina Community Hub to ensure we remain closely connected with the Edgecumbe community.

A community engagement plan and iwi engagement plan have both been developed to assist with recovery.

## Risks

---

Risks result from uncertain events, and either improve or undermine the achievement of outcomes or benefits.

Analysis of the main risks that might create, enhance, prevent, degrade, accelerate or delay the achievement of the objectives across options is also reported in the Recovery Outcome Frameworks for each environment.

A risk register is being developed to identify and monitor existing and emerging risks.

# Appendix I: Alignment to existing strategies, policies and plans

---

A suite of key policies and legislation relevant to recovery is summarised in Table 1.

Table 1: Key legislation and policies relevant to recovery in New Zealand

Strategic documents	Description	Relevance
Civil Defence Emergency Management Act 2002 (CDEM)	The purpose of this Act is to improve and promote the sustainable management of hazards in a way that contributes to the social, economic, cultural and environmental well-being and safety of the public and the protection of property.	Both the BOPRC and Council are part of the CDEM Group and contribute to the CDEM Group Plan. The CDEM Group is tasked with managing hazards and risks in the region. The plan covers all hazards and emphasises the four 'Rs' – risk reduction, maintaining a state of readiness, responding at the time of emergency, and overseeing recovery. The Plan is linked to the RPS, then down to regional and district plans.
National Civil Defence Emergency Management Strategy	The Ministry of Civil Defence Emergency Management have identified enhancing New Zealand's capability to recovery from civil defence emergencies as its primary recovery goal within the National Strategy.	To achieve this goal, the Strategy identifies two objectives: <i>Objective 4A: Implement effective recovery planning and activities in communities and across the social, economic, natural and built environments</i> <i>Objective 4B: Enhancing the ability of agencies to manage the recovery process.</i>

<p><b>Bay of Plenty Civil Defence Emergency Management Group Plan 2012-2017</b></p>	<p>The Bay of Plenty Civil Defence Emergency Management Group Plan has a goal of ensuring an effective recovery capability from an emergency by:</p> <ul style="list-style-type: none"> <li>• Ensuring our recovery capability is planned, regularly monitored and is continuously developed.</li> <li>• Ensuring that communities are able to recover as quickly as possible.</li> </ul>	<p>In order to achieve the goal the Group have identified three objectives to work towards the goal and to guide how the Group’s recovery work programme is delivered.</p> <p>Objective 4a: Strengthen planning capability and capacity across all agencies, the wider community and businesses to promote sustainability and provide for the long term regeneration of communities</p> <p>Objective 4b: Ensure effective communications to engage communities during the recovery phase of an emergency.</p> <p>Objective 4c: Make recovery management a part of everyday work for the CDEM Group and integrate the work with existing organisational systems wherever possible.</p>
<p><b>Resource Management Act 1991 (RMA)</b></p>	<p>New Zealand’s main piece of legislation that sets out how we should manage our environment, including the integrated management of natural and physical resources.</p>	<p>Proposed amendments to this Act will make natural hazards a matter of national importance. Natural hazard responsibilities for both regional and territorial authorities are set out in sections 30 and 31.</p>
<p><b>Local Government Act 2002 (LGA)</b></p>	<p>The purpose of the Act is to meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses.</p>	<p>Section 11A states that local authorities must have particular regard to the contribution that a number of core services make to its communities. One of the core services to be considered is the avoidance or mitigation of natural hazards (section 11A(d)).</p>
<p><b>Land Drainage Act 1908 and Soil Conservation and Rivers Control Act 1941</b></p>	<p>Overriding purpose is to make provision for the conservation of soil resources, the prevention of damage by erosion and to make better provision for the protection of property from damage by floods.</p>	<p>These Acts provide the regional council with powers to undertake works or maintain existing works to minimise and prevent flooding and damage within a catchment area.</p>
<p><b>Bay of Plenty Regional Policy Statement (RPS)</b></p>	<p>The operative and proposed RPS provides an overarching policy for the Bay of Plenty, which is given effect through regional and district plans. The RPS draws on the long term plan, national policy statements and standards, and CDEM Group Plans (the latter being influenced by the National Civil Defence Emergency Management Strategy and National Civil Defence and Emergency Plan).</p>	<p>The BOPRC recently (July 2016) introduced a risk management approach to natural hazards (Plan Change 2 – Natural Hazards). The RPS now requires both the Regional Council and District Council to take steps to reduce high natural hazard risk.</p>
<p><b>Whakatāne District Plan</b></p>	<p>This document identifies the important resource management issues in the District. It contains a number of objectives, policies and methods that guide and shape development in the district. It is a planning tool that helps ensure Whakatāne is developing the way the community wants it to.</p>	<p>Recovery activities</p>

# Appendix II: Glossary of Terms

---

WRO – Whakatāne District Recovery Office

BOPRC – Bay of Plenty Regional Council

WDC – Whakatāne District Council

MSD – Ministry of Social Development

MPI – Ministry of Primary Industries

DHB – Bay of Plenty District Health Board

NGOs – Non-governmental agencies

RCB – Rangitāiki Community Board

Comm – Community

EDIT – Edgumbe Development Improvement Team

NRO – National Recovery Office

EBET – Eastern Bay Energy Trust

EQC – Earthquake Commission

TPK – Te Puni Kokiri

RST – Rural Support Trust

RAG – Rural Advisory Group

ETFG – Enhanced Task Force Green

DOC – Department of Conservation

NZTA FAR – NZ Transport Agency Funding Assistance Rate

COC – Eastern Bay Chamber of Commerce



**WHAKATĀNE DISTRICT RECOVERY**

# **Community Communication and Partnership Plan**



# Introduction

---

In early April 2017, the Whakatāne District experienced widespread damage to homes, property, businesses, farms, the natural environment and infrastructure as a result of the events generated by ex-Cyclone Debbie and ex-Cyclone Cook.

The primary goal for the Whakatāne District Recovery Programme is to restore and create opportunities to enhance our community wellbeing.

The recovery framework establishes five, interrelated strands of Community, Natural/Rural, Built, Economic and Partnership. Objectives and outcomes for each environment are outlined along with a range of success factors, milestones and indicative timeframes.

This Plan represents the Community Partnership strand. It draws on the IAP2 spectrum with the emphasis in this community recovery being on involvement and collaboration.

In recognition of the significance of the partnership with iwi authorities, specific Iwi engagement has been incorporated into this plan.

## Principles

---

To be able to achieve this goal, the following principles will guide the Recovery Team's work. Partnership and engagement is an essential component of the recovery process.

### Principles for recovery actions

- Locally-led, regionally co-ordinated, nationally supported.
- Protect the health, safety and security of people, animals and property.
- Be responsive to the concerns of the community.
- Community engagement is central to recovery decisions.
- Recognise and enhance Iwi values and aspirations.
- Support and enable community wellbeing.

Principles for community engagement have been adopted (refer to table below) by the Recovery Team. Based on Iwi engagement principles, they provide a sound basis for communication and engagement across the community. Meeting in person and making face-to-face contact is a priority. These approaches show respect and demonstrate a sense of partnership.



## Principles for community engagement

- Whakaute – Respect for each other as partners.
- Pononga – Truthful and genuine engagement.
- Kanohi ki te kanohi – Meeting in person.
- Tikanga ā Iwi – Iwi protocols and belief systems.
- Tāngata - People (individuals, families/whanau, iwi, businesses, farmers) are our priority
- Whakawhiti Kōrero - Responsive, sensitive, clear and open in all our communication and engagement.

## Shaping the plan

---

To facilitate and support the Recovery Project, this Plan has been developed with input and advice from our partners, including:

- Elected representatives, including Community Boards from the affected areas
- Bay of Plenty Regional Council
- Iwi representatives and organisations
- Federated Farmers and The Rural Support Trust
- Government Agencies, including MCDEM, EMBOP, Ministry for Primary Industries, Ministry of Social Development, The Bay of Plenty District Health Board
- A community group representing citizens from the wider Edgecumbe area (Community Focus Group).

We acknowledge the key roles Iwi play as leaders in the Whakatāne District. The Recovery Team is aware that Iwi are unique in terms of how each Authority operates in its rohe, and the tikanga (practices and protocols) that underpin Te Ao Māori. The Recovery Team endeavours to understand these dynamics and to incorporate these views and perceptions into engagement with Iwi. Our aim is to establish a positive working relationship that is both collaborative and mutually beneficial.

# A framework for recovery

A framework is provided in the plan to enable the coordinated effort of actions and processes that need to be, or have been, put in place to manage the recovery process so far.

Five environments, or parts to recovery, are identified in the Plan:

- Community *Tūhononga* Reconnecting our communities
- Natural / Rural *Whakahou* Restoring the natural and rural environment
- Built *Waihanga* Repairing our homes and restoring our services
- Economic *Whakatipu* Regenerating the economy
- Partnerships *Mahi Tahi* Working with the community in partnership

To be successful, all parts must be developed together with the community always at the centre and Partnerships interwoven throughout. It should be noted that there are many linkages between each environment, and that working in partnership with the community is interwoven throughout the other strands of the Recovery Framework. Together, they all contribute to the strategic recovery goal – to restore and create opportunities to enhance our community wellbeing.

**GOAL: To restore and create opportunities to enhance our community wellbeing.**



Community partnerships and Iwi partnerships therefore have a significant influence on the Recovery Project. It is vital that these relationships are formulated and maintained in all aspects of the overall project.



## Objectives and outcomes

Each of the five environments has objectives and outcomes, as outlined in the table below:

 <p>Reconnect Tūhononga</p>	<h3>RECONNECTING OUR COMMUNITY</h3> <p><i>Communities that have been adversely affected by flooding are restored to what they were previously, and where possible, enhanced.</i></p> <table border="0"> <tr> <td style="vertical-align: top;"><b>Welfare and Wellbeing</b></td> <td>Essential needs of individuals and whānau are met, and community health &amp; wellbeing are supported.</td> </tr> <tr> <td style="vertical-align: top;"><b>Community</b></td> <td>Community spirit, pride and resilience are strengthened.</td> </tr> <tr> <td style="vertical-align: top;"><b>Home by Christmas</b></td> <td>Families / whānau have moved back into their homes by Christmas.</td> </tr> </table>	<b>Welfare and Wellbeing</b>	Essential needs of individuals and whānau are met, and community health & wellbeing are supported.	<b>Community</b>	Community spirit, pride and resilience are strengthened.	<b>Home by Christmas</b>	Families / whānau have moved back into their homes by Christmas.
<b>Welfare and Wellbeing</b>	Essential needs of individuals and whānau are met, and community health & wellbeing are supported.						
<b>Community</b>	Community spirit, pride and resilience are strengthened.						
<b>Home by Christmas</b>	Families / whānau have moved back into their homes by Christmas.						
 <p>Restore Whakahou</p>	<h3>RESTORING THE NATURAL AND RURAL ENVIRONMENT</h3> <p><i>The natural environment is restored and enhanced, where possible, and the primary sector is fully functioning.</i></p> <table border="0"> <tr> <td style="vertical-align: top;"><b>Primary Sector Support</b></td> <td>The primary sector is fully supported and functioning within a new normal.</td> </tr> <tr> <td style="vertical-align: top;"><b>Environmental Effects</b></td> <td>The impact of the flood and its recovery does not leave lasting negative environmental effects on our land and in our water.</td> </tr> </table>	<b>Primary Sector Support</b>	The primary sector is fully supported and functioning within a new normal.	<b>Environmental Effects</b>	The impact of the flood and its recovery does not leave lasting negative environmental effects on our land and in our water.		
<b>Primary Sector Support</b>	The primary sector is fully supported and functioning within a new normal.						
<b>Environmental Effects</b>	The impact of the flood and its recovery does not leave lasting negative environmental effects on our land and in our water.						
 <p>Rebuild Waihanga</p>	<h3>REPAIRING OUR HOMES AND RESTORING OUR COMMUNITIES</h3> <p><i>Housing, infrastructure, facilities and services are repaired.</i></p> <table border="0"> <tr> <td style="vertical-align: top;"><b>Housing</b></td> <td>There is adequate housing supply and damaged homes are repaired to a liveable standard.</td> </tr> <tr> <td style="vertical-align: top;"><b>Infrastructure</b></td> <td>Infrastructure and services are restored and stop-bank repairs protect the community.</td> </tr> </table>	<b>Housing</b>	There is adequate housing supply and damaged homes are repaired to a liveable standard.	<b>Infrastructure</b>	Infrastructure and services are restored and stop-bank repairs protect the community.		
<b>Housing</b>	There is adequate housing supply and damaged homes are repaired to a liveable standard.						
<b>Infrastructure</b>	Infrastructure and services are restored and stop-bank repairs protect the community.						
 <p>Regenerate Whakatipu</p>	<h3>REGENERATING THE ECONOMY</h3> <p><i>Sustainable business activity is re-established, and where possible, enhanced.</i></p> <table border="0"> <tr> <td style="vertical-align: top;"><b>Business Continuity</b></td> <td>Support is targeted to help restore businesses and to provide certainty around business and employment continuity.</td> </tr> </table>	<b>Business Continuity</b>	Support is targeted to help restore businesses and to provide certainty around business and employment continuity.				
<b>Business Continuity</b>	Support is targeted to help restore businesses and to provide certainty around business and employment continuity.						



Partnership  
Mahi Tahī

## WORKING IN PARTNERSHIP WITH THE COMMUNITY

*Identify and prioritise opportunities that may include:*

- Giving effect to Iwi values through collaborative engagement
- Recognising natural, cultural and historical heritage
- Enabling partnership approaches to projects that are aligned to the recovery phase and beyond.

# Recovery and partnership

---

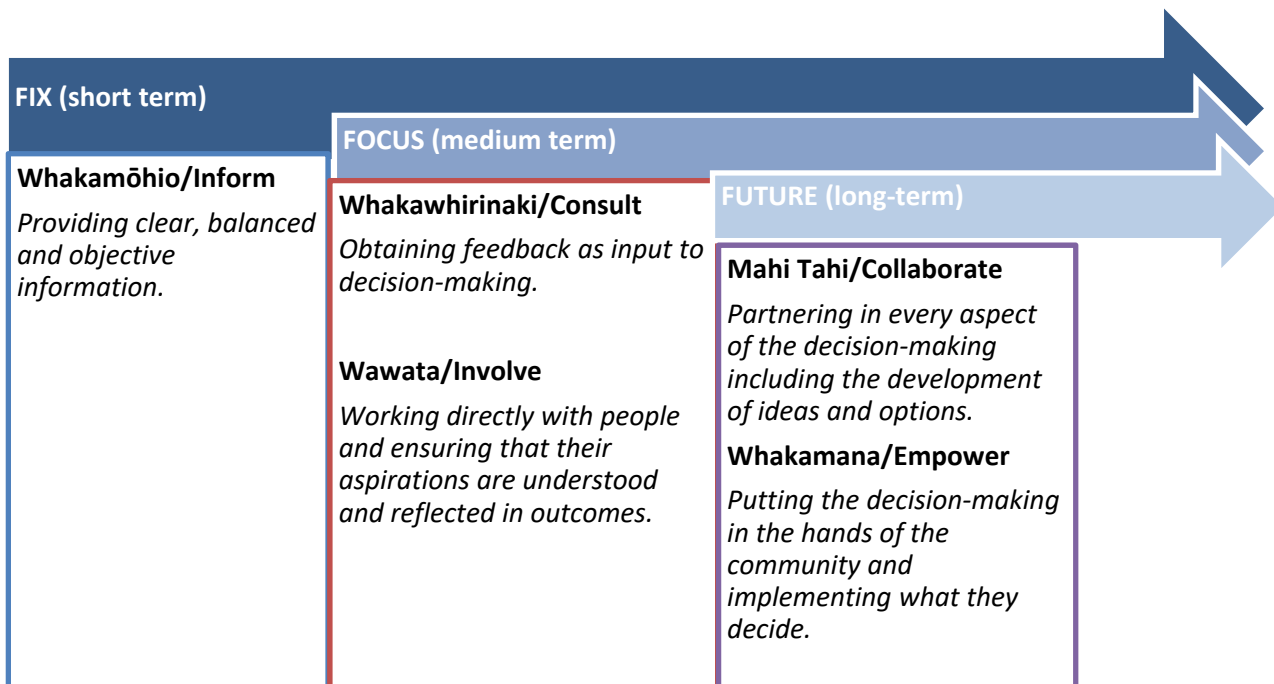
Recovery is a developmental and remedial process with the main objective of efficiently organising the resources available to restore communities to the point where normal social and economic activities resume. Recovery following Cyclones Debbie and Cook will bring about a 'new normal' for many. It is acknowledged that recovery is complex and time consuming. Recovery is also dynamic. For this recovery to be effective, we need to identify and address the short, intermediate and long-term needs of our communities. We aim to anticipate, monitor and be flexible in our response to the changing nature of the recovery activities to ensure strong and enduring community outcomes.

To do this effectively, community will be the focal point of the recovery process. It is also useful to think about the three stages to recovery as three different approaches to recovery from the 2017 flooding event. These are "fix, focus, future". The first short-term stage being 'fix' includes the immediate actions for completion to assist the community in the early days of recovery, to ensure communities can function as well as possible.

'Focus' is the second approach to recovery and includes the majority of measures and milestones discussed in our Recovery Programme. Approaches in this stage focus on supporting and assisting the community, businesses, farmers and the environment (built and natural) to recover in the best way possible.

'Future' is the final stage in the recovery process. As people are moving back into their homes, this is the stage for visioning, for making the most of any opportunities, and for the community to be at the heart of planning and decision-making about what is important for recovery in the future. It also signals the 'exit point' for the Recovery Team to hand-over to the community and to other agencies to continue the recovery process as part of their 'business as usual'.

The Community Partnership Plan therefore focussed initially on getting timely and relevant information to the affected communities, and on acknowledging/responding to concerns – the 'Fix' phase (IAP2 – Inform and Consult). Once the lines of communication with affected communities are established, the Recovery Team has been seeking input around 'Focus' and 'Future' (IAP2 – Involve, Collaborate and Empower).



DRAFT

**Objective**  
Our desired future state



## Working in partnership (Mahi Tahī) with the community

Working with communities to identify and prioritise opportunities.

<b>Outcomes</b> What success will look like	<b>Partnership</b> Enabling partnership approaches to projects that are aligned to the recovery phase and beyond. Giving effect to Iwi values through collaborative engagement. Recognising natural, cultural and historic heritage.				
<b>Approach</b> How we will get there	<b>Success Factors</b> <i>How we know if we are achieving the objective</i>	<b>Measures</b> <i>The things we measure to show change in success factors</i>	<b>Milestones</b> <i>The deliverables or targets that we will meet</i>	<b>Owner</b> <i>Who is responsible</i>	<b>Target Timeframe</b> <i>When will it be done by</i>
	All community stakeholders understand, embrace and contribute positively to communication and engagement processes.	<ul style="list-style-type: none"> <li>Regular monitoring and reporting of feedback via social media and face to face meetings</li> <li>Increasing numbers of people receiving and/or contributing to newsletters and communication opportunities</li> <li>Formal (Sit Reps, agenda items) and informal (via staff) council reporting channels.</li> <li>Engagement activities developed in collaboration with the community</li> </ul>	<ol style="list-style-type: none"> <li>Community groups included in events programmes, to promote their activities and build capacity</li> <li>"Who's Home" displayed at Te Tari Āwhina and is populated by community.</li> <li>Sit Reps / status reports are accurate and timely.</li> <li>Newsletters are regular, timely with clear relevant messaging.</li> </ol>	<ol style="list-style-type: none"> <li>WRO</li> <li>WRO</li> <li>WRO</li> <li>WRO</li> </ol>	<ol style="list-style-type: none"> <li>Ongoing (starting July 2017)</li> <li>Sept 2017</li> <li>Ongoing</li> <li>May 2017 Ongoing</li> </ol>
	Recovery project efforts are viewed as authentic, responsive and effective.	<ul style="list-style-type: none"> <li>Ongoing media/public feedback from community, elected members and MCDEM</li> <li>Responsiveness (attendance and contributions) with engagement activities</li> <li>Community focus group, rural and social stakeholders reporting</li> </ul>	<ol style="list-style-type: none"> <li>Signage for "our homes and people need some care"</li> <li>A range of reactive and proactive strategies to engage affected rural individuals and families to build strong support networks are provided, including:               <ul style="list-style-type: none"> <li>Good yarn workshops</li> <li>Local BBQs</li> <li>Dairy NZ discussion groups</li> <li>Field days</li> <li>Rural women gatherings.</li> </ul> </li> <li>A calendar of monthly events and community development activities has been planned out to reach a wide range of the community, including school holiday care programme.</li> <li>Community expo's and open days will be held to provide timely information to affected residents on a range of topics (e.g. insurance, health, Liveable Homes Project, Worksafe etc.)</li> <li>Community Focus Groups held regularly.</li> </ol>	<ol style="list-style-type: none"> <li>WRO</li> <li>RST, RAG, BOPDHB, EBPHO</li> <li>WRO</li> <li>WRO/RCB</li> <li>WRO / Community Focus Group</li> </ol>	<ol style="list-style-type: none"> <li>May 2017</li> <li>Ongoing (start May 2017)</li> <li>June 2017</li> <li>May 2017</li> <li>July 2017 ongoing</li> </ol>
	Elected members understand community expectations when making decisions that affect residents' future wellbeing.	<ul style="list-style-type: none"> <li>Any outcomes from community engagement are clearly identified and reported.</li> <li>Feedback is provided to all stakeholders on progress of decision-making.</li> </ul>	<ol style="list-style-type: none"> <li>Elected members are regularly updated on Recovery progress, issues, risks and community feedback.</li> <li>Elected members, particularly the Rangitāiki Community Board members, are actively involved in recovery projects.</li> </ol>	<ol style="list-style-type: none"> <li>WRO</li> <li>Elected members</li> </ol>	<ol style="list-style-type: none"> <li>April 2017 (ongoing)</li> <li>May (ongoing)</li> </ol>
	Iwi are recognised as partners in the recovery process.	<ul style="list-style-type: none"> <li>Community partners, including Iwi, convene and collaborate on joined up wrap-around services delivery for the wellbeing of affected residents (Navigator Service).</li> <li>Community partners, including Iwi, collaborate and wrap-around any environmental issues that may arise from the flood.</li> </ul>	<ol style="list-style-type: none"> <li>All parties continue to engage on a regular basis on community wellbeing issues and environmental issues.</li> <li>Stakeholder perception survey on environmental issues is developed and undertaken and demonstrates greater than 75% satisfactory involvement in environmental issues.</li> <li>Community Engagement Plan developed which incorporates Partnership Plan</li> </ol>	<ol style="list-style-type: none"> <li>WRO</li> <li>WRO</li> <li>WRO</li> </ol>	<ol style="list-style-type: none"> <li>July 2017</li> <li>Nov 2017</li> <li>August 2017</li> </ol>



	Appropriate kaupapa for koiwi, archaeology, is utilised for flood repair works.	<ul style="list-style-type: none"> <li>Educational material is easily accessible to rural community about the process/protocols to follow on the discovery of potential koiwi.</li> </ul>	1. Clear messaging is delivered to the rural community.	1. BOPRC	1. May 2017
	The community is empowered to plan for the future.	<ul style="list-style-type: none"> <li>Community participation in vision and planning workshops.</li> </ul>	1. Community group develops Community Plan with WDC support.	1. RCB	1. TBC
	Community leadership is fostered, empowered and fully engaged in recovery activities.	<ul style="list-style-type: none"> <li>Community leaders are linked and participate in recovery activities.</li> <li>Ongoing meetings as requested.</li> </ul>	<ol style="list-style-type: none"> <li>Community acknowledge or commemorate event in a way that the community deems appropriate.</li> <li>Ongoing use of the community leaders group.</li> <li>Elected members, particularly the Rangitāiki Community Board, support emerging community leaders.</li> </ol>	<ol style="list-style-type: none"> <li>Community</li> <li>WRO</li> </ol>	<ol style="list-style-type: none"> <li>June 2017</li> <li>Ongoing.</li> </ol>
<b>Risks</b> The key things that could prevent us achieving this goal	<b>Risk</b>		<b>Mitigation</b>		
	– Negative public reaction to recovery actions.		Effective and timely public communications and work closely with community leaders.		
	– Loss of confidence in Council and other agencies.		Effective and timely communications. Transparent and inclusive decision making processes are in place.		
	– Displaced and fatigued community is dis-engaged in recovery processes and actions.		Community engagement is led by community leaders. Community plan is developed ‘for and by’ the community.		
	– Lack of involvement / support from key community stakeholders, including Iwi		Maintain close relationships with community groups and community leaders.		
	– Lack of central government support (resources and financial).		Maintain good working relationships with the NRO and other central government agencies.		
	– Lack of Iwi involvement / partnerships		Maintain awareness of relationships with Iwi across all environments of Recovery.		
<b>Opportunities</b> Things that could help us better achieve this goal	<b>Opportunity</b>		<b>Owner</b>		
	– Well connected community groups, support networks and neighbourhoods are formed.		Community		
	– Through the community plan process, the community has the opportunity to design and restore parks, public spaces and roadside berms.		Community		
	– New community leaders and community groups are identified through the recovery process which are supported and developed.		Community WRO		
	– Existing community groups are further developed.		Community WRO		
	– Clear strategic vision for the community is formed that brings together stakeholders, government agencies, councils, NGOs, Iwi and others.		Community (with WRO support)		
	– Prioritise Māori land utilisation projects as a result of the flood.		RST, RAG, MPI, MBIE, WRO, BOPRC, Te Rūnanga o Ngāti Awa, Te Tumu Paeroa		
	– Improved relationships with Iwi.		WRO Iwi		
	– Potential for long term Papakāinga housing at Kōkōhinau Marae, following the development of temporary housing		TPK / MBIE Kōkōhinau Marae		
– Recognising the extent of damage to the road between Murupara and Waikaremoana (old SH38), prioritise the investigations underway to improve the road and how the road (in Te Urewera) can contribute to Tūhoe’s development aspirations.		Joint project between Te Uru Taumatua, WDC, NZTA and Wairoa District Council.			

# Stakeholders

Communication, engagement and partnership for the recovery project falls into four broad groups:

1. Affected people/community and residents of the Whakatāne District
2. Local government
3. Partners
4. Government and non-government organisations/agencies.

Those involved in each stakeholder group are listed below.

Affected people/community and residents of the Whakatāne District	Local government elected members and staff
Red stickered owners/occupiers Yellow stickered owners/occupiers White stickered owners/occupiers Farmers/employees Lifestylers Business owners/operators/employees Schools Edgecumbe Community Focus Group Clubs and organisations Residents in the wider Whakatane District Local media (Whakatāne Beacon, Radio 1XX, Sun FM, Tumeke FM)	Elected members: Whakatāne District Council, Rangitāiki Community Board, Tāneatua Community Board, Bay of Plenty Regional Council  Recovery Team  Executive staff Whakatāne District Council and Bay of Plenty Regional Council  Operational and support staff: Roding, Building Control, Consents team, Customer Service staff; Bay of Plenty Regional Council Rivers and Drainage team, Technical Services team  Liveable Homes Project Team
Partners	Government and non-government organisations/agencies
Ngāti Awa Ngāti Manawa Ngāti Rangitahi Ngāti Whare Tūhoe – Te Uru Taumatua Community Focus Group Iwi Chairs Forum Bay of Plenty Regional Council Emergency Management Bay of Plenty Pou Whakaaro Eastern Bay Chamber of Commerce Rural Support Trust	Ministers Anne Tolley, Nathan Guy, Te Ururoa Flavell National Recovery Office Ministry of Social Development Ministry for Business, Innovation and Employment Ministry for Primary Industries Department of Internal Affairs Earthquake Commission Ministry of Civil Defence and Emergency Management Bay of Plenty District Health Board Ngāti Awa Social and Health Services Te Rūnanga o Ngāti Awa NZ Red Cross Federated Farmers Insurance Council of New Zealand Insurance providers Whakatāne Citizens Advice Bureau Community Law Community funders: Eastern Bay Energy Trust, BayTrust, Lion Foundation, J N Williams Trust, Rotary Whakatāne West, Southern Trust

## Partnering with Iwi

For Iwi, it has been agreed through initial hui with various Iwi Authorities that communications and updates from the Recovery Team will be provided regularly as the project develops towards restoring wellbeing and opportunities to the affected communities within the District. Engagement with Iwi may lead to partnership opportunities between the Recovery Team and Iwi as the Recovery Project progresses.

For more detail on Iwi engagement, including existing forums, refer to the Iwi Engagement section.

## Communication and engagement

This Partnership Plan draws on the IAP2 spectrum with the emphasis in this community recovery being on involvement and collaboration.

To date the following have been delivered as part of the communication and engagement activity. The table below demonstrates a vast array of activities that fit on the IAP2 spectrum from “informing” through to “empowering”. Generally, as time moves on, the nature of communication and engagement has changed from providing information (informing) in the early stages of Recovery to involving, collaborating and empowering the community to ‘focus’ on the future.

<p><b>Whakamōhio/Inform</b></p> <p><i>Providing clear, balanced and objective information</i></p>	<ul style="list-style-type: none"><li>• Signage at the entrance to affected communities</li><li>• Establishment of Te Tari Āwhina – Community Hub at Edgecumbe Library and Community Information Hubs at Whakatāne and Murupara Libraries and Kawerau i-SITE</li><li>• Recovery Newsletter – bi-weekly, two page newsletters published in the Whakatāne Beacon and distributed in mail-chimp format to over 800 email addresses per edition. Twenty-five newsletters produced to date</li><li>• Newsletter content communicated through Social Media platforms, specific Recovery Facebook Page and associated high membership community Facebook accounts eg, Kia Kaha Edgecumbe</li><li>• Daily radio messaging on local radio stations, including Iwi stations and utilising Te Reo</li><li>• Rural Recovery Newsletter – specialised messaging for rural community. Production schedule determined by time-sensitive content</li><li>• Safety messaging directly to school children/parents</li><li>• Media releases in response to key milestones/activities</li><li>• Community Expo providing information to affected residents, attended by 17 agencies</li><li>• Insurance Open Day</li><li>• Display advertisements of various funds – eg MPI, MBIE</li><li>• Rural barbecues, morning teas</li><li>• Cultural support accessed for Recovery events and service launches</li><li>• Strategic Advisor Māori CD-event debrief with Rūnanga Chief Executives</li><li>• Strategic Advisor Māori weekly Recovery Update briefings with Rūnanga Chief Executives</li><li>• Strategic Advisor Māori support for WDC Rooding Manager to engage re: key programme planning, implementation, progress.</li></ul>
---	--

<p><b>Whakawhirinaki/Consult</b></p> <p><i>Obtaining feedback as input to decision-making</i></p>	<ul style="list-style-type: none"> <li>• Regular meetings with Edgecumbe Community Focus Group (ECFG)</li> <li>• ECFG feedback into review of Recovery Communications Plan re: frequency of messaging.</li> <li>• Stakeholder feedback into Draft Recovery Action Programme, including Iwi Partnership.</li> </ul>
<p><b>Wawata/Involve</b></p> <p><i>Working directly with people and ensuring that their aspirations are understood and reflected in outcomes</i></p>	<ul style="list-style-type: none"> <li>• Working with businesses and the rural sector.</li> <li>• Community events (calendar of events) coordinated through events coordinator.</li> <li>• Involvement and engagement across agencies, iwi and community through numerous forums.</li> <li>• Community representation on stop bank repair planning group.</li> </ul>
<p><b>Mahi Tahī/Collaborate</b></p> <p><i>Partnering in every aspect of the decision-making including the development or ideas and options</i></p>	<ul style="list-style-type: none"> <li>• Working in partnership with the BOPRC and the community.</li> <li>• Partners meetings with government and non-government agencies in relation to welfare.</li> <li>• Working in partnership with MBIE to provide temporary accommodation.</li> <li>• Acknowledging Iwi have plans in relation to recovery and supporting projects if, and when, appropriate.</li> <li>• Facilitate community recovery projects e.g. Liveable Homes.</li> </ul>
<p><b>Whakamana/Empower</b></p> <p><i>Putting the decision-making in the hands of the community and implementing what they decide</i></p>	<ul style="list-style-type: none"> <li>• Organising and supporting a community planning workshop for Edgecumbe residents to initiate the beginnings of a community led recovery plan. The goal of the community plan is to get residents involved in the process, while the challenge is to focus attention on long-term planning for the community when many individual's long-term circumstances may be unclear.</li> <li>• Support community initiatives for recovery e.g. supporting temporary housing at Kōkōhinau marae.</li> <li>• Joint project between Te Uru Taumatua, WDC, NZTA and Wairoa District Council to develop SH 38.</li> <li>• Community Law training and support.</li> <li>• Navigator service and RST facilitators.</li> </ul>

## First challenges for communication and engagement

At the beginning of Recovery, the immediate challenges facing the recovery team around communication and engagement (particularly with regard to the mid-long term focus) were:

- many (unknown number) residents/affected persons have left the area or are billeted with no forwarding contact details
- infrastructure damage affecting roads, property, land and power supplies
- the affected communities are widespread and with very different (and often competing) needs
- records of dwelling occupancy/ownership are conflicting/complicated
- no credible, consistent mode of media/communication covering the entire affected area
- on-going weather events that are contributing to uncertainty.



## Current challenges - involving and empowering the community

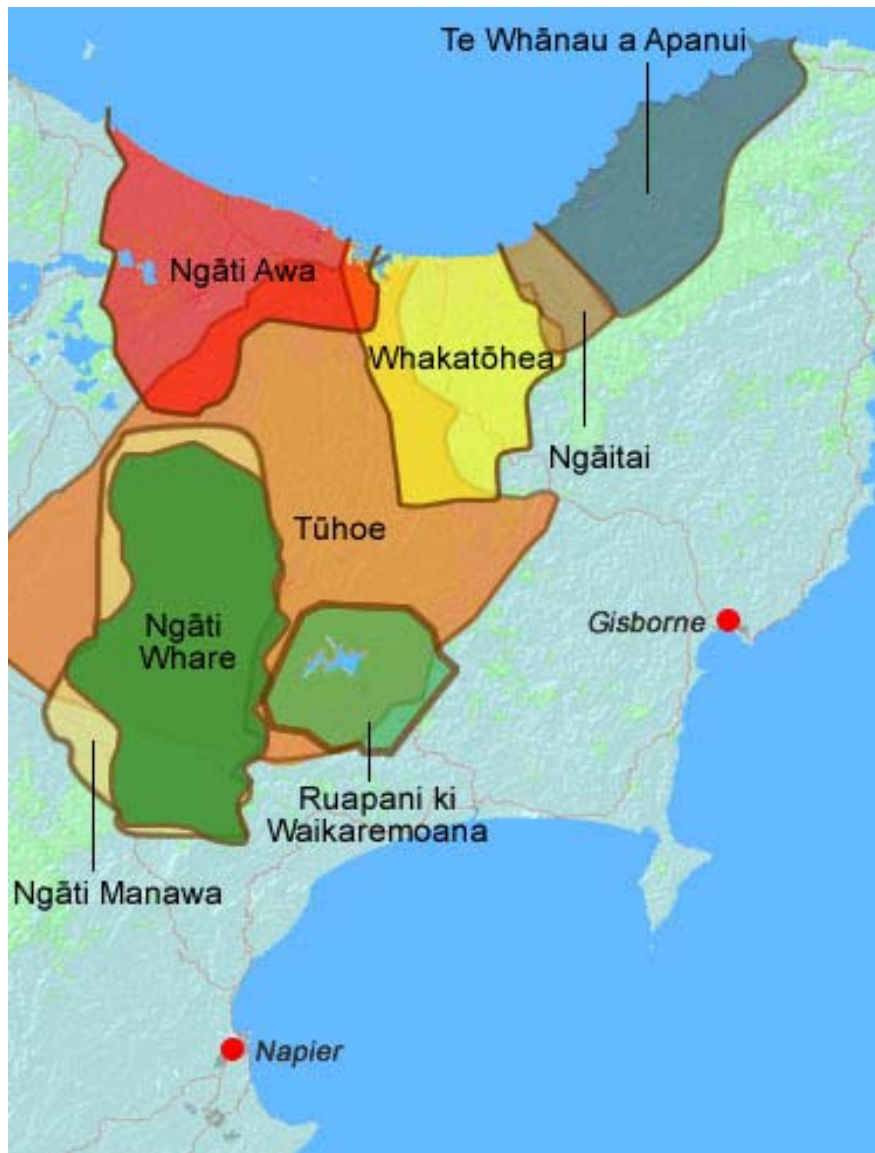
Four months on from the April floods, challenges for communication and engagement have changed. The main challenge involves getting those affected focused on the future. This is particularly challenging as many flood affected residents are still displaced. Key ways of involving and empowering the affected community are outlined in the table below.

Community Interest	IAP2 Engagement Spectrum	Description
<b>Businesses</b>	Wawata/Involve	Supporting wellness and wellbeing of business owners and employees through the facilitation of workshops and networking opportunities.
<b>Rural</b>	Wawata/Involve	Supporting wellness, wellbeing and resilience in rural individuals and families and rural workers through the facilitation of workshops, social events and training opportunities.
<b>Events Coordination</b>  <b>WRO</b>	Wawata/Involve	<p>16 events and activities have been planned for the Edgecumbe community aiming to address their needs by bringing emotional relief and support as the community continue their recovery efforts within the township.</p> <p>The events and activities will not only enliven the flood affected community, but it will enhance community connections and build community resilience.</p> <p>The underlying principles of the work proposed for the next seven months is for the community to recover from the shock and the loss following the stop bank breach are as follows:</p> <ul style="list-style-type: none"> <li>- The existing activities return to normal</li> <li>- School Holiday programme that ensure parents do not have to take more leave to look after children</li> <li>- Activities/Events that focus on the various age groups of the community</li> <li>- Support the community to take ownership of events for the future. (hopefully they can become annual events after the 7-month period ends)</li> <li>- People have an opportunity to relax and enjoy themselves as part of the psychosocial recovery from such a devastating event</li> </ul>

Community Interest	IAP2 Engagement Spectrum	Description
<p>E.D.I.T</p> <p>Edgecumbe community</p>	<p>Whakamana/Empower</p>	<p>The group known as E.D.I.T. from the Edgecumbe community, have been thinking of different ways to help 'improve' and 'revitalize' Edgecumbe. In consultation with the Edgecumbe community, they will be leading and facilitating a mural design project and rebuild fences along the Rangitaiki. The Mural Project encompasses painting multiple murals and incorporate the Edgecumbe youth community with the aid of famous artists. The other project that they have planned is a fencing project.</p> <p>The 2 projects that have been planned for the Edgecumbe community by E.D.I.T are aiming to address their needs by bringing emotional relief and support as the community continue their recovery efforts within the township. It also provides an opportunity to look forward to the future.</p>
<p>Community Focus Group</p> <p>(initially supported by WRO)</p>	<p>Whakamana/Empower</p>	<p>The Edgecumbe Community Plan is being initially facilitated by the Whakatāne District Recovery Team but the plan will ultimately be owned and developed by the Edgecumbe Community.</p> <p>The plan is a step towards thinking about the future and how people would like to see their Edgecumbe community. A facilitator and community enthusiast, Peter Kenyon, specialises in community development and has worked with over 2000 communities in 59 countries, including Australia, New Zealand, South Africa and Canada will help the Edgecumbe community to facilitate fresh and creative ways that stimulate community and local economic renewal. Peter will spend time in the community, meeting with a range of stakeholders, along with leading a public meeting to ensure he has the wider community's views captured.</p> <p>The Community Workshop, facilitated by Peter, will aim to enrich the Edgecumbe community by addressing their needs to look forward to the future and support ideas and projects for their community as they continue their recovery efforts within the township.</p>

## Iwi Engagement

This map illustrates the boundaries of the Iwi interests within the Whakatāne District (excluding Ngāti Rangitīhi who was not included at the time map was illustrated). Each Iwi has its own tikanga, and belief systems that reflect their respective histories. In terms of the 2017 civil defence event, each Iwi faces its own challenges in terms of recovery.



## How we will work alongside Māori

The Recovery Team will maintain communications and a positive working relationship with the identified Iwi Authorities throughout the duration of the Whakatane District Recovery Project.

- The Principles of Whakāute, Pononga, Kanohi ki te Kanohi, and Tikanga ā Iwi will be adhered to in all the Recovery Team's engagements with Iwi, as much as possible
- Recovery projects will give consideration to engagement and partnership opportunities with Iwi to identify the potential for collaborative work programmes.
- Iwi will be shown respect and mana as strategic partners alongside the Recovery Team through their status as Mana Whenua authorities in the Whakatāne District.

- If kōiwi are found at all throughout the Recovery Project then immediate contact with the relevant Iwi Authority will be made to develop an investigative plan.

A summary of Iwi engagement is outlined in the table below. Refer Appendix I for key Iwi contacts.

Iwi Interest	Level of Engagement	Statistical Information and quick facts
<i>Ngāti Awa</i>	<p>Engagement with Ngāti Awa Rūnanga CEO to debrief on the Civil Defence Response activities and to introduce the Recovery Project.</p> <p>Hui with Rūnanga CEO being held frequently to maintain communications and provide updates</p> <p>Weekly Recovery updates provided and cultural support accessed for Recovery events and service launches</p>	<ul style="list-style-type: none"> <li>• Descendants of Mataatua Waka</li> <li>• 16,179 people affiliate as being of Ngāti Awa descent</li> <li>• 43.1% of Ngāti Awa members live in the Bay of Plenty region</li> </ul>
<i>Ngāti Manawa</i>	<p>Engagement with Ngāti Manawa Rūnanga’s General Manager to debrief on the Civil Defence Response, and obtain local intelligence and information pertaining to affected properties.</p> <p>The main issues within Ngāti Manawa rohe were impacted farming businesses, and damage to roads resulting in temporary closure</p> <p>Weekly Recovery updates provided.</p>	<ul style="list-style-type: none"> <li>• Descendants of Mataatua Waka</li> <li>• 2,256 people affiliate as being of Ngāti Manawa descent</li> <li>• 49.3% of Ngāti Manawa members live in the Bay of Plenty region</li> </ul>
<i>Ngāti Rangitihi</i>	<p>Engagement held with Ngāti Rangitihi Manager and Trust Board Member to update on the Recovery Project and debrief on the Civil Defence Response operation.</p> <p>In the early stages of the Recovery Project, <i>Involved Engagement</i> occurred with Ngāti Rangitihi through the housing classification initiative in Edgecumbe. Key information and planning was shared to identify Ngāti Rangitihi descendants affected by the flooding in Edgecumbe and how the Iwi could support them financially to recover</p> <p>Weekly Recovery updates provided</p>	<ul style="list-style-type: none"> <li>• Descendants of Te Arawa Waka</li> <li>• 2,298 people affiliate as being of Ngāti Rangitihi descent</li> <li>• 46.3% of Ngāti Rangitihi members live in the Bay of Plenty region</li> </ul>



Iwi Interest	Level of Engagement	Statistical Information and quick facts
<i>Ngāti Whare</i>	<p>Engagement with the General Manager to debrief on the Civil Defence Response project and to update on the Recovery Project</p> <p>Significant intelligence received from Ngāti Whare regarding affected properties, farming businesses, and roads within their rohe.</p> <p>The Recovery Team has engaged directly with these affected interests to identify Recovery support needs.</p> <p>Roading is the main area of concern for this area of the District with State Highway 38 being severely damaged from the cyclone. The Recovery Team and the Roothing Team are engaging with Ngāti Whare fortnightly to discuss updates and related issues on State Highway 38 remedial work. These hui continued until regulated public access to the Highway commenced in mid-June, and will then become monthly until full roading access is achieved.</p> <p>Weekly Recovery updates provided.</p>	<ul style="list-style-type: none"> <li>• Descendants of Mataatua Waka</li> <li>• 1,254 people affiliate as being of Ngāti Whare descent</li> <li>• 52.3% of Ngāti Whare members live in the Bay of Plenty region</li> </ul>

There are a number of forums that assist with Iwi engagement during the recovery process. These are described below.

Key Stakeholder Interest	How Stakeholders can impact Iwi Engagement for the Recovery Project
<i>Rangitāiki River Forum</i>	<ul style="list-style-type: none"> <li>• Formed in May 2012 the Rangitāiki River Forum was established by law to protect and enhance the Mauri (giving life) of the Rangitāiki River and its tributaries</li> <li>• Main purpose of the Forum is the protection and enhancement of the environment, cultural, and spiritual health and wellbeing of the Rangitāiki River and its resources for the benefit of present and future generations</li> <li>• The forum is a co-governance partnership made up of representatives from Ngāti Whare, Ngāti Manawa, Ngāti Awa, Tūwharetoa (BOP), as well as councillors from BOPRC and WDC</li> <li>• The Recovery Team has delivered a presentation to the Forum outlining the projects key objectives and how we can partner together to achieve these outcomes</li> <li>• The Civil Defence event impacted on the health and wellbeing of the Rangitāiki River and how it can sustain whānau for the future. This is significant for the Forum and for Iwi in general when it comes to their relationships with awa as kaitiaki (guardians)</li> </ul>

Key Stakeholder Interest	How Stakeholders can impact Iwi Engagement for the Recovery Project
<i>Komiti Māori – Bay of Plenty Regional Council</i>	<ul style="list-style-type: none"> <li>• Primary function is to set the operational direction for Council’s legislative obligations to Māori and to monitor how these obligations are implemented</li> <li>• Report and presentation from the Whakatāne District Recovery Project to Komiti Māori has been delivered to update on the current Civil Defence Recovery situation and how the Recovery Team plans to achieve the designated outcomes</li> <li>• The Recovery Project has a key focus on restoration of the natural environment which aligns directly to BOPRC’s Environmental Protection community outcome, this alignment underlies how Komiti Māori and the Recovery Project can potentially work together at a strategic level</li> </ul>
<i>Te Puni Kōkiri – Ministry of Māori Development</i>	<ul style="list-style-type: none"> <li>• Central government agency with a Vision of “Iwi, Hapū, and Whānau Māori succeeding as Māori”</li> <li>• Under Te Puni Kōkiri’s (TPK) “Whanaungatanga” outcome area - Crown and Iwi experiencing genuine engagement and productive, enduring relationships; there is a direct alignment with TPK’s engagement with Iwi and how the Recovery Project seeks to do so also under the “Pononga” principle of engagement</li> <li>• TPK had direct involvement during the Civil Defence Response phase in the Emergency Operating Centre through the welfare work stream utilising Iwi engagement intelligence</li> <li>• Te Puni Kōkiri have established relationships and investments with Iwi in the Whakatāne District and this can be an opportunity for the Recovery Project to align with these activities to achieve designated outcomes through Iwi engagement planning and strategies</li> </ul>
<i>Iwi Chairs Forum – Whakatāne District Council</i>	<ul style="list-style-type: none"> <li>• Forum established through Whakatāne District Council to enable strategic issues of mutual interest between Council and Iwi to be discussed, and to realise opportunities for integration and coordination</li> <li>• Iwi Chairs Forum membership involves the Chairs and the CEOs of each Iwi interest within the Whakatāne District and the Forum requires direct discussions and dialogue with Whakatāne District Council leadership including the Mayor and the Chief Executive Officer</li> <li>• The Whakatāne District Recovery Project has presented to the Forum and provided an update on the current status of the identified outcomes and how the Project Team seeks to achieve these goals in partnership with Iwi</li> </ul>
<i>Ministry of Civil Defence</i>	<ul style="list-style-type: none"> <li>• Regular contact has been made with the Civil Defence Māori Engagement Liaison who facilitated the debrief activities with Māori communities post-Response phase on behalf of the Ministry of Civil Defence</li> <li>• The intelligence gathered by the Māori Liaison will assist the Recovery Team with targeting Maori communities and organisations that sit ‘outside’ Iwi operations and activities</li> <li>• Recovery Team has supported the Civil Defence Māori Liaison with intelligence and information relating to Iwi Authority involvement in both the Civil Defence Response and Recovery programmes</li> <li>• Regular and ongoing engagement between Recovery Team and Civil Defence personnel to be maintained throughout</li> </ul>

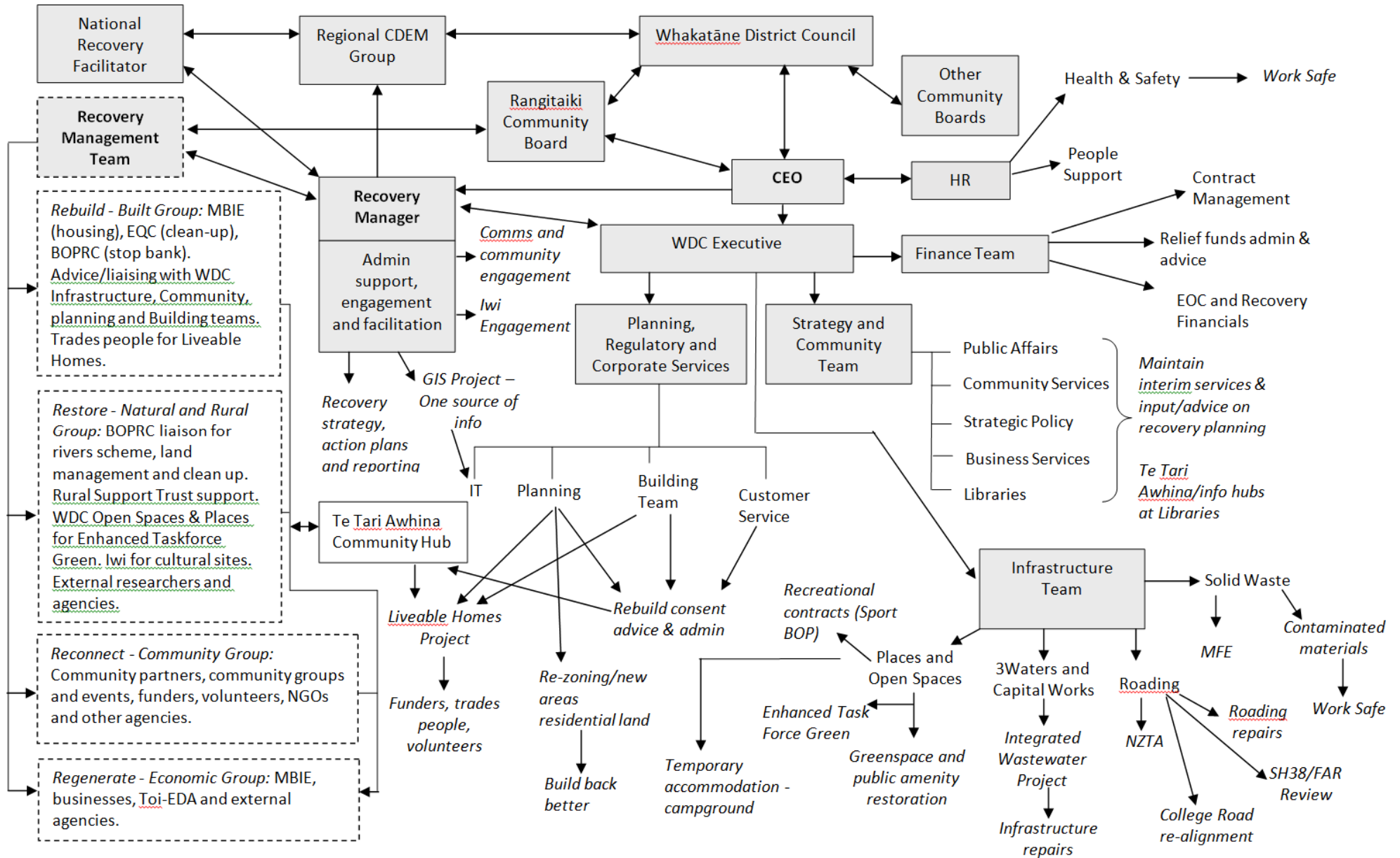
Key Stakeholder Interest	How Stakeholders can impact Iwi Engagement for the Recovery Project
<i>Ngāti Awa affiliated organisations</i>	<ul style="list-style-type: none"> <li>• Ngāti Awa Social &amp; Health Services (NASH) and Ngāti Awa Volunteer Army (NAVA) have both been prominent contributors and support organisations throughout the Civil Defence Response and Recovery projects</li> <li>• NAVA was established and implemented during the Response phase operations focussing on efforts in Edgecumbe and other surrounding areas affected by the floods</li> <li>• NAVA’s specific activities included providing cultural and spiritual support to affected property owners and tenants in Edgecumbe, cleaning up properties and households in Edgecumbe, and strategic input into activities and intelligence within the Civil Defence Emergency Operating Centre (EOC). They continue to work in partnership with the Recovery team to rebuild Edgecumbe through the “Liveable Homes” project and other related activities</li> <li>• NASH was crucial in providing Health and Social services support during the Civil Defence Response phase and beyond, particularly in the Civil Defence Welfare Centres with Edgecumbe residents</li> </ul>
<i>Māori Investments Limited</i>	<ul style="list-style-type: none"> <li>• Māori Investments Limited is a company located in Kawerau that owns significant land interests and look after their shareholders’ investments predominantly through Forestry operations</li> <li>• Engagement was held with Māori Investments Limited to facilitate the sharing of information pertaining to shareholders who were directly affected by the flooding in Edgecumbe</li> <li>• The Recovery Team shared strategic information to ensure Māori Investments Limited had the necessary information relating to these properties to facilitate investments assisting with required remedial work</li> </ul>

## Appendix I: Iwi Contacts List:

Iwi Interest	Key Contact
<i>Ngāti Awa</i>	Leonie Simpson – CEO (Te Rūnanga o Ngāti Awa) <a href="mailto:Leonie@ngatiawa.iwi.nz">Leonie@ngatiawa.iwi.nz</a> 021 242 3759 <a href="http://www.ngatiawa.iwi.nz">www.ngatiawa.iwi.nz</a>
<i>Ngāti Manawa</i>	Maramena Vercoe – General Manager (Te Rūnanga o Ngāti Manawa) <a href="mailto:maramena.vercoe@tronm.co.nz">maramena.vercoe@tronm.co.nz</a> 027 227 2582 <a href="http://www.ngatimanawa.org">www.ngatimanawa.org</a>
<i>Ngāti Rangitahi</i>	Alana Hunter – Manager (Te Mana o Ngāti Rangitahi Trust) <a href="mailto:administrator@ngatirangitahi.iwi.nz">administrator@ngatirangitahi.iwi.nz</a> 027 557 4453 <a href="http://www.ngatirangitahi.iwi.nz">www.ngatirangitahi.iwi.nz</a>
<i>Ngāti Whare</i>	Te Waiti Rangiwai – General Manager (Te Rūnanga o Ngāti Whare) <a href="mailto:te_waiti@ngatiwhare.iwi.nz">te_waiti@ngatiwhare.iwi.nz</a> 021 245 7991 <a href="http://www.ngatiwhare.iwi.nz">www.ngatiwhare.iwi.nz</a>
<i>Tūhoe – Te Uru Taumatua</i>	Kirsti Luke – CEO (Te Uru Taumatua) <a href="mailto:kirsti@ngaituhoe.iwi.nz">kirsti@ngaituhoe.iwi.nz</a> (07) 312 9659 <a href="http://www.ngaituhoe.iwi.nz">www.ngaituhoe.iwi.nz</a>

# Whakatāne District Recovery team's relationships with multiple agencies

(adapted from Waimakiriri District Council)





# Project Charter

## Recovery GIS

Date: 01 May 2017

Version: 1.1



## Document Control

Version	Date	Author	Comment
V1.0	01/05/2017	Casey Box & Ethan Hohneck	Initial draft
V1.1	02/05/2017	Casey Box & Ethan Hohneck	Completed Live
V1.2	08/06/2017	Casey Box	Updating

## Review Process

This document has been reviewed by:

Reviewer	Focus of review
Stephen O'Leary	Content Review / Modifications
Julie Gardyne	Recovery Team Manager

## Contributors

The following have contributed to this paper:

Stephen O'Leary	Team Leader GIS
Casey Box	GIS Technician
Sulata Ghosh	GIS Technician
Ethan Hohneck	GIS Consultant – Emtel
Martin Roundill	GIS Consultant – Emtel

## Sign Off

Project Charter approved by:

Name/Position	Signature	Date
Julie Gardyne		

## Table of Contents

1.	Executive Summary .....	5
1.1	Overview .....	5
1.2	Approach .....	5
1.3	Cost/Benefit Analysis .....	7
1.4	Dependencies .....	7
1.5	Timeframe .....	8
2.	Purpose .....	8
3.	Project Mission Statement.....	9
4.	Goals and Objectives .....	9
5.	Scope .....	10
5.1	In Scope .....	10
5.2	Not in Scope.....	11
6.	Critical Success Factors.....	11
7.	High Level Project Plan .....	11
7.1	Approach and Work Plan .....	12
7.2	Project Timeline.....	13
7.3	Other Considerations .....	13
7.4	Deliverables.....	14
8.	Roles .....	14
8.1	Roles and Responsibilities .....	14
8.2	Reporting and Control .....	15
8.3	Governance.....	15
9.	Risk Management .....	16
10.	Assumptions and Constraints.....	17
10.1	Assumptions.....	17
10.2	Constraints .....	17
11.	Estimated Project Costs .....	18

**Glossary of Terms**

Architecture	The structure of a System or IT Service including its relationship of components to each other and the environment they are in
AGOL	ArcGIS Online web mapping tools
Aspatial Data	Data stored in a database with no spatial attributes
Geocortex	the web GIS software application used as the GIS Web Viewer
GIS	Geographic Information Systems, Council mapping and spatial services
Operation	day-to-day management of a live Service
Performance	a formal measure of what is achieved by a system, team or person
RDBMS	Relational Database Management System
Recovery GIS	A GIS service offered to assist the Recovery Team
Recovery Team	A team created to manage clean up and recovery of the Whakatane District Flooding Event
Service	a Service is a means of delivering value by facilitating outcomes that the customer wishes to achieve
Service Catalogue	a document which details the live Services including deliverables and contact points
Service Design	a stage in the development of a Service including the constitution of people, processes, and tools that will deliver the Service
Spatial Data	Data that defines a geographic location, e.g. Property Boundary
Web Map Apps	Web Mapping Applications that deploy spatial and aspatial data to users via a web browser

## 1. Executive Summary

This Project Charter establishes the foundation for analysis, design, and management of the Recovery GIS project. The GIS Department, who manage and facilitate the GIS, have been tasked to provide a more centralised GIS system encompassing data that is relevant to the Recovery Team.

### 1.1 Overview

Whakatane District Council is in the process of managing the GIS as part of the overall Recovery phase of the Whakatane District Flooding Event that occurred in April 2017. The GIS team has a number of technologies that can be utilised to provide a sound robust centralised system.

The system will provide means to disseminate appropriate information to targeted users; within council users will have access to pre-defined relevant datasets, subsets of this information may be available to external clients via a form of security. The system will also include an easy to operate map viewer with analytical tools and report builder. A key function needed will be the ability to create and capture data in the field. The Recovery GIS system will ensure that this is handled via a number of web map apps that have been used and tested in the past.

This charter will define a number of phases to enable this implementation.

### 1.2 Approach

The planned approach is to review activities that the Recovery Team are using now and in the future and assess what GIS needs they may need. This will entail sitting and discussing with the sub teams in the Recovery Team ensuring their needs are documented and included.

Before sitting with the Recovery Team GIS need to provide the following:

- A list of existing services that GIS provide daily and during a Civil Defence emergency.
- A Spatial Data Catalog of existing data.
- An Aspatial Data Catalog that has an existing relationship to the GIS data.
- A list of staffing resources available for this project.

Once we have analysed the needs of the Recovery Team we then start to build & organise the GIS Data Infrastructure to handle the deployment and capture of relevant data.

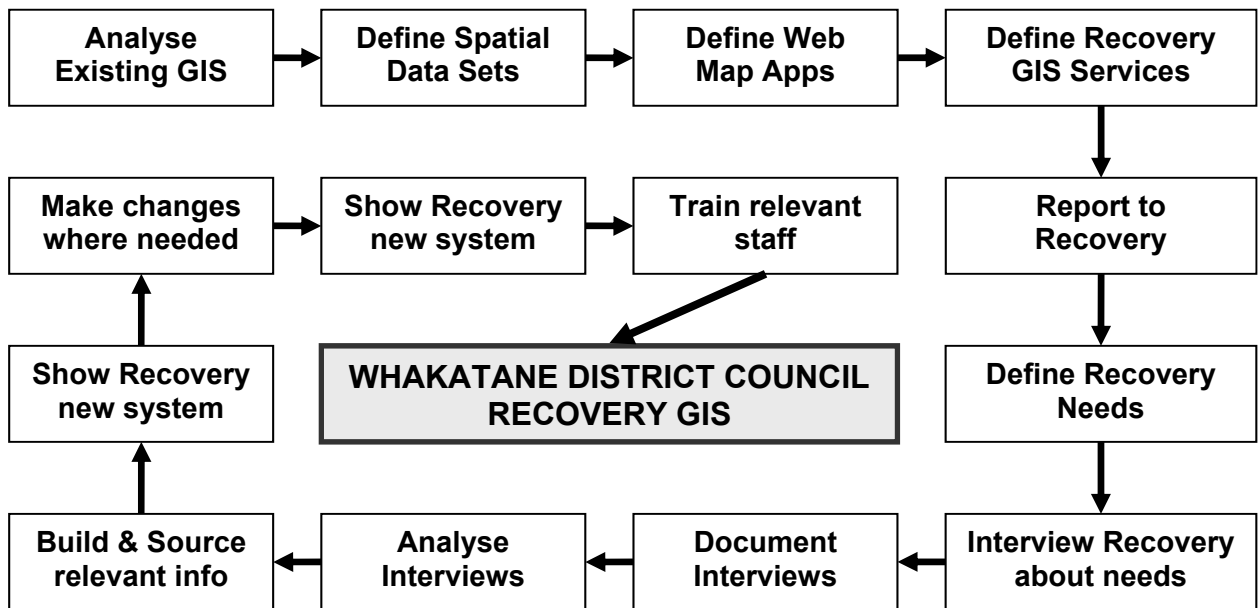
Ongoing Analysis, Monitoring, and Management processes are reported on during and after the duration of the project. This will provide System Stabilisation.



The approach will include addressing a series of questions to drive the change forward:

- Stage 1 - Analysis & Design
  - Where are we now?
  - Where do we need to be?
  - Do we already have tools and services to deliver what is needed?
  - How do we get there?
- Stage 2 – Implementation
  - Build the infrastructure needed and related data where needed.
  - Deploy and test web apps and viewers needed.
  - Train users in the use of the technology.
- Stage 3 - Monitoring
  - Are we following the plan?
  - Does the Plan need to be changed?

Below is a System Diagram outlining the approach that will be taken to build the Recovery GIS.



### **1.3 Cost/Benefit Analysis**

The benefits to be obtained through this project are:

1. Delivery of an optimal Recovery GIS Service that meets present and future business needs.
2. Creating a more accessible, accurate, and responsive Recovery GIS.
3. Following this Project, ensuring that future incidents and disasters are supported by a centralised GIS with supporting technologies.
4. Be at the forefront of GIS Service Delivery in a Natural Disaster.
5. Quality Assurance will be an ongoing task to ensure the continuity of the services is kept to a high standard.
6. Day to day management of the Councils GIS system will ensure that the Recovery GIS has the most up to date data available.
7. External Clients will experience a secure ease-of-access web portal to council information.

### **1.4 Dependencies**

The success and completion of the Recovery GIS rely on a number of factors including:

1. In-house knowledge of both the current GIS System and the current spatial data.
2. Integration to other non-spatial data sources e.g. Hansen, SPM, and Ozone, with GIS spatial data will depend on the data integrity of the non-spatial data sources.
3. Existing Web Mapping Applications all sharing centralised data.

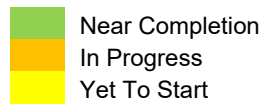
This project is therefore required to ensure:

1. These dependencies are identified.
2. A baseline of understanding is developed for those areas directly impacting/interfaces with the Service.
3. Recommendations and assumptions for those wider organisational factors that will influence the success of this Service.
4. Communication and workshops to include information such as data integration with GIS spatial data.

1.5 **Timeframe**

Below is a summarised timeframe for the project.

Date	Project Scoping	Documentation Creation & Signoff	Build Process & Interviews	Testing Phase	Training	Rollout	Support	Monitoring
01/05/2017	Green	Green						
02/05/2017		Orange						
03/05/2017		Yellow	Yellow					
04/05/2017			Yellow					
05/05/2017			Yellow					
08/05/2017			Yellow					
09/05/2017				Yellow				
10/05/2017				Yellow	Yellow			
11/05/2017					Yellow	Yellow	Yellow	
12/05/2017							Yellow	
15/05/2017							Yellow	
16/05/2017							Yellow	
17/05/2017							Yellow	
18/05/2017							Yellow	
19/05/2017							Yellow	Yellow



2. **Purpose**

This document outlines activities to be undertaken to achieve the creation of the Recovery GIS.

This Project Charter identifies:

- Recovery Team Business objectives & needs
- Business outcomes to be achieved
- High level activities and individual tasks
- Resource requirements
- Risks

The Project Charter serves as the core document for governance purposes.

The Project Charter establishes the framework through which the evaluation, modification and implementation of the Recovery GIS will be managed. In particular, it identifies:

1. The rationale for the Project – why we need to implement the Project.
2. What is in scope and what is out of scope for the Project?
3. How the Project will be assessed as a success.
4. The structure of the Project and resource requirements.
5. Roles and responsibilities in relation to the Project.
6. How the Project will be implemented.
7. Risks relating to the Project.
8. Financials.

### 3. Project Mission Statement

The Project will deliver a robust, data rich, and accurate Recovery GIS system that meet the present and future needs of Whakatane District Council while ensuring that data flow and data management is ahead of the wave.

### 4. Goals and Objectives

The goals and objectives of the Project include:

- The GIS Department will identify regional and national trends in GIS relating to services needed post a Civil Defence emergency.
- Identify current clients and define their information needs and business requirements.
- Define GIS offerings to support identified trends and client requirements.
- Map present GIS processes as well as and Data Catalogues and record anticipated future GIS process revisions.
- Determine roles required for GIS Team Process delivery.
- Define tools and resources required for provision of GIS offerings.
- Implement identified revisions and systems.
- Effect Organisational Change.

The following objectives will meet the goal of this Project:

<b>Objective 1: To transform the current GIS system to incorporate a centrally located Recovery GIS service that will meet the needs of the business</b>	
<b>Delivery Method</b>	<ul style="list-style-type: none"> <li>• Clear definition of the project details and how the project relates to services needed post the Civil Defence emergency</li> <li>• Clear identification and application of constraints</li> <li>• Design workshop plans to ensure Business Requirements are correctly captured</li> </ul>
<b>Success Criteria</b>	<ul style="list-style-type: none"> <li>• Business Processes identified with associated requirements and dependencies for the GIS Team</li> <li>• Success criteria for the Service are clearly defined and business led</li> </ul>
<b>Measure</b>	<ul style="list-style-type: none"> <li>• The project charter is signed off by the Recovery Team</li> </ul>
<b>Objective 2: To deliver high-quality Recovery GIS service and support to the Recovery Team for all spatial related services</b>	
<b>Delivery Method</b>	<ul style="list-style-type: none"> <li>• Clear, logical process to be followed i.e. business need &gt; requirements &gt; Service</li> <li>• Clear, logical process to be followed i.e. business need &gt; requirements &gt; Support</li> </ul>
<b>Success Criteria</b>	<ul style="list-style-type: none"> <li>• Documentation can be traced back to business need</li> <li>• Clarity of effort required to deliver the Recovery GIS services &amp; support</li> <li>• Team engagement and support</li> </ul>
<b>Measure</b>	<ul style="list-style-type: none"> <li>• Project Charter signed-off</li> </ul>

## 5. Scope

The scope defines what is included and excluded from this Project.

### 5.1 *In Scope*

This Project will:

1. Analyse the needs, in relation to GIS, of the Recovery Team and all identified stakeholders.
2. If needed make changes to team design and individual member role and responsibilities relating to managing and administering the new service.



3. Analyse the existing GIS system and applications to determine if a Recovery GIS can in fact be incorporated as a service.
4. System Implementation and Data Management processes.
5. Testing the implementation.

## 5.2 **Not in Scope**

This Project specifically excludes:

1. The analysis, identification or implementation of any tools, techniques or frameworks required to support or enable the underlying Design e.g. procurement of software to manage Incidents or implementation of a Project Management or Change Management framework.
2. The implementation of an interface or requirements outside of the team boundary that are considered necessary for a successful Service.
3. SLA's/investigation/documentation of any other IT-related activity outside of the GIS team.

## 6. Critical Success Factors

The following were identified as the critical success factors for this project:

<b>Critical Success Factor</b>	<b>This means.....</b>
Organisational Commitment	That WDC leadership and Recovery Team staff fully support the Project and commit appropriate resources
Organisational Change Management	That due consultation and consideration is given to altering processes, procedures, and systems, and that affected parties are engaged.
Clear Organisation Data Ownership and Responsibility	That clarity and agreement is reached regarding departmental data ownership and responsibilities
Establishment of Institutional Data Architecture	That the GIS Teams requirements are duly considered for institutional data structures and associated information architectures

## 7. High Level Project Plan

**7.1 Approach and Work Plan**

A detailed approach and work plan will be developed. It is intended that all phases listed below are completed in a timely efficient manner. Some of the Phases have already started and are nearing completion, as listed below.

Phase	Description	Status	Date	Comments
1	Analyse & engage stakeholders to determine business requirements of the Recovery GIS service (will require interviewing key stakeholders)	10%	2/05/2017	GIS Staff have been working closely with Recovery Team.
2	Analyse the existing GIS system as well as the Civil Defence GIS System to determine how to centralise all information to assist the creation of the Recovery GIS service	40%	2/05/2017	Analysis on the existing systems is underway.
3	Design & build the new Recovery GIS service	0%	3/05/2017	
4	Create the processes needed for the GIS Team to manage and administer the new service	0%		
5	Design the processes to create service additions to the service when requested e.g. new survey forms	0%		
6	Test the new service	0%		
7	Train Stakeholders in using the service	0%		
8	Rollout the new service	0%		
9	Support, administer, manage the new service	0%		

Key Resources

**GIS** – GIS Team, **RT** – Recovery Team, **IT** – Information Technology.

Task	Comment	Start	Resource
<b>Phase One</b> <b>Analyse &amp; engage Stakeholders</b>	Work with Recovery Team to determine business needs relating to the new Recovery GIS service		GIS, RT
<b>Milestones</b>	Needs assessment documented		
<b>Phase Two</b> <b>Analyse existing GIS</b>	Analyse the existing GIS system and the Civil Defence system to determine if adding a centrally located Recovery GIS will be attainable		GIS
<b>Milestones</b>	Technology and data location analysed		
<b>Phase Three</b> <b>Design &amp; build Recovery GIS</b>	Design & build the new Recovery GIS, web mapping applications needed, spatial data needed and stored centrally, linked data integrated		GIS, RT, IT
<b>Milestones</b>	Recovery GIS designed and Built		

## Recovery GIS Project Charter

Task	Comment	Start	Resource
<b><u>Phase Four</u></b> <b>Create management processes</b>	Create the management process for managing the new Recovery GIS		GIS
<b>Milestones</b>	GIS engagement in Recovery GIS role defined.		
<b><u>Phase Five</u></b> <b>Create processes to manage service additions</b>	Ensure that additions to the Recovery GIS are well documented, scoped at the time of addition, and designed to Stakeholder specification, created to the specification, tested, and rolled out		GIS, RT
<b>Milestones</b>	Change Management adopted and documented by LS & RT		
<b><u>Phase Six</u></b> <b>Testing</b>	Perform rigorous testing of the Recovery GIS service		GIS
<b>Milestones</b>	Testing completed and signed off by LS & RT		
<b><u>Phase Seven</u></b> <b>Stakeholder Training</b>	Train all Stakeholders in the use of the Recovery GIS service where it directly relates to their role in the Recovery Team		GIS, RT
<b>Milestones</b>	Recovery Team Staff trained		
<b><u>Phase Eight</u></b> <b>Rollout</b>	Go live with the new Recovery GIS service		GIS, RT
<b>Milestones</b>	New service is live		
<b><u>Phase Nine</u></b> <b>Support and management</b>	Continue to support the Recovery Team throughout using the Recovery GIS, manage all data for the service		GIS
<b>Milestones</b>	Recovery GIS is operational on a daily basis and supported by the GIS Team		

### 7.2 **Project Timeline**

A high level project timeline has been included in this document under section 1.5.

### 7.3 **Other Considerations**

#### *Issue Management*

To be managed within individual phase and Project methodologies, specifically issues register and resolution.

#### *Communications Management*

To be managed within individual phase and Project methodologies, specifically communications plans and resulting documents.

#### *Quality Assurance*

To be undertaken within individual phase and Project, specifically by the GIS team.

#### *Training*

To be detailed within individual phase and Project, specifically within project planning.

## 7.4 Deliverables

Deliverables will be established for each Project phase.

Task	Comment
Phase 1	<b>Analyse &amp; engage Stakeholders</b> <ul style="list-style-type: none"> <li>Interview key members of the Recovery Team to determine their needs</li> <li>Document all findings</li> </ul>
Phase 2	<b>Analyse existing GIS</b> <ul style="list-style-type: none"> <li>Create existing architecture diagrams of the GIS &amp; Civil Defence systems</li> <li>Create the Recovery GIS inside the existing architecture</li> <li>Document findings</li> </ul>
Phase 3	<b>Design &amp; build Recovery GIS</b> <ul style="list-style-type: none"> <li>Build the Recovery GIS service</li> <li>Document the findings</li> </ul>
Phase 4	<b>Create management processes</b> <ul style="list-style-type: none"> <li>Create the GIS Team management process needed to manage the new Recovery GIS service</li> <li>Document and issues, new roles, resources needed</li> </ul>
Phase 5	<b>Create processes to manage service additions</b> <ul style="list-style-type: none"> <li>Document a process to manage change and additions to the new Recovery GIS service</li> </ul>
Phase 6	<b>Testing</b> <ul style="list-style-type: none"> <li>Create a testing process</li> <li>Document all tests</li> <li>Report any issues</li> <li>Return to phase 3 if necessary to adjust the service design</li> </ul>
Phase 7	<b>Stakeholder Training</b> <ul style="list-style-type: none"> <li>Create training material for the new Recovery GIS service</li> </ul>
Phase 8	<b>Rollout</b> <ul style="list-style-type: none"> <li>Create a rollout process and promote it to the Recovery Team</li> </ul>
Phase 9	<b>Support and management</b> <ul style="list-style-type: none"> <li>Document the level of support and management by the GIS Team</li> </ul>

## 8. Roles

### 8.1 Roles and Responsibilities

The matrix below shows a summary of roles and responsibilities for this project.

The table below defines the roles and responsibilities along with the responsible persons:

Role	Person	Responsibilities
Project Sponsors	Julie Gardyne Recovery Team Manager	<ul style="list-style-type: none"> <li>Own responsibility for the project and make final decisions to fulfill the primary responsibilities as outlined</li> <li>Maintain the final authority to set priorities, approve scope</li> </ul>

Role	Person	Responsibilities
		<ul style="list-style-type: none"> <li>Promote the project throughout the Recovery Team.</li> </ul>
<b>Project Functional Team</b>	Stephen O’Leary Team Leader GIS  Casey Box & Sulata Ghosh GIS Technician  GIS Consultants Emtel Eagle Technology	<ul style="list-style-type: none"> <li>Manage &amp; organise in workshops/interviews</li> <li>Identify business requirements</li> <li>Report and identified requirements to Project Sponsor</li> <li>Transfer business knowledge to other project team members</li> <li>Participate in the validation of Business Requirements and other project deliverables</li> <li>Implement the project.</li> </ul>
<b>Recovery Team</b>	Staff Members	<ul style="list-style-type: none"> <li>Participate in workshops/interviews</li> <li>Participate in training</li> </ul>

## **8.2 Reporting and Control**

For reporting and control purposes the following is to be followed for this project:

1. Phase completion report to Team Leader GIS and Project Sponsor.
2. Overall project completion report to Stakeholders.

## **8.3 Governance**

This Project Charter underpins good project governance through the definition of how the project will be managed and controlled. This ensures that the project delivers the required changes according to a clear business case, with the required level of quality, in a given timescale and within an allocated budget.

In particular, governance for this project is ensured by the Project Sponsor.

1. The definition and agreement of the Project Charter as the reference point for the project. Once approved at project initiation a subsequent version will be updated.
2. End of Stage Assessment – has the stage been successful? Is the project still on course? Are the risks under control?
3. Project Closure – did the project deliver the required products? Were the objectives delivered? What lessons were learnt?



## 9. Risk Management

The following describes the risks identified for this project.

- Availability of internal resources due to business-as-usual workload.
- Timelng required to deliver the Recovery GIS service.

The success of this project depends on the management of the following risks.

Ref	Risk	Probability	Impact	Risk	Consequence	Mitigation Plan	Mitigated Probability	Mitigated Impact	Mitigated Risk
1	Recovery GIS Service Implementation	High	High	High	Organisational workload. Internal resource availability. External resource availability.	Current staffing resources have been initiated to handle the workload. Outsource phases to external GIS Consultants.	Medium	Medium	Medium
2	Post System Stabilisation and Monitoring	High	None	Medium	Resource availability and associated budgeting.	Depending on the findings of the analysis performed resources will be allocated to make suggested changes.	High	Low	Low
3	“Scope Creep”	High	High	High	Project fails to meet timeline.	Project is bound to stay within the phases of this document.	Medium	Medium	Medium
4	Data Integrity of the non-spatial data sources.	High	High	High	If non-spatial data sources have low data integrity then integration may be effected.	Analyse the non-spatial data sources to determine the level of integration that will occur.	Medium	Medium	Medium
5	Data Maintenance of Spatial Data by the Recovery Team.	High	High	High	Technology may cause issues with data capture.	Ensure thorough testing is performed on data capture technology.	Medium	Medium	Medium

## 10. Assumptions and Constraints

Factors that could have an impact on the outcome of this project needs to be identified and documented.

### 10.1 Assumptions

The following assumptions are made for this project:

1. The Recovery GIS service will fit in with the existing centrally located GIS system.
2. The existing Civil Defence Cloud GIS System will be merged in with the existing centrally located GIS system.
3. Spatial Data Services will be deployed to Cloud GIS System from the centrally located GIS system.
4. All Spatial Data will be managed by the GIS Team in the existing centrally located GIS system.

### 10.2 Constraints

The following constraints were identified:

1. Business As Usual (BAU) may affect the delivery time frame of the project.
2. Recovery Team availability.
3. Consultant availability.

11. Estimated Project Costs

The following estimated costs have been identified:

<b>Cost Component</b>	<b>Time (Hours)</b>	<b>Cost \$</b>	<b>Confidence</b>
Pre-Project Planning & Charter	10	\$ 1,500.00	100%
GIS Consultants	120	\$ 18,000.00	85%
GIS Staff Time (not BAU)	120	N/A	85%
<b>TOTALS</b>	<b>250</b>	<b>\$19,500.00</b>	

# Whakatāne District RECOVERY PROJECT

*Kia manawanui*



The cyclones which struck the Whakatāne District in April have impacted on almost everyone's lives. None more so than the Edgecumbe community, where all residents had to evacuate their homes and around 40 percent of houses still can't be occupied as a result of flood damage. Recovery is underway, but this will be a long process – a marathon, not a sprint. Below are just a few statistics which help to illustrate the impacts of these events and the work being done to recover from the devastation wrought by Cyclone Debbie.

- 6 JUNE 2017 -



Since opening, Te Tari Awhina – Community Hub at Edgecumbe Library has been visited by more than 600 people.



Over 18 tonnes of **whiteware and steel** have been recycled.



1,400 hectares of farm land was under water for 10-14 days.



4,086 cows were trucked out of the area in the first 48 hours after the breach in Edgecumbe.



More than 2,000 tonnes of sediment has been taken to landfill from EQC section-clearing operations.



**551 properties have been assessed** for flood damage, most of those in Edgecumbe.



The Ministry of Social Development has provided assistance to over 3200 people.



More than 5,000 tonnes of waste has been sent to landfill from clean-up in Edgecumbe, equal to the volume the whole Whakatāne District would normally produce in 6 months.



Some 1500 registered volunteers contributed **more than 6,800 hours of work, over 11 days**, to the NAVA clean-up effort.



Since 6 April, Facebook posts about the emergency response and recovery activities have reached more than 1.5 million people in total.



The number of people following the Council's Facebook page has increased 140% from 2185 to 5300, since Cyclone Debbie struck the District.



1 hectare of river bank erosion deposited 24,000 cubic metres of soil into the Waimana river – a volume that would fill the Aquatic Centre's pools 43 times.

For further information, visit [www.whakatane.govt.nz/project-edgecumbe](http://www.whakatane.govt.nz/project-edgecumbe)



[www.facebook.com/whakatanedistrictrecoveryproject](http://www.facebook.com/whakatanedistrictrecoveryproject)





Stop bank breaches in Edgecumbe and Poroporo caused widespread flooding causing 1,900 people to be evacuated from their homes.



1,400 hectares of farm land was under water for 10-14 days.



4,086  
COWS  
TRUCKED  
OUT

4,086 cows were trucked out of the area in the first 48 hours after the breach in Edgecumbe.



River bank  
erosion

1 hectare of river bank erosion deposited 24,000 cubic metres of soil into the Waimana river – a volume that would fill the Aquatic Centre's pools 43 times.



Significant roading damage isolated some rural communities for over a week.



Nearly 3,500 tonnes of sediment has been taken to landfill from EQC section clearing operations.



Over 17 tonnes of whiteware and steel have been recycled.



The Ministry of Social Development provided assistance to over 3200 people.



7.0k  
TONNES  
OF WASTE

More than 7,000 tonnes of waste has been sent to landfill from clean-up in Edgecumbe, more than the volume the whole Whakatāne District would normally produce in 6 months.



1.5k+  
VOLUNTEERS

Some 1,500 registered volunteers contributed more than 6,800 hours of work, over 11 days, to the NAVA clean-up effort.



50% of families were back in their homes eight months after the event (by Christmas).



\$500k was distributed to businesses (\$200k) and farmers (\$300k) through the Business Recovery Grant and the Bay of Plenty Primary Sector Recovery Grant.



15 homes were severely damaged and needed to be demolished or removed.



Over 300 homes needed repair to be habitable again.



Around 260 free building consent applications for flood repairs have been processed by Council



House insurance stats were varied with 54% rebuilding through insurers, 30% cash settled, 5% uninsured, and 11% unknown. This data applies to moderately damaged (yellow stickered) homes only.





# Whakatāne District RECOVERY PROJECT

*Whakahokia mai te kaha*

**NEWSLETTER 1**  
4 MAY 2017

## Recovery team up and running

The Whakatāne District Recovery Project is now fully established and focusing on getting affected communities back on their feet.

Led by Recovery Manager Julie Gardyne, the project team is divided into the following areas of work:

- social and welfare
- planning
- iwi engagement
- the natural and rural environment (eg biosecurity)
- the built environment (eg houses, roads)
- economic recovery.

It is important that the community is part of the restoration processes and developments, so much of the Recovery Project effort will be to ensure individuals, families/whānau, businesses, iwi, farmers, community organisations and all who need to be, are totally involved.

It is expected that the Recovery Project will run for at least six months.



Julie Gardyne

## This newsletter

This newsletter will be produced twice a week in the coming weeks. You are welcome to subscribe to receive it by email.

Send us an email at [recovery@whakatane.govt.nz](mailto:recovery@whakatane.govt.nz) with "Newsletter" in the subject line. We will add you to the list and you can then receive it a day ahead of the printed or online versions.

And if you can give us a better name for it than "Whakatāne District Recovery Project Newsletter" (by Monday, 8 May), you could be the winner of a \$50 prezzie voucher.



## Te Tari Awhina community hub

From Monday 8 May the Te Tari Awhina community hub will open in the Edgumbe Library. The Hub will be staffed during normal business hours for anyone from across the Whakatāne District who needs information, support, advice, referrals or meeting rooms for recovery-related business.

Staff at the Hub will be happy to assist – please don't hesitate to call in and say hi.

The Edgumbe Hall will cease operating as the flood event response centre from Friday.

## Small business funding assistance

The Ministry of Business, Innovation and Employment (MBIE) has provided a \$250,000 grant to assist businesses in the Whakatāne District which have suffered sustained disruption as a result of this month's flooding and storm-related disasters get 'up and running' again.

Relief grants are available to businesses with less than 20 employees who can demonstrate they have suffered significant losses caused by the storm events (for a minimum of four weeks). Any grants provided must be used to re-establish business viability through means such as premises refits or relocation; or a marketing programme designed to restore profitable operations.

The funds have been granted jointly to the Whakatāne District Council and Eastern Bay of Plenty Chamber of Commerce. Elected members from both organisations will sit on the assessment committee, which will also include local representatives with substantial business and accounting backgrounds.

Funding applications will open on Thursday, 4 May. Application forms will be distributed directly by the Chamber of Commerce to the many small businesses it has been assisting. Forms will also be available on the Chamber and Council websites ([www.ebopchamber.co.nz](http://www.ebopchamber.co.nz) or [www.whakatane.govt.nz](http://www.whakatane.govt.nz)).



**WHAKATĀNE**  
District Council  
*Kia Whakatāne au i ahau*

# Liveable Homes

This is a project to repair flood-damaged homes to a liveable state – for those people who don't have the means to do that.



The Whakatāne District Recovery team is working with community funding agencies, the construction industry, Te Rūnanga o Ngāti Awa, volunteer organisations and other project partners to achieve their ambition of having these homes restored by Christmas.

## Updates

### Security

Current security arrangements remain in place until the end of this week and will then reviewed to determine what is best for each area.

### Waste management

Berm clearance and private property cleaning continues.

### Portaloos

12 portaloos remain in places where access to toilets is difficult.

## How it works...

**Free building consent issued » Strip-out flood-damaged flooring, floor linings, wall linings and insulation » Dry-out building » Refit wall linings and kitchen/bathroom cabinets » Building code compliance certificate issued » Home safe to reoccupy**

More information on the Liveable Homes programme can be found at: [www.whakatane.govt.nz/project-liveable-homes](http://www.whakatane.govt.nz/project-liveable-homes) or by calling into the Whakaora Community Hub from Monday.

## Owner of a flood affected, yellow-stickered house?



**What needs to be done to get back into my house?**



REMOVE CONTAMINATED/DAMAGED PROPERTY AND MATERIALS



DRY YOUR HOUSE OUT



HOUSE REPAIRS - REPLACE WALL LININGS AND FLOORING



CODE COMPLIANCE CERTIFICATE - RETURN HOME

More info at [www.whakatane.govt.nz/project-liveable-homes](http://www.whakatane.govt.nz/project-liveable-homes)

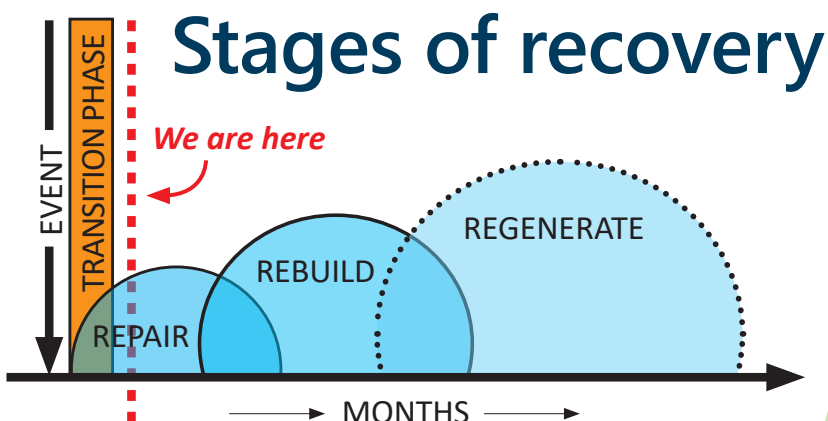
## Rates remissions for flood-damaged houses

Owners of properties known to be affected by the flood events should not receive a rates invoice when the quarterly mail-out occurs next week.

A report to enable more flexibility in the existing rates remission policy will be considered by the council this week.

More detail on this will be announced after the Council meeting on Thursday.

If property owners with affected properties do receive a rates notice by mistake, then please do not hesitate to let us know.



## Community feedback

The Recovery Team is keen to hear your thoughts on how the Recovery Project should roll out. We will need to know different community priorities, and what projects really matter to you. We expect to get out and hear your views on these matters and will advise via the newsletter of up-coming times and days. In the meantime, if your community would like staff from the Recovery Team to visit your area, please email [recovery@whakatane.govt.nz](mailto:recovery@whakatane.govt.nz) or call the Customer Service Centre on 07 306 0500.





## New RST Support Worker

After 15 years of farming in Northland, and seeing 11 floods in that time, Ben Smith is more than familiar with the difficulties local farmers are currently facing. He also has something of a personal connection to Edgecumbe farmers. "In 2014, we had a major flood and things were looking pretty grim, but a load of silage arrived as a gift from the farmers of Edgecumbe and I've always wanted to be able pay that back. And so here I am!"

Ben is working as part of the Rural Support Trust and can assist with everything from milking, calving, feeding and machinery work – get in touch with Jodie on (07) 306 2026 to find out more.

## Funding Updates

### Business

Twelve applications to the MBIE Whakatāne District Business Recovery Fund have been approved, with \$124,000 allocated. The Ministry of Business, Innovation and Employment has provided a \$200,000 grant to assist Whakatāne District businesses, which have suffered sustained disruption as a result of flooding and storm-related events, to get 'up and running' again.

The fund will not operate after 30 September; details and application forms at [www.whakatane.govt.nz/recovery-project](http://www.whakatane.govt.nz/recovery-project)

### Whakatāne District Mayoral Relief Fund

Ninety-three applicants have received payments from the Whakatāne District Mayoral Relief Fund. The distribution to date is \$106,000 from a total of \$170,000. Application forms are available at Te Tari Āwhina Community Hub (at the Edgecumbe Library), the Horizon Energy Whakatāne Library, Murupara Library, Kawerau i-SITE; and on the Whakatāne District Council website.

### Lottery Recovery Fund

Following the April flood event, the Lottery Grants Board established a special \$1 million fund (The Rangitāiki River Stopbank Breach Recovery Fund) to assist organisations helping to improve the wellbeing of people living in Edgecumbe and the surrounding area. To date, this fund has helped: Whakatāne District Council employ Navigators to support individuals and whānau affected in Edgecumbe; Pou Whakaaro to operate its donated goods and storage facility; the BOP Acacia Charitable Trust to digitise photographs belonging to affected residents; and groups as diverse as the Edgecumbe Playcentre, Patutaatahi Kohanga Reo, Victim Support and Growing through Grief.

The special fund will remain open until all the grant has been allocated. If you think your organisation may be eligible, see the Department of Internal Affairs website.



## I'm (we're) still standing

Zumba instructor Erika Neuhauser wants the world to know that the people of Edgecumbe are still standing.

While she's still working out the details, Erika is hoping to lead a Zumba routine to Elton John's 1983 hit 'I'm Still Standing' on the bank of the Rangitāiki River.

"I want to show everyone that, in spite of historic earthquakes and recent floods, we are a resilient bunch and we will come back stronger."

She plans to choreograph a routine, post it online in the hope people will learn the moves, before organising a mass Zumba gathering on the riverbank, which could be filmed.

"Fingers crossed, it will go viral and everyone will see we're still standing."



## Free Wi-Fi Edgecumbe-wide



The Whakatāne District Council-led Recovery Office is working with internet service provider, Evolution Networks to provide free Wi-Fi to Edgecumbe and its surrounds for the next 12 months.

District Recovery Manager Julie Gardyne says the initiative will provide Wi-Fi hotspots that will effectively ‘enliven’ the town. “We’re covering the costs of the long-term infrastructure and free Wi-Fi for 12 months. The Wi-Fi access will be a great asset across the recovery effort, helping our Navigators and other agencies working in the community; businesses as they get back up and running; and families returning home. We’d like to acknowledge the support of Fonterra for this initiative, allowing us access to their buildings to mount equipment.”

We’ll keep you posted on progress via the Recovery Newsletter and Facebook page.



## Peter Kenyon

If you want to have a say in the future of Edgecumbe – mark Saturday, 2 September in your diary.

No stranger to the Whakatāne District, internationally-renowned community development expert Peter Kenyon will be facilitating a workshop from 3 – 6pm

at the Edgecumbe War Memorial Hall on 2 September. Mr Kenyon is Director of the Bank of I.D.E.A.S, which has worked with over 1,600 communities in more than 55 countries, including Australia, New Zealand, South Africa and Canada. He is known for inspiring fresh and creative ways to stimulate community and economic renewal and is an advocate of developing communities from the inside out; and of community members investing themselves, their ideas, assets and resources in the process.

The workshop is open to all interested parties and will provide opportunities for people to share and discuss ideas for the future of Edgecumbe and the Rangitāiki Plains area. The information gathered will feed into the Edgecumbe Community Plan.



## Welcome to the EDGE Zone

Bay of Plenty Rugby has continued its commitment to supporting flood-affected Eastern Bay fans by supplying free tickets to the first three Steamers’ Mitre 10 Cup home fixtures held at Rotorua International Stadium.

After the April event, the Bay of Plenty Rugby Union pledged the help of its supporters to assist with the Edgecumbe appeal. The Chiefs franchise, along with a number of local rugby clubs, schools, kindergartens and families, contributed an abundance of food, rugby balls and clothing to affected Eastern Bay communities.

“When our high performance players delivered the goods, the volunteers and recipients were extremely grateful. The group had created a buzz among those affected, with Steamers flags being proudly waved and Steamers rugby balls being passed around. We could see some proud Bay of Plenty supporters, even though they were in the midst of so much devastation,” says BOPRU CEO Mike Rogers.

**The Whakatāne District Recovery Office is assisting with ticket distribution. Tickets are available today (9am – 4pm) and tomorrow (9am – 1pm) at Te Tari Āwhina – Edgecumbe Library. On Monday 21 August, tickets will be available (11am – 2.00pm) in the Whakatāne District Council foyer. Please refer to the Recovery Facebook Page for ongoing distribution information.**

**Tickets are available on a first-in, first-served basis for those in red or yellow flood-affected properties and people will need to bring proof of address to collect their tickets.**

**250 tickets are available for each of the following Bay of Plenty Steamers Fixtures at Rotorua International Stadium:**

- Friday 25 August v Hawke’s Bay, 5.45pm
- Thursday 31 August v Wellington, 7.35pm
- Wednesday 20 September v Southland, 7.35pm

## Te Tari Āwhina update

Rhonda Van Tilburg joins the Recovery Team from Monday as Coordinator at Te Tari Āwhina – Community Hub at Edgecumbe Library.

Also this coming week, the portacabin outside Te Tari Āwhina will be removed, as the health and wellbeing support provided by NASH transfers to the Recovery Navigator Services.

The Navigator Service provides personalised assistance to help flood-affected people to access a range of services, information and resources to meet the challenges of getting back on their feet.

The Navigators will be at the Hub from 10am to noon, Tuesday to Fridays – or you can contact them by calling Whakatāne District Council on 306 0500 and asking for Navigators; or email [navigatorservices@whakatane.govt.nz](mailto:navigatorservices@whakatane.govt.nz)



Helping flood-impacted children of  
the Whakatāne District



THE  
**SECRET  
SANTA**  
project...



*The Secret Santa idea is reaching far and wide. Pictured are an assortment of Santa's elves, with a selection of beautifully hand-knitted and crafted toys which have arrived from 'the ladies of Pahiatua'. A wonderfully thoughtful contribution, received with many thanks on behalf of flood-impacted children across the District.*

The Recovery Office has launched The Secret Santa Project, with the aim of ensuring flood-impacted children throughout the District have an extra little something in their Christmas stocking this year.

A number of agencies who have been involved in recovery services are getting on board... and we're sure the wider community will want to contribute too. Christmas trees are up at Te Tari Āwhina – Community Hub at Edgumbe Library and in the Customer Services area at the Whakatāne District Council as drop-off points for gifts for children aged 0 – 13.

Alternatively, businesses might like to have an office whip-around and provide cash to buy gifts where we see a gap in donated presents for a particular age group.

Details at [whakatane.govt.nz/secret-santa](http://whakatane.govt.nz/secret-santa)

## Stay up with the news!

There will be two further Recovery Newsletters this month on 8 and 22 December, and then newsletters will recommence on a fortnightly basis from 5 January. In preparation for when the Recovery Newsletter is distributed by email only, please ensure you are on the distribution list.

**Did you know that the Recovery Newsletter is also available by email...**

if you'd like to receive it in your inbox, please email [recovery@whakatane.govt.nz](mailto:recovery@whakatane.govt.nz)



## DIY Workshop this Sunday



Following two very successful workshops last weekend, the E Tū Edgumbe DIY Home Maintenance workshop is on this Sunday at 58 Puriri Crescent, starting at 9am.

Everyone is welcome, and you'll be amazed at just how much you can achieve around your home when you know the basics of painting, plumbing, guttering and much more.

*Thanks to Te Rūnanga o Ngāti Awa for sponsoring this opportunity.*



## Making connections

**Cast your mind forward to the New Year... are you likely to need help with interior decorating?**

The Recovery Office can connect you with volunteers keen to help with indoor painting and wallpapering, as well as helping with general gardening and yard work.

**If you would like a hand, please contact Te Tari Āwhina – Community Hub at Edgumbe Library on 304 8656.**



## Bay of Plenty Regional Council at Waikirikiri Marae

Work has been completed on river bank erosion damage alongside the Waikirikiri Marae, Rūātoki North. Major damage was caused during ex-Cyclone Debbie by the Whakatāne River as it eroded a significant area of the bank, putting the future of the Marae complex at risk.

Bay of Plenty Regional Council staff worked closely with Marae representatives, starting on the two-month repair soon after the cyclone.



## Cash settled? – where to from here?

**Have you cash-settled with your insurance company and are you now thinking about how to repair your home?**

The Recovery Office wants to help cash-settled, underinsured property owners who may be wondering about the best way forward. We've engaged an experienced project manager as a Building Navigator who can work alongside people to unravel the building process.

So if you're wondering how to best spend your available budget; how to go about the building consent process; how to deal with contractors; or have any questions relating to your repair or rebuild, please register your interest by contacting your Recovery Navigator, or Te Tari Āwhina on 07 304 8656.



## Bay of Plenty Regional Council Update

Demolition works on the Bay of Plenty Regional Council's College Road site in Edgecumbe are finishing up and Waiotahi Contractors has moved onto the area to begin reconstruction works.

Project Manager, Peter Hay, says that things are still going to schedule and the team is pleased to be able to make the most of the good weather to get things started on the re-build.

"The demolition work has gone well and all the buildings and material has now been moved off site, the last of the rubble is being removed and the area given a general tidy up. We are also putting up permanent fences alongside neighbouring properties and trying to keep a few features such as a number of mature trees.

Not all the space will be needed for the stopbank so we are working with the District Council and community on how the space might be used and how it could look when works are complete. Whatever is decided, it is likely that a few mature trees will help make any new park or playground space look a bit more settled-in," Mr Hay adds.

Within the current fenced area, the project team has been able to make a start on the services that will run along the length of road. This means the road will not have to be closed until after Easter.



**KOTAHITANGA  
EVENT  
SATURDAY  
7 APRIL**  
see reverse  
for details

## Don't forget your Welcome Home Pack...

To date, 172 families or individuals returning to their repaired homes have picked up a Welcome Home Pack... that means, currently, there are around 30 others who haven't. Don't be shy, if you've moved back in, call into either Te Tari Āwhina at Edgecumbe Library or Whakatane District Council reception, with ID, to pick up your pack. The packs are a mix of pantry food staples and bits and bobs ranging from tea-towels and coat-hangers to cups and chocolates. Thanks to The Tindall Foundation for supporting this initiative.

## EDGECCUMBE PLANT DAY



**When:** 21 April, 10am onwards

**Where:** next to Te Tari Āwhina – Edgecumbe Library

**Activities include:** Plant giveaway / Garden tour / Workshops

Contact Edgecumbe Community Plan Coordinator Vicky Richards for more information 027 309 3657



# KOTAHITANGA

NAU MAI, HAERE MAI -  
EVERYONE WELCOME



**Saturday  
7 April 2018  
3pm - 7.30pm**

**VENUE:**  
**Park next to  
Riverslea Mall,  
Edgecumbe**

*If wet, postponed until  
Sunday 8 April*



**Acknowledging  
the anniversary  
of 6 April 2017**



**An alcohol  
and drug-free  
community  
event.**

- **Live music** - local band *Fling Teddy*, main act *Whenua Patuwai*
- **Food stalls** at family-friendly prices
- **Bouncy castles** and **face painting** for children
- **Foam Tent** for youth
- **Movie in the park**

 **Whakatāne District  
RECOVERY  
PROJECT**  
*Kia manawanui*

 **WHAKATĀNE**  
District Council  
*Kia Whakatāne au i ahau*

For further information, visit [www.whakatane.govt.nz/recovery-project](http://www.whakatane.govt.nz/recovery-project)



# Rural Recovery Update

6 JUNE 2017

## Visit to Kevin Clark's Farm



Approximately 40,000m<sup>3</sup> of silt was deposited, at an average depth of 10cm.

Whakatāne District Recovery Project team members recently visited Kevin and Felicity Clark's Raroa Road farm in Waimana, which suffered significant damage as a result of the recent cyclone events. Forty hectares of their low-lying paddocks were inundated and left with a thick layer of silt during the flood and have now had to be re-contoured and re-grassed. The river also scoured away bank erosion defences, getting in behind the river groynes and shifting its course. The loss of land is estimated at 1ha and about 24,000m<sup>3</sup> of soil. A positive – the soil fertility has been tested and to Kevin's surprise was higher than expected.



Kevin Clark explains the flood's effects to Simon Stokes from the Whakatāne District Recovery Project team. Note the extent of erosion behind the defence groynes.

## River Recovery update

- Bay of Plenty Regional Council has assessed the damage to river schemes and is in the process of prioritising and costing how much it will cost to fix them.
- There are about 500 additional erosion repair works across the region.
- The very urgent jobs are being undertaken, as weather permits.
- The additional costs to river schemes are substantial – an estimated \$10 million-plus, over and above routine maintenance work. A report estimating the full cost of the works and priority plan will be going to Regional Council for approval.
- These works are likely to take two to three years to complete.
- In the upper reaches of the major rivers, the Regional Council is cutting river channels to redirect flows as an interim measure to reduce further erosion and allow the banks to recover. This work has been hampered by further rain and soft surfaces-reducing access.

## District-wide erosion



Soil slip erosion in the Whirinaki Valley.



Two large slips destroyed a hill slope in the Whirinaki Valley.

Photos courtesy of Mieke Kapa.

## Biosecurity



Be aware of the biosecurity risks that may arise when buying in feed, bringing in contractor machinery and when stock return to your property. Make sure they are all 'clean'. Monitor affected land for new weeds and grasses in the coming spring/summer. The Bay of Plenty Regional Council biosecurity team can provide an advisory service; if anything of concern is detected give them a call on 0800 884 880.

# Archaeology – wāhi tapu and kōiwi

Please be aware that current repair and maintenance work, and shifting of earth, may uncover or come across archaeological sites. If you come across any item that you think may be an item of archaeological interest, or the site of repair work is a known wāhi tapu, please get in contact with your local Iwi or Rachel Darmody, Heritage NZ Regional Archaeologist.

## Task Force Green

Task Force Green crews in the Whakatāne District are making great progress cleaning up flood and storm damage on rural properties. There has been great feedback about the quality and volume of work the crews are getting through, and anyone in the rural sector who has flood or storm damage that needs to be put right, is encouraged to access the project. The Rural Support Trust is getting a chain-saw crew up and running to create more jobs for Task Force Green crews.

The Enhanced Task Force Green Project has been jointly established by the Ministry of Social Development and Whakatāne District Council to help the rural community get back on its feet with clean-up work on farms and rural properties. To register for Task Force Green assistance, call 0800 327 646 (select 4).



## Many hands to the pump

The mammoth effort to pump floodwater from Edgecumbe and surrounding farmland has attracted praise and thanks from people now beginning to realise what was going on beyond the town centre.



It took 14 days and a massive, co-ordinated approach by Regional Council, Federated Farmers, Young Farmers, Fonterra, Phillips Contracting and numerous other businesses and organisations, farm owners, managers and staff, plus locals wanting to lend a hand.

About 40 pumps ran around the clock; not only were they continually manned, they also required re-fuelling 24/7. Truly a case of many hands to the pump.

## EQC update

EQC's claim handling team and assessors are continuing to progress claims for residents who have been affected by silt and debris damage. To date, 230 claims have been received, with 65% assessed and scheduled for work, including 13 red stickered properties. Customers have only three months after an event to lodge a claim with EQC, so the claim deadline for our district's event is 5 July.

## Go the Chiefs!

30 adults and 7 children from farming families affected by the April storms were amongst the crowd cheering on the Chiefs last weekend in Hamilton. The Rural Support Trust facilitated the outing, sponsored by Gallagher and AON.



## Rural Support Trust



It's hard to miss Rural Recovery Coordinator Igor Gerritsen on his travels around the district, thanks to Ocean Ford's Stephen Hermansen, who heard about the Rural Support Trust's recovery work and has provided a vehicle to help get the job done. In times of need, the Rural Support Trust connects affected families with a range of expert advice on financial, farming and wellness issues. If you, or someone you know, would benefit from an independent and confidential ear to talk to, contact RST on 0800 787 254. [www.rural-support.org.nz/Regions/North-Island/Bay-of-Plenty](http://www.rural-support.org.nz/Regions/North-Island/Bay-of-Plenty)

## Upcoming events:

### DAIRY NZ WORKSHOP

10.30am – 2.30pm, Friday 9 June, Awakeri Events Centre

Lots of new grass to manage this season as a result of the April cyclones? Lost some area from your farm? Wondering how your farm's pasture growth will shape up? Or, how to make sure you get the best out of the new pastures?

All this and more will be covered at a workshop for flood and cyclone-affected farmers. **For further details and to RSVP (so we know how many delicious lunches to prepare) please call 027 492 2907 or 07 3496825.**

Another workshop will be held in Galatea later in the month – date to be advised.

### COMMUNITY RECOVERY EXPO

10am – 6pm, Saturday 10 June, Edgecumbe War Memorial Hall

The Expo will provide the opportunity for people to:

- access advice
- connect up with services and each other
- get information about the recovery project.

Information and services provided will include social, financial, government, Council, legal and housing.





Travelwise  
School

# School children take extra care walking to and from school

## *Kia tūpato ngā tamariki!*

### Look out for driveways

There are a lot of new and different drivers and vehicles in Edgecumbe - builders, cleaners, plumbers, and contractors – all needing to go in and out of driveways several times a day. A lot of these people are new to Edgecumbe and may not know the neighbourhood as well as you do.

### Teach your tamariki/children to:

- look left, then right, then left, then right - keep looking until you are sure it is safe to go...
- wear your hi-viz jacket to and from school
- walk in a group

#### ***Win a \$20 prezzie card***

*If you can come up with the best safety tip for "walking to and from school", then you can win a \$20 prezzie card. Text your suggestions to: 027 277 1259 and include your name, or email us at [recovery@whakatane.govt.nz](mailto:recovery@whakatane.govt.nz) with subject line: safety tip.*



Event name:

**Ex Tropical Cyclones Debbie and Cook 05 April 2017**

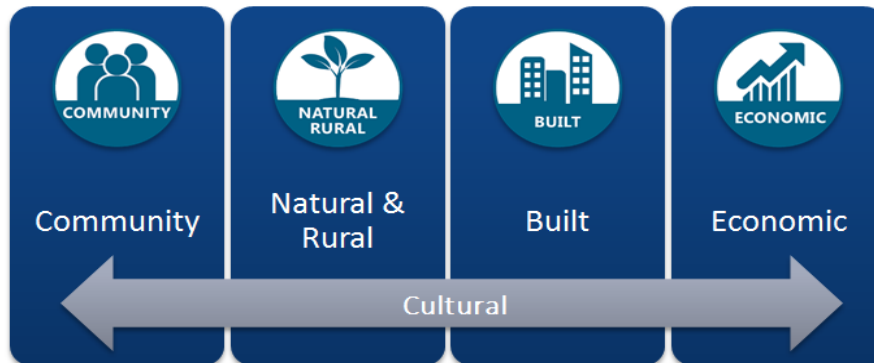
SITREP effective as at:  
**20/06/2017**

Next SITREP at:  
**27/06/2017**

Status:  
**Approved**

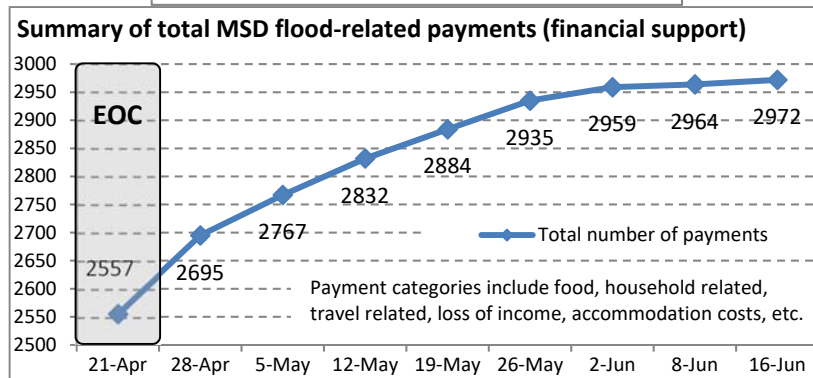
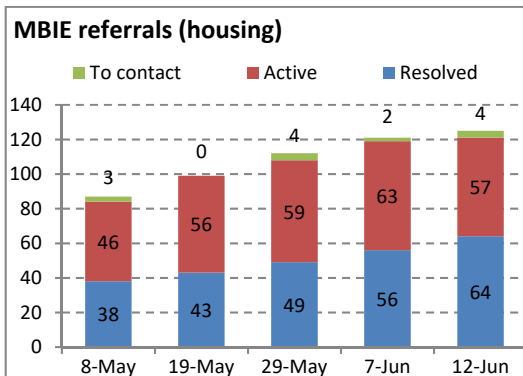
Report approved by:  
**Julie Gardyne – Recovery Manager**

**Project goal:** To restore and create opportunities to enhance our community wellbeing



## Social/Community

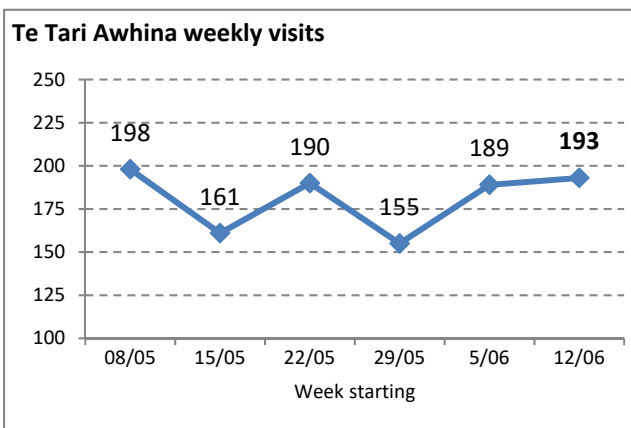
### Community:



- One to one visits: **523 affected people (including white-stickered properties) in Edgecumbe were visited last week, 130 contacts were made and notices were left for those not at home. Staff also visited 36 residents in Tāneatua. The general feedback was that people are coping and were appreciative of the visits.**
- Fortnightly meetings in relation to available funding.
- Latest updates from agencies:

- Working with the community to get picture of the level of actual demand for social services and the situation of those living in with friends and family.
- MBIE: Proactive work continues to identify more households with a temporary accommodation need. MBIE continues to work with MSD who are providing ongoing support to households.
- MSD: **eight payments have been made between 08/06 and 16/06 and they are all to cover accommodation costs.**
- Coordinating with DHB on the development of a psycho social support plan. **The first draft was completed last week awaiting sign off from various parties.** Work is still underway on getting the free flu vaccine for residents. **Monthly reports on health statistics is yet to be received.**
- Mayoral Relief Fund: Applications for the Mayoral Relief Fund launched on Friday 09/06. **27 applications will be considered by the Mayoral Relief Fund committee at its first meeting on Tuesday 20 June 2017.**
- Security: Police continue their presence in Edgumbe and provide a minimum of 8 patrols per day.
- Since 7 June there is an extra bus service from Edgumbe/Whakatāne return. The service is free and complements the existing service of Whakatāne/Matatā/Edgumbe/TeTeko on Thursdays and Fridays. The service will be assessed after end of June to establish whether or not it is utilised. **It is noted that no one has taken advantage of the service to date.**

### Te Tari Awhina Community Hub:



- Agencies present: DHB/NASH, MSD, Salvation Army, Budget Advisory, Work and Income, Community Law and Whānau Ora. The facility is open Mondays to Fridays from 9am to 4pm and Saturdays from 9am to 1pm.
- Work and Income: **the number of requests is low at Te Tari Awhina. The service is going to be reviewed after 30 June when reducing presence will be considered.**
- Business queries are being received in a portacom outside the hub.
- Information has also been placed in the Whakatāne and Murupara Libraries along with the i-site in Kawerau.

### Other community actions:

- Community activities and events: the events plan for supporting clubs and community groups has been developed. **Application for funding to support the organisation of community events will be lodged with DIA this week.**
- **A volunteer coordinator has been recruited and commenced work on 20 June.**

## Built/Restoration

### Infrastructure and services:

- Roading status:

Status	Road	Expected opening	Comments
CLOSED	Murupara to Waikaremoana	Early August 2017	Closed for public access. Access available for local traffic only. Expected re-opening to the general public once Te Whāiti Road is open.
Restricted	Te Whāiti Road - From start of Gorge to Te Whāiti	Early August 2017	Road washed out in many places. <b>Open with limited access for local traffic on Friday 16 June.</b> Access timeframes have been agreed with local community to avoid delays in the roadwork. <b>Access through forestry road to remain open until main road is open to full access.</b> Full public access is planned by early August 2017.
CLOSED	Troutbeck road at Horomanga bridge	TBC	Major washout at north bridge abutment. Design options have been assessed and a preferred option still under investigation. Reinstatement works will commence shortly after.
Restricted	Ruatāhuna Road		Access for local traffic available along the whole route, but work continues on multiple sites to repair and reinstate damaged sections of road.
CLOSED	SH 2 – Waimana Gorge	End of June 2017	Closed due to a major slip just east of Stanley Rd and further slips. Contractors working to stabilise the area.
Temporary	Waimana Road West	June 2017	Temporary access provided across the breach in the road. Permanent repair work and road pavement is underway.

<b>Temporary</b>	Galatea Rd - McDonald Road to Te Mahoe Village	December 2017	The temporary unsealed access available past the slip site. It is likely to remain in place until site can be permanently repaired (unlikely to commence for several months).
<b>OPEN</b>	College Road, Edgecumbe		Two way traffic temporary road sealed and safe footpath completed.

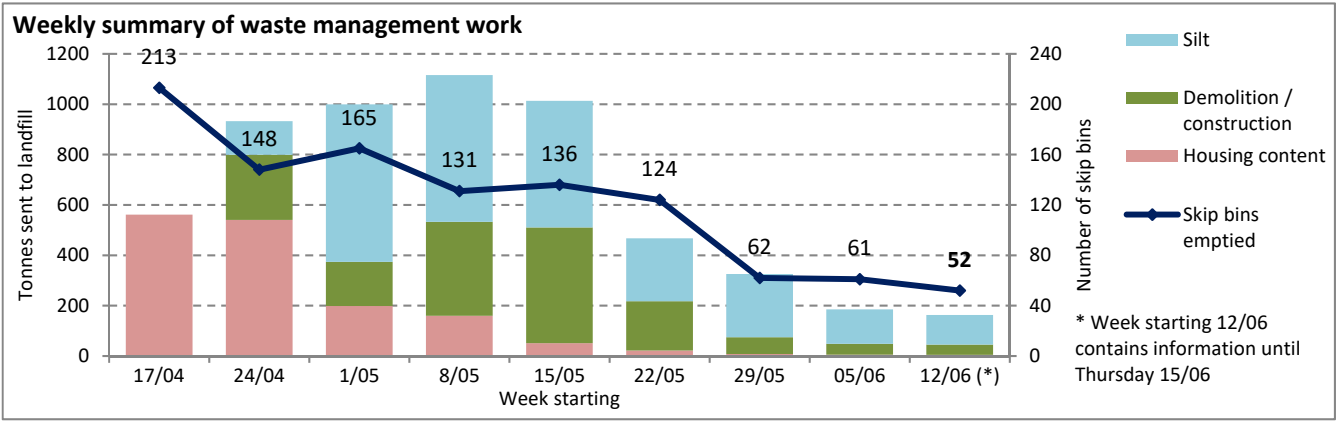
• **Infrastructure and services status:**

Status	Service	Comments	Status	Service	Comments
■	Water	All systems working	■	Flood protection	Flood gates repaired and now operational
■	Sewerage	<b>Sewerage in College Rd. Edgecumbe is operational.</b> Repairs on two small sections still underway. Tāneatua oxidation pond outlet to be repaired	■	Public transport	School bus and Bay Hopper operating with restrictions due to road closures.
■	Stormwater	Cesspits are being cleared regularly	■	Other services	Power and telecommunications working normally. Individual cases treated as BaU

Service ok    
  Service running but work is required    
  Significant portion of the service is disrupted

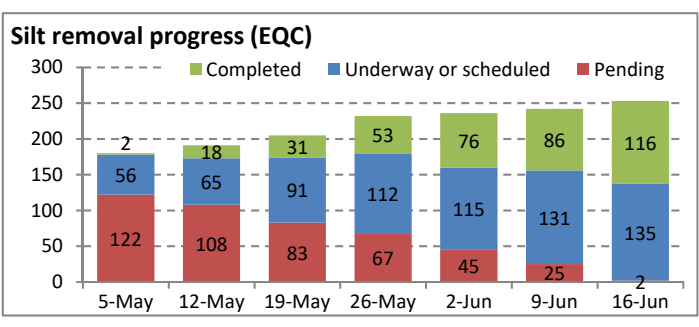
- **College Road stopbank:** Initial draft concept for the realignment of the stopbank at the breach site in College Road is being developed by BOPRC.

**Waste management:**



- Skip bins: from 29 May skip bins are only being provided for housing content and strip out materials. Contractors undertaking re-build work manage their own waste through the insurance companies. Liveable Homes project continue to be supported.
- The drop in tonnes sent to the landfill has fallen significantly as all waste stored in Tauranga (Te Maunga refuse transfer station) has been cleared.
- **EQC works directly with Envirowaste on site clearing and transporting silt to landfill. WDC continues to arrange disposal with landfill.**
- Hazardous waste: it is being treated as a separate waste stream and it is being managed accordingly.
- General street cleaning service continues with no issues.
- Street dumping: it is still a continuous issue. Communication has been put out to advise people not to dump rubbish on berms or other land.

**Silt and debris clean-up project:**



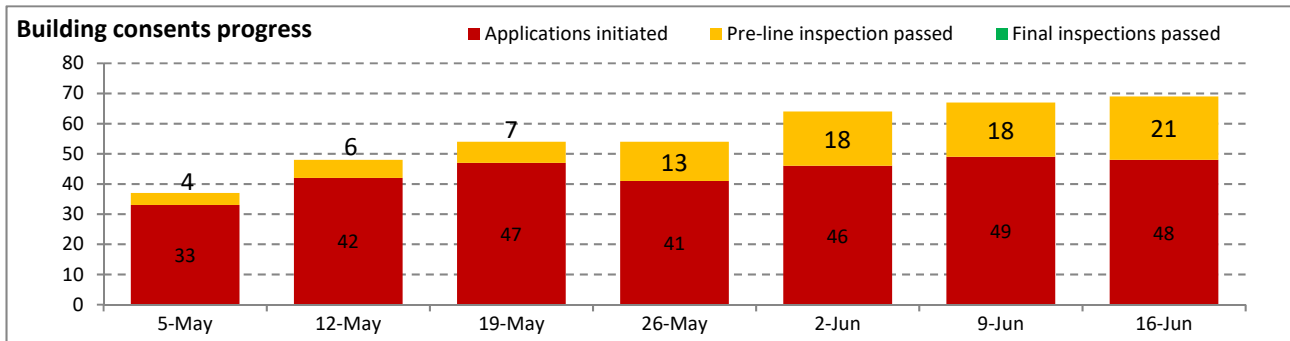
- Contractors are on target with scheduled jobs. The focus is to complete all jobs available.
- One of the major insurers put a hold on any sub floor work (53 jobs) whilst they undertook an asbestos retest programme. This situation slows down the progress.
- Working with insurers and Liveable Homes project on the prioritisation for urgent underfloor silt removal.

## Homes restoration:

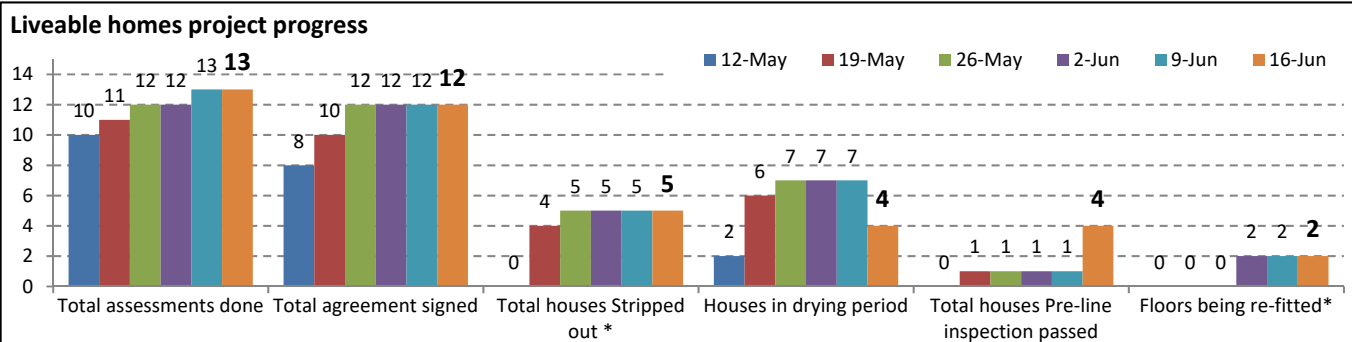
- A relationship building meeting between Recovery Manager and insurance companies' representatives has been organised for Thursday 22 June to acknowledge the work done by insurance companies and to update them on progress and key challenges for recovery going forward.
- Building flood assessment summary:

Area	Red sticker (severe damage)	Yellow sticker (moderate damage)	White (light / no damage)
<b>Edgcumbe urban</b>	14 (14)	258 (258)	221 (221)
<b>Plains incl. Poroporo</b>	0	41 (30)	9 (8)
<b>Tāneatua / Rūātoki</b>	0	11 (8)	2 (3)

Note: this table indicates the current status of the properties inspected. The number in brackets indicates the information from last SitRep.



- Liveable Homes Project (LHP):
  - LHP is based on Te Tari Awhina and has a dedicated phone number to receive enquiries (027 565 3898). The project is now available from Monday to Friday.
  - Provision of insulation: a total of **142 registrations for the insulation** donated by Eastern Bay Energy Trust have been received, 55 agreements have been signed (including some white-stickered houses), a total of **11 have been installed** and other **12 are underway**.
  - Full drying out and re-fitting process:



\* Only counts houses that have been stripped out by the programme, doesn't include work done by owners.

- **Three houses passed the pre line inspection last week and they will start the process of re-fitting.**
- **Despite having registered interest initially, some home owners decided not to take advantage of the programme.**
- Blowers and dryers are being used to speed up the drying process.
- Plumbing checks and general tidying up are being carried out, as well as underfloor insulation installed on the properties as they are drying out.
- Red stickered houses:
  - A facilitator has been assigned to work individually with each property owner. All property owners have been contacted. Regular contact with all owners.
  - Access to cordoned area: trained contractors allow access to the area with access cards.
- Temporary housing project:

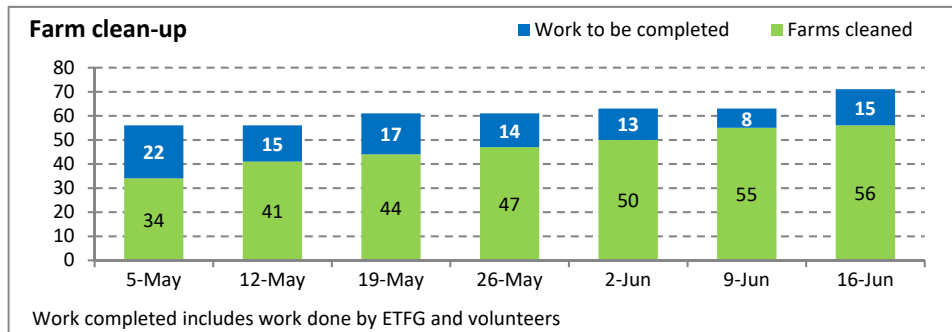


- Work with MBIE on the development of a Temporary Homes project to provide accommodation for displaced residents. Social Task Group is working with MBIE to provide a range of temporary housing options. Details of the progress are provided by MBIE in their report.

## Natural/Rural Task Group

### Rural

- Enhanced Task Force Green:



- 15 farms require significant chainsaw work before ETFG can start working on the clean-up. Tāne Mahuta Forestry – Simon Geddes is carrying out the chainsaw work. **Work is now underway with an estimated 89 days of chainsaw work ahead. ETFG following up behind to tidy up and remove debris.**
- Rural Assistance Payments: five applications have been passed on to WINZ, two have been approved, two denied and one is still in process. RST facilitators are in contact with farmers and will encourage applications if the policy becomes more flexible.
- Last week MPI launched a \$200,000 Primary Sector Recovery Grant aimed to assist primary producers who were affected by the events in April 2017. Information is available on the WDC website, RST and media channels. **The panel consists of a Federated Farmers representative, a WDC Councillor and an independent assessor.**
- Rural outreach: 56 farmers have been identified that need assistance, 17 have been completed with the remaining requiring ongoing assistance.
- Hill Laboratories, through a flood relief scheme they have set up with Ballance, can provide soil fertility testing free of charge for flood affected farmers. Farmers have been utilising this service.
- BOPRC has tested the soil for presence of heavy metals and other contaminants on Golden Grain's property. **Preliminary results show nothing of concern. Further testing and analysis will be carried out.**

### Natural environment

- Rivers and Drainage BOPRC:
  - There are about 500 additional erosion repair works across the region due the cyclones including Ōpōtiki and Te Puke areas
  - Urgent/high priority repair works underway.
  - Drain desilting, stream clearing and stopbank repairs are underway in various locations.
  - Initial estimations indicate an additional cost to the schemes exceeding \$10 million over and above routine maintenance work. Staff is working on a report estimating the full cost of the works and priority plan that will be submitted to council for approval.
  - In the upper reaches of the major rivers the council is river cutting channels to redirect flows as an interim measure to reduce further erosion and allow the banks to recover, however, this has been hampered by further rain and soft surfaces-reducing access.
- The assessment of the work needed to repair and restore damaged DoC reserves is underway. Project scoping completion is expected by mid June.
- Affected playgrounds and amenities in the area: playgrounds are open with exception of Puriri Crescent park (Edgecumbe), Mitchell Park in Tāneatua and Waimana playground.
- Biosecurity: stock movement is being managed in compliance with national requirements, other threats are being managed through BOPRC biosecurity team.
- Landowners and/or contractors are being urged to get in touch with local Iwi or Council Iwi Liaison prior to works commencing on known or newly discovered archaeological sites.

## Economic Task Group

- There are 90 businesses in Edgecumbe area. The current information shows that 8 businesses aren't able to trade due to flood damage and 2 businesses have closed.
- MBIE business support package: **the Whakatāne District Business Recovery Grant panel will review the two applications received this week. 28 applications have been started and are in process**, some require additional financial information and are waiting for information to be provided by accountants. The application process will be open for 6 months.
- Businesses in rural communities: 6 businesses in Ruatāhuna area have been impacted and work is underway with Te Puni Kokiri. In other areas, the impact and needs still need to be assessed.

## *Recovery office*

### **Communication and engagement:**

- The twice-weekly Recovery Project newsletter is being distributed to over 800 emails, printed in the local newspaper (more than 12000 copies) and being circulated in hard copy to various outlets.
- Radio infomercials (60 secs 3 x per day) based on current information and updates, are playing across all four local stations – including Te Reo.
- On 25 May WDC formally received a list of questions resulting from the community meeting held on 10 May. Those questions have also been formally presented to BOPRC on 1st June by the Rangitāiki Community Board chairperson Charelle Stevenson. **The responses will be presented back to the Rangitāiki Community Board on Wednesday 21 June.**
- The Community Recovery Expo was held on 10 June with support provided by the Rangitāiki Community Board and the presence of government, local government and NGO organisations that are involved in the recovery. Positive feedback has been received.

✓	Achieved
😊	On track
😐	Progressing
😞	Not on track
👉	Handover to BAU

Approved by Recovery Manager Barbara Dempsey  
Week ending: 31 January 2018

## Reconnect our Community (Tuhononga)

### COMMUNITY

#### Highlights for the month

- 169 families from moderately affected (yellow) houses have had repairs completed and are able to move back home.
- 135 Welcome Home Packs have been distributed to residents who have returned home.
- Navigators continue to make contact with flood affected families to provide support. The main issues are health & wellbeing. Additional building advisory support is available to those families who are undertaking or managing their own home rebuilds.
- MBE temporary housing update: There is 1 household waiting for a porta cabin; and 5 families awaiting rental properties.
- The residential advisory service (RAS) saw clients at Te Tari Awhina over a 2-day period in December; with a further visit scheduled in early February. RAS anticipate completion by mid February.
- The 45th Recovery Newsletter will be the final published in the Whakatane Beacon. Fortnightly newsletters will continue to be produced and distributed via the mailchimp database, Recovery webpage and Facebook. Residents who do not have email access have been offered a postal delivery and hard copies will continue to be available from Te Tari Awhina – Community Hub at Edgumbe Library.



Emerging Issues/Risks	Action	Person to action
The target was "90% of affected families/whanau are back in their homes by Christmas 2017". The actual return is just over half of this target. The limitations and rebuild timeframes have been influenced by: weather, insurer and owner agreement timelines, technical repair issues for some land and houses, home owners after cash settlements then arranging own works, actual practical rebuild timeframes, and trades works peaks. Christmas also saw a slow down in rebuild.	The actual returned home status and drivers for rebuild schedules are key monitoring requirements. This ongoing understanding allows existing and new strategies to be implemented such as: building advisory service for home owners undertaking or arranging own works, navigator support for at risk families, and simple touch base with people to check progress and offer any support.	WRO

#### Project Status

##### Welfare and Wellbeing

Milestones planned for this period	Timeframe	Status	Update on progress																
Community Hubs established in Edgumbe, Kawerau, Murupara and Whakatane.	May/June	✓	<table border="1"> <caption>Mood Indicator Data</caption> <thead> <tr><th>Month</th><th>Count</th></tr> </thead> <tbody> <tr><td>August</td><td>3</td></tr> <tr><td>September</td><td>4</td></tr> <tr><td>October</td><td>14</td></tr> <tr><td>November</td><td>37</td></tr> <tr><td>December</td><td>79</td></tr> <tr><td>January</td><td>50</td></tr> <tr><td>February</td><td>12</td></tr> </tbody> </table>	Month	Count	August	3	September	4	October	14	November	37	December	79	January	50	February	12
Month	Count																		
August	3																		
September	4																		
October	14																		
November	37																		
December	79																		
January	50																		
February	12																		
Psycho-social recovery plan is developed, agreed and implemented.	June 2017 & ongoing	✓																	
Research, development and successful implementation of a 'fit for purpose' navigator service.	June 2017 & ongoing	✓																	
Community partners made up of local authorities, iwi and central government agencies convene and collaborate on joined up wrap around service delivery for the wellbeing of affected residents.	July 2017 & ongoing	✓																	
Services to the community are developed which outlines a range of reactive and proactive strategies.	June 2017 & ongoing	😊																	

##### Community

##### Home by Christmas

Milestones planned for this period	Timeframe	Status	Milestones planned for this period	Timeframe	Status																										
Perception survey on safety returns back to pre-flood levels within 2 years.	2019	👉	Process developed to monitor the repair progress.	June 2017	✓																										
Property values readjust within 3 years.	2020	👉	"Welcome home" packs developed.	June 2017	✓																										
List of communication groups & clubs opening and closing demonstrate continuity.	August 2017	✓	At least 90% of affected families/whanau available are back in their homes by Christmas 2017 (refer comments in issue/risk section).	90% by Christmas 2017 (actual 55% at 1 Feb 2017)	😐																										
A calendar of monthly events and community development activities has been planned out to reach a wide range of the community, including school holiday care programme.	June 2017	✓	Process agreed for managing donated goods.	June 2017	✓																										
Community expo's and open days will be held to provide timely information to affected residents on a range of topics (e.g. insurance, health, Liveable Homes Project, Worksafe etc)	May 2017 June 2017 September 2017	✓	<table border="1"> <caption>Yellow stickered families back home</caption> <thead> <tr><th>Date</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>14-Jul</td><td>3%</td></tr> <tr><td>14-Aug</td><td>5%</td></tr> <tr><td>14-Sep</td><td>5%</td></tr> <tr><td>14-Oct</td><td>6%</td></tr> <tr><td>14-Nov</td><td>9%</td></tr> <tr><td>14-Dec</td><td>13%</td></tr> <tr><td>14-Jan</td><td>18%</td></tr> <tr><td>14-Feb</td><td>28%</td></tr> <tr><td>14-Mar</td><td>31%</td></tr> <tr><td>14-Apr</td><td>41%</td></tr> <tr><td>14-May</td><td>53%</td></tr> <tr><td>14-Jun</td><td>55%</td></tr> </tbody> </table>			Date	Percentage	14-Jul	3%	14-Aug	5%	14-Sep	5%	14-Oct	6%	14-Nov	9%	14-Dec	13%	14-Jan	18%	14-Feb	28%	14-Mar	31%	14-Apr	41%	14-May	53%	14-Jun	55%
Date	Percentage																														
14-Jul	3%																														
14-Aug	5%																														
14-Sep	5%																														
14-Oct	6%																														
14-Nov	9%																														
14-Dec	13%																														
14-Jan	18%																														
14-Feb	28%																														
14-Mar	31%																														
14-Apr	41%																														
14-May	53%																														
14-Jun	55%																														
Community group develops Community Plan with WDC support.	Commence September 2017	✓																													
A community engagement plan is developed and implemented.	June 2017	✓																													
An iwi engagement plan is finalised and implemented.	July 2017	✓																													
Community acknowledge or commemorate event in a way that the community deems appropriate.	Feb 2018	😊																													
Ongoing use of the community leaders group.	Ongoing	✓																													
Volunteer coordinator is in place; process to connect work with volunteers is developed and the donation of appropriate materials is sought.	July 2017 Ongoing	✓																													

# Restoring the Natural & Rural Environment (Whakahou)

## NATURAL AND RURAL

### Highlights for the month

- *College Road Stopbank Realignment: Demolition and house removal work has commenced. Overall, works are scheduled to be substantially complete in May/June.*
- *A draft regional economic impact assessment report on the rural impact of the floods has been completed by MPI.*



### Project Status

#### Primary Sector Support

#### Environmental Effects

Milestones planned for this period	Timeframe	Status	Milestones planned for this period	Timeframe	Status
Recovery Action Plan developed for rural sector.	September 2017	☹️	Respond to complaints within 3 working days.	Ongoing	✓
Clean up of rural properties complete.	December 2017	😊	All complaints investigated.	Ongoing	✓
A range of reactive and proactive strategies to engage affected rural individuals and families and build strong support networks are provided, including: Good yarn workshops, Local BBQs, Dairy NZ discussion groups, Rugby bus trip, Field days and Ladies morning teas.	Ongoing	✓	Compliance monitoring occurs as set out in schedule 1A and 2A of the BOPRC Resource Management Act and Building Act Charges Policy.	Ongoing (determined by consent)	✓
Workshops for affected farmers delivered (topics: farm management, animal health, soils, agronomy, wellness etc.).	Ongoing	✓	Stakeholder perception survey demonstrates greater than 75% satisfactory involvement in environmental issues.	November 2017	☹️
No flood related cases are outstanding.	Ongoing	😊	Clear messaging is delivered to the rural	May 2017	✓
Positive Regional Economic Quarterly Reports.	December 2017	😊	All amenity areas are open and accessible.	June 2017	✓
Outreach to affected rural properties is no longer flood related.	2019	✓	Site assessments for impact on biodiversity are completed.	October 2017	👤
Land use management advice provided to landowners.	October 2018	👤	If required, recommendations for remediation are received.	December 2017	👤
MPI funding round is successfully taken up by affected rural properties.	September 2017	✓	Biosecurity plans, if appropriate.	December 2017	👤
			Erosion assessment of pre and post river banks.	August 2017	✓
			Urgent erosion sites are repaired.	August 2017	👤
			Damaged sites are repaired.	2020	👤



# Repairing our homes and restoring our communities (Waihanga)

BUILT



## Highlights for the month

- Liveable Homes Project is now complete: 15 families now back home

### Project Status

#### Housing

Milestones planned for this period	Timeframe	Status	Update on progress																																																																																																																																																							
Chemical contamination testing of silt.	June 2017	✓	<p><b>Status of building consent applications</b></p> <table border="1"> <caption>Approximate data from the chart</caption> <thead> <tr> <th>Date</th> <th>Received Status</th> <th>Inspections commenced status</th> <th>BC Issued status</th> </tr> </thead> <tbody> <tr><td>05-May</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>12-May</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>19-May</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>26-May</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>02-Jun</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>09-Jun</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>16-Jun</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>23-Jun</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>30-Jun</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>07-Jul</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>14-Jul</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>21-Jul</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>28-Jul</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>04-Aug</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>11-Aug</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>18-Aug</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>25-Aug</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>01-Sep</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>08-Sep</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>15-Sep</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>22-Sep</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>29-Sep</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>06-Oct</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>13-Oct</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>20-Oct</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>27-Oct</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>03-Nov</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>10-Nov</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>17-Nov</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>24-Nov</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>01-Dec</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>08-Dec</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>15-Dec</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>22-Dec</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>29-Dec</td><td>0</td><td>0</td><td>0</td></tr> <tr><td>05-Jan</td><td>0</td><td>0</td><td>0</td></tr> </tbody> </table>				Date	Received Status	Inspections commenced status	BC Issued status	05-May	0	0	0	12-May	0	0	0	19-May	0	0	0	26-May	0	0	0	02-Jun	0	0	0	09-Jun	0	0	0	16-Jun	0	0	0	23-Jun	0	0	0	30-Jun	0	0	0	07-Jul	0	0	0	14-Jul	0	0	0	21-Jul	0	0	0	28-Jul	0	0	0	04-Aug	0	0	0	11-Aug	0	0	0	18-Aug	0	0	0	25-Aug	0	0	0	01-Sep	0	0	0	08-Sep	0	0	0	15-Sep	0	0	0	22-Sep	0	0	0	29-Sep	0	0	0	06-Oct	0	0	0	13-Oct	0	0	0	20-Oct	0	0	0	27-Oct	0	0	0	03-Nov	0	0	0	10-Nov	0	0	0	17-Nov	0	0	0	24-Nov	0	0	0	01-Dec	0	0	0	08-Dec	0	0	0	15-Dec	0	0	0	22-Dec	0	0	0	29-Dec	0	0	0	05-Jan	0	0	0
Date	Received Status	Inspections commenced status					BC Issued status																																																																																																																																																			
05-May	0	0					0																																																																																																																																																			
12-May	0	0					0																																																																																																																																																			
19-May	0	0					0																																																																																																																																																			
26-May	0	0					0																																																																																																																																																			
02-Jun	0	0					0																																																																																																																																																			
09-Jun	0	0					0																																																																																																																																																			
16-Jun	0	0					0																																																																																																																																																			
23-Jun	0	0					0																																																																																																																																																			
30-Jun	0	0					0																																																																																																																																																			
07-Jul	0	0					0																																																																																																																																																			
14-Jul	0	0					0																																																																																																																																																			
21-Jul	0	0					0																																																																																																																																																			
28-Jul	0	0					0																																																																																																																																																			
04-Aug	0	0	0																																																																																																																																																							
11-Aug	0	0	0																																																																																																																																																							
18-Aug	0	0	0																																																																																																																																																							
25-Aug	0	0	0																																																																																																																																																							
01-Sep	0	0	0																																																																																																																																																							
08-Sep	0	0	0																																																																																																																																																							
15-Sep	0	0	0																																																																																																																																																							
22-Sep	0	0	0																																																																																																																																																							
29-Sep	0	0	0																																																																																																																																																							
06-Oct	0	0	0																																																																																																																																																							
13-Oct	0	0	0																																																																																																																																																							
20-Oct	0	0	0																																																																																																																																																							
27-Oct	0	0	0																																																																																																																																																							
03-Nov	0	0	0																																																																																																																																																							
10-Nov	0	0	0																																																																																																																																																							
17-Nov	0	0	0																																																																																																																																																							
24-Nov	0	0	0																																																																																																																																																							
01-Dec	0	0	0																																																																																																																																																							
08-Dec	0	0	0																																																																																																																																																							
15-Dec	0	0	0																																																																																																																																																							
22-Dec	0	0	0																																																																																																																																																							
29-Dec	0	0	0																																																																																																																																																							
05-Jan	0	0	0																																																																																																																																																							
Clean-up of silt complete (sections).	end July 2017	✓																																																																																																																																																								
Clean up of silt complete (under housing).	August 2017	✓																																																																																																																																																								
Asbestos removed safely from all affected properties.	June - July 2017	✓																																																																																																																																																								
Education and training sessions provided.	June - July 2017	✓																																																																																																																																																								
Portacabins sited on private properties.	July 2017	✓																																																																																																																																																								
Portacabins available in Whakatāne Holiday Park.	July 2017	✓																																																																																																																																																								
Other temporary housing options are investigated.	August 2017	✓																																																																																																																																																								
Liveable Homes Project complete by November 2017.	November 2017 (actual Jan 2018)	✓																																																																																																																																																								
People back in homes – 90% by Christmas. (refer comments in issues/risk at beginning of report)	90% by Christmas 2017 (actual 55% at 1 Feb 2017)	☹️	<b>Building assessment summary</b>	Red (severe damage)	Yellow (moderate damage)	White (light / no damage)																																																																																																																																																				
Insulation component of Liveable Homes Project complete.	October 2017	✓	Edgecumbe urban	15	257	221																																																																																																																																																				
Insulation for non-Liveable Homes Project homes is complete.	90% by December 2017	👉	Plains incl. Poroporo	0	41	9																																																																																																																																																				
Investigate demand for future residential land in Edgecumbe.	September 2017	😊	Tāneatua / Rūātoki	0	11	2																																																																																																																																																				

#### Reasons for significant variances from plan

The target of "People back in homes – 90% by Christmas" is not achieved. The actual return is just over half of this target as at 31 January 2018. The rebuild timeframes have been influenced by: weather, insurer and owner agreement timelines, technical repair issues for some land and houses, home owners after cash settlements then arranging and scheduling own builders and works, actual practical house drying then rebuild timeframes, and trades works peaks. Christmas period also saw a slow down in rebuild.

### Infrastructure

Milestones planned for this period	Timeframe	Status	Milestones planned for this period	Timeframe	Status
<b>THREE WATERS</b>			<b>ROADING</b>		
Three waters infrastructure is fully functioning (BAU).	May 2017	✓	All roads are open (temporary solutions).	August 2017	✓
All temporary infrastructure removed.	December 2017	✓	Horomanga Bridge (temporary bridge installed).	20 July 2017	✓
Investigate future protection of Edgecumbe and Tāneatua wastewater ponds in the LTP.	June 2018	☹️	Horomanga Bridge (permanent repair).	design commencing, construction to start approx. Oct 2018	👉
Repair of community facilities are complete.	May 2017	✓	Kopuriki Road reopened.	Mid May 2017	✓
<b>RIVER CONTROL MEASURES</b>			Te Whāiti Road reopened.	7 July 2017	✓
Independent review of the stop bank breach is complete.	End July 2017	✓	Te Whāiti Road – less complex damaged sites repaired.	End August 2017 - (construction underway - completion end of Feb 2018)	👉
Geotechnical investigations.	July 2017	😊	Te Whāiti Road – complex sites requiring investigation & design complete. - (13 complex sites under preconstruction)	May 2018 - (construction commencing Oct/Nov 2018)	👉
Site clearance works.	underway as at Jan 2018	☹️	Galatea Road – Te Mahoe underslip – opened to single lane access.	End April 2017	✓
Reinstatement commences.	October 2017 (scheduled March 2018)	☹️	Galatea Road – Te Mahoe underslip – 2 lanes reinstated. - tenders closed -	November 2017 - construction to commence Mar 2018	👉
Planning consents.	November 2017 (ongoing)	☹️	Pekatahi Bridge reopened.	16 June 2017	✓
Long term future of severely affected area through community plan.	March 2018	😊	SH2 (Waimana Gorge) reopened.	23 June 2017	✓
Stopbank Works on College Road, Edgecumbe are completed.	June 2018	😊	<b>AMENITY AND COMMUNITY VISION</b>		
Stopbank repairs complete.	End March 2018 (subject to consents by other agencies)	☹️	Community group develops Community Plan with WRO support.	September 2017	✓
College road renewed.	June 2018	😊	Works complete to re-establish amenity in Edgecumbe and other areas.	Commence September 2017	☹️

ECONOMY

Highlights for the month

• The \$20,000 MBIE-funded 'Edgecumbe Back in Business' marketing campaign continues across local media organs. Radio campaigns commenced in December for businesses already operating, with a second wave in January. The campaign timeframe was extended, largely due to delays in repairs to Riverslea Mall. The print aspect is anticipated to commence from late January to coincide with businesses returning to Riverslea Mall. Feature pages are booked for 16 and 23 Feb, 9 and 16 March.



Project Status

Business Continuity

Milestones planned for this period	Timeframe	Status
Business needs assessment carried out.	July 2017	✓
Outreach to affected businesses by phone and visits.	July 2017	✓
Fact sheets and web page for business recovery.	July 2017	✓
Business networking and training held to support and assist affected businesses.	July 2017 (ongoing)	✓
Monitor any business closures.	May 2017	✓
Seminars and workshops to provide information and advice.	July 2017 (onwards)	☹
MBIE funding round is successfully taken up by affected businesses.	September 2017	✓
Networking and supporting events are planned and held on fortnightly basis.	May 2017 (ongoing)	☺
"Buy Local" campaign plan.	July 2017	☹
Recovery newsletter on Edgecumbe open for business.	July 2017	☹
Advertising implemented (e.g. radio, newspaper, other).	July 2017	☹
Free wifi in Edgecumbe investigated and installed if possible.	August 2017	✓
Scoping report on economic opportunities developed.	October 2017	☺

**MBIE Business Recovery Grant Panel Fund**

	New Applications reviewed	Applications approved	Applications Withdrawn	Applications Declined	Applications that did not supply info	Dollar value of applications approved	Potential Applications in the pipeline
Latest panel: 15 December	0	1	0	0	0	\$ 38,851.55	0
In total	25	16	2	5	2	\$ 202,919.05	0

# Watch your Waste

## PLEASE Keep Our Streets Clean

- Keep rubbish off the streets and roadsides
- No Dumping
- Request skip bins for larger loads
- Take small loads to Mall Car Park waste yard



## Skip Bins



- Available to end of June (at least)
- Are for house contents, garden and shed wastes, materials from the strip-out of properties (wall linings, floors etc.)
- Contractors rebuilding need to manage their own waste and skip bins

## Rats

- 70 bait and trap stations inside the red stickered area
- Monitored twice weekly
- 40 rats removed in the last two weeks



Over 5,300 tonnes of waste (including silt) sent to landfill from Edgecumbe alone. This is equivalent to 6 months of waste from the whole of the Whakatāne District.

[INFOGRAPHIC]

968 skips bins emptied (this does not include large bins and trucks loaded on the streets)



Over 2,200 tonnes of silt removed and sent to landfill



Over 18 tonnes of whiteware and steel recycled

[INFOGRAPHIC]

Over 5 tonnes of hazardous substances collected and disposed of appropriately

## Application for Assistance Grant

Name(s):

Phone numbers(s):

 Home Mobile

Email:

Usual residential address  
prior to flooding:

Current residential address:

Mailing address:  
(if different from above)

Number of family members:

 Adults Children

The Whakatāne District Mayoral Relief Fund is open for applications for assistance. As the amount available is limited priority will be given to:

- Provision of essentials for daily life, transport needs and household contents
- Rebuild/recovery costs of building damaged by water or storm damage
- Essential Items not covered by insurance or other funds as noted on the attached information sheet

**All applications will be considered by an Advisory Group who will then make a recommendation to the Trustees of the Whakatāne District Mayoral Disaster Relief Trust for approval and allocation.**

**Explain in detail what damage you experienced:**



**Give details of what assistance you require:**

*Please attach supporting information for verification of costs (quotes, receipts, invoices)*

**State details of any assistance you have already received or will receive (including insurance claims):**

Is your home owned by you or rented?

Owned by you

Rented

Are you insured?

Yes

No

Have you made a claim with EQC?

Yes

No

Please enter your bank account details and **attach a verified deposit slip from your bank** in order to ensure funds can be released to you, should your application be successful.

Account number

Account name

### Declaration

I certify that the information provided in this application is correct and if I provide false information I understand that my application will be null and void.

I give permission for the Mayoral Trust to verify the information provided with any agencies that may be involved.

Signature

Date

The information provided in the form is required for the Trustees to be able to make a decision - If you need assistance filling out this form, please go to Te Tari Awhina Community Hub in Edgecumbe, or phone 07 306 0500.

**Please send the completed form to:**

Janie Storey

Whakatane District Council, Private Bag 1002, Whakatāne 3158

Email: [janie.storey@whakatane.govt.nz](mailto:janie.storey@whakatane.govt.nz)

## Recovery Support and Funding Assistance

There are a number of sources of support and funding available to residents affected by the April cyclone and flood events in the Eastern Bay of Plenty.

ORGANISATION	ELIGIBILITY/FUNDING INFORMATION	CONTACT DETAILS
MSD Funding	Emergency Payments for those in immediate need	0800 559 009
Liveable Homes	To provide assistance to home owners to repair flood damaged properties to a liveable standard	<a href="http://www.whakatane.govt.nz/project-liveable-homes">www.whakatane.govt.nz/project-liveable-homes</a>
Ministry for Business Innovation and Employment	Provide temporary accommodation to residents	<a href="http://www.temporaryaccommodation.mbie.govt.nz">www.temporaryaccommodation.mbie.govt.nz</a>
Ngāti Awa Flood Relief Fund	To provide financial assistance for registered members of Ngāti Awa, in situations of serious hardship as a result of natural disasters within te rohe o Ngāti Awa.	<a href="http://www.ngatiawa.iwi.nz/cms">www.ngatiawa.iwi.nz/cms</a>
1XX Charitable Trust	No set criteria - maximum limit of grant \$2,000	<a href="http://www.1xx.co.nz/1xx-charitable-trust">www.1xx.co.nz/1xx-charitable-trust</a> or phone 07 308 6239
Lottery Grants Board	Not-for-profit organisations providing services to people in Edgecumbe and the surrounding community affected by the Rangitāiki River stopbank breach may request grants from this fund.	<a href="http://www.communitymatters.govt.nz/Funding-and-grants--Lottery-grants--Lottery-Rangitāiki-River-Stopbank-Breach-Recovery-Fund">www.communitymatters.govt.nz/Funding-and-grants--Lottery-grants--Lottery-Rangitāiki-River-Stopbank-Breach-Recovery-Fund</a>
Business Support Fund	Businesses which have suffered a significant loss of income - 60% drop for at least 4 weeks. Were viable before the storm-related disasters and have the potential to successfully recover. Have no other efficient options available, including insurance. Must have fewer than 20 employees. Charities and primary producers are not eligible.	Gerard Casey 027 562 7500 <a href="http://www.ebopchamber.co.nz/whakatane-district-business-recovery-grant-programme">www.ebopchamber.co.nz/whakatane-district-business-recovery-grant-programme</a>

ORGANISATION	ELIGIBILITY/FUNDING INFORMATION	CONTACT DETAILS
IRD	Tax Relief for businesses and holidays from Kiwisaver or Working for Families.	0800 473566
Rural Assistance Payments	Farmers and families to meet essential living expenses in an emergency. Available for up to 12 months.	0800 787 254
Rural Support Trust	To undertake assessments of damage to farms and orchards.	igorherritsen@gmail.com
Rural Women NZ	Assistance to rural women and children in urgent need.	<a href="http://www.ruralwomen.org.nz/news-and-inspiration/apply-for-adverse-events-relief-fund">www.ruralwomen.org.nz/news-and-inspiration/apply-for-adverse-events-relief-fund</a>
Enhanced Task Force Green	Provide clean up service for rural and lifestyle blocks.	0800 327 646
Whakatāne District Mayoral Relief Fund	Provision of essentials for daily life, transport needs and household contents. Rebuild/recovery costs of building damaged by water or storm damage. Essential items not covered by insurance or other funds.	<a href="http://www.whakatane.govt.nz">www.whakatane.govt.nz</a>
Ministry for Primary Industries	Bay of Plenty Primary Sector Recovery Grant (Round 2) can contribute to your work restoring the physical integrity of your primary sector business.	<a href="http://www.whakatane.govt.nz/apply/flood-recovery-grant">www.whakatane.govt.nz/apply/flood-recovery-grant</a>

### Community Groups providing donated goods to residents:

Pou Whakaaro	Large items of furniture 1 Bracken Street (opposite Mitre 10)	Monday - Friday 9am to 5pm Saturday 10am to 1pm
Te Teko Hall	Second hand clothes, shoes, linen, household items and food parcels	Kris Byrne 027 6348 911 Mary Hepi 027 7582804
Old Countdown Store, Kopeopeo	Second hand clothes, shoes, linen and household items	10am to 6pm daily ( <i>with a break in receiving and distributing goods during 7 – 17 July 2017</i> )

For further information, visit



[www.whakatane.govt.nz/project-edgecumbe](http://www.whakatane.govt.nz/project-edgecumbe)

[www.facebook.com/whakatanedistrictrecoveryproject](http://www.facebook.com/whakatanedistrictrecoveryproject)



## Been affected by the April floods?

### NEED HELP TO NAVIGATE YOUR WAY AROUND?

We know how much you want to get back on your feet.

Whakatāne District Council's Recovery Team has put in place a team of Navigators to help.

### WHAT IS A NAVIGATOR?

If you've been affected by the April floods, Navigators can help you with the challenges of getting back on your feet.

***The service is free – and confidential.***

### HOW CAN A NAVIGATOR HELP ME?

#### NAVIGATORS:

- Support your recovery
- Offer a personalised service
- Help you access a range of available information, services and resources.



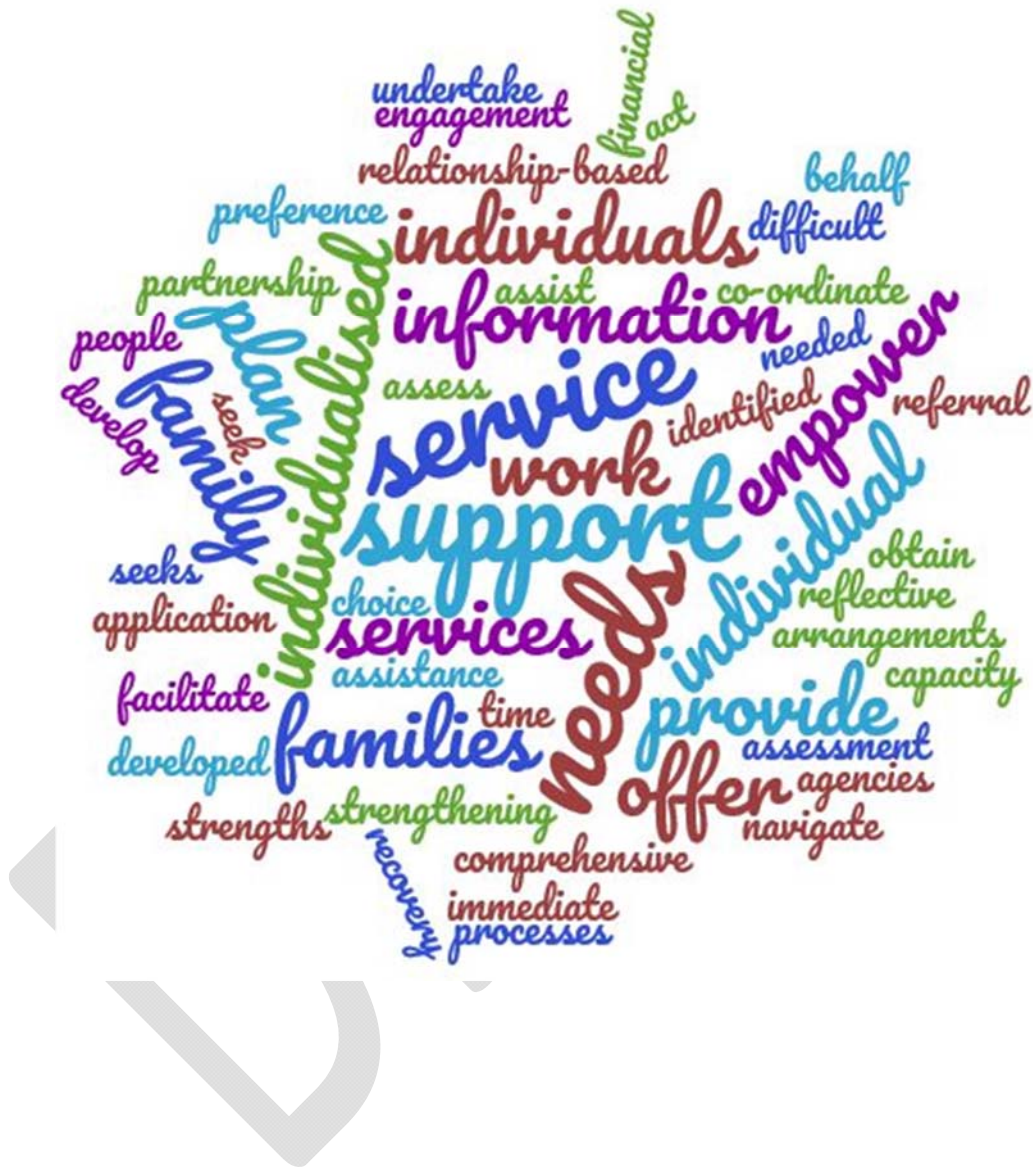
## NAVIGATORS PROVIDE YOU WITH WRAP AROUND SERVICES:

- Provide one-on-one support and assistance
- Up to date information, while connecting you to other support agencies eg. Work and Income, MBIE etc
- Help you to gain access to specialist services such as legal advice, budget advice, Liveable Homes Project etc
- Updates on grant applications / financial assistance available
- Housing / tenancy issues / temporary accommodation / storage / pets
- Access to other social and health services eg. Counselling services; GP services.

## HOW DO I ACCESS NAVIGATOR SERVICES?

To opt into the service, or find out more, please phone: 07 306 0500 or email: [navigatorservices@whakatane.govt.nz](mailto:navigatorservices@whakatane.govt.nz)

# Whakatāne District Navigation Service



July 2017

## Contents

Introduction.....	4
Objectives of Whakatane District Navigation Service .....	4
Structure.....	5
Team Functioning.....	5
Policies.....	8
Health, Safety and Security .....	8
Procedures.....	11
Referral process.....	11
Supporting Documentation.....	14
Service Quality.....	15
Privacy & Consent.....	15
Feedback and Complaints .....	15
Service Guidance and supporting information.....	16
Closing Recovery Plan where someone has on-going intensive support needs .....	17

DRAFT

The team wish to acknowledge the work of the Canterbury Earthquake Temporary Accommodation Service (CETAS) and thank them for generously sharing documentation which has formed the base for this document and other forms developed.

DRAFT



# Introduction

The Whakatāne District Navigation Service (WDNS) helps individuals/family/whānau recover from the effects of Ex-Cyclone Debbie and Cook by connecting them to the information and resources they need.

Ex-Cyclone Debbie and Cook resulted in significant regional flooding, a stop bank breach at Edgecumbe, slips causing road closures and isolation for communities at Ruatāhuna, Te Mahoe, Ruātoki, and Te Whāiti. Services including power, water and wastewater were disrupted.

The degree and severity of this event resulted in significant property damage (most people won't be back in their homes for many months), a breakdown in community infrastructure, disruption to essential services and the de-stabilisation of the physical and emotional condition of people.

The WDNS is a partnership between the Whakatāne District Council, the BoP DHB, MSD and Te Rūnanga o Ngāti Awa. The Whakatāne District Council is the employer and administering authority

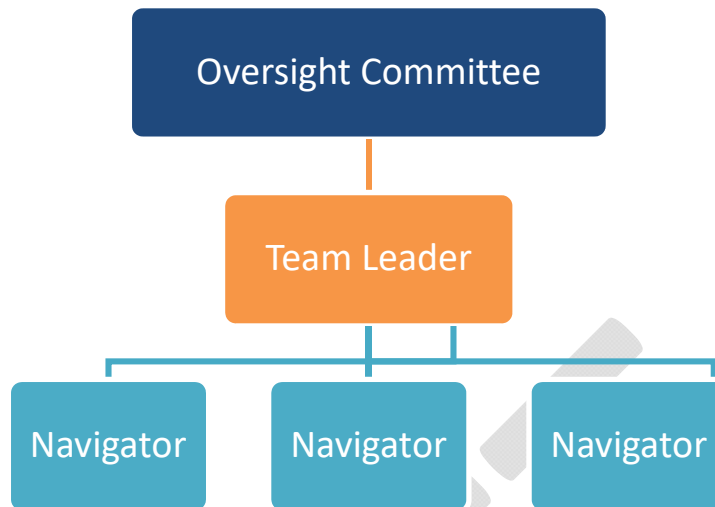
## Objectives of Whakatāne District Navigation Service

The Navigation service is an outreach service providing an essential element in assisting flood affected people through the challenges (family, financial, housing & emotional wellbeing) they face through the provision of wrap around services.

The Navigator supports the recovery of affected individuals / family / whānau by:

- providing an individualised, relationship-based service that supports and empowers families / individuals, strengthening their capacity over time
- providing an individualised service based on a comprehensive needs assessment, which is used to develop a recovery plan, in partnership with the individual or family. The plan is reflective of their choices and preferences for the service arrangements being developed
- brokering and co-ordinating with agencies peoples easy access to information and the services they need particularly assisting those individuals/families finding it difficult to navigate the system of support available to them for themselves

# Structure



## Team Functioning

### Reporting lines/ relationships

The employer is the Whakatāne District Council.

Navigators report to the Team Leader. The Team Leader has responsibility for the day to day operations and oversight of the service activity, navigator caseload, monitoring trends and escalating issues.

### Meetings

Navigators meet regularly with the Team Leader, to share information and receive advice/support regarding individual cases.

Navigators meet as a collective for training purposes, information sharing, discussion on service issues and development/implementation of shared best practice.

The following meetings will support the efficient management of the Navigation Service:

#### Weekly:

Team meeting to cover the following:

- Health and Safety
- Training opportunities
- Allocation
- Review of caseloads and effectiveness

#### Weekly:

One on one meeting with Navigator and Team Leader

#### Monthly:

Collation and reporting of statistics for the Oversight Committee.

## **Training**

An induction programme will be developed including training in the relevant systems and policies used by the WDC e.g. home visit policy, Health & Safety practice.

The Coordinator will identify and provide training relevant to the Navigator role ensuring consistency of information and practice.

DRAFT

## Roles and responsibilities

Organisation	Role	Responsibilities
Oversight Committee	Oversight of Navigation team	<ul style="list-style-type: none"> <li>• Governance Body.</li> <li>• Made up of one representative from the Whakatāne District Council, Bay of Plenty District Health Board, Te Rūnanga o Ngāti Awa and Ministry of Social Development.</li> <li>• These agencies and representatives have a vested interest and role in community recovery.</li> <li>• The frequency of meeting is likely to be fortnightly initially.</li> <li>• Provides direction.</li> </ul>
Whakatāne District Council	Line Management accountabilities	<ul style="list-style-type: none"> <li>• The employer.</li> <li>• Ensures employer service standards are understood and adhered to such as: H &amp; S incident reporting, information management, supervision and management of performance issues.</li> </ul>
Team Leader	Service coordination and workload management	<ul style="list-style-type: none"> <li>• Monitor and report on performance and practice.</li> <li>• Case load allocation and oversight.</li> <li>• Develop, implement and maintain navigator best practice.</li> <li>• Train and support navigators.</li> <li>• Develop and maintain key relationships with agencies/organisations providing assistance to impacted residents (eg insurance, council, EQC, MSD, MBIE, RST Navigator programme etc).</li> <li>• Ensure adherence to staff health and safety practice.</li> <li>• Communicate and engage with key stakeholders - implementing a range of proactive strategies that promote and encourage use of the service.</li> <li>• Convene regular navigator meetings, ensuring they have information and access to resources, information and points of contact on what is available.</li> </ul>
Navigator(s)		<ul style="list-style-type: none"> <li>• Wrap around co-ordination and support, providing one point of contact for case load.</li> <li>• Provide basic psychological first aid eg. practical and emotional short-term support to reduce distress.</li> <li>• Case management and reporting.</li> <li>• Comprehensive assessment and identification of what support/services are required.</li> <li>• Advice/information and linkages to facilitate easy access to identified support services.</li> <li>• Work collaboratively with community partners to identify needs and ensure a comprehensive and equitable service is provided.</li> </ul>



# Policies

The Navigation Service is a service provided by the Whakatāne District Council and people engaged to deliver the service are employed by the Council. Employees are therefore required to adhere to staff health and safety practice and WDC employment policies and codes.

## Health, Safety and Security

The health, safety and security of staff is paramount. Staff are not expected to put themselves into situations of risk.

There may be situations where it may be desirable for two staff to attend home visits.

Staff should get direction from the Team Leader when they are unsure of situations, ahead of home visits taking place. It may be preferable for some people to only be seen in the office or at a community locality where others are nearby. The following steps guide good practice to help ensure staff safety for when you are preparing to visit people in their home.

House visits

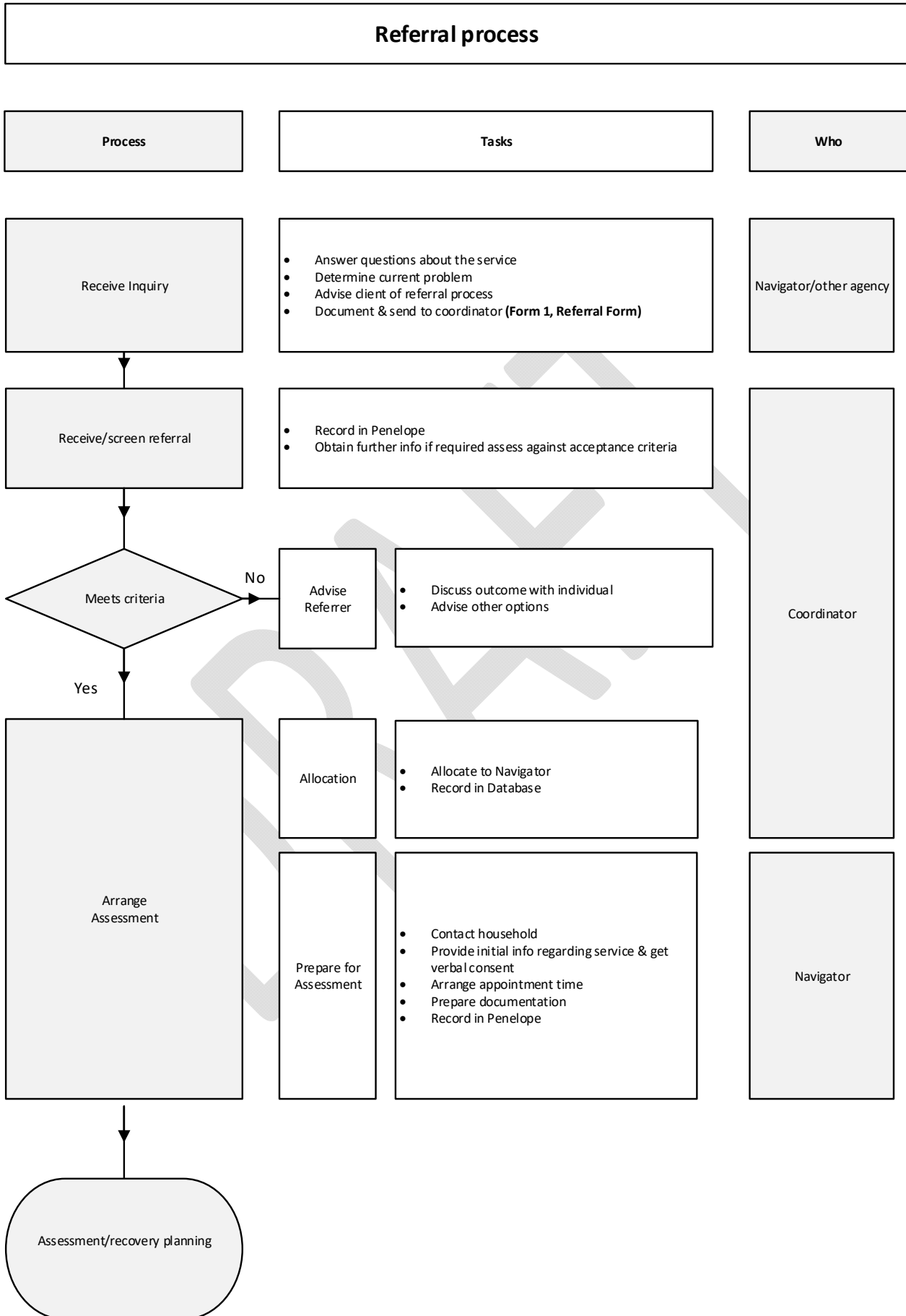
House visits	
Stage	Steps
<b>Basic safety precautions</b>	<ul style="list-style-type: none"> <li>• Be familiar with health, safety and security practice.</li> <li>• Discuss as a collective potential situations and scenarios that may occur and how best to deal with them.</li> </ul>
<b>Staff responsibilities</b>	<ul style="list-style-type: none"> <li>• Take personal responsibility and never put yourself at risk.</li> <li>• Have a plan in place for calling the Team Leader, other staff and/or the police for assistance, for example: carry a cell phone that is pre-programmed with a short dial code for the police and the office.</li> <li>• Report all incidences to the Team Leader.</li> <li>• Ensure that your Team Leader is aware of expected and actual return or if you change the time of your return.</li> <li>• Record the details of planned visits in the central logbook.</li> <li>• Leave clear information about times, dates and address(es) where interview(s) will occur.</li> <li>• Do a summary check in the database to see if the client has any history of difficult behaviour.</li> <li>• Be aware of cultural differences when dealing with clients.</li> <li>• Ensure that if you are returning straight home and not calling into the office you advise the Team Leader accordingly.</li> <li>• Remember your Team Leader needs to know that you have returned safely after visits away from the office.</li> <li>• If you don't return when you say you will the Team Leader will try to contact you. If this is not successful they will put in place plans to trace you.</li> <li>• Report any incidents to the Team Leader - make a full file note of the actions and statements that occurred.</li> </ul>

House visits	
Stage	Steps
Safety precautions	<ul style="list-style-type: none"> <li>• Call the client first and make sure they are comfortable with arrangements.</li> <li>• Check your vehicle before you leave, making sure you have sufficient petrol and are familiar with the area you are visiting.</li> <li>• Remember to carry your driver's licence.</li> <li>• Know the location of the nearest police station.</li> <li>• Park the vehicle on the roadside, not in the driveway. Have it parked in such a way that it may be easily driven away if it is necessary to depart quickly.</li> <li>• Lock the vehicle before entering the client's premises.</li> <li>• Make a judgement call. If it appears unsafe to enter the premises, don't.</li> <li>• Use the front door if possible as it usually has the most visible entrance.</li> <li>• Do not enter the house if the person to be interviewed appears under the influence of drink, drugs or solvents. Leave immediately.</li> <li>• Memorise the route taken when entering the premises so you can leave quickly and, if possible, note the location of other exterior doors.</li> <li>• Use a chair closest to a door so if you need to exit you are in the best position to.</li> <li>• Leave the premises immediately if the householder's behaviour is threatening and you feel at risk.</li> <li>• Report the matter to the nearest police station if you are threatened or intimidated in such a way that you feel your personal safety is at risk.</li> <li>• Report any threats or aggressive behaviour to the Team Leader.</li> <li>• Leave immediately if you are told to. While you are not trespassing when entering a householder's house or property, once they ask you to go you have no legal authority to remain there.</li> <li>• First Visit, one person to attend unless safety risk identified. If any concerns two people attend and if property is 30 minutes or more from home base a second person will attend.</li> </ul>

Aggressive dogs	
Stage	Steps
Before entering property	<ul style="list-style-type: none"> <li>• Call the householder beforehand so they can secure the dog if you know there is a potentially aggressive dog on the premises.</li> <li>• Rattle the gate, then look and listen when entering a fenced, gated property that you believe has a dog.</li> <li>• Pay some attention to 'Beware of the Dog' signs. These can indicate a dog on the property.</li> <li>• Check for signs that a dog lives there before walking onto the property such as dog bones, chewed up articles, dog droppings, a kennel, holes dug in the lawn, paw prints.</li> <li>• Let the dog approach you. Observe it from behind the gate or fence.</li> <li>• Analyse the dog's behaviour before you enter the property.</li> <li>• Do not enter if you are at all concerned.</li> </ul>

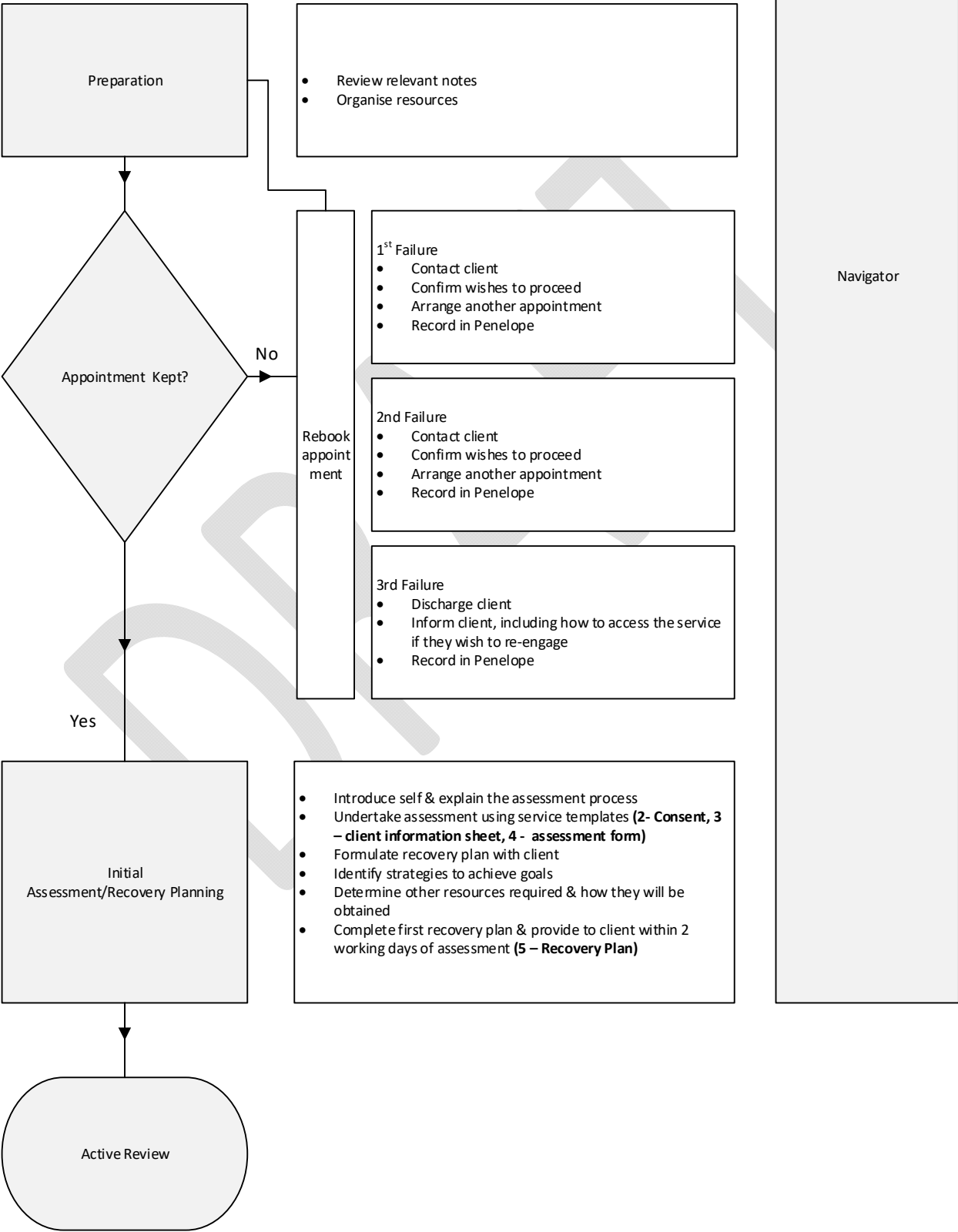
Aggressive dogs	
Stage	Steps
	<ul style="list-style-type: none"> <li>• Don't approach the dog directly, turn side on to it. This reduces the visual impact as you will not look so large.</li> </ul>
Once on property	<ul style="list-style-type: none"> <li>• Don't run away, put your arms by your side and stand still.</li> <li>• Do not shout or scream, rush at or threaten the dog or behave in a threatening or dominant manner. This signals to a fearful dog that it has no reason to fear you and to a dominant dog that it has no reason to defend its dominance.</li> <li>• Avoid direct eye contact, especially in the early stages of the meeting but do not lose sight of the dog completely.</li> <li>• Call the dog by its name if you know it. Remember that owners often use abbreviated versions of the name. This may have a remarkable effect in changing the dog's attitude towards you.</li> <li>• Use any object you have as a barrier, not a weapon - you will not win.</li> <li>• Act confidently at all times. Do not try and push your friendship on the dog. If it wants to make friends it will when it's ready.</li> <li>• If the dog is asking for attention, stroke it under the chin or on the chest. Avoid the top of the head and shoulders.</li> <li>• Angle away from corners of the house if you are going around it so you don't startle the dog.</li> <li>• Never think a chained dog can't reach you. The chain may be longer than you think and they have been known to break.</li> <li>• Do not stand square on to doorways. Stand off-centre or side on.</li> </ul>

# Procedures



# Assessment/Recovery Planning Process

Process	Tasks	Who
---------	-------	-----





**Active Review Process**

**Process**

**Tasks**

**Who**

Active Review

Arrange meeting to review progress

- Contact client & arrange meeting
- Organise resources

Review & Update Plan

- Determine & document progress since last review
- Identify any changes in situation/new issues
- Review/amend/add goals & strategies

Have discharge criteria been met?

- Sign off reviewed plan with client
- Review and update consent form (if required)
- Schedule next review appt
- Send client copy with 2 days
- Update Penelope within 2 days
- Schedule next review appointment

Complete Discharge

- Complete case in Penelope
- Send client evaluation form (**6 – Evaluation Form**)

Navigator

## Supporting Documentation

Phase	Document		
Referral		Referral form	Paper/electronic
		Client information sheet	Paper
Assessment & review		Consent form	Paper
		Assessment form	Paper
		Recovery plan	Paper
		Case notes	
Active review		Case notes	Electronic
Service Completion		Case notes/ system completion	Electronic
		Evaluation form	

Forms to be attached on subsequent pages.

DRAFT

# Service Quality

## Privacy & Consent

A person's personal information must be protected according to privacy and confidentiality policies and relevant legislation. It is vital that people understand their rights and responsibilities with regard to confidentiality and privacy and that they have the opportunity to discuss any questions that come up.

Navigators do not make decisions for their clients. They broker access to services and support for their clients appropriate to their situations.

Clients choose to access the Navigator service and can opt out of it if they choose.

## Feedback and Complaints

Complaints and feedback on the Service should be handled sensitively to reduce the likelihood of further harm or distress.

The navigation service:

- is genuinely interested in receiving feedback from people using the service.
- ensures that people know they have a right to make a complaint and know how to make a complaint or provide feedback.
- will treat people with respect, courtesy and sensitivity.
- will handle all complaints promptly, most complaints responded to within two working days.
- Where a matter requires further investigation, will keep the complainant provided with information on the process to be undertaken and the timelines involved.
- ensures that people who are not satisfied with the handling of their complaint know what to do and who to contact.
- ensures that where complaints identify the need for changes in service practice, improvements are implemented as soon as practicable.

**Note:** where a person has a complaint that relates to the work of another agency or service, the Navigation Service assists the person to make their complaint or their issue directly with that agency. This may include finding appropriate contact details, identifying relevant issues for the person to consider in making their complaint, and providing the person with details about the complaints processes and contacts for the relevant agency or service.

# Service Guidance and supporting information

## Approaches

### ➤ Person-centred approach

A client-centred approach to the Service is essential. It is based on the staff engaging, encouraging and supporting the person to take an active part in the planning, implementation and review of their recovery plan.

### ➤ Strengths-based and solution focused approach

A strengths-based and solution-focused approach requires the Navigator to identify the person's strengths, talents, capabilities and resources. A focus on strengths should be maintained throughout all phases of the model. Once strengths are identified, the Navigator can encourage the person to develop and use them to work on particular goals and tasks in their recovery plan.

Key skills required of the Navigator's include sensitivity and good communication skills to hear peoples' views and wishes.

### ➤ Self-determination and empowerment approach

The person-centred approach focuses on self-determination and empowerment. Empowering people to identify their own priorities and supporting them to resolve their own issues are keys to individuals and families moving towards re-establishing their lives.

## Identifying and working with high risk people

It is important that a preliminary assessment is carried out to ensure decisions about priority and risk are part of case load allocation decisions.

Some people will be more vulnerable than others.

## Responding to people who are high risk

When a household is identified as high risk, you must consider a course of action according to the level of concern. For example:

- urgent response
- 24 hour response
- planned response

## Identifying and Working with people who have on-going intensive support needs

The intention is that clients who engage with the Navigation Service will be supported to the extent that the householder will move into independence. However, there are some people within the service who have difficult and significant well-being and service issues. These issues may relate to the individual, the family or their social or community system and cannot be resolved quickly.

In order to ensure people with ongoing and complex needs are adequately supported and appropriate support continues when the service finishes, an understanding of the types of needs and number of people who fit this category is required.

It is important to identify people with ongoing and complex needs as soon as possible as it often takes a considerable time to engage the services required. For some in this group, a number of supports or

services will be required. However often the individual does not have capacity to navigate or coordinate the service system on their own.

Given the Navigation Service is a time limited service, if ongoing supports are required they will need to be proactively identified and engaged. It may be that the service is involved with people with ongoing and complex needs for longer than with other people due to the time it takes for services to be identified and referral, assessment and engagement processes to be completed.

### **Who fits the ongoing intensive support needs category?**

A person who:

- Has a number of needs that significantly impact on day to day functioning (this may include the person's ability to work through the claim and repair / rebuild processes).
- The needs or issues are ongoing and not easily resolved.
- Requires a number of services to be engaged or coordinated to meet their needs.
- Has insufficient capacity or skills to engage or coordinate the services required to meet their needs.

### **Closing Recovery Plan where someone has on-going intensive support needs**

Communication, at the point of closure, needs to be clear and it is suggested that a closure meeting is held to ensure that all service providers are aware of the Navigation Service ending its involvement. It is also important that there is a common understanding about which professional or service provider is coordinating or leading the plan on behalf of the person. The decisions and actions agreed to in the meeting should be confirmed in letters to the person and service providers.



# Case for Navigators

## Purpose

This paper outlines the approach to ease the physical, psychological and social difficulties being experienced by people in the Eastern Bay of Plenty following the effects of Ex-Cyclone Debbie and Cook through the provision of tailored and targeted social services.

This is through the appointment of Navigators who provide an essential element in assisting to meet identified ongoing and critical needs. Navigators support flood -affected people through the challenges (family, financial, housing & emotional wellbeing) they face through the provision of wrap around services.

This proposition has been developed in collaboration with Te Puni Kokiri (TPK), Bay of Plenty District Health Board and the Whakatāne District Recovery Office.

## Overview

Ex-Cyclone Debbie and Cook resulted in significant regional flooding, a stop bank breach at Edgecumbe, slips causing road closures and isolation for communities at Ruatāhuna, Te Mahoe, Rūātoki, and Te Whāiti. Services including power, water and wastewater were disrupted.

The degree and severity of this event has resulted in significant property damage (most people won't be back in their homes for many months), a breakdown in community infrastructure, disruption to essential services and the de-stabilisation of the physical and emotional condition of people.

More than 1600 residents were displaced from Edgecumbe and others from Tāneatua, Poroporo and the plains area.

As at 27 June there are 15 residential red stickered houses in Edgecumbe and 309 residential yellow stickered houses in Edgecumbe, including Poroporo and Tāneatua/Rūātoki.

232 residential homes in these locations are white stickered.

### *Shift from short term to medium-longer term social recovery*

As the response has transitioned to recovery the current service model is no longer adequate.



Community partners, agency and community consultation has identified the need to change the current service model to one that provides stronger wrap around co-ordination to support people through the recovery process and emerging multiple and complex social and wellbeing issues.

A snapshot of key services on offer include:

- Te Tari Awhina Recovery Hub is providing services and information from Edgecumbe. Information is also available from the Murupara Library, Whakatāne Horizon Library and Kawerau i-SITE.

Note: While hubs provides multi agency access to information and services the number of people accessing via this channel will reduce. This is a reactive service rather than a proactive one. Most red and yellow stickered households are no longer domiciled in Edgecumbe and there is limited understanding by responding agencies of where people are living.

- Rural Support Trust provide pastoral care to rural communities through regular door knocking and events.
- The Whakatāne District Council Recovery Community Team is undertaking door-to-door canvassing of flood affected areas in the district
- 10 community events are planned through to Christmas.

## Social Recovery

The need for the majority of the affected population to require some form of support whether that be through conversation, information or access to services has been identified.

Stressors that individuals, family and whanau are facing include:

- Shortage of social housing and temporary accommodation. Of those affected dwellings, 127 households have registered for the Temporary Accommodation Service. There are 64 solved cases and 63 open cases that are yet to be resolved.
- More than 320 houses are either red or yellow stickered meaning that they cannot be reoccupied without significant remedial work. Most households have had to find their own housing solution.
- Increased anxiety as a result of isolation and displacement for most of the population of Edgecumbe

- Increased financial challenges for people paying both mortgage and temporary accommodation payments. As of 30 September the median rent in Edgecumbe was \$277, whereas the median rents in Whakatane and Ōhope were \$330 and \$350 respectively.
- Relocation has also put extra pressure on budgets for transportation
- Delays in rebuild. The council's goal is to complete the rebuild by December 2017. However, this is more likely to be longer given one of the major insurers (IAG) put a hold on sub floor work on 53 dwellings to undertake additional asbestos testing.
- Families expressing uncertainty and anxiety about the economic consequences e.g. insurance cover for emergency repairs (under insurance and uninsured properties) and the need for independent insurance advice.
- Increased tension in people's relationships with friends/whanau due to cohabitation with extended families and whanau 3 months since the event.
- Independent review findings are due to be released late July. The cause of the flooding is seen by many to have been avoidable, caused by infrastructure failure and resulting in increased stress and anger
- Compounding stress, anxiety and grief experienced by residents due to the fact that this community has been hit repeatedly<sup>i</sup> (see footnote of events) prior to this event.
- Increased anxiety levels in children
- An unmet and identified need for anger management courses
- One of the key tasks of the psychosocial recovery plan is to undertake an assessment of risk and vulnerable communities and the need for targeted support.

## Navigator roles

The primary role of the Navigator is to contribute to the wellbeing of affected individuals, family/whanau by supporting their timely and coordinated access to the services they need to enable their timely recovery.

This service will leverage off relationships with iwi, NGO's, community and central and local government agencies and will link affected residents to already existing services and supports. It will complement the role of rural facilitators in an urban setting.

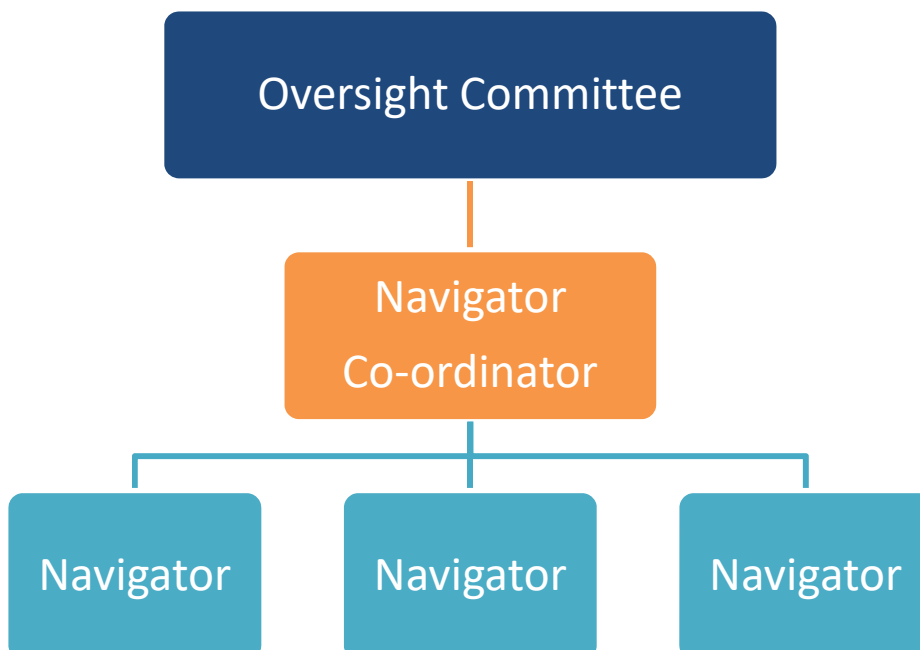
This approach requires investment to appoint navigators to provide the right support at the right time to affected family and whanau, through wrap around recovery support services.

It is based on strengthening individuals, family and whanau so they can move forward in their lives. It replicates the model put in place in Christchurch and Waimakariri (following the November 2010 earthquakes) and in Hurunui and Kaikoura (following the November 2016 Earthquakes).

Adopting this approach will:

- build on psychosocial recovery plan objectives and the related intervention pyramid with the aim of minimising the number of affected people requiring specialised services
- ease the physical, psychological and social difficulties being experienced
- negate the need of individuals/family/whānau to deal with responding agencies separately
- be proactive (mobile) and responsive to identified needs, delivered by local professionals providing essential support to vulnerable people
- connect and co-ordinate access to all support and resources
- be individualised and relationship-based supporting, empowering and strengthening individual capacity
- is cognisant of the 'different' levels of support
- provide relevant context within which whānau can explore ways to address continued disruption and uncertainty
- be premised on the notions of whānau wellbeing and whānau resilience in a post disaster context.
- match the skillset of navigators to individual need. It is expected that they will come from a range of backgrounds e.g. nursing, social work

## Structure



**Oversight Committee**

- Made up of Whakatane District Council, other organisations including key social service agencies, contributing to or who have an interest in providing governance for the Navigator programme. The exact format will depend on the funding and host organisations

**Co-ordinator**

- Team Leader responsible for
- Reporting
- Managing case loads
- link to Rural Support Trust and other key agencies
- Needs assessment
- One team approach
- Organises training/support for navigators
- Develops key relationships with agencies/organisations who can provide advice/information for impacted residents eg

**Navigators**

- Wrap around co-ordination
- One point of contact for case load - stays with the household until not needed
- Advocate for impacted residents
- Broker/Link to most appropriate service

Note: The Whakatane District

Recovery Office will coordinate and manage this

function including how information is gathered, collated and evaluated to provide a view on recovery progress. It would carry out administrative functions providing IT, HR support.

Navigators may be employed by the agency that funds them but they have a responsibility to report to a team lead and deliver a coordinated and collaborative service.

## Timeframes

<i>Key tasks</i>	<i>Date</i>
Case for navigators <ul style="list-style-type: none"> <li>• Drafted</li> <li>• Feedback received</li> <li>• Finalised</li> </ul>	27 June 2017 28 June 2017 29 June 2017
Job description <ul style="list-style-type: none"> <li>• Drafted</li> <li>• Feedback received</li> <li>• Finalised</li> </ul>	28 June 2017 29 June 2017 30 June 2017
Contract <ul style="list-style-type: none"> <li>• Drafted</li> <li>• Feedback received</li> <li>• Finalised</li> </ul>	28 June 2017 29 June 2017 30 June 2017



<p>Agencies</p> <ul style="list-style-type: none"> <li>• Confirm agency commitment to funding <i>TPK/DHB/Lotteries Commission</i></li> </ul>	12 July 2017
<p>Implementation</p> <ul style="list-style-type: none"> <li>• Monitoring and reporting – framework developed</li> <li>• Operations manual development</li> <li>• Back room functions developed (data base, referral path way etc) drafted</li> <li>• Expressions of interest invited</li> <li>• Navigators identified</li> <li>• Roles in place</li> <li>• Cross-agency Governance (TPK/BOP DHB, WDC)</li> </ul>	<p>21 July 2017</p> <p>21 July 2017</p> <p>21 July 2017</p> <p>17 July 2017</p> <p>21 July 2017</p> <p>1 August 2017 for a term of 12 months.</p> <p>ongoing</p>

## Funding

The Ministry of Health has responsibility at a national level to lead and co-ordinate the provision of psychosocial support and to provide the required health services by funding, planning and providing services, including by contracting organisations.

## Estimates

It is proposed that a shared funding model is put in place with navigators being funded by the BOP DHB, TPK and additional funding secured via a Lotteries Commission Grant. The allocation of navigators will be dependent on where people are in the intervention pyramid for example of the 324 households with either red or yellow stickered properties it is anticipated 20% (64) will have higher needs depending on their response to the challenges they face (256 = 80%) – lower caseloads will be assigned to 2 navigators dealing with people presenting with higher needs.

- 3 salaries of \$65,000 and 1 of \$75,000 and 30% administration and transport costs.
- Total salaries of \$270k plus \$81k costs = \$351k

Notes:

- This includes salary, operational overheads, supervision, IT, communications and travel.
- Peaks and flows will occur because of challenges being faced at different times.
- We need to monitor the need for any increase the access to services.

## Summary

Collectively there is an agreed need for and commitment to the appointment of navigators. They are seen as an essential element in assisting to meet identified and ongoing critical need. There is urgency in securing funding from the entities with a vested interest (BOP DHB, TPK and Whakatāne District Council) if navigators are to be in place from the 1 August 2017. Next steps are that the agencies will initiate within their organisations decision making processes to enable them to confirm their commitments by the 12 July 2017.

i

1987 Edgecumbe earthquake	2004 Coastal erosion and inundation – Ohope
1987 Tornados;Whakatane, Ohope & Awakeri	2004 Floods - Awatapu & Edgecumbe*
1988 Slips/flooding – District wide	Landslides – Ohope and rural*
1991 Flooding – Waimana*	2005 March-Tornados –
1992 Flooding – District wide	Thornton/Onepu
1993 Severe hailstorm	2005 Floods – Matata & Edgecumbe
1997 Flooding – Whakatane	Matata debris flow
1998 Flooding – Waimana*	2009 Severe hailstorm
1999 Flooding – Matata	2010 Flooding – Whakatāne and Ōhope
2001 Tornado – Awakeri	Landslides - Ōhope and Whakatane
2002 Tornado – Awatapu	2011 Flooding – Whakatāne and Ōhope
2003 Flooding – District wide	Landslides - Whakatāne and Ohope



# NAVIGATION SERVICE OVERSIGHT COMMITTEE

## 1. Introduction

This Terms of Reference sets out the purpose the Navigator Service Oversight Committee. The committee monitors performance, provides direction and decision making, and facilitates the co-ordination of services to support the success of the Service.

Navigators (Community Support Team Members) are seen to provide an essential element in assisting to meet identified and ongoing critical needs. Navigators support flood affected people through the challenges they face (family, financial, housing, employment & emotional wellbeing) through the provision of wrap around services.

## 2. Function

The functions of the navigation service oversight committee will include:

- monitoring the performance of the Navigator’s Service
- providing a forum for identifying and mitigating risks and common issues
- facilitating the flow of information to and between agencies that support the Service
- making decisions that impact on the delivery of the Service
- leading and driving a coordinated approach

## 3. Membership

The membership will include the following key Stakeholders

Barbara Dempsey	Whakatāne District Recovery Office – Community Group Lead
Ski Wisnesky	Regional Director Ministry of Social Development
Karen Smith	Bay of Plenty District Health Board
Andrea Kingi	Te Rūnanga o Ngāti Awa

Members are to:

- have an interest in ensuring the success of the Service
- guide the achievement of objectives and operations
- have authority to make decisions
- provide constructive input
- actively assist in the resolution of issues
- own risks and actively assist in mitigating the risks associated with the Service
- provide essential linkages and communications to other agencies and stakeholders



- commit the time necessary to attend meetings and carry out related tasks
- Members have both the knowledge and authority to provide direction and make decisions.

## 4. Meetings

The committee will be held monthly. There may be times when the group will meet more, or less often.

The committee will elect a Chair at the first meeting.

WDC Recovery Office will provide secretariat functions including:

- booking meetings
- preparing and distributing agendas and minutes
- distributing papers
- following up on action items
- filing documentation

After each meeting, the minutes and actions are to be circulated to members; they should review the minutes for accuracy and action items.

Copies of approved governance documentation are to be filed in accordance with WDC Record Management policies and procedures.

## 5. Quorum

To make a meeting quorate, a minimum of three permanent members need to be present including the chair or their nominated alternate.

## 6. Roles and Responsibilities

Roles and responsibilities are categorised into 3 different areas:

### 6.1 Governance

- To monitor and provide advice on the performance of the Service
- To provide advice, direction and guidance to associated with the delivery of the Service
- To champion the Service within their individual agency
- To ensure that all risks are identified, mitigated, monitored, and where necessary, escalated to Recovery Manager
- To manage dependencies with, and impact on, other Recovery Plan outcomes
- To identify and resolve agency impact issues
- To promptly consider and resolve issues which have been identified and reported to the committee

## 6.2 Documentation

- To approve all products needed to support the Service, such as revised policies and procedures
- To ensure appropriate agency representatives both review and approve products associated with the delivery of the Service

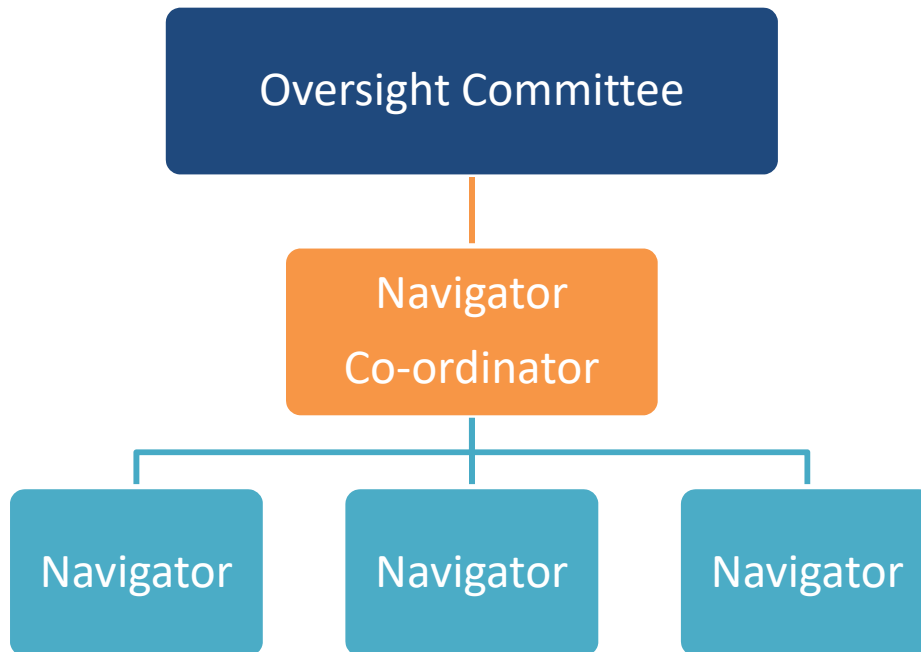
## 6.3 Reporting & Communication

- The Oversight Committee will report to the Whakatāne District Council Recovery Manager
- To review update reports from the Service and other reporting as required
- To encourage and demonstrate effective communication of the Service, both internally and externally
- To attend meetings, or send a delegate with the relevant level of authority

## 6.4 Approvals

Name	Role
Julie Gardyne	Whakatāne District Council Recovery Manager
Signature and Date:	..... /...../.....





## Oversight Committee

- Made up of Whakatane District Council, other organisations contributing to or who have an interest in Navigator programme. The exact format would depend on the funding organisations

## Co-ordinator

- Team Leader responsible for
- Reporting
- Managing case loads
- link to Rural Support Trust
- Needs assessment
- One team approach
- Organises training

## Navigators

- Wrap around services
- One point of contact for support
- Advocate for customers

<b>Position</b>	Team Leader Community Support
<b>Section</b>	Community Team
<b>Department</b>	Recovery Team
<b>Location</b>	Whakatāne District Council, Commerce Street, Whakatane
<b>Hours</b>	To be negotiated
<b>Date</b>	July 2017

### FUNCTIONAL RELATIONSHIPS

External	Internal
<ul style="list-style-type: none"> <li>➤ Other Local Authorities</li> <li>➤ Central and local government agencies</li> <li>➤ Iwi</li> <li>➤ Community groups, clubs and agencies in the Rangitāiki Ward and Whakatāne district</li> <li>➤ Community Partners</li> <li>➤ Health Professionals/Social Service Agencies</li> <li>➤ Affected members of the community</li> </ul>	<ul style="list-style-type: none"> <li>➤ Council and Committees</li> <li>➤ Oversight Committee</li> <li>➤ Council staff</li> <li>➤ Rangitāiki Community Board</li> <li>➤ Recovery Office staff</li> </ul>

### MAIN PURPOSE OF THE JOB

To lead a Team of Community Support Officers to deliver navigator style support to individuals dealing with the effects of the April flooding. The service is based on a partnership relationship between NGO's, Government Departments and Community and is based on strengthening the individual or whanau so they can move forward in their lives.

The primary goal of the Team Leader Community Support is to ensure that:

- Every individual / family affected by the April 2017 flooding events can have support to plan their recovery and be connected to services they may need. This is achieved by facilitating timely and coordinated access and referral to information/support services.

The purpose of the Team Leader Community Support role is to:

- Ensure that households needs are identified and Navigators are allocated to comprehensive recovery plans with the individual householder that ensures maximum access to quality services.

It is recognised that the role may require the Team Leader Community Support to be mobile and flexible around their hours of work. While the majority of their work can be conducted during normal business hours there is an acknowledgement that there may be a need to work outside of these hours to fit in with the service user. There may also be occasions where, due to an emergency event, that the Team Leader Community Support may be called upon at short notice to assist in a rapid response initiative.

## ORGANISATION CHART



KEY ACCOUNTABILITY AREAS (KAA)	KEY RESULT AREAS (KRA)
<b>Leadership &amp; Management</b>	
<p>Staff management - Effectively lead and motivate the team of Community Support Officers.</p>	<ul style="list-style-type: none"> <li>• Positively lead, manage, and develop staff and the team in line with the organisational values to deliver high performance and responsive outcomes.</li> <li>• Provide supportive leadership and guidance to staff.</li> <li>• Foster a positive, team work attitude.</li> <li>• Provide clear direction and decision-making.</li> <li>• Build a collaborative and professional unit with a culture of performance delivery and accountability to the community.</li> <li>• Ensure a high standard of personal presentation for self and all staff.</li> <li>• Actively manage Health &amp; Safety risks and ensure team safety and wellbeing.</li> </ul>
<p>Operational Responsibility - Manage the day to day activities of the Community Support Officers.</p>	<ul style="list-style-type: none"> <li>• Monitor performance targets, budgets and resources.</li> <li>• Provide weekly and adhoc reports as required.</li> <li>• Develop and maintain an active documented set of business procedures.</li> <li>• Accurately manage all administrative tasks.</li> <li>• Maintain knowledge of, and keep the Community Group Lead informed of new developments and potential impact on the delivery of the Community Support service.</li> <li>• Service improvements identified and implemented, based on prior approval.</li> <li>• Ensure the Community Support service meets (and in appropriate cases exceeds) community needs.</li> </ul>
<p>Training and Development</p>	<ul style="list-style-type: none"> <li>• Identify staff training needs.</li> <li>• Ensure all staff are updated on an on-going basis.</li> <li>• Continually develop and implement efficient processes and procedures.</li> </ul>
<b>Relationship Management</b>	
<p>Develop and maintain positive working relationships with key stakeholders:</p> <ul style="list-style-type: none"> <li>• Affected Community</li> <li>• Iwi</li> <li>• Clubs, organisations and community groups</li> <li>• Health professionals/Social services agencies</li> <li>• Confidentiality is maintained at all times</li> </ul>	<p>Stakeholders are engaged, updated and participating positively in the Recovery activities of the District.</p> <p>Partnerships with stakeholders are fostered and contributions to the recovery project activities confirmed.</p> <p>All Navigators respect the confidentiality of clients and work in accordance with signed privacy agreements.</p>

<b>Referral Process</b>	
To respond to new referrals that have registered with this service appropriately, making initial contact with the individual/whānau within 48 hours to arrange an initial meeting.	All new referrals will be contacted within 48 hours of being assigned to a Community Support Officer. An initial visit will have been completed within five working days (or when suitable for the whānau).
To undertake a thorough assessment of an individual/whanau needs by: <ul style="list-style-type: none"> <li>identifying supports and services currently involved</li> <li>issues affecting their life</li> <li>identifying goals for recovery plan.</li> </ul>	All relevant information in regard to the needs will have been obtained, including full details of circumstances and recorded in the database. The initial goals for recovery will have been identified.
To work with the individual/whanau and relevant services/ experts to formulate a recovery plan that will assist them to address matters specific to them.	A recovery plan is developed with the individual/family and relevant services. The recovery plan is discussed with the individual/whanau, and other relevant services.
<b>Support Services</b>	
To provide support by: <ul style="list-style-type: none"> <li>Referring and connecting individuals/whanau to appropriate agencies as required</li> <li>Review the recovery plan progress with the individuals/whanau as required</li> </ul>	Refer on to appropriate agencies/services as required. Review meetings will have been held and documented and plans amended and/or updated where appropriate. A final review meeting will be held with the service user/s and documented and an evaluation form will be left for them to complete and return.
Emergency response: When required urgent activities will be undertaken to support any immediate/urgent response where that is deemed appropriate.	Be available, where feasible to respond to the coordinated response where urgent services are deemed necessary. Will work with other stakeholders and social service agencies to provide for the immediate needs of whanau and/or individuals.
To attend community meetings / briefings as requested and be responsive to the emerging needs of the affected households; identify gaps in service delivery and ensure householders receive the most up to date information relevant to their situation.	Relevant community meetings / forums will have been attended and community needs reported.
To evaluate the effectiveness of recovery plan interventions with the parties concerned via the individual/whanau completing an evaluation form prior to them being discharged from the service.	Evaluation meeting held with the individual/whanau at last appointment and documented.
To maintain accurate case notes/recovery plan recording in database and prepare letters and reports in accordance with requirements. To ensure statistical data is recorded/updated accurately and consistently for accountability reporting. Participate in education and awareness raising activities as required.	All records are correct and have been maintained. Statistical data has been reported as per requirements.



To act in a professional manner which respects the households, reflects professional/personal boundaries and acts on the employing agencies employment policies and procedures.	The Community Services Officer will have practiced in accordance with the requirements of these Acts and the Employing Agency's policies and procedures including the Code of Conduct.
<b>Personal Development</b>	
<ul style="list-style-type: none"> <li>To undertake relevant training as required.</li> <li>To participate in training opportunities available.</li> <li>To develop knowledge of and network with other agencies/related experts.</li> <li>Take advantage of opportunities to extend knowledge and understanding of the Treaty of Waitangi and apply these principles.</li> </ul>	<p>Participation in and attendance at training will be evident. Training and professional development opportunities maximised.</p> <p>The Community Services Officer will have undertaken Treaty of Waitangi training, and will have demonstrated a bicultural understanding and commitment to these principles in their work.</p>
<b>Reporting</b>	
Provide Oversight Committee with reports in accordance with the funders requirements.	Reports will reflect the requirements funding organisations.

<b>Organisational Responsibilities</b>	
<b>Health and Safety</b>	
Implement Council's health and safety policy in respect to immediate work area	Council policies adhered to, meetings held in accordance with established policy and timetables, records kept, issues notified, accidents/near misses investigated and hazards identified, eliminated, isolated or minimised as appropriate.
<b>Other</b>	
Any other duties that may be required from time to time.	Duties undertaken.

Key: – E = Essential / D = Desirable

<b>Qualifications</b>	
D	Social Work or Mental Health recognised qualification or equivalent
D	Tertiary qualification in a relevant discipline
D	Management of staff experience
<b>Customer Focus</b>	
E	Applies good customer service principles to internal and external customers within the everyday working environment.
<b>Job Knowledge</b>	
D	Understands the operational process of local government
D	An understanding of social work practice and operations
E	Experienced at networking with multiple organisations/government agencies/community groups/iwi
E	Resilience – a demonstrated ability to persevere through periods of heavy workload and stressful situations
E	Ability to influence others in a non-directive manner
E	A demonstrated ability to establish good working relationships with individuals, government agencies, iwi and other stakeholders
<b>Organising for Quality Results</b>	
E	Demonstrates good time management skills.
E	Takes accountability for the success of community initiatives to provide a safe, caring community.
E	Able to undertake research using established methodologies.
E	Regularly demonstrates initiative by seeking quality improvements within work processes
E	Able to apply project management processes, and utilise them to provide effective outcomes.
E	An understanding of how housing conditions can affect health
<b>Teamwork</b>	
E	Can operate in an open-plan working environment.
E	Demonstrates the ability to lead/influence others
E	Demonstrates an ability to work well in a team
E	Excellent interpersonal skills and a proven ability to establish relationships with people/organisations at all levels.
<b>Communication</b>	
E	Communicates clearly and concisely when seeking or providing information ( <i>e.g., with senior management or public groups</i> ).
E	Produces clearly written, well-formatted reports, which have clear recommendations for action.
E	Maintains confidentiality.
E	Operates within the organisation in a non-discriminatory manner by respecting the rights of others.
E	Has an understanding of the needs of others.
E	Able to manage diversity, and encourage and assist others in this.
E	Understands the Treaty of Waitangi and its implications for local authorities.
D	Understands the statutory framework for treaty settlements and its implications for the Council
<b>Strategic Focus</b>	
E	Displays data analysis experience and knowledge.

D	Has the ability to think strategically for the purpose of planning and developing annual programmes.
D	Has the ability to align Council and external organisational objectives.
<b>Health</b>	
E	Has no previous or current medical conditions which would affect the ability to perform the duties described in this job description.
<b>Circumstances</b>	
E	Is willing to work overtime and weekends should this be required.
<b>Testing and Verification</b>	
E	Able to verify authenticity of qualifications.
E	Holds a current driver's licence.

Job Description revised and agreed by:			
Name of position holder			
Sign		Date	
Manager			
Position			
Sign		Date	
<b>THIS SIGNED ORIGINAL WILL BE PLACED ON THE APPLICABLE PERSONAL FILE</b>			

<b>Position</b>	Community Support Officer
<b>Section</b>	Community Team
<b>Department</b>	Recovery Team
<b>Location</b>	Whakatāne District Council, Commerce Street, Whakatane
<b>Hours</b>	To be negotiated
<b>Date</b>	July 2017

#### FUNCTIONAL RELATIONSHIPS

External	Internal
Other Local Authorities Central and local government agencies Community groups, clubs and agencies in the Rangitāiki Ward and Whakatāne district Community Partners Health Professionals/Social Service Agencies Affected members of the community	Council staff Rangitāiki Community Board Recovery Office staff

#### MAIN PURPOSE OF THE JOB

This service is based on a partnership relationship between NGO's, Government Departments and Community and is based on strengthening the individual or whanau so they can move forward in their lives.

The primary goal of the Community Support Officer is to ensure that:

- Every individual / family affected by the April 2017 flooding events can have support to plan their recovery and be connected to services they may need. This is achieved by facilitating timely and coordinated access and referral to information/support services.

The purpose of the Community Support Officer role is to:

- Conduct an assessment of individual households: identify their needs and develop a comprehensive recovery plan with the individual householder that ensures maximum access to quality services.

It is recognised that the role requires the Community Support Officer to be mobile and flexible around their hours of work. While the majority of their work can be conducted during normal business hours there is an acknowledgement that there may be a need to work outside of these hours to fit in with the service user. There may also be occasions where, due to an emergency event, that the Community Support Officer may be called upon at short notice to assist in a rapid response initiative.

#### ORGANISATION CHART





KEY ACCOUNTABILITY AREAS (KAA)	KEY RESULT AREAS (KRA)
<b>Relationship Management</b>	
Develop and maintain positive working relationships with key stakeholders: <ul style="list-style-type: none"> <li>• Affected Community</li> <li>• Clubs, organisations and community groups</li> <li>• Health professionals/Social services agencies</li> </ul>	Stakeholders are engaged, updated and participating positively in the Recovery activities of the District. Partnerships with stakeholders are fostered and contributions to the recovery project activities confirmed.
<b>Referral Process</b>	
To respond to new referrals that have registered with this service appropriately, making initial contact with the individual/whānau within 48 hours to arrange an initial meeting.	All new referrals will be contacted within 48 hours of being assigned to a Community Support Officer. An initial visit will have been completed within five working days (or when suitable for the whānau).
To undertake a thorough assessment of an individual/whanau needs by: <ul style="list-style-type: none"> <li>• identifying supports and services currently involved</li> <li>• issues affecting their life</li> <li>• identifying goals for recovery plan.</li> </ul>	All relevant information in regard to the needs will have been obtained, including full details of circumstances and recorded in the database. The initial goals for recovery will have been identified.
To work with the individual/whanau and relevant services/ experts to formulate a recovery plan that will assist them to address matters specific to them.	A recovery plan is developed with the individual/family and relevant services. The recovery plan is discussed with the individual/whanau, and other relevant services.

<b>Support Services</b>	
To provide support by: <ul style="list-style-type: none"> <li>• Referring and connecting individuals/whanau to appropriate agencies as required</li> <li>• Review the recovery plan progress with the individuals/whanau as required</li> </ul>	Refer on to appropriate agencies/services as required. Review meetings will have been held and documented and plans amended and/or updated where appropriate. A final review meeting will be held with the service user/s and documented and an evaluation form will be left for them to complete and return.
Emergency response: When required urgent activities will be undertaken to support any immediate/urgent response where that is deemed appropriate.	Be available, where feasible to respond to the coordinated response where urgent services are deemed necessary. Will work with other stakeholders and social service agencies to provide for the immediate needs of whanau and/or individuals.
To attend community meetings / briefings as requested and be responsive to the emerging needs of the affected households; identify gaps in service delivery and ensure householders receive the most up to date information relevant to their situation.	Relevant community meetings / forums will have been attended and community needs reported.
To evaluate the effectiveness of recovery plan interventions with the parties concerned via the individual/whanau completing an evaluation form prior to them being discharged from the service.	Evaluation meeting held with the individual/whanau at last appointment and documented.

<p>To maintain accurate case notes/recovery plan recording in database and prepare letters and reports in accordance with requirements.</p> <p>To ensure statistical data is recorded/updated accurately and consistently for accountability reporting.</p> <p>Participate in education and awareness raising activities as required.</p>	<p>All records are correct and have been maintained. Statistical data has been reported as per requirements.</p>
<p>To act in a professional manner which respects the households, reflects professional/personal boundaries and acts on the employing agencies employment policies and procedures.</p>	<p>The Community Services Officer will have practiced in accordance with the requirements of these Acts and the Employing Agency's policies and procedures including the Code of Conduct.</p>
<p><b>Personal Development</b></p>	
<ul style="list-style-type: none"> <li>• To undertake relevant training as required.</li> <li>• To participate in training opportunities available.</li> <li>• To develop knowledge of and network with other agencies/related experts.</li> <li>• Take advantage of opportunities to extend knowledge and understanding of the Treaty of Waitangi and apply these principles.</li> </ul>	<p>Participation in and attendance at training will be evident. Training and professional development opportunities maximised.</p> <p>The Community Services Officer will have undertaken Treaty of Waitangi training, and will have demonstrated a bicultural understanding and commitment to these principles in their work.</p>
<p><b>Reporting</b></p>	
<p>All reporting requests are responded to. Provide Managers with reports as per their employment arrangements.</p>	<p>The reports will reflect the efforts and the maintenance of their household's records.</p>
<p><b>Organisational Responsibilities</b></p>	
<p><b>Health and Safety</b></p>	
<p>Implement Council's health and safety policy in respect to immediate work area</p>	<p>Council policies adhered to, meetings held in accordance with established policy and timetables, records kept, issues notified, accidents/near misses investigated and hazards identified, eliminated, isolated or minimised as appropriate.</p>
<p><b>Title: Other</b></p>	
<p>Any other duties that may be required from time to time.</p>	<p>Duties undertaken.</p>

Key: – E = Essential / D = Desirable

<b>Qualifications</b>	
D	Social Work or Mental Health recognised qualification or equivalent
<b>Customer Focus</b>	
E	Applies good customer service principles to internal and external customers within the everyday working environment.
<b>Job Knowledge</b>	
D	Understands the operational process of local government
D	An understanding of social work practice and operations
E	Experienced at networking with multiple organisations/agencies/community groups
E	Resilience – a demonstrated ability to persevere through periods of heavy workload and stressful situations
E	Ability to influence others in a non-directive manner
E	A demonstrated ability to establish working relationships with individuals, agencies and other stakeholders
<b>Organising for Quality Results</b>	
E	Demonstrates good time management skills.
E	Takes accountability for the success of community initiatives to provide a safe, caring community.
E	Able to undertake research using established methodologies.
E	Regularly demonstrates initiative by seeking quality improvements within work processes
E	Able to apply project management processes, and utilise them to provide effective outcomes.
E	An understanding of how housing conditions can affect health
<b>Teamwork</b>	
E	Can operate in an open-plan working environment.
E	Demonstrates the ability to lead/influence others
E	Demonstrates an ability to work well in a team
E	Excellent interpersonal skills and a proven ability to establish relationships with people/organisations at all levels.
<b>Communication</b>	
E	Communicates clearly and concisely when seeking or providing information ( <i>e.g., with senior management or public groups</i> ).
E	Produces clearly written, well-formatted reports, which have clear recommendations for action.
E	Maintains confidentiality.
D	Has media experience.
E	Operates within the organisation in a non-discriminatory manner by respecting the rights of others.
E	Has an understanding of the needs of others.
E	Able to manage diversity, and encourage and assist others in this.
E	Understands the Treaty of Waitangi and its implications for local authorities.
D	Understands the statutory framework for treaty settlements and its implications for the Council
<b>Strategic Focus</b>	
E	Displays data analysis experience and knowledge.

D	Has the ability to think strategically for the purpose of planning and developing annual programmes.
D	Has the ability to align Council and external organisational objectives.
<b>Health</b>	
E	Has no previous or current medical conditions which would affect the ability to perform the duties described in this job description.
<b>Circumstances</b>	
E	Is willing to work overtime and weekends should this be required.
<b>Testing and Verification</b>	
E	Able to verify authenticity of qualifications.
E	Holds a current driver's licence.



## Navigator Service Monthly Report

Agency Name:		No of FTES:	1 FTE Co-ordinator 1 FTE Navigator 2.5 Navigators	Month ending:	
Total Active Individuals / Households:		New Households for month:		Households Closed:	
Training sessions attended during month: (include dates and titles)					
Weekly team meetings attended during month: (include dates)					
Emerging trends & issues for residents:					
Description	How many instances	Action to Date	Action Desired		
<i>Eg. Lack of support for elderly to pack and unpack</i>	<i>Eg. Three</i>	<i>Eg. Case-by-case solution, i.e. Red Cross</i>	<i>Eg. Find an organisation to provide service</i>		
Practice / System Issues for Navigators					
Gaps – Households that are unable to be referred on due to; either a lack of capacity of the agency (name) or NO appropriate service (details)					
Promotional Activities					





## Notes:

Good news stories / positive feedback (in brief)

1. One report per month per agency. This is to be emailed [Barbara.dempsey@whakatane.govt.nz](mailto:Barbara.dempsey@whakatane.govt.nz) by the **first Tuesday of the month (for the previous month)**. This will allow for a collated report across the Navigator Services to be prepared and emailed to the Governance Group.
2. If you have more than one Navigator in your agency, please present only one report which collates their reports to you as a Team Leader.
3. Where you provide a narrative on emerging trends / issues for residents, please provide evidence, background to the trends etc. This needs to be described well so that it can be reported on with confidence.

## Navigation Service: Initial Assessment

Date			
Client name			
Consent signed	YES / NO		
Navigator			
<b>AFFECTED PROPERTY ADDRESS</b>			
Mortgaged <input type="checkbox"/>	Rented <input type="checkbox"/>	Freehold <input type="checkbox"/>	Other <input type="checkbox"/>
Which category is your home in?	Red / White / Yellow / Other =		
<b>Household composition (Other people who live with you)</b>			
<b>Name</b>	<b>Age</b>	<b>Gender</b>	<b>School (if applicable)</b>
<b>Any other details you need to tell us regarding your household:</b>			
<b>Do you have:</b>	Home insurance <input type="checkbox"/>	Contents Insurance <input type="checkbox"/>	
Name of Insurance company			
EQC claim number			
Are you receiving accommodation assistance from your insurance company (or will you)?			
<b>Presenting issues that have led to the client accessing support:</b>			
<ul style="list-style-type: none"> <li>• Have to move out while home is repaired and/or land remediated</li> <li>• Have lost their home and/or land completely and require assistance to relocate</li> <li>• Home is damaged and requires repair</li> </ul>			
<b>Insurance/ repair concerns:</b>			

## CURRENT / TEMPORARY ACCOMMODATION

Address

Rented

Billeted

Whānau/Family

How long is this accommodation available for you?

Household composition (Other people who live with you)

Name

Age

Gender

School (if applicable)

Does this accommodation have adequate facilities for your household eg. Space; Security; Heating; Access; Pets; Storage etc.

Are there other details you need to tell us about your current accommodation?

Basic needs or concerns (please tick):

Food

Clothing

Transport

Isolation

Other (please specify)

Personal strengths resources<sup>1</sup>

- Support network – who are they (including pets)?
- What community interaction and support is available and utilised?
- Spiritual and cultural supports/ considerations?
- Interests and hobbies?

<sup>1</sup> Please note any disclosure of previous stress/abuse/trauma/ family relationship issues/ pre-existing issues that become apparent and discuss these with your home agency and or Navigator.

**FINANCIAL ASSISTANCE**

If you have other financial issues you can check your eligibility for assistance with Work and Income through their web site: <https://www.workandincome.govt.nz/>

**Financial Impact: Do you need help with paying rent at your current property?**

**Do you want help to access any of the following?**

• Independent scoping	YES / NO
• Engineers report	YES / NO
• Land remediation advice	YES / NO



## Navigation Service: Privacy Consent Form

In order to coordinate services to address the accommodation, financial and psychosocial needs for you and/or your family arising out of, or connected to the ex-Cyclone Debbie and Cook events, we may need to collect and share information from other agencies involved in addressing these needs.

This will be information relating to the services they are providing you and may include personal information about your individual circumstances where that is relevant to the services we are providing you. This will enable us to provide you with the best possible service.

The Navigation service will not provide technical or legal advice.

<b>Name</b>		
<b>Date of birth</b>		
<i>I have read the above and give my consent to the Whakatāne Recovery Navigation service to collect and share information about me from the following organisations:</i>		
Organisation 1:		
Organisation 2:		
Organisation 3:		
Organisation 4:		
<i>I also give my consent for the Whakatāne Recovery Navigation Service to collect and share information from the above agencies about children or other dependants in my care:</i>		
<b>Dependants name:</b>		<b>Date of birth</b>
<b>Signature</b>		
<b>Date</b>		



# Navigation Services

## February 2018

Since the Recovery Navigator Kaiārahi Service was implemented on 7<sup>th</sup> August to provide social support for flood affected communities, the Navigators have contacted or attempted to contact approximately **323** families at the end of **February**.

February has seen thorough implementation of stage three – where **53** homes and properties were identified as having no activity (scheduled or otherwise) and no communication with the owners. The Navigators focused on contacting these high priority cases, managing to make contact with 49/53 of the homes, while continuing to attempt contact with the other four. Stage three has been in conjunction with the continued monitoring and ongoing support to those already engaged with the service.

The Building Navigator continues to be of value to the community with nine referrals received, two of these requiring ongoing intensive support.

A part time Navigator also started at the end of February (0.2), whose first task is to make contact with the remaining residents, previously NFA (No Further Action) who are not yet back in their homes. This is to follow up whether their rebuild is still satisfactorily on track, and in case further issues have arisen since last contact that might require support.

Below is a summary of the Navigator's findings.

### *Key themes/issues*

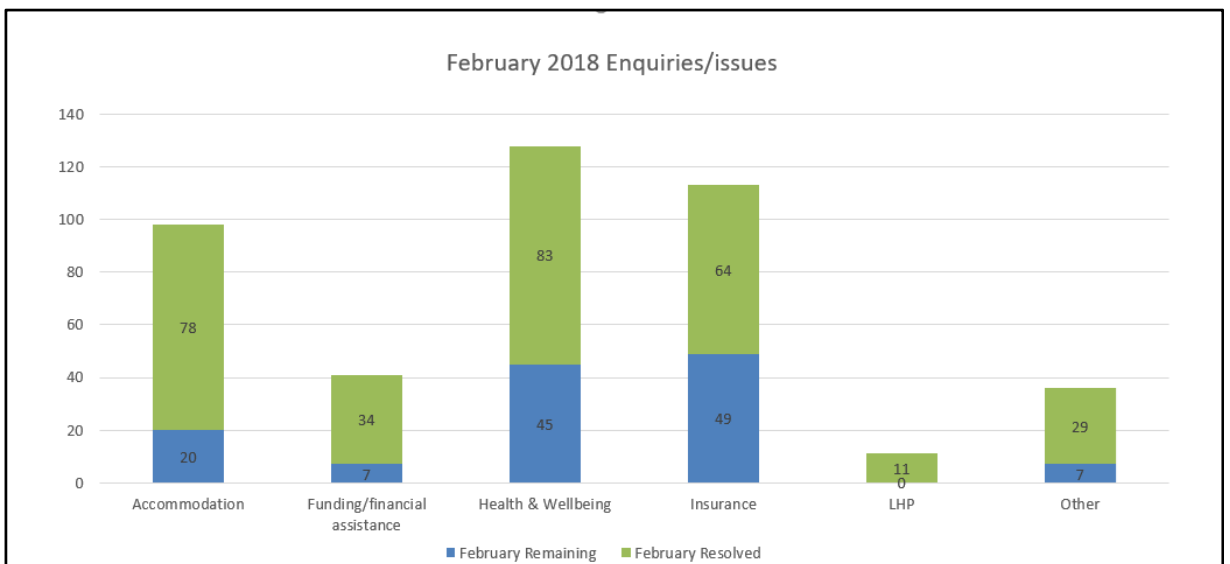
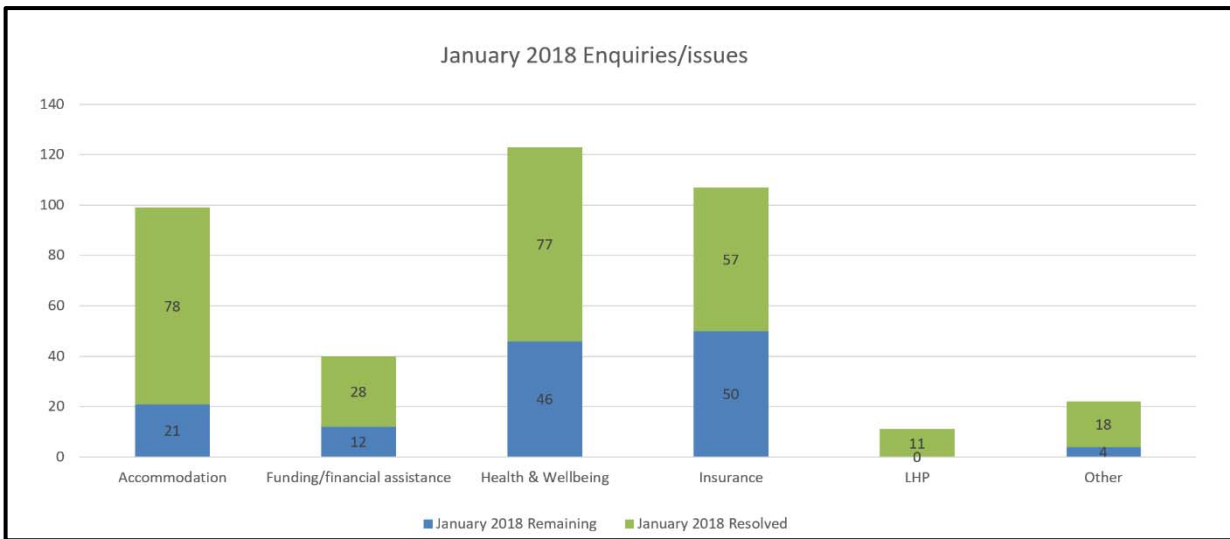
Insurance, Health & Wellbeing, and Temporary Accommodation issues continue to be the key themes of contact across the community. Below are the general key themes/issues that flood-affected families are experiencing:

- **Insurance/Rebuild:** At the end of February, **63%** of the yellow stickered properties had the CCC signed off, and/or the residents had picked up Welcome Home Packs. RAS returned with eight bookings scheduled. The Building Navigator has also been engaged for three of those who were booked to see RAS.
- **Health and well-being:** Navigators have come across some high stress levels in Phase Three, and it has been particularly useful having RAS & the Building Navigator as support options, which some accepted over a referral for psycho-social support.
- **Temporary Accommodation:** Navigators informed residents of contact details to lodge their interest for the Kokohinau Papakainga temporary accommodation (coordinator has requested direct contact from the residents).

## Types of Enquiries/issues

The graph below identifies the numbers for each of the 6 key themes. The graph shows resolved and to be resolved.

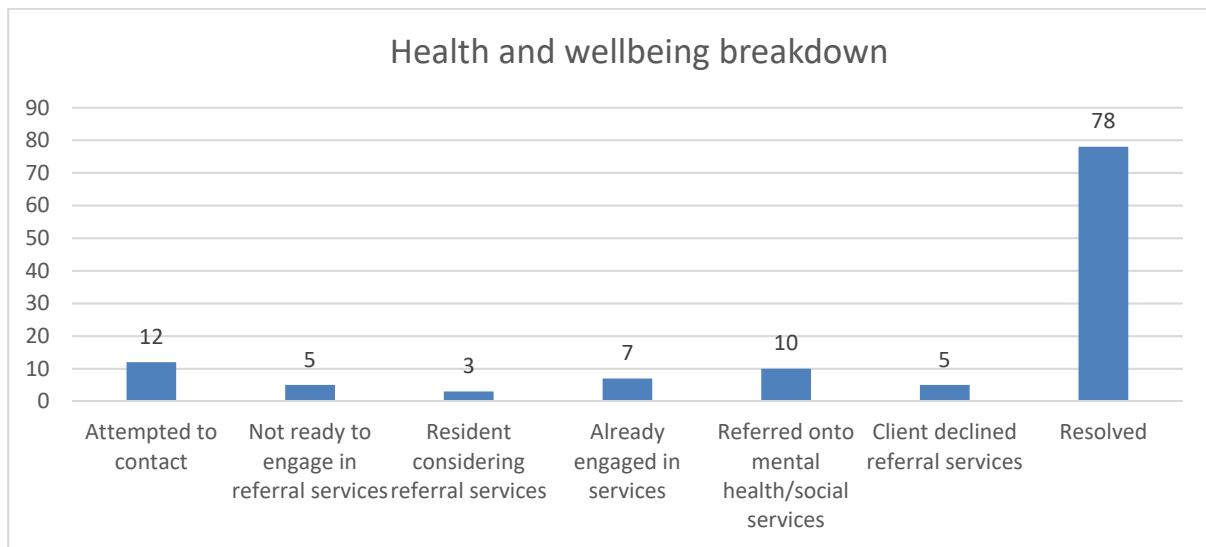
A sixth enquiry, “Other” has been added to the survey to accommodate any other issues and enquiries that might arise outside of the original five. This is also where we have noted homes, who have come into Te Tari Awhina to pick up Welcome Home Packs and have otherwise not required Navigator support. This is also where requests for Building Navigator support are captured.



## Breakdown: Health and Wellbeing enquiries

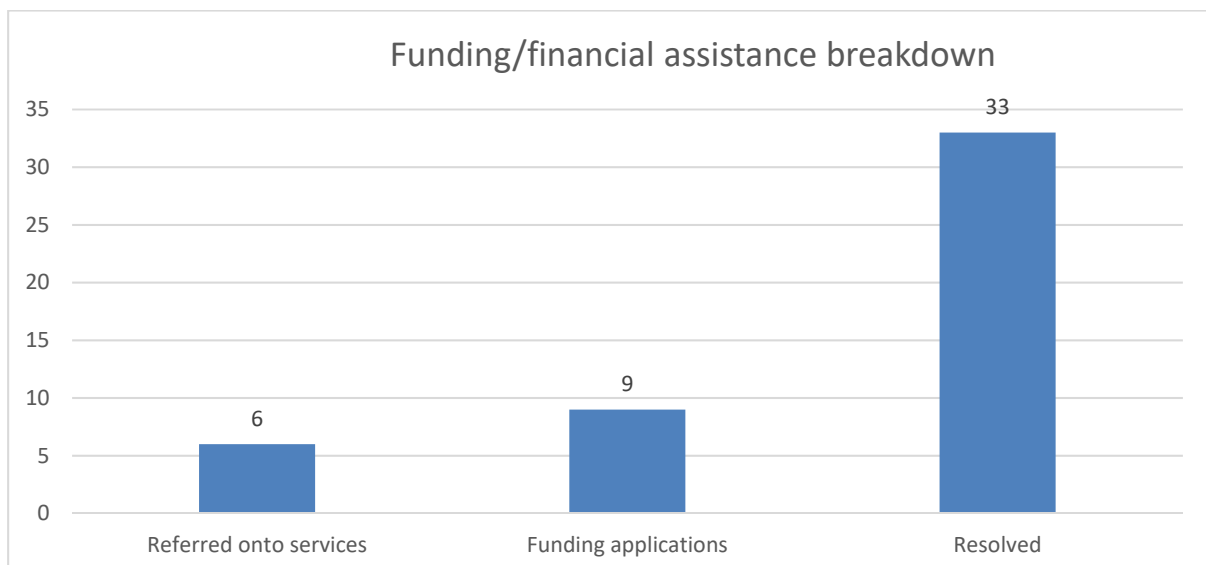
The graph below is a breakdown of the health and wellbeing enquires and what services they may or may not have been referred to. Phase 3 has seen some success in reaching the uncontactable (from previous months) and this number has decreased by over 10.

**Note:** There have been 13 instances where Navigators have felt that a referral to mental/social health services would be beneficial for the resident/owner, that have not yet been realised. Noted in: Not ready to engage, Resident considering, and Client declined referral services.



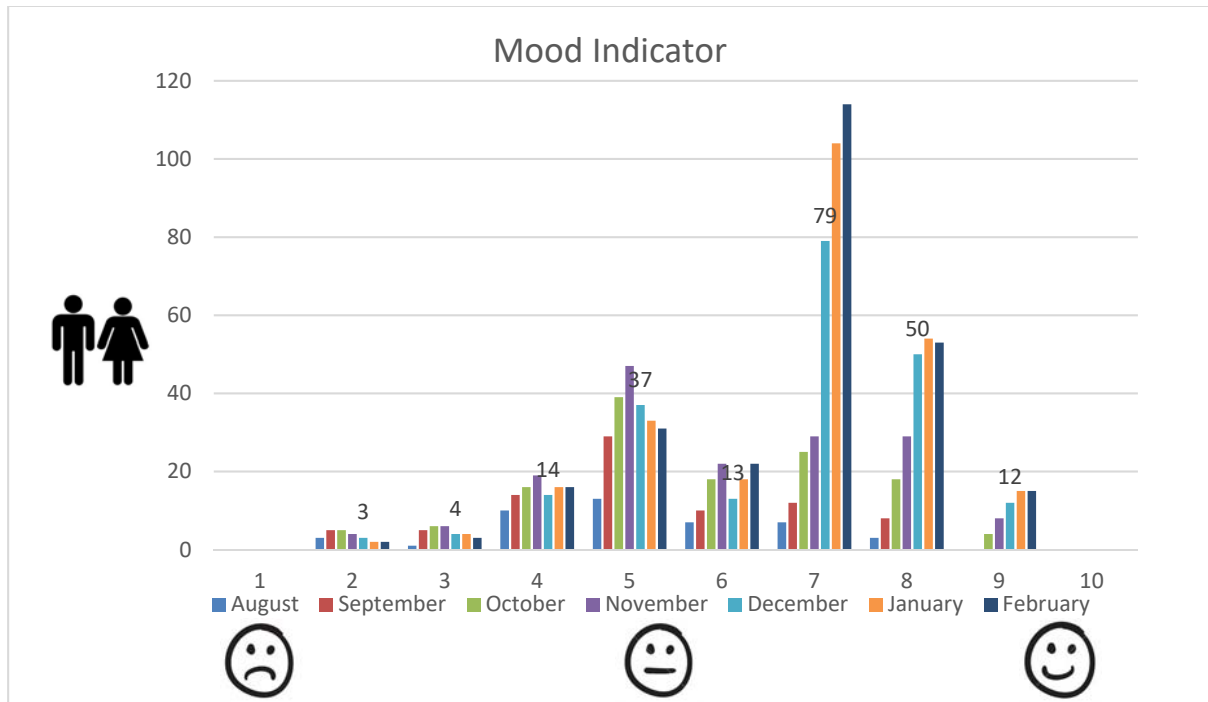
## Breakdown: Funding enquiries

The graph below is a breakdown of the funding/financial assistance. The services that whanau have been referred on to includes WINZ and Whanau Ora.



### Mood Indicator

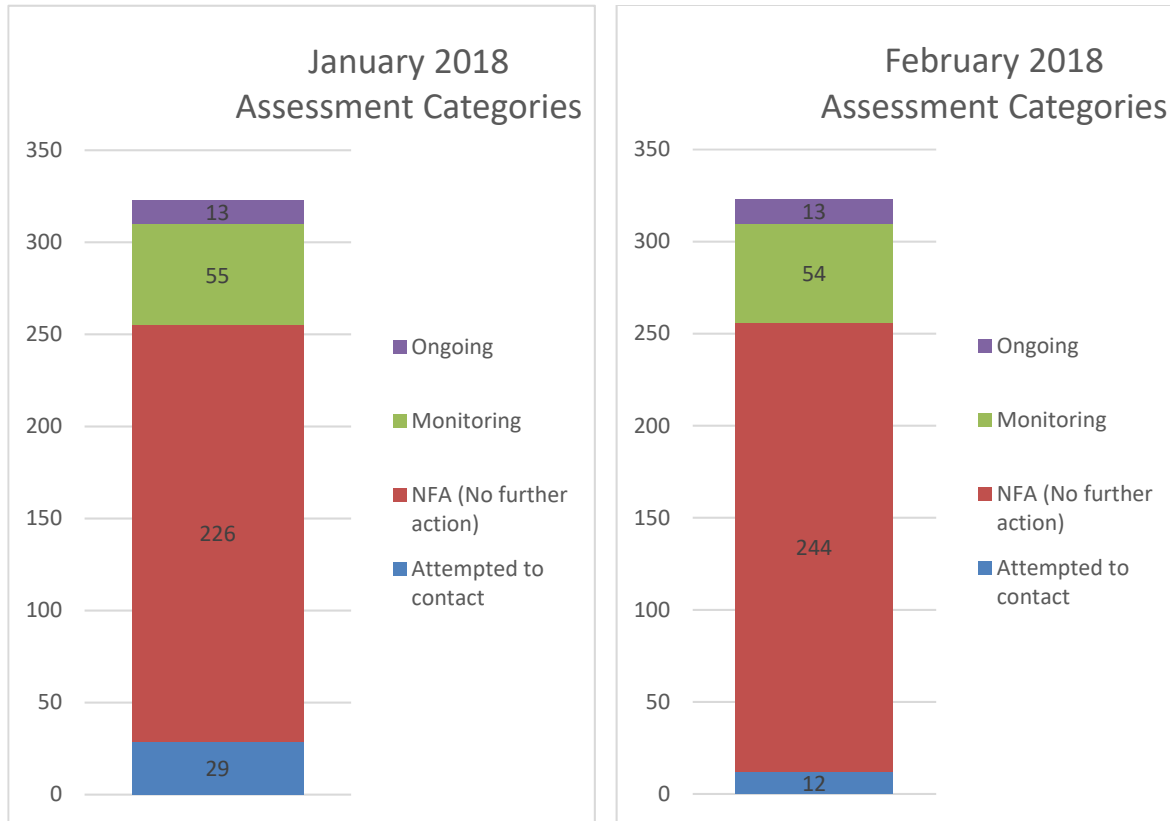
Of the data captured, almost 150 residents and owners indicate that their current mood is at a level 7 or higher.



**Note:** This indicator was introduced partway through the navigator services and isn't reflective of the entire 323. In addition, these numbers will fluctuate as people's mood change throughout recovery for the township.

## Assessment category of clients

The graph below shows the assessment category of each client (Left hand side – December 17).



## Active and passive clients

There are two categories with obvious advances – the NFA and Attempted Contact.

Continued completion of rebuild, and subsequent signing off of Codes of Compliance has been a major cause for the increase in NFA. Phase three has also contributed to both the increase of the NFA and the decrease of the attempted contact numbers.

Attempted contact (12) is inclusive of the four from Phase Three, as well as residents who are scheduled via their insurance for rebuild, where the work hasn't yet commenced and who are otherwise not contactable. The Navigators continue to attempt to obtain contact details via different avenues.



# Eastern Bay of Plenty Flooding April 2017 Psychosocial Support Implementation Plan



Version 5 March 2018

***“Psychosocial recovery is not about returning to normality. It is about positively adapting to a changing reality. Recovery may last for an indeterminate period, from weeks to decades”***

(Ref; Framework for Psychosocial Support in Emergencies MoH December 2015)

## **Introduction**

This plan outlines the psychosocial recovery activities that bring together the skills, resources and available services to assist those individuals, families, neighbourhoods, and communities in the Eastern Bay of Plenty affected by significant flooding following Cyclones Debbie and Cook on the 6<sup>th</sup> April and 12<sup>th</sup> April 2017.

This Plan has been developed by the District Health Board Recovery Team, in collaboration with health providers of psychosocial support services, support agencies, and the Whakatane District Council Recovery Team. (See appendix 1).

It puts into operation the *Bay of Plenty District Health Board Psychosocial Support Plan November 2016* through identifying work streams and associated actions.

## **Summary of flooding impact on the community**

Ex-Cyclone Debbie and Cook resulted in significant regional flooding, a stop bank breached at Edgecumbe, slips caused road closures and isolation for communities at Ruatahuna, Te Mahoe, Ruatoki, and Te Whatai.

More than 1,600 residents were displaced from Edgecumbe and others from Taneatua, Poroporo and the plains area. 17 homes in Edgecumbe were red stickered, 240 yellow stickered (plus 12 in Taneatua and Poroporo) and 233 in Edgecumbe (plus 6 in the wider district) were white stickered. Services including power, water and wastewater were also disrupted.

Many people have experienced, and continue to experience stress, anxiety and grief as a consequence.

## **Immediate Psychosocial Response**

The DHB activated its psychosocial plan, providing support to the Whakatane District Council Emergency Operations Centre and staff trained in Psychological First Aid to support displaced people at the Civil Defence Centres and Community Response Centres. The DHB also supported requests for Psychological First Aid training.

The shift from response to recovery resulted in the DHB reassessing medium and long term resourcing and support requirements.

This plan outlines how the DHB with its support partners intends to support psychosocial recovery activity for the next 6 months.

## **What is psychosocial support?**

Psychosocial support is the process of meeting a person's emotional, social, mental and spiritual needs. It is a non-therapeutic intervention that helps a person to cope with stressors. Psychosocial supports people capacity to understand and cope with adverse events. Appropriate psychosocial support helps people overcome these challenges, and builds coping mechanisms, trust and hope for the future. Families and communities are best placed to provide psychosocial support for each other, and therefore, interventions should work through the family to support affected individuals, families and communities.

Specialised psychological and social services play a key role.

Psychosocial support is embodied in the Te Whare Tapa Wha model of service delivery. The model describes the four corners (Hinengaro, Wairua, Tinana, Whānau) of the whare (house).

- Hinengaro support – mental and emotional wellbeing
- Wairua support – cultural and spiritual wellbeing
- Tinana support – physical/practical/financial wellbeing
- Whānau support – advocacy and extended family wellbeing

## **Key points/messages**

- Affected people are usually best cared for in and by their own community
- Psychosocial support should not be a stand-alone intervention. There needs to be a longer-term, integrated approach to the needs of affected individuals and families
- Community level support needs to be supplemented by government service providers and by supportive government policies.

## **Psychosocial effects**

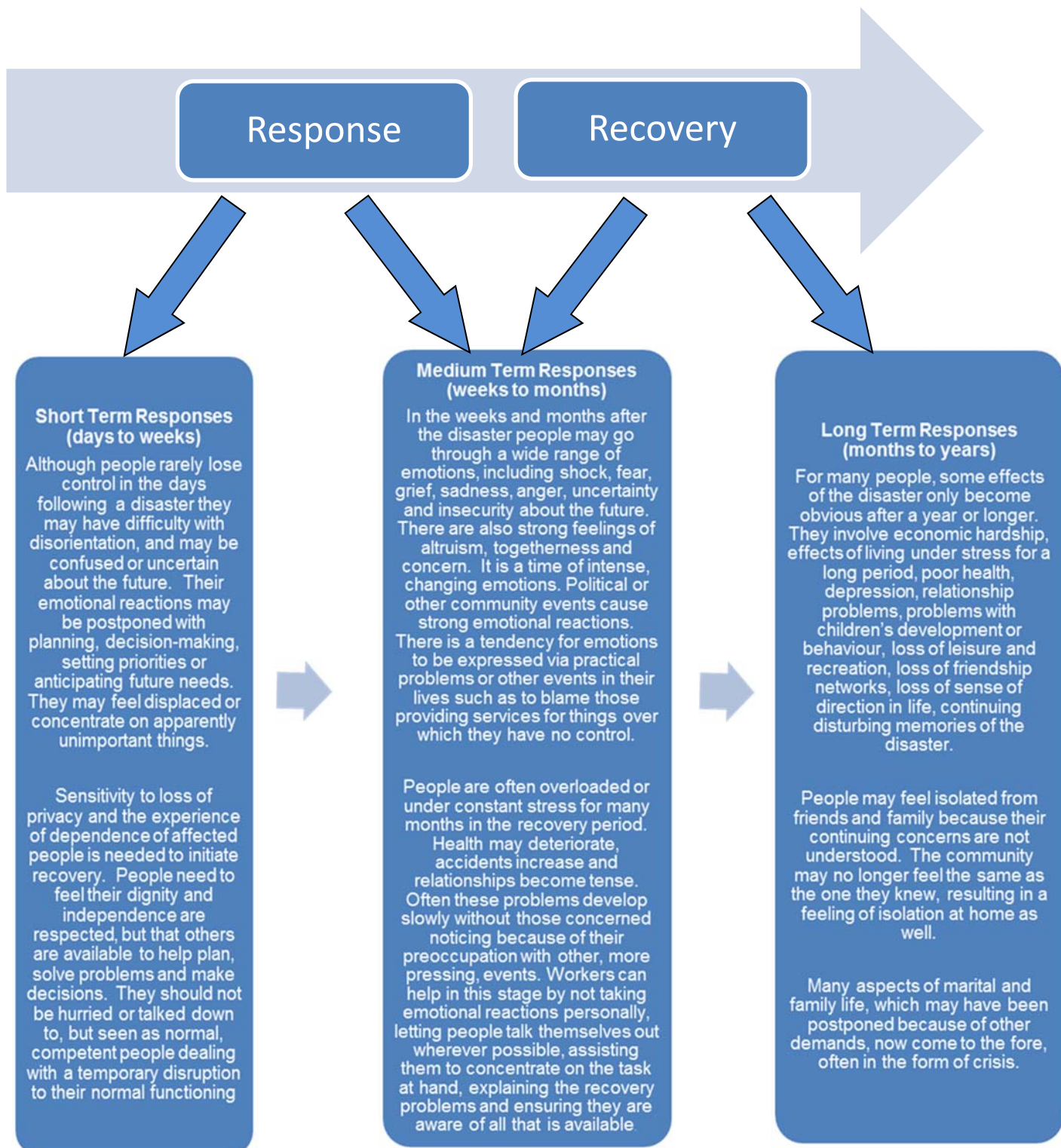
The psychosocial effect of adverse events and the level of support required will vary depending on a range of risk factors and vulnerability.

Psychosocial support builds the intervention model of

- Basic services and security
- Community and family supports
- Focused, non-specialised supports
- Specialised services

## Response and Recovery Streams

The following outlines the wide range of emotions that may be experienced in the days, weeks, months and years following a disaster.

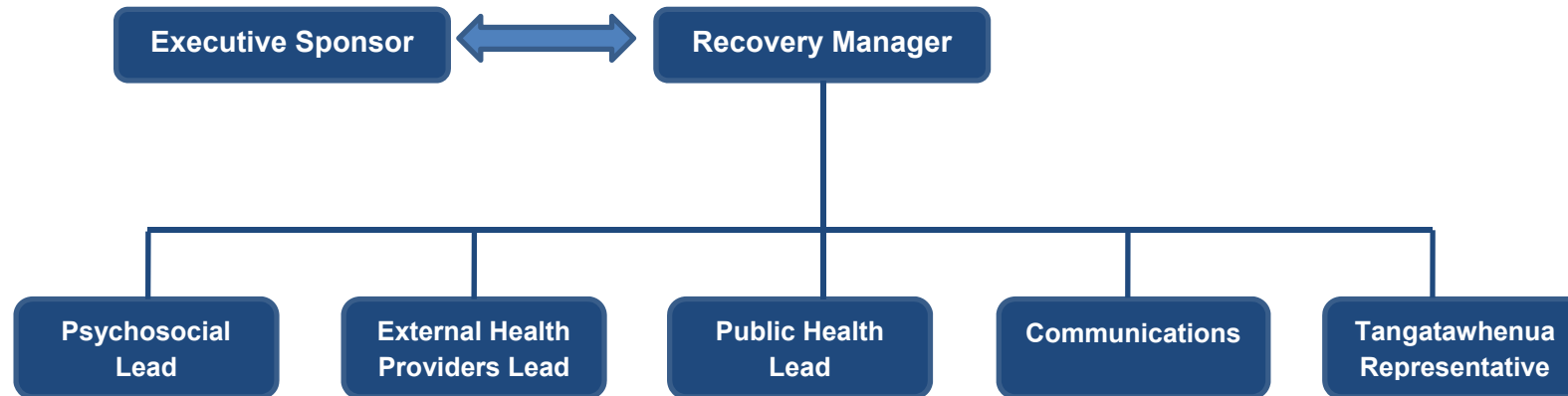






## Initial Recovery Plan

The DHB implemented the following resource and structure to support the ongoing recovery efforts.



### Under this operating model the DHB has identified following roles.

- *Recovery Manager* – initially for 6 months this role has responsibility for the management and oversight of the recovery effort and the team and resources mentioned in the structure.
- *Executive Sponsor* – this role supports the Recovery Manager and assists with escalation, resource allocation, risk management and links directly to the CEO and Board. The role is filled by Executive members on a monthly rotation.
- *External Health Providers Lead* – key functions include attending WDC Recovery team briefings, supporting the development and delivery of key actions and activities. The role supports the Recovery Manager and other Recovery Roles.
- *Psychosocial Coordinator*, - this role is responsible for fostering relationships with support agencies and organisations and working in collaboration with the Whakatane District Recovery office. The role draws from existing DHB staff and teams.
- *Communications* - the existing communication team will develop communication collateral for a variety of forums (social media/web/print) consistent with our objective to ensuring that people have easy access to psychosocial related key messages.

**Goal: To restore and create opportunities to enhance community wellbeing working alongside Tangatawhenua**

**Overall Objectives:**


- To coordinate psychosocial and social interventions to support recovery
- To ease the physical, psychosocial and social difficulties for individuals, families/whanau and communities
- To ensure other aspects of the recovery process do not result in further harm.

**Key Performance Indicators**

1. Essential health and psychosocial needs of flood affected people are addressed. (Numbers of health & social issues followed up on.)
2. Vulnerable people and groups are identified and key initiatives developed to address their needs (List of initiatives for people/ groups)
3. People have ease of access to health services and self-help information. (Numbers of people accessing health line. Free GP visits, the Hub.)
4. Number of community events supported to assist people to engage with services and other residents. (Numbers and types of events supported)
5. Communication between providers of psychosocial is maintained and services are coordinated (number of meetings participated in, number of providers participating in meetings).
6. Psychological First Aid Training is made available for providers (number of people trained & organisations engaging in training)
7. Self-help resources specific to the event are developed. (number of resources developed)
8. BOPDHB Psychosocial Recovery Plan updated to include learning from the psychosocial recovery activities and additional resources as appendices

## Work Stream and Actions

Key ✓ Completed → Positive progress is underway × Not completed

Work Stream	Need/Strategies	Evidence	Key Tasks and Activities	Status	Progress
<p><b>Adapting Positively to a Changed Reality</b></p> 	<p>Identify the psychosocial needs of the affected community/ responders and support community led initiatives to meet the needs</p>	<p>Social ecology is a core domain of psychosocial support following an emergency.</p> <p>Support through relationships social networks and existing support systems of people in their communities is essential.</p> <p>Community events strengthen and enable communities through social connectedness.</p> <p>Improve the capacity of people to cope, adapt, and move forward with their lives and encourage communities to lead and shape their own recovery.</p>	<ul style="list-style-type: none"> <li>• Provide a range of short term interventions which facilitate access to information and services including but not limited to: <ul style="list-style-type: none"> <li>• Free GP &amp; pharmacy scripts established for patients of Riverslea Medical Centre.</li> <li>• Additional Social Workers and programmes at schools</li> <li>• Psychosocial information being sent home with school students re helping Rangitahi during the difficult times.</li> <li>• Health &amp; wellness services (delivered by Ngati Awa Social &amp; Health Services NASH) at the hub.</li> <li>• Home visits (NASH)</li> <li>• Support Recovery Expos</li> </ul> </li> <li>• Apply for funding/provide a local anger management course for men</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>→</p>	<p>In place through till 20<sup>th</sup> April 2017</p> <p>Free flu vaccination for flood affected offered by Riverslea, recall and opportunistic vaccination underway</p> <p>Social workers feeding back to the recovery team at hub meetings</p> <p>First Expo 10/06/17</p> <p>Steering group set up. Research undertaken re type of programme. Men's forum established. Details distributed to teams and stakeholders</p> <p>Schools supported with resilience programmes for sutuents</p> <p>Needs fed back at the</p>

			<ul style="list-style-type: none"> <li>• Work with the NASH, Voyagers, MoE and local schools to assess ongoing needs of students.</li> <li>• Support the WDC Recovery Team community gatherings for people returning to their homes</li> <li>• Continue to identify opportunities to connect with the community.</li> </ul>	<p>√</p> <p>→</p> <p>→</p>	<p>hub meetings, now fortnightly</p>
<b>Targeted Support</b>	<p>Identify the psychosocial needs of the affected community/responders and support community led initiatives to meet the needs.</p>	<p>International research suggests that severe disaster events tend to increase any existing inequalities.</p> <p>This means that certain population groups may be more likely to need support and services.</p> <p>Strengthen professional services for vulnerable populations</p>	<ul style="list-style-type: none"> <li>• Examine local demographics, assess risk and vulnerable communities and the need for targeted support eg <ul style="list-style-type: none"> <li>○ People whose dwellings were red, yellow or white stickered.</li> </ul> </li> <li>• In partnership with support agencies , identify vulnerable groups and enable appropriate supports to be put in place to respond when needed including: <ul style="list-style-type: none"> <li>○ people who are isolated</li> <li>○ people with existing health or disabilities</li> <li>○ people who are displaced from their homes</li> <li>○ youth</li> <li>○ children</li> <li>○ Maori</li> <li>○ elderly</li> <li>○ unemployed beneficiaries</li> <li>○ parents with young children</li> <li>○ local business owners</li> <li>○ farmers and lifestyle block owners</li> </ul> </li> <li>• Support local wellness programmes/ activities arranged by the WDC activities Coordinator,</li> </ul>	<p>→</p> <p>→</p> <p>√</p> <p>→</p>	<p>Ongoing work in collaboration with WDC</p> <p>Local Iwi providers redeployed staff to provide ongoing advocacy services to support individuals and whanau.</p> <p>DHB psychologist worked with chamber of commerce to provide a session for business people in August</p> <p>Plunket providing a fortnightly 2 hour mothers support group is. ongoing, with te reo and pamper sessions offered.</p> <p>DHB Psychologist worked with Rural Support Trust to be</p>



	Acknowledge community and providers for their support and success	All those involved in the emergency are likely to benefit from some form of psychosocial support. Community events strengthen and enable communities through social connectedness	Rural Support Trust & community. <ul style="list-style-type: none"> <li>• Arrange for additional psychological first aid training for health providers and the recovery team</li> <li>• Investigate &amp; develop intervention strategies to respond to the identified need for volunteers re self-help, wellness and ongoing volunteering</li> <li>• Arrange celebrations for those who have participated in the response.</li> </ul>	→  →  √  √	available at one of the support group gatherings, positive feedback received.  PFA training provided 22 <sup>nd</sup> May, 14 <sup>th</sup> & 15 <sup>th</sup> June, 27 <sup>th</sup> July Total number 76 1st volunteer training provided by DHB psychologist 25 <sup>th</sup> July 16 people positive feedback. 2 month follow-up session was offered but not required. 2 <sup>nd</sup> session 9 people and 3 <sup>rd</sup> 4 in the evening.  Morning tea provided for stakeholders and hub participants
<b>Stakeholder Engagement</b>	Work with the WDC recovery team and support agencies to ensure that psychosocial recovery activities continue to be community appropriate, collaborative, co-ordinated, supported and issues can be identified and addressed.	Iwi are a voice and a critical support for their people. They are able to provide services in a community they are familiar with and have access to.  Most people affected by the flooding will experience some levels of distress.  For many the distress they experience can be eased through care of friends, family/whanau, and	<ul style="list-style-type: none"> <li>• Engage tangatawhenua.</li> <li>• Convene the EBOP subgroup with support partners to establish capacity, coordinate services, anticipate issues and support requirements</li> <li>• Maintain monthly meetings of the EBOP subgroup so they are supported and any issues addressed</li> <li>• Work with psychosocial health</li> </ul>	→  √  →  →	Ongoing contact and monthly meetings undertaken until October.    Meetings now held on an as required basis. Issues & information fed back to the DHB recovery team. Meetings held when

		communities.	<p>providers including (NASH, DHB Community Mental Health &amp; Voyagers DHB Perinatal, infant, child &amp; adolescent services) to ensure services are coordinated and gaps identified.</p> <ul style="list-style-type: none"> <li>• Facilitate weekly info sharing meetings from representatives at the hub and follow-up on issues raised.</li> <li>• Participate in the WDC Recovery Team Community partners Weekly Review meetings and follow-up in issues raised.</li> <li>• Ensure ease of access to health services.</li> <li>• Support local wellness programmes and activities arranged by the recovery activities coordinator, Rural Support Trust and the community</li> </ul>	<p>→</p> <p>→</p> <p>→</p> <p>→</p>	<p>required. Minutes circulated and actions addressed</p> <p>Meetings now fortnightly, issues raised with recovery team</p> <p>Follow up on issues raised with services, eg wait times for services</p> <p>Follow up on issues raised by navigators and services at the hub</p> <p>Resources and speakers provided for programmes where required</p>
<b>Resourcing</b>	Scale resources up and down in order to meet the health and psychosocial needs of the affected communities	<p>An increase in resources and capacity is required to allow local providers to meet increased need.</p> <p>There is also compounded stressors affecting already vulnerable families who require support resulting from the flooding</p>	<ul style="list-style-type: none"> <li>• Put in place the DHB recovery Structure as the responsible agency for coordination of psychosocial Recovery (NCDEM Plan 2015)</li> <li>• Investigate the need for appointing navigators to provide wrap around services with key stakeholders</li> <li>• Communicate information from weekly meetings to the DHB Recovery Team and relevant organisations/agencies to advocate</li> </ul>	<p>√</p> <p>√</p> <p>→</p>	<p>Response structure still in place</p> <p>Navigators employed and DHB part of the Governance Group. A navigator attends the hub meetings</p> <p>Ongoing</p>

	Ensure that the DHB psychosocial recovery response is sustainable		<p>for additional services.</p> <ul style="list-style-type: none"> <li>• Monitor and assess visitors at the hub health and wellness services to ensure needs are being met.</li> <li>• Monitor flood related calls to the health line 0800 number</li> <li>• Liaise with health providers re capacity and flood related psychosocial issues</li> <li>• Monitor and report capacity and issues relating to service delivery to DHB Management.</li> </ul>	<p>→</p> <p>√</p> <p>√</p> <p>→</p>	<p>Ongoing</p> <p>Issues followed up with GPs via EBPHA</p>
<b>Psychosocial Collateral</b>	Develop appropriate resources for distribution to the affected community to support psychosocial self-help and recovery	Affected communities should be able to easily access psychosocial related information and services through a range of traditional and non-traditional channels eg laundromat, hairdressers	<ul style="list-style-type: none"> <li>• Develop a communication plan that supports the WDC communication plan</li> <li>• Identify key messages</li> <li>• Review and develop self-help resources appropriate to the affected community – fact sheets etc for media/websites/social media/networks/newsletter</li> <li>• Ensure easy access to psychosocial related information to affected individuals, whanau and communities</li> <li>• Coordinate public information messages with WDC and between key agencies</li> </ul>	<p>→</p> <p>→</p> <p>√</p> <p>√</p> <p>√</p>	<p>Information sent to Communication team for development of the coms plan.</p> <p>Request to Coms for new resources to be developed for EBOP</p> <p>New resources sent to WDC for the newsletter. <i>“Common Reactions, Helping Children, Helping Adolescents.”</i></p> <p>Contact numbers on WDC recovery website. Wallet cards including transport and navigator support numbers</p> <p>Ongoing</p>

<p><b>Information Management Monitoring and Reporting</b></p>	<p>Establish appropriate data management system to monitor and report on key performance indicators</p> <p>Maintain regular communication and reporting lines</p> <p>Monitor the effectiveness of the psychosocial recovery response &amp; develop an exit strategy</p>		<ul style="list-style-type: none"> <li>• Identify measures of success</li> <li>• Set up data management system that tracks performance KPI.</li> <li>• Provide regular reports to WDC on psychosocial actions</li> <li>• Continue reporting DHB progress on Health EMIS.</li> <li>• Report to DHB Executive via the Recovery Executive Liaison</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>→</p>	<p>KPIs developed, EMIS log initially, now information provided in a monthly activity report</p> <p>Report developed and e-mailed to Executive Liaison for distribution. Information included in EP monthly report. Lessons learned re psychosocial recovery presented to a National Mental Health Conference, the Tauranga Hospital Grand Round, the EBOP and WBOP Health Provider Emergency Response Key Stakeholder Groups. Very positive feedback has been received at all forums</p>
<p><b>Evaluation</b></p>	<p>Evaluate the psychosocial recovery response including the short and long term interventions</p>		<ul style="list-style-type: none"> <li>• Develop an evaluation programme including milestones evaluation</li> <li>• Provide opportunity for health providers to review their response regarding what worked well, what needs to change &amp; recommendations.</li> <li>• Develop &amp; conduct a survey of consumers and report on results including recommendations and action plan</li> <li>• Update the DHB Psychosocial Recovery plan.</li> </ul>	<p>X</p> <p>→</p> <p>X</p> <p>X</p>	<p>This is ongoing via stakeholder meetings</p>

**References:** BOP DHB Psychosocial Support Plan November 2016  
Draft WDC Flood Recovery Action Plan 2017  
Framework for Psychosocial Support in Emergencies MoH 2016  
Kaikoura District Social Recovery Plan (V4) Kaikoura District Council Nov 2016)

**Authors:** BOP DHB Recovery Team; Karen Smith, Sue Mackersey, Martin Chadwick & Jocelyn Stowers,

**Date:** June 2017

**Appendices:**

1. Psychosocial Recovery Stakeholders
2. Media plan
3. Evaluation programme
4. Exit Strategy



## Appendix 1: EBOP Flooding April 2017 Psychosocial Support Agency Role & Resource Information

Organisation	Existing psychosocial service provided	Additional support for the response	Contact Numbers	Other networks resources strengths
Ngati Awa Social & Health Service	Health & Social Services in EBOP	<ul style="list-style-type: none"> <li>• Social Workers in schools</li> <li>• Alcohol &amp; drug social workers</li> <li>• Nurse practitioners providing community nurse outreach programme</li> <li>• Family Start Services</li> <li>• Support for the Te Tari Awhina Hub drop in service</li> </ul>	Enid Ratahi-Pryor <a href="mailto:enid@nash.org.nz">enid@nash.org.nz</a> 07 307 1472	Networks with health and social services within the EBOP
DHB Community Mental Health Services	Needs assessment and counselling and MH Nursing services Older peoples service MH crisis services Rehab programmes	<ul style="list-style-type: none"> <li>• Counselling services</li> <li>• Groups – training to support volunteers</li> <li>• Men’s groups – relationships, anger management, self help</li> </ul>	Kim Hansen <a href="mailto:Kim.Hansen@bopdhb.govt.nz">Kim.Hansen@bopdhb.govt.nz</a> 027 273 3207	Networks with health and social services within the EBOP
Eastern Bay Primary Health Alliance	Community mental health services Counselling, primary health (Physical health)	<ul style="list-style-type: none"> <li>• Counselling support</li> <li>• Mental health assessments</li> <li>• Facilitating group/peer support</li> <li>• First response for existing clients</li> </ul>	Jeanie Rossiter 07 306 2303	Affiliated Hauora providers at hapu/iwi level
Salvation Army	<ul style="list-style-type: none"> <li>• Counselling and social work services / pastoral care</li> <li>• Foodbank</li> <li>• Positive lifestyle programmes</li> </ul>	<ul style="list-style-type: none"> <li>• Door knocking teams</li> <li>• Flying squad with counselling</li> <li>• PFA and social clients support</li> <li>• Call on trained staff nationally/ internationally</li> <li>• Premises for CD centre</li> </ul>	Office: 07 308 6923 Phil: 027 5046262 John: 07 308 0694	Pastoral care
Rural Support Trust	Support for the rural community.	<ul style="list-style-type: none"> <li>• Outreach rural needs assessment</li> <li>• Provision of advice and support</li> <li>• Rural events to connect communities</li> <li>• Referral to other agencies</li> </ul>	Igor Gerritsen 027 357 8010 <a href="mailto:igorgerritsen@gmail.com">igorgerritsen@gmail.com</a>	
Red Cross	PS support to those affected as required	<ul style="list-style-type: none"> <li>• Door knocking teams PS trained and police checked</li> <li>• PS trainers / staff nationally available PS support available from AUSRC and RCRC</li> </ul>	<a href="mailto:duty@redcross.org.nz">duty@redcross.org.nz</a> Duty Mng 027 801 9661 DMO 027 2313457	
Work and	<ul style="list-style-type: none"> <li>• Income support</li> </ul>	<ul style="list-style-type: none"> <li>• Food, clothing</li> </ul>	Whka: Sheneen Stevenson	<ul style="list-style-type: none"> <li>• Buildings</li> </ul>

Income	Data relating to vulnerable clients those who cannot work and on supported living benefits.	<ul style="list-style-type: none"> <li>• Grants</li> <li>• Furniture</li> <li>• Staff, approx. 150</li> <li>• \$\$ counselling, medication</li> <li>• Large buildings/office space</li> <li>• Fleet of vehicles</li> </ul>	<p>07 922 6319  <a href="mailto:Sheneen.stevenson018@msd.govt.nz">Sheneen.stevenson018@msd.govt.nz</a>  Kawerau – Bobby Nyman  07 922 6099  Opotiki – Bev Norton</p> <ul style="list-style-type: none"> <li>• 07 922 9401</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicles</li> <li>• Funding for meds/counselling</li> <li>• Lots of staff</li> </ul>
--------	---	--	--	---

Ministry of Education	Support schools and school communities	<ul style="list-style-type: none"> <li>Deploy traumatic incident teams as necessary</li> </ul>	<p>Margaret Gardiner  <a href="mailto:margaret.gardiner@education.govt.nz">margaret.gardiner@education.govt.nz</a>  Anna Hayward  027 504 6229  anna.hayward@education.govt.nz</p>	
Tuhoe Hauora	Child, adolescent & youth alcohol & drug community services. Infant, child adolescent & youth CMH services	<ul style="list-style-type: none"> <li>Contact and support for whanau</li> <li>Marae accommodation for displaced whanau</li> <li>Health &amp; social service</li> <li>Financial support for whanau in need</li> </ul>	<p>Pricilla Woods  07 312 9874  Pricillaw@tuhoe Hauora.org.nz</p>	
Te Puna Ora O Mataatua	Home based support services Kiatoko Whanau Service Mama & Pepi Service	<ul style="list-style-type: none"> <li>Contact and support for whanau</li> <li>Marae accommodation for displaced whanau</li> <li>Health &amp; social service</li> </ul>	<p>Maria Clarke  <a href="mailto:hbsmgr@tpoom.co.nz">hbsmgr@tpoom.co.nz</a>  07 308 0580  027 507 8774</p>	
Pou Whakaaro	Peer support for people with MH or addiction Support advocacy and info to families of people who suffer from Mental illness or addiction	<ul style="list-style-type: none"> <li>Additional peer support for people with MH or addiction</li> <li>Support advocacy and info to families of people who suffer from Mental illness or addiction</li> <li>Storage of donated goods</li> <li>Volunteers to support people</li> </ul>	<p>Claire Pye  Yvonne McGarvey  07 308 8170</p>	
Disabilities Resource Centre Trust	Home care community services and advocacy/information for people with disabilities and older people	<ul style="list-style-type: none"> <li>Contact and additional support for people</li> <li>Information on where to go for help</li> </ul>	<p>Noel Bentlan  07 307 1447  drct@drct.co.nz</p>	
Tuwharetoa ki Kawerau Hauora Trust	Health social and education services Tamariki Ora Family Start programme Whanau Ora High needs service coord MH services	<ul style="list-style-type: none"> <li>Marae accommodation for displaced people</li> <li>First aid &amp; support for people</li> <li>Mental Health teams support for people including trauma support</li> <li>Support with temporary housing</li> <li>Additional Nursing services to support affected people</li> </ul>	<p>Peta Ruha  Peta@tuwharetoa.org.nz  07 323 8035</p>	
Healthcare NZ	Home based support services, personal care,	<ul style="list-style-type: none"> <li>Contact and support clients</li> </ul>	<p>Ann Lewis  Ann.lewis@healthcarenz.co.nz</p>	

	restorative care, long term condition management nursing services integration support	<ul style="list-style-type: none"> <li>• Support additional clients affected by the event</li> </ul>	Sue Baker	
Whakatohea Maori Trust Board	Primary care and medical Services MH services Tamariki Ora services Alcohol & Drug services Living without violence Whanau care & support	<ul style="list-style-type: none"> <li>• Primary care and medical Services</li> <li>• MH services</li> <li>• Tamariki Ora services</li> <li>• Alcohol &amp; Drug services</li> <li>• Living without violence</li> <li>• Whanau care &amp; support</li> <li>• Advice and advocacy</li> </ul>	Louise Erickson <a href="mailto:louise.erickson@whakatohea.co.nz">louise.erickson@whakatohea.co.nz</a> 07 315 8500	
WDC Recovery Team	Information and support Need assessment	<ul style="list-style-type: none"> <li>• Needs assessment</li> <li>• Events coordinator</li> <li>• Facilities for community hub</li> <li>• Situational information</li> <li>• Coordination of the welfare response</li> <li>• Access to the mayoral fund</li> </ul>	Paula Chapman 021 233 3970 Barbara Dempsey 027 705 4775 Chris King-Hazel 027 440 0219 Meagan Edhouse 0277241 969	

MSD CYF	Social Work Support for vulnerable children/caregivers	<ul style="list-style-type: none"> <li>• BOP team evidential forensic interviews.</li> <li>• BOP psychologist</li> <li>• Identifying and providing support (SWs) for children in need of care and protection of CYFs</li> <li>• Identifying Maori children and liaising with Te Puna Kokiri</li> <li>• Providing support to children and young people in care.</li> <li>• Police vetting possible caregivers</li> <li>• Police vetting of workers in CD centres, providing oversight at CD centres</li> <li>• Referral to other agencies</li> <li>• Support from other CYF sites</li> <li>• Fleet of vehicles</li> </ul>	Care & Protection Coordinator Gillian Robertson 07 928 5173 / 029 650 0288 <a href="mailto:Gillian.robertson016@cyf.govt.nz">Gillian.robertson016@cyf.govt.nz</a> Z Tayelva Petley (BOP Ops Mng CYF) 029 6500035 Tayelva.petley002@cyf.govt.nz	
MSD			Dominic Lepa 029 200 3439 Brent McDonald	
New Zealand Association of Counsellors	Counselling Services	Counselling Services	Sandra Gee 07 315 8578, 0212494327 evolvesandra@xtra.co.nz	
Plunket			Hepina Bolin <a href="mailto:hepina.bowlin@plunket.org.nz">hepina.bowlin@plunket.org.nz</a> Natalie Brierley natalie.brierley@plunket.org.nz	
Te Puni Kokiri	Connecting with key Māori communities and organisations	<ul style="list-style-type: none"> <li>• Advice and support to connect with key people in Māori communities</li> <li>• Provide cultural support for door to door assessments and in CD centres</li> <li>• Provide info and advice on psychosocial support</li> <li>• Connect whanau, hapu, iwi to psychosocial support</li> </ul>	Regional Manager Rachel Jones: 07 577 6254 027 201 8555 Shaneen: 027 4440821	<ul style="list-style-type: none"> <li>• Staff/vehicles</li> <li>• marae – beds/food</li> <li>• land trusts – machinery/access to land</li> <li>• Incorporations – as above</li> </ul>
Victim Support	Support victims who have been subject to crime and trauma	<ul style="list-style-type: none"> <li>• Contact with MSD to get funding to send people for counselling</li> <li>• Provide support workers for door to door assessments. Staff are told to look after themselves and family and then report to work</li> <li>• Will call workers from other regions</li> <li>• National crisis line 24/7</li> </ul>	Lydia Allan 027 241 1590 Anna Meredith 027 498 4080 <b>0800 842 846 24/7</b>	<ul style="list-style-type: none"> <li>• Emotional support/PFA</li> <li>• Advocacy, needs assessment</li> <li>• Clear knowledge and understanding of local agencies for others' support</li> <li>• Ability to provide support remotely and long term</li> </ul>





## EBOP Flooding April 2017

### January Psychosocial Support Implementation Report

28 February 2018



#### Key outstanding areas of focus/activity/work programmes

##### Navigators Service

- Staffing of navigators has changed to meet changing needs. 1 FTE & 3 part time, this includes a builder to provide advice for home owners requiring professional advice.
- The Navigator Service Oversight Committee continues to meet.

##### General Practice Activity

- Riverslea Medical Centre, and Edgecumbe Pharmacy moved back to the mall on the 5<sup>th</sup> of February, they have settled and are happy to be in their new, improved facilities providing them with more space.

##### Activity in Support of Psychosocial Recovery

- The Red Cross free transport service for flood affected people within the EBOP continues to be well used, and numbers are increasing.
- Voyagers continue to support school counsellors and are available for referrals from schools.

- The EBPHA phone counselling service is working very well. They have also employed a counsellor for 3days/wk to provide the “Building Resilience” programme for Opotiki Primary (years 7 & 8, Trident High School years 9 & 10 & Edgecumbe College for the new year 9 students. This 6 week course covers relationships, beliefs, values attitudes, behaviour etc. It also helps students build a relationship with the counsellor so they are more willing to seek support if they need it.
- NASH’s SW contract for people to access their counsellor 1 day/week at the Te Tari Awhina Hub is working very well.
- The Porta-cabin rooms at the Te Tari Awhina Hub continue to provide valuable space for NASH and the navigators to work with clients out of earshot from other services at the Library.
- Information sharing meetings at the Te Tari Awhina Hub continue on a fortnightly basis.
- The DHB participates in the Recovery Team Community Partners fortnightly meetings which are ongoing. The team are currently planning an event to acknowledge the anniversary the flooding on April 7<sup>th</sup>.
- The Plunket fortnightly support group for flood affected mothers is ongoing. Additional funding was approved by the DHB to develop a pilot project for additional activities to support the mothers. This is currently on hold as the Plunket Community Coordinator role is to be dis-established. Work is underway to find an umbrella organisation to take on the coordination of the pilot project.
- The “Men’s Talk” social contact bi weekly evening forum continues receiving positive feedback, with 15 men attending. “The Healthy, Men Healthy Family” forum is being maintained. The steering

group have applied for funding for the 18 week programme for men that is run in Rotorua.

#### Long-term Milestones BOPDHB and Support Agencies are Working Towards

- Flood affected people have adapted positively to their changed reality.
- Additional social workers no longer required at the hub and in schools. **Achieved**
- Flood affected people have sufficient support within existing services to no longer require Navigator support.

#### Key Measures to Demonstrate Recovery Progress

- Reducing numbers of people requiring assistance by the navigators. **Partially achieved**
- Reducing numbers of children requiring additional support of social services at schools
- Additional numbers of people settled back into their former homes and engaging in social events. **(62% resettled as at 28<sup>th</sup> February 2018)**
- Reducing number of key partner/support agency meetings required. **Monthly P S health provider meeting only as necessary. Partner and Hub meetings now fortnightly.**
- Reducing numbers of people requiring secondary mental health services relating to the effects of flooding.



#### Report Provided By:

J. Stowers, BOP DHB Emergency Planning Coordinator  
Ph: 021 791 355



## Marketing Plan

- Call for Volunteers
- Call for work

## Registrations

- Volunteers *[Appendix A]*
- Work *[Appendix B]*

## Training/ Information

- Health & Safety Briefing *[Appendix C]*
- Psychosocial Training

## Induction

- Induction Checklist *[Appendix D]*
- Safety practises
- Vehicle

## Procedures

- Site Briefing *[Appendix E]*
- Incident Reporting *[Appendix F]*
- Site Hazard and Risk Registering *[Appendix G]*
- Asbestos/Ground work

## Assessment of work

- Who?
  - NAVA
  - EDIT
  - Lions
  - Fonterra
  - CWI
  - Workers
  - Individuals

## Equipment

- Sign in/out *[Appendix H]*

## Volunteer Roles and Program Philosophy

Local residents volunteering their time and energy to the district, provide public awareness and support to the district and foster a quality of life and well-being in our community. The role of a volunteer is to augment, not replace, paid staff positions.

Our goal is to utilise the skills and interests of volunteers to enhance the services provided to the community in support of the district's vision while giving the volunteers a meaningful work experience.

As a Recovery volunteer you will represent the Recovery team at all times during your volunteer service. It is your responsibility to be courteous in your contacts with the public and perform your duties promptly and in a safe, reliable manner.

A volunteer is defined as 'a person that performs work for us without expectation of gain or reward; with our knowledge and consent that is a normal part of our businesses.'

## Orientation and Volunteer Duties

As a new volunteer you will receive some information from us to help integrate you as a valuable team member, including a list of volunteer duties / job description. Your program overview and orientation will include the following information:

- a. Signing the Volunteer Agreement [See Appendix A].
- b. Work induction (including training and information required)
- c. Health & Safety information - known hazards, accident/incident and hazards reporting, evacuation procedures, safe operating procedures.
- d. Reviewing the job duties and risks associated with the project or program
- e. Introducing you to staff
- f. Supplying personal protective equipment, if needed
- g. Reviewing work schedule, lunch period and breaks, toilet facilities, parking and transportation
- h. Providing equipment where necessary (these must be signed in/out)

## Background Checks

Due to the sensitive nature of some volunteer positions, you may be required to undergo a criminal history background check to volunteer. These positions include, but are not limited to those with unsupervised accessibility to minors or individuals with disabilities, as well as those positions involving sensitive and/or confidential information.

The background check may consist of a Criminal Records Check or Reference Check. Individuals that are interested in volunteering for sensitive positions that refuse to comply with this request or fail to meet the standard of the background checks will not be permitted to volunteer.

## Hours of Service and Break Periods

Starting, finishing, and meal and break times vary according to the needs of a particular project/programme. Volunteers are expected to report to their assignments on time each service day and to be available until their designated ending time.

Volunteers must sign timesheets each day through their Volunteer Team Leader.

## WDC Policies, Procedures, Rules, and Regulations

As a volunteer you are expected to follow WDC policies, procedures, regulations and rules. These include, but are not limited to:

- WDC Policy and Procedures Manual
- Drug and Alcohol Policy
- Vehicle Policy
- Media Policy

## Health & Safety

The safety of volunteers, employees and the general public is of primary importance to the WDC Recovery team. The WDC Recovery team complies with all applicable laws related to safety.

Volunteers are not only expected to adhere to safe operating instructions but are also encouraged to provide their ideas and expertise to continuously improve WDC's H&S practices. All volunteers shall continuously promote safety awareness and maintain property and equipment in a safe operating condition. For detailed information regarding the Whakatāne District Council's safety requirements, specifications and procedures, volunteers are asked to contact their Volunteer Coordinator.

## Social Media

When posting to personal social media, if a volunteer speaks about volunteer-related content or makes reference to WDC, people may perceive the individual to be talking on behalf of the WDC. If the volunteer is not acting in an official and/or authorised capacity, the volunteer shall use a disclaimer and make it clear that the views are not necessarily reflective of the views of the WDC Recovery team. An example of such disclaimer is "The views, opinions, ideas, and information expressed on this site are my own and none reflect the views of, or are in any way attributable to the "Whakatāne District Council Recovery team."

## End of Service and Return of WDC Property

All WDC property shall be returned at or before the end of your volunteer assignment, including but not limited to:

1. WDC Recovery team uniforms or clothing
2. Cell phones and/or pagers
3. Volunteer identification badges
4. Keys to WDC vehicles and buildings
5. Tools or other equipment
6. Any other WDC property in possession of the volunteer. Failure to return items may result in criminal charges.





## Thank You!

We would like to thank you for your volunteer service to the WDC Recovery team and hope you have a rewarding experience. Your service is critical in making the Whakatāne district a great place to live, work and play!



## AGREEMENT BY VOLUNTEER

I agree to volunteer my services to the Whakatāne District Council Recovery team in accordance with the following understandings:

1. The hours of the arrangement are flexible and will depend on availability of work.
2. Although it is acknowledged that the volunteer is not an employee, in fairness to others who work within the Council there is an expectation that the volunteer conforms to the standards, policies and procedures of the Council.
3. The volunteer provides their services in order to achieve the purpose of the agreement as outlined in clause 1 and/or their job description. The parties acknowledge that this agreement is not to be considered an employment contract. Except as otherwise expressly agreed, the volunteer has no right to incur any obligations on behalf of the Council.
4. The Council shall own all documents, products, systems and information as well as the copyright therein prepared by the volunteer on the Council's behalf, including all data and factual information collected by the volunteer as part of carrying out the voluntary agreement.
5. I understand that placement into volunteer positions are at the sole discretion of the Whakatāne District Council. Accordingly, my volunteer assignment/service may be withdrawn or terminated at any time.
6. I understand my job duties and the potential hazards/risks that are involved, if any, for this volunteer position. I understand it is my responsibility to be aware of my physical condition and I will not engage in physical activities that are beyond my capabilities. I will notify my volunteer co-ordinator of any significant change in my ability to do the work. If special skills are required for this project, I acknowledge I have been appropriately informed of the required tasks.
7. I grant the WDC Recovery team permission to use my image in any and all public WDC, advertising, and other materials, including websites and other electronic forms, or any other uses the WDC may deem proper.
8. I understand and agree that the WDC Recovery team is not responsible for any of my personal property that is lost, damaged or stolen while I am participating as a volunteer.
9. If the volunteer is under 18 years of age, a parent/guardian or supervising adult must sign this Agreement.

<b>Volunteer Signature</b>	
<b>Date</b>	
<b>Parent/Guardian Signature (Required if under 18)</b>	
<b>Parent/Guardian Printed Name Relationship to Volunteer</b>	

## APPENDIX B:

### REGISTRATION FOR WORK TO BE DONE

Name	
Address of work site	
E-mail	
Best Contact Phone number	
Work required	
Please state any work that requires heavy machinery	
Please state any dates that are unsuitable for this work to be carried out	
Please outline any hazards on site	

*On submission of this completed form, the Volunteer Coordinator will contact you on the phone number above to determine a suitable date and time for a contractor to come and assess the work required.*

Signature	
Date	

## APPENDIX C: VOLUNTEER HEALTH AND SAFETY BRIEFING

The table below highlights the risks you may face on a work site, and how to deal with them. Please report any incidents or near misses to your Volunteer Team Leader.

Hazard	Risk	Controls
Water and silt contaminated by human waste, chemicals, other waste, sharp objects	Illness through exposure, cuts	<ul style="list-style-type: none"> <li>• PPE; paper overalls, gloves as required</li> <li>• Wear protective gear</li> <li>• Wash hands, especially before eating</li> <li>• Maintain separation between safe and contaminated zones</li> </ul>
Slips, trips, holes	Injury	<ul style="list-style-type: none"> <li>• Good footwear, check terrain, probe ahead if unsure</li> </ul>
Manual handling, tools, fatigue	Sprain or strain, cuts, serious injury	<ul style="list-style-type: none"> <li>• Work to your limits, seek help, take breaks</li> <li>• Use 12kg per person as weight limit guide</li> <li>• Make sure you know how to use a tool safely</li> </ul>
Dead stock/pets	Mental trauma	<ul style="list-style-type: none"> <li>• Ask for help</li> <li>• Talk to those around you to help unload</li> <li>• Remove yourself from the situation and advise your Volunteer Team Leader</li> </ul>
Other people	Frustration, grief	<ul style="list-style-type: none"> <li>• Psychosocial training</li> <li>• Empathy, walk away if feeling threatened</li> </ul>
Machinery, vehicles and contractors working, including on and adjacent to roads	<ul style="list-style-type: none"> <li>• Injury, death, work conflict</li> </ul>	<ul style="list-style-type: none"> <li>• Stay outside machine operating range plus a buffer (eg 4m minimum)</li> <li>• Make eye contact with operator when passing or working in area</li> <li>• If temporarily walking or driving within bucket range of excavator/grappler/loader (eg to get past machine on roadside), ensure operator has machine stationary and has acknowledged that s/he knows you are there</li> <li>• Talk to contractor, establish a safe way of working together if possible. Stay clear if not possible</li> </ul>
Wandering stock/pets	Bites	<ul style="list-style-type: none"> <li>• Contain if safe to do so. Animals will be stressed and hungry so stay clear. If aggressive, call SPCA</li> </ul>
Asbestos from building materials including linoleum flooring, textured ceilings and exterior wallboards	Inhalation of particles causing chronic respiratory disease	<ul style="list-style-type: none"> <li>• DO NOT assist in the removal of lino flooring, textured ceilings or old-style exterior wallboards where asbestos is possible</li> <li>• Ensure old carpets and underlays are damp before handling</li> <li>• If Asbestos is suspected, notify your supervisor and vacate the area</li> <li>• Any suspected Asbestos will be disposed of in the accepted method by WDC</li> </ul>



## Appendix D: VOLUNTEER INDUCTION CHECKLIST

This Volunteer Induction Checklist must be completed with the volunteer prior to the commencement of their volunteer assignment.

Date:					
Site Supervisor:					
Name of Volunteer:					
	Complete	N/A		Complete	N/A
Meeting Key People:			Tour of Building site:		
Protective Clothing issued (if required):			Training in tools/equipment use:		
Hazards/Risks explained and pointed out:			Evacuation and Emergency procedures:		
First Aid trained personnel pointed out:			Location of First Aid Kit:		
Restricted areas on site outlined:					
<p><i>By signing below the volunteer declares that they have received an induction and are aware of the health &amp; safety hazards/risks associated with the volunteer assignment. The volunteer also acknowledges that they are aware of their duty under the Health &amp; Safety at Work Act to; a) take reasonable care of their own health and safety, b) to ensure that they do not harm others, and, c) to comply with all reasonable instructions.</i></p>					
Signed by Volunteer:			Date:		
Signed by Volunteer Coordinator:			Date:		

## Appendix E: SITE BRIEFING

Date:	
Property Address:	
Site Supervisor:	
Agenda Items	
Health and Safety Issues	
Actions outstanding from previous meeting	
Site Safety Issues	
Contractor Issues	
Volunteer Issues	
Incident or Injuries	
Operational	
Any other Business	

*Appendix F: SITE INCIDENT and INJURY REGISTER*

Date:						
Property Address:						
Site Supervisor:						
Date	Details	Immediate Action		Should this be investigated?	Tool box talk	Signature / Date
		First Aid				
		Update Hazard Register				
		First Aid				
		Update Hazard Register				
		First Aid				
		Update Hazard Register				
		First Aid				
		Update Hazard Register				

## Appendix G: SITE HAZARD AND RISK REGISTER

Date:					
Property Address:					
Site Supervisor:					
Date	Identified Hazard / Harm	What is the risk assessment	Controls	Tool box talk Required	Signature / Date



## *Appendix H: VOLUNTEER EQUIPMENT LOAN REGISTER*

All equipment loaned to the volunteer by the Whakatāne District Council shall be signed for on this register and returned upon completion of the work.

Date Issued	Name of Volunteer	Description of Equipment	Volunteer Equipment Sign Out	Date Returned	Volunteer Equipment Sign In





## Volunteer Health and Safety

### Volunteer Health and Safety Briefing (updated 20 April 2017)

We want you going home fit and well (but tired) so that you are able to continue to help.

To help make sure this happens, we need to highlight the risks you may face, and how to deal with them. Please report any incidents or near misses to Edgecumbe Hall. We have first aid.

Hazard	Risk	Controls
Water and silt contaminated by human waste, chemicals, other waste, sharp objects	Illness through exposure, cuts	<ul style="list-style-type: none"> <li>• PPE; gumboots, paper overalls, cut resistant gloves, hygiene, alcohol gel as required.</li> <li>• Wear protective gear.</li> <li>• Wash hands, especially before eating.</li> <li>• Maintain separation between safe and contaminated zones</li> </ul>
Slips, trips, holes	Injury	<ul style="list-style-type: none"> <li>• Good footwear, check terrain, probe ahead if unsure.</li> </ul>
Manual handling, tools, fatigue	Sprain or strain, cuts, serious injury	<ul style="list-style-type: none"> <li>• Work to your limits, seek help, take breaks.</li> <li>• Use 15kg per person as weight limit guide</li> <li>• Make sure you know how to use a tool safely.</li> </ul>
Dead stock/pets	Mental trauma	<ul style="list-style-type: none"> <li>• Ask for help.</li> <li>• Talk to those around you to help unload.</li> <li>• Remove yourself from the situation, or potential.</li> </ul>
Other people	Frustration, grief	<ul style="list-style-type: none"> <li>• Empathy, walk away if feeling threatened.</li> </ul>
<ul style="list-style-type: none"> <li>• Machinery, vehicles and contractors working, including on and adjacent to roads</li> </ul>	<ul style="list-style-type: none"> <li>• Injury, death, work conflict</li> </ul>	<ul style="list-style-type: none"> <li>• Stay outside machine operating range plus a buffer (eg 4m minimum)</li> <li>• Make eye contact with operator when passing or working in area</li> <li>• If temporarily walking or driving within bucket range of excavator/grapppler/loader (eg to get past machine on roadside), ensure operator has machine stationary and</li> </ul>



		<p>has acknowledged that s/he knows you are there</p> <ul style="list-style-type: none"> <li>• Talk to contractor, establish a safe way of working together if possible. Stay clear if not possible.</li> </ul>
Wandering stock/pets	Bites	<ul style="list-style-type: none"> <li>• Contain if safe to do so. Animals will be stressed and hungry so stay clear if aggressive, call SPCA</li> </ul>
Asbestos from building materials including linoleum flooring, textured ceilings and exterior wallboards	Inhalation of particles causing chronic respiratory disease	<ul style="list-style-type: none"> <li>• DO NOT assist in the removal of lino flooring, textured ceilings or old-style exterior wallboards where asbestos is possible.</li> <li>• Ensure old carpets and underlays are damp before handling (they are all damp at the moment anyway)</li> </ul>

# Draft Community Action Plan

## 1. Preamble

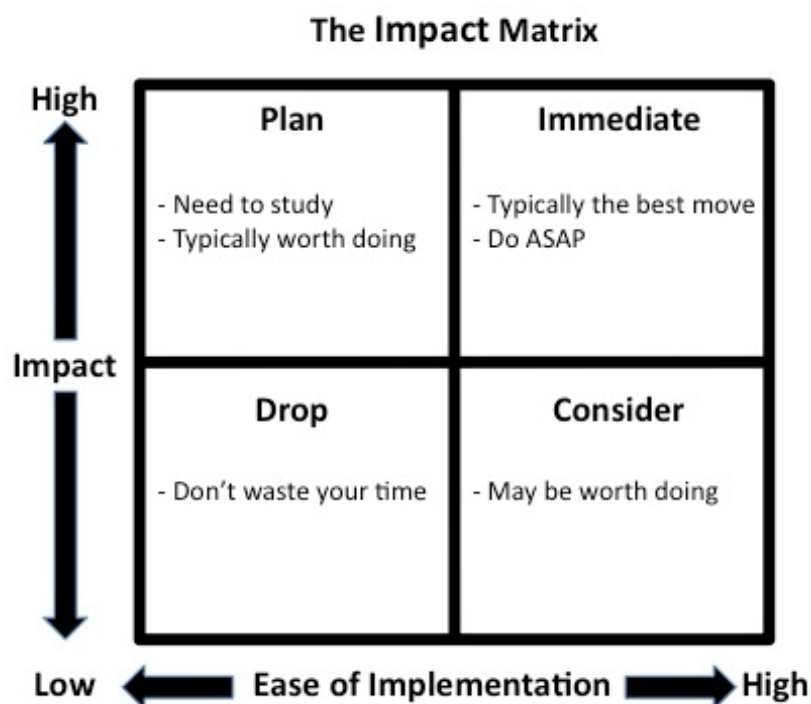
This Community Action Plan draws upon many conversations with, and ideas of, Edgecumbe residents and stakeholders by members of the Recovery Team since the flood, as well a set of structured workshops and focus groups. This includes a major Community Workshop on Saturday 2 September, 2017 and the extensive consultation work in Edgecumbe undertaken as part of the Whakatane District Community Vision Project- Whakatane Ki Mua.

The Community Action Plan seeks to articulate a vision and provide direction for action in Edgecumbe and the surrounding rural hinterland that restores community confidence, connections, pride, infrastructure and economic vitality.

It seeks to provide a future’s roadmap that responds to the following four questions; namely-

- Where are we now?
- What do we want?
- What could we do?
- What will we do?

The good news is that there is no shortage of community ideas and potential resources. The bad news is that they will need to be prioritised and coordinated, and that is a function of the Community Action Plan. It utilises ‘Ease Vs Impact’ assessment tool/matrix summarised below-



## 2. Situation Analysis

This is the 'where are we now?' and 'what do we want' questions are answered. The following summary of community assets, 'lovable', challenges and opportunities provides insights to those questions.

### 2.1 Community Assets

Edgumbe is truly an asset rich community, and those assets, resources and capacities that have been nominated by the community include the following (no priority listing)-

- National 'disaster' profile, focus and sympathy
- Community passion and strong volunteerism spirit and record
- Community pride, spirit and honesty- 'pull together' community attitude
- Town and hinterland heritage – stories and buildings
- Geographical location- accessibility to other communities
- Current community leadership- Community Board, EDIT, Rugby & Sport Club, Lions, Edgumbe Blue Light ....
- Educational facilities, programs, staff and promised upgrade
- War Memorial Hall – great venue space
- 'Heart of the Plains' reputation and image
- Play Centre
- Established town trees
- Community Hub/Library facility, services and staffing
- Dynamic local young people wanting to contribute and the community passion for youth
- Sporting fields, facilities, clubs, green spaces.
- Strong Rugby & Sport Club club
- Climate
- Talented local people
- Potential significant green field site in town (red sticker area)
- Skate park and its inspirational origins
- Strong rural farming hinterland
- Current Navigator and business support programs
- Town wide WIFI
- Diverse business base
- Presence of significant industries
- Supportive District Council
- Shopping Mall, including its social space possibilities
- Old railway line
- River and its possible creative uses
- Current and potential financial and technical assistance
- National and regional goodwill
- Home insulation initiative

- Riverbank walk
- Green spaces and parks
- Riverslea area
- Increasing highway traffic
- Three person police station

## 2.2 Community ‘Lovable’s

The following are a set of behaviours, attitudes, programs, services and physical attributes that the community have expressed strong appreciation for, and certainly want to see retained within the community. It is what community members simply love about Edgecumbe; namely-

- Community and neighbour social connections – *‘it is home’* and great neighbours
- Friendliness, generosity and loving atmosphere
- Sense of equality
- Community pride
- Village – small town feel *‘where everyone knows each other’*
- Community volunteers
- Sense of independence
- Affordable housing prices
- *‘Freedom and spaces that created memories as a kid’*
- *‘Always something happening’* feeling
- Mana- Tangata, Whenua, Whanau, Hapuri
- Shopping Mall and key local businesses- supermarket, doctor, pharmacy, curtain shop
- Educational and child facilities
- Local employment
- Key community groups- EDIT, Rugby and Sport Club, Bowling Club, Lions, Edgecumbe Blue Light, Fire Volunteer Service...
- Community Hub/library
- Sports grounds and facilities
- Multiculturalism
- Community safety, respect and honesty
- Focus on young people
- Community gym
- Relationship with the farming community
- Green spaces
- Skate Park
- Op Shop
- Youth valued businesses- Bakehouse, fish and chip shop
- Riverbank walk



## 2.3 Community Challenges

Certainly the Edgecumbe community is aware of a range of challenges that they face at present, and realities and circumstances they would like to change, modify or remove; namely-

- Poor town/town entrance appearances- '*First impressions*'
- Rebuild/re-establishment delays
- Insurance negotiation process- '*why has it been so hard?*'
- Future uncertainty
- Loss of population
- Limited local employment opportunities
- Number of empty shops
- Lack of local business networking group
- Deteriorating state of some community facilities
- Limited opportunities that keep young people local and utilise their gifts
- Lack of affordable accommodation
- Affordability and family financial challenges
- Poor stormwater and drainage
- Lack of visitor accommodation
- Poor community coordination
- Lack of coordination regarding outside support
- Perceived crime levels
- Lack of adequate signage to and within Edgecumbe
- Lack of youth services
- Loss of community gym
- Poor inter-community communication
- Loss of businesses
- Town negativity and cynicism
- Facebook negativity and '*Facebook warriors*'
- Mall owner/tenant issues
- Community conflict and resentment over entitlements
- Time poor nature of community- personal survival does not leave time for community engagement
- Poor state of footpaths
- Lack of '*community recovery templates*'
- Awareness about what is happening at the Dam
- Confidence in the stop-bank
- Traffic speed
- Safe pedestrian access from south of town
- Communication issues with Councils
- Building consent processes
- Wild dogs

## 2.4 Community Opportunities/Possibilities

Edgecumbe community members are both resilient and creative. The disastrous flood event has not only unleashed the need for massive family and community coping behaviours, but also a unique opportunity to reflect on the creation of new personal and community futures. Re the community, a large number of possible actions have been shared and advocated. 15 key strategic project areas gained strongest community endorsement, and highest voting priority at village meetings; namely-

- Town entrance appearance improvement
- Town theme/identity
- New Zealand's '*Best Playground*'
- '*Red Sticker*' green space project
- Mall refresh- social and business development
- Creation of a '*Mail Box Trail*'
- Creation of a *Youth strategy*/Youth Council
- Construction of a iconic public toilet
- Stormwater and drainage improvements
- Business retention and expansion initiatives
- CBD security improvements
- Signage upgrade
- More social/community connection activities
- Improved community governance and coordination
- Improved local community communications

In addition, the following projects and actions have been suggested and need assessment through application of the above '*ease vs impact*' matrix; namely-

- Repainting of the bridge
- Willow Tree Project
- Regular community newsletter
- Positive Facebook site
- Fulltime youth coordinator
- Redevelopment of Riverslea Park
- Development of Kaumatoa flats
- Multicultural whare
- Mural initiative
- Alternative tourist route
- Creative use of the river- jetty, swimming hole etc. – user friendly river.
- Heritage buildings and assets recognition and improvements
- Night Market
- '*Disaster*' theme park
- Resident *Welcome Pack* and welcome event
- Water Park
- '*Tin Cow*' theme town
- Collector's museums – tractors and trucks
- Big Cows throughout *town*

- *Eastpack* tours
- Dairy/cheese factory tours
- Industrial units/park
- Train track conversion to walking/cycling trail
- Community bank
- Greater support on developing education excellence
- Footpath upgrade
- Adult education programs
- Greater community use of Community College facilities
- Community arts workshop and programs
- Safe pedestrian access from south side of town
- Truck stop cafe
- Milk cookie bar
- Fresh water lake- river diversion
- Walkway extensions
- Housing subdivision
- Greater maintenance of parks and green spaces
- Healing centre
- Traffic calming measures
- Campervan friendly area
- Fishing/whitebait friendly spots
- Flying fox/family friendly picnic areas
- BMX track
- Town monument
- Skate park expansion- small kid's confidence area, twilight events etc.
- Rebuild of Sport's Club area and facilities
- Dog friendly town
- Community garden and fruit tree orchards
- Development of vibrant local music scene

The following have also been recommended by the community as those '*immediate*' action and '*quick wins*'- those simple initiatives over the coming two months that could be actioned to take forward to the immediate future to start to bring the wider community along; namely-

- Finalisation of *Action Plan*
- Circulation of all the community's ideas and priorities
- Formation of community *Action Teams*
- Organisation of a *Street Party Program* to welcome back residents
- Instigation of more visual clean up progress for residents in '*Red Sticker*' area – organisation of *karakia/ 'blessing'*
- Formation of a committee for youth club and activities
- Identification of a new home for community gym
- Organisation of a school holiday program

- Organisation of letterbox challenge and workshop
- Instigation of the *Community Preparedness (civil defence) Plan* update
- Planning for the community Christmas celebrations
- Instigation of a regular *Community Newsletter*
- Coordination of a program of regular community meals
- Collection of mowers and weed eaters and operation of a repair workshop
- Organisation of an *Asset/Gift Audit* of community members
- Instigation of a set of positive upbeat town messages/banners
- Encouragement of 'neighbourness' e.g. talk and get to know one new neighbour
- Installation of CTV cameras
- Upgrade of civil defence siren, so whole community can hear

### 3. Community Plan Framework

#### 3.1 Strategic Vision Statement

This Plan has adopted the EDIT simple and powerful vision as the Plan's *Strategic Vision Statement* to summarise intent; namely –

*'To see Edgecumbe reinstated to its former glory, a vibrant and prosperous town'.*

“.

#### 3.2 Guiding Principles

*Guiding principles* are the fundamental, moral and ethical beliefs that underpin any Plan or methodology. As core values, they help define the boundaries of action, act as driving forces for the Plan's desired outcomes and recommended actions and help foster trust and collaboration amongst residents and stakeholders. *Guiding Principles* also contribute to the creation of a framework for decision making about priorities and stakeholder support and funding. In synopsis, any action needs to be measured against these *Guiding Principles*.

Six *Guiding Principles* have been identified for this Action Plan, inspired by Mana- Tangata, Whenua, Whanau, Hapuri; namely:

- **Respect** – valuing all community residents for their wisdom, ideas and ongoing contributions and participation.
- **Inclusion and Participation** – creating community options that foster strong neighbour and community connections, pride, positivity and active participation.
- **Community Leadership** – encouraging community ownership of a positive future and active participation by Edgecumbe residents to provide the leadership and necessary community building.
- **Collaboration and Coordination** – fostering stronger partnerships, collaborative approaches, networking, and integrated program delivery; aiming for the smarter use of resources and reduced fragmentation, duplication and overlap of efforts and services.

- **Asset and Opportunity Focus** – building upon local assets, creativity and existing resourcefulness, and especially facilitating opportunities that enable young people to contribute their passions, ideas, skills and opportunities.
- **Integrity and Transparency** – ensuring the highest ethical and professional behaviours in all activities and processes; building a strong sense of trust, openness, respect and reliability.

### 3.3 Strategic Goals

*Strategic Goals* are broad statements of intent that direct strategies and actions towards accomplishing the *Strategic Vision Statement* in line with the defined *Guiding Principles*. This Community Action Plan has four key *Strategic Goals*; namely –

- To articulate a shared community vision, priorities, strategies and actions for the reinvention of Edgumbe.
- To support and empower Edgumbe residents, organisations, stakeholders and development partners to take action to achieve positive community building and change.
- To enhance relationships and the impact of collaborative action between Edgumbe residents, organisations, stakeholders and development partners so they achieve better things together.
- To ensure that the investment and goodwill resulting from the flood disaster is aligned community vision, priorities, needs and opportunities.

### 3.4 Desired Future Outcomes

Based on the expressed feedback from Edgumbe residents and stakeholders and the above stated strategic vision statement and guiding principles, the following set of five *Desired Future Outcomes*, have been selected; namely –

**Desired Future Outcome 1:** *A rebuilt township and district that enables residents and businesses to return a safe and fully functioning community.*

**Desired Future Outcome 2:** *An attractive and inviting township that attracts a growing resident population and becomes a significant tourist destination.*

**Desired Future Outcome 3:** *A place where residents experience social and neighbourhood connection and support, access to a wide range of local events, opportunities and facilities and feel a sense of community pride and security.*



**Desired Future Outcome 4:** *A vibrant and growing business community that offers both a diverse range of services and products and local employment opportunities.*

**Desired Future Outcome 5:** *A community that enables its young people to experience community connection, protection, respect and engagement in a wide range of educational, recreational and employment opportunities.*

## 4. Recommended Strategies

Recommended Strategies responds to the question – ‘What will we do?’ As indicated in the above Section, this Community Action Plan has identified five *Desired Future Outcomes*. The set of 19 recommended *Strategies* with identification of *Key Actions Lead Group, Partners,* and *Timeline* emanates from this framework.

**Desired Future Outcome 1:** *A rebuilt township and district that enables residents and businesses to return a safe and fully functioning community.*

### Why is this outcome so important?

Edgumbe is a community experiencing considerable pain and frustration with over 40% of the population still not residing in their pre flood property. Frustration with time delays, insurance assessment processes and a range of personal and community uncertainties weighs heavy on family and business decision making. A range of current and new strategies and actions are important to this *Community Action Plan*.

**Recommended Strategy 1-** The continuance of current levels of personal and family financial and emotional support, counselling and ‘wrap around’ support until need is no longer there. In particular, the *Navigator Project* is essential for at least a 12-month period.

### Key Actions-

1. Continuation of the *Navigator Program*.
2. Continuation of government agency, NGO and service club supports continue.
3. Interventions with insurance companies occur at all political levels, especially in regard to speeding up process.
4. Organisation of regular community forums, briefings and conversations that shed light and information on developments affecting residents.
5. Continuation of a Community Newsletter and internet services.

**Lead Group-** WDC Recovery Project

**Possible Partners-** Relevant Government agencies and NGOS, Lions, Hub Centre, residents.

**Time line-** Continuous

**Recommended Strategy 2-** Redevelopment of the *'Red Sticker'* section as a memorial site and open recreation space in a caring and sensitive manner.

**Key Actions-**

1. Convening of a resident liaison committee to input into design, naming and redevelopment process, and into the design of the stock-bank.
2. Organisation of community and individual property *karakia/'blessing'* at an appropriate time and before any major works.
3. Removal of stock-bank ruins as soon as possible.
4. Organisation of a tree/plant audit and community conversation to ascertain which should remain.
5. Organisation of a heritage advisor/family historian to assist with recording and identification of what family stories could be incorporated into memorial.
6. Sensitive clearing of the site.
7. Return of the Lions bench and new seating along College Rd.
8. Development of memorial and public open space site incorporating the expressed views of affected residents.
9. Staging of a public celebration.

**Lead Group-** BOPRC

**Possible Partners-** affected resident committee, relevant funders, EDIT

**Time line-** short term

**Recommended Strategy 3-** The introduction of CTV cameras in the CBD area.

**Key Actions-**

1. Final agreements approved.
2. Installation of cameras.

**Lead Group-** Community Board

**Possible Partners-** neighbour watch orientated residents, business community, police

**Time line-** immediate

**Recommended Strategy 4-** Improvements to stormwater and drainage.

**Key Actions-**

1. Audit of current need and required budget.

2. Development of long term plan.
3. Funding identification.
4. Communication of plan and timeline to the community.
5. Implementation.

**Lead Group-** BOPRC

**Possible Partners-** WDC, Community Board, appropriate government agencies

**Timeline-** Long term

**Desired Future Outcome 2:** *An attractive and inviting township that attracts a growing resident population and becomes a significant tourist destination.*

**Why is this outcome so important?**

There is universal acknowledgement that the entrances and overall impressions of Edgumbe are very unflattering. Consistently, all community forums have identified this as a high priority for response. Communities simply *'do not get a second chance at first impressions'*. Edgumbe needs a strategy to evolve into a place that people will want to live, visit or stop. Regarding tourism appeal, it needs a *'point of difference.'* There is no shortage of community interest or ideas for some innovation in this regard.

**Recommended Strategy 1-** The development of town theme and identity.

**Key Actions-**

1. Formation of a Task Team of interested residents and stakeholders to oversee development.
2. Use of media (print and social), competitions, exhibitions and community conversations to evolve possibilities.
3. Selection of popular choice(s).
4. Development of a campaign to introduce and fund.
5. Examination of the creation of a possible iconic toilet that reflects the theme.

**Lead Groups-**Theme/Identity Task Team

**Possible Partners-** Community Board, WDC, BOPRC, EDIT, Lions Club,

**Time line-** Short term

**Recommended Strategy 2-** The enhancement of the town entrances and CBD areas.

**Key Actions-**

1. Formation of Task Team of community residents and stakeholders.
2. Development of plan.

3. Painting of the Bridge.
4. Identification of funding.
5. Implementation.

**Lead Group-** EDIT

**Possible Partners-** WDC, Community Board, BOPRC, local businesses and industries

**Time line-** Medium to long term

**Recommended Strategy 3-** The construction of *'New Zealand's Best Playground'* in the Riverslea Park.

**Key Actions-**

1. Formation of Task Team of community residents, organisations and stakeholders.
2. Review of similar initiatives within New Zealand and overseas.
3. Development of plan.
4. Identification of funding.
5. Construction

**Lead Group-** Task Team

**Possible Partners-** WDC, Lions, EDIT, BOPRC, local businesses and industries, educational institutions

**Time line-** Medium to long term

**Recommended Strategy 4-** The development of the *'Edgecumbe Mail Box Trail'*

**Key Actions-**

1. Formation of Task Team of community residents, organisations and stakeholders.
2. Review of similar initiatives within New Zealand and overseas.
3. Development of plan.
4. Organisation of a Challenge/competition.
5. Organisation of community workshops.
6. Construction throughout the town.
7. Identification of funding for promotion.
8. P5omotion.

**Lead Group-** Task Team

**Possible Partners-** EDIT, WDC, local craftspeople, educational institutions

**Time line-** Short term

**Desired Future Outcome 3:** *A place where residents experience social and neighbourhood connection and support, access to a wide range of local events, opportunities and facilities and feel a sense of community pride and security.*

**Why is this outcome so important?**

The biggest theme in the Whakatane Ki Mua community conversation process in Edgecumbe in March 2017 was about social connectedness within the community. In fact, 38% of the ideas expressed related to this theme. The flood disaster, and the subsequent population upheaval has added further emphasis with the return of families and arrival of new residents. Recent community conversations identified a range of creative ideas to further evolve relationship building in the community.

**Recommended Strategy 1-** The organisation of a range of community initiatives that socially connect neighbours and the community - e.g. welcome home street parties, monthly community pot luck dinners, community celebrations (e.g. Community Christmas Party), Mall Thursday evening events, pop up stalls, Truck Food events etc.

**Key Actions-**

1. Review of community building and connecting events organised in other New Zealand and Australian communities following a local disaster.
2. Organisation of a calendar of special community events.
3. Design, introduction and promotion of a Street Party initiative.

**Lead Group-** Events Officer, Recovery Team

**Possible Partners-** Lions, EDIT, Rugby and Sport Club, educational Institutions, Mall management

**Time line-** Immediate

**Recommended Strategy 2-** The compilation of a Community Asset/Gifts Register.

**Key Actions-**

1. Review of similar initiatives in other communities.
2. Design of mapping tools.
3. Implementation.
4. Linking of identified assets to community initiatives.

**Lead Group-** Recovery team

**Possible Partners-** EDIT, Lions, educational institutions

**Time line-** Immediate

**Recommended Strategy 3-** The organisation of a community garden and community fruit orchards.

**Key Actions-**

1. Formation of Task Team.
2. Identification of possible sites, including the 'Red Sticker' section.
3. Identification of funding and resources.
4. Promotion and member recruitment.
5. Implementation.

**Lead Group-** Task Team

**Possible Partners-** Community gardeners, educational institutions, WDC, Community Board

**Time line-** Immediate

**Desired Future Outcome 4:** *A vibrant and growing business community that offers both a diverse range of services and products and local employment opportunities.*

**Why is this outcome so important?**

Prior to the flood, approximately 45 businesses operated in Edgumbe. The flood directly caused the close (temporary or permanent) or the relocation of many businesses elsewhere. It is vital that there is a plan to retain and grow the business base.

**Recommended Strategy 1-** The organisation of a Business Expansion and Retention (BEAR) Visitation Program.

**Key Actions-**

1. Review of the Program and its utilisation in other communities.
2. Formation of Community Task Team.
3. Development of community tools.
4. Recruitment of community Volunteers.
5. Instigation of a systematic visitation program to all Edgumbe businesses.
6. Development of 'Red flag' responses and a *Edgumbe Business Action Plan*.
7. Implementation of *Plan*.

**Lead Group-**

Business Coordinator, Recovery Team and Community Task Team.

**Possible Partners-** business community

**Time line-** immediate



**Recommended Strategy 2- The** enhancement of the Mall as both a business and social development site.

**Key Actions-**

1. Conversation engagement with Mall owner and current tenants.
2. Development of a Plan
3. Implementation.

**Lead Group-**

Business Coordinator and Events Coordinator, Recovery Team

**Possible Partners-** Mall Management and tenants, community organisations

**Time line-** Immediate

**Recommended Strategy 3- The** formation of an Edgumbe Business Network.

**Key Actions-**

1. Include conversations of possibility within to The BEAR Visitation Program.
2. Convene meetings of interested businesses.
3. Form Network group.
4. Instigate events.
5. Connect business group to key agencies impacting on business life.

**Lead Group-**

Business Coordinator, Recovery Team

**Possible Partners-** business community

**Time line-** Immediate

**Desired Future Outcome 5:** *A community that enables its young people to experience community connection, protection, respect and engagement in a wide range of educational, recreational and employment opportunities.*

**Why is this outcome so important?**

The Edgumbe community genuinely views its young people as a critical asset for the long term viability of the community, and are strongly committed to initiatives that enhance their engagement and opportunities.

**Recommended Strategy 1-** The development of an *Edgecumbe Youth Action Plan* incorporating priority initiatives from the host of youth development ideas being discussed in the Edgecumbe community.

**Key Actions-**

1. Form a Youth Development Task Team.
2. Review the host of youth development ideas.
3. Engage young people in further conversations about their ideas and insights.
4. Select appropriate ideas.
5. Implement.

**Lead Group-**

Youth Development Task Team

**Possible Partners-**

Local youth, WDC, EDIT, Community Board, Edgecumbe Blue Light, educational institutions, Rugby and Sport Club

**Time line-** Immediate

**Recommended Strategy 2-** The creation of a Youth Coordinator position in Edgecumbe.

**Key Actions-**

1. Form Youth Development Task Team.
2. Review experiences from elsewhere.
3. Develop job description.
4. Identify funding.
5. Advertise, interview and appoint.

**Lead Group-** Youth Development Task Team

**Possible Partners-** Local youth, WDC, Edgecumbe Blue Light, educational institutions, EDIT, Rugby and Sport Club

**Time line-** Immediate

**Recommended Strategy 3-** The formation of a Edgecumbe Youth Council as a way of giving young people a vehicle to express and exercise their views and contributions.

**Key Actions-**

1. Review successful models from elsewhere.
2. Engage young people in conversations about the idea.
3. Develop appropriate local model with young people.
4. Implement.

**Lead Group-** Youth Development Task Team

**Possible Partners-**

Local youth, WDC, Community Board, Edgecumbe Blue Light, educational institutions, Rugby and Sport Club, EDIT

**Time line-** Immediate

## 5.Implementation

It is important this *Plan* is promoted and discussed through a variety of forums and media (traditional and social media) with all stakeholders and Edgecumbe residents. The process of community conversations must continue. Two recommended key strategies are vital in the implementation phase; namely-

**Recommended Strategy 1- The** formation of a community governance structure to improve coordination of actions in Edgecumbe, and ensure the funding flowing into community is targeted appropriately to community identified priorities.

**Key Actions-**

1. Formation of group from relevant organisations
2. Review of current initiatives and funding.
3. Identification of community priorities.
4. Convening of meetings with funding bodies.
5. Review of progress.

**Lead Group-** Community Board

**Possible Partners-** WDC, BOPRC, key community organisations

**Time line-** immediate

**Recommended Strategy 2- The** recruitment of a Community Projects Coordinator to provide the *'arms and legs'* to maximise community engagement and success.

**Key Actions-**

1. Development of job description.
2. Identification of funding.
3. Advertising and recruitment.
4. Implementation.
5. Review of progress.

**Lead Groups-** Community Board and Recovery Team.

**Possible Partners-** WDC, BOPRC, key community organisations

**Time line-** immediate

## Support for Businesses

### Key Contacts

There are several organisations offering support post-flooding. If you are a business that has been affected by the flooding and cannot find the support you require [please contact us](#) in the first instance and we will point you in the right direction.

### Financial and Business Help

#### [Inland Revenue](#)

Tel: 0800 473 566

If you are concerned about missing filing dates (GST, PAYE) and other tax issues affected by the flooding, get in touch with the IRD, they are taking a flexible and realistic approach.

#### [Eastern Bay of Plenty - Chamber of commerce](#)

Gerard Casey: 027 562 7500

The Chamber of Commerce holds regular trainings and workshops in association with businesses and trainings companies from outside the region.

#### [Business Mentoring – Regional Business Partners](#)

If you are a business owner and you want your business to grow and innovate, the Regional Business Partner (RBP) Network can help. The RBP Network has specialist business advisors available to provide you with advice, information and connections to support your business.

#### [Temporary accommodation for business premises](#)

The Eastern Bay of Plenty Chamber of Commerce is supporting the Business Recovery in the district and can assist with finding suitable temporary accommodation. Contact Gerard Casey: 027 562 7500

#### [Temporary additional income support](#)

Temporary Additional Support is a weekly payment which helps someone who can't meet their essential living costs from what they earn or from other sources. If you need support with income contact the ministry of social development, [work and income](#) to see what assistance they can provide.

### [Building consent advice](#)

Whakatane District Council are offering free building consents for works undertaken to repair flood damage. This means that property owners have the opportunity to ensure repairs are undertaken correctly and formally signed off.

### [Employment advice](#)

The Chamber of Commerce will provide support and advice for any employment related queries, including paying wages. Call the Business HR Advice line on 0800 CHAMBER (24 26 23).

## Key Advice

- **Don't make hasty decisions yet:** Don't shut down your business, don't lay off staff; Discuss options with your insurance company; Look at the government help that is coming through and give yourself time to work from a logical base rather than an emotional base. Once you are in a calmer, less reactive space then you will be able to make more reasoned decisions.
- **Don't stop trading** – if you stop trading it may affect your insurance. Talk to your insurance company.
- If you have had to stop trading due to damage or inspections, then **get hold of your insurance company** before you open the doors again. Opening without their OK may affect what you can get.
- **Look after your staff.** Be understanding that some people cope better than others. Do little, special things for them. It really is the small things that make a big difference.

### [Well-being support](#)

After a traumatic event, it's normal to experience feelings you may not have had before. These may happen straight away, or you may notice a gradual change during a crisis and after it is over. It will take time for you to feel your life has returned to normal.

**Be gentle with yourself.** Do the little things that keep you centred. This is a stressful time and you need to look after yourself and your family.

If you need support or advice, or have feelings of anxiety, stress, prolonged fear, hopelessness or anger and need to talk to someone, you can phone Healthline on 0800 611 116.

### [Other places you could go to for support include:](#)

- Your GP or local community health centre
- Eastern Bay Primary Health Alliance Mental Health Service – 07 307 0188
- DHB Mental Health & Addiction Services – adult, 0800 774545, child and youth – 0800 486947



- Ngati Awa Social & Health Services – 07 306 0096
- Tu Wharetoa Ki Kawerau Health & Social Services – 027 435 4994
- Te Puna Ora O Mataatua – 0800 294 462
- Tuhoe Hauora – 07 312 9874
- Rural Support Trust – 0800 787 254

## Key Business Considerations

### Cashflow is Key

- **Contact IRD** – you may be able to defer payments (GST, PAYE etc). They are taking flexible and realistic approaches. 0800 473 566
- **Talk to your bank manager** – ensure they're aware of the situation. They may be able to assist with low / no interest.
- **Get in touch with suppliers** – delay payment if possible, and cancel / postpone stock orders.
- **Check and understand your lease agreements** - get in touch with your landlord.
- **Understand your obligations around paying staff** – [The Chamber](#) is here to help: Call the Business HR Advice line on 0800 CHAMBER (24 26 23)
- **Fully check and understand your insurance cover** – exactly what this means, including your Business Interruption Insurance. Opening even for a short period may compromise your eligibility.

### Communication with Staff

- **Keep it positive** - provide reassurance and be empathetic.
- **Your wellbeing is key** – look after yourself too and don't be afraid to access support.
- **Understand every individual is different** and encourage them to seek support.

## Rural Support Trust

For a confidential chat about you, your business, the weather, your finances; or a neighbour, partner, friend, family member, or worker. Rural Support Trust can be contacted on 0800 787 254. Facilitators are out meeting with affected farmers to assist them to get the help they need.

## Funding Support

**Business Recovery Grant Programme** - The Ministry of Business, Innovation and Employment has provided a grant to assist Whakatāne District businesses which have suffered sustained disruption as a result of April's flooding and storm-related disasters get 'up and running' again. To apply for the grant please [click here](#) or contact Gerard Casey: 027 562 7500 for further information. **Please note that charities and primary producers are not eligible for this grant**

# Whakatāne District Business Recovery Grant Panel – Terms of Reference (DRAFT)

## *Purpose*

The purpose of this Terms of Reference is to establish the process for the independent panel to make decisions on applications to the Whakatāne District Business Recovery Grant Programme (BRGP).

## *The BRGP panel*

The independent BRGP Panel consists of the following four members:

- Julie Jukes (Chairperson)
- Tony Hawken
- Dayle Hunia
- Karla Meharry

The panel will be supported by an independent financial advisor:

- Colin Leonard

## *Objective of the Whakatāne District Business Recovery Grant Programme*

The Ministry of Business, Innovation and Employment has provided a grant to Whakatāne District Council and the Eastern Bay of Plenty Chamber of Commerce to assist Whakatāne District businesses which have suffered sustained disruption as a result of the April 2017 flooding and storm-related disasters to get 'up and running' again.



The BRGP has been established to assist those businesses most in need. The BGRP is intended to help businesses which do not operate in the primary industries and so that they have the potential to successfully recover.

### *Scope of grants*

The scope of the relief funding grants will only be available to businesses that are located within the Whakatāne District and can show that they have suffered significant and sustained losses caused by the storm events.

### *Fund eligibility criteria*

Criteria have been set that businesses must demonstrate in order to be eligible to apply to the BRPG. Criteria include that the business must:

1. be located in the Whakatāne District;
2. have suffered a significant drop in income caused by the storm events for a minimum of four weeks;
3. have been viable before the flooding and have the potential to successfully recover;
4. be for a specific reinstatement purpose such as a refit or relocation expense (the fund is not intended to cover uninsured losses);
5. have fewer than 20 employees;
6. pay their staff at least minimum wage; and
7. not be a charity or a primary producer.

#### Eligibility Notes for point 2:

- Businesses must show that the business interruption is a direct result of the flooding and storm events.
- A significant drop in income is at least 60% loss of revenue for a sustained period of four weeks or more.



## *Grant application process*

The grant application is as follows:

1. Businesses are to make applications on-line or in hard copy (the Whakatāne District Council and the Eastern Bay of Plenty Chamber of Commerce websites outline criteria and provide an online form).
2. Businesses are to submit applications and all required documentation to the Eastern Bay Chamber of Commerce.
3. An Administrator will collate all information and enter into a reporting spreadsheet.
4. Financial information supplied with the application will be reviewed by an Independent financial advisor (Colin Leonard)
5. A member of the Eastern Bay Chamber of Commerce will review all completed applications and provide a recommendation to the assessment committee.
6. The Assessment Committee will review applications and make final funding decisions.
7. The Administrator will forward letters to business applicants communicating the final decision.
8. If successful, the Administrator will collect a signed agreement and confirm bank details to make payment.
9. Payment will be made to successful businesses.
10. No later than 60 days after the issue of funds, the successful businesses are to provide a brief report on how the funding was spent and evidence of business performance.

## *Meetings*

The Panel will meet weekly to discuss applications, unless there are no applications.

## *Timeframes*

The Business Support Grant Programme will not operate beyond 30 September 2017.

## *Confidentiality and conflict of interest*

To ensure Panel Members are aware of the confidentiality and conflict of interest issues, Panel members are requested to read and sign the confidentiality and conflict of interest form attached to this Terms of Reference.



## Confidentiality and conflict agreement

For independent Panel Members for the Whakatāne District Business Recovery Grant Programme

**Date:** \_\_\_\_\_

**By:** \_\_\_\_\_ (Full Name)

\_\_\_\_\_ (Address)

\_\_\_\_\_

\_\_\_\_\_

**(“Recipient”)**

**In favour of:** Her Majesty the Queen in right of New Zealand acting by and through  
The Ministry of Business, Innovation and Employment at:

Ministry of Business, Innovation and Employment  
PO Box 5672  
Wellington  
New Zealand

**(“MBIE”)**

### Background

- A. At the request of MBIE, the Recipient will be a member of the Independent Panel for the Whakatāne District Business Recovery Grant Programme ‘the WDBRGP Panel’.



- B. In the course of participating as a member of the WDBRGP Panel, the Recipient will be provided with Confidential Information of MBIE and third parties.
- C. The purpose of the provision of the Confidential Information is to enable the Recipient to participate as a member of the WDBRGP (“**Purpose**”)
- D. The Recipient agrees to be bound by certain duties of confidentiality, non-use of information, and declaration and management of conflict with respect to the Purpose and the Confidential Information, in accordance with the terms of this agreement.

**By this agreement the recipient agrees as follows:**

**1. Definitions**

The following definitions are used in this Agreement:

- 1.1 “**Confidential Information**” means all information, research, findings, data and know-how, trade secrets, forecast, information as to systems or processes, business plans, research and development plans, marketing plans, business relationships, marketing information and customer information, whether technical or not, and the like, which is disclosed to the Recipient by MBIE or third parties or generated by the Recipient in the course of his or her participation as a member of the WDBRGP Panel, but does not include information that:
  - (a) is within the public domain at the date of the disclosure; or
  - (b) subsequently enters the public domain without the fault of the Recipient; or
  - (c) at the date of disclosure to the Recipient is demonstrated to be known to the Recipient; or
  - (d) is at any time received by the Recipient from a third party who is lawfully in possession of the information and had the right to disclose it.

**2. Disclosure**





- 2.1 Except as provided under clause 3 the Recipient agrees not to disclose to any other person any Confidential Information without the prior written consent of MBIE.
- 2.2 This agreement is not intended to restrict the disclosure of Confidential Information by the Recipient to the extent that the Recipient is required to disclose such Confidential Information by law, provided that the Recipient takes such reasonable steps as are available under law to protect such Confidential Information and notifies MBIE of the Recipient's obligation to make such disclosure prior to the time disclosure is made.

### 3. Use

- 3.1 The Recipient agrees not to use any Confidential Information for any purpose other than for the purpose

### 4. Material

- 4.1 The Recipient must take all reasonable care to ensure that all material ("**Material**") in the Recipient's possession that contains or incorporates Confidential Information is kept securely, and must return, destroy, or otherwise deal with the Material as directed by MBIE.
- 4.2 The Recipient agrees that all Material is the property of MBIE or such third party as advised by MBIE.

### 5. Conflict Interest

- 5.1 The Recipient warrants that it has, at the date of this Agreement, disclosed any circumstances that give rise to, or could give rise to, a conflict of interest in the exercise of the Recipient's functions in relation to the Purpose on the attached form.
- 5.2 The Recipient agrees to promptly disclose any circumstances that give rise to, or could give rise to, a conflict of interest in the exercise of the Recipient's functions in relation to the Purpose during the Recipient's participation as a member of the WDBRGP Panel.
- 5.3 If in reasonable opinion of MBIE the Recipient has a genuine conflict of interest, the Recipient acknowledges that MBIE may promptly terminate the Recipient's participations as a member of the WDBRGP panel or exclude the Recipient from parts of the WDBRGP Panel's business.



**6. General**

- 6.1 The Recipient acknowledges that damages may not be an adequate remedy for breach of the Recipient’s obligations under this agreement and that MBIE is also entitled to seek an injunction to compel specific performance of the Recipient’s obligations.
- 6.2 A failure by the Recipient or MBIE to enforce a provision of this agreement will not constitute a waiver of any right to future enforcement of that or any other provision.
- 6.3 This agreement is governed by, and construed in accordance with, the laws of New Zealand.

**7. Term**

- 7.1 The obligations created by this agreement with respect to disclosure and use of Confidential Information and Material continue following the termination or expiry of the Recipient’s participation as a member of the WDBRGP Panel.

**EXECUTED** by the **RECIPIENT** .....(Signature)

In the presence of:

Name .....

Address .....

.....

.....

Occupation .....

.....(Signature)

**CONFLICT OF INTEREST**

A conflict of interest is where the Recipient’s duties and responsibilities as a member of the WDBRGP Panel could be affected by some other interest or duty that the Recipient may have, or the appearance of such conflict.

The existence of a conflict is not in itself improper but such conflicts must be appropriately managed.

For further clarification refer the Office of the Auditor-General’s *Managing conflicts of interest: Guidance for public entities* at [www.oag.govt.nz/2007/conflicts-public-entities/docs/oag-conflicts-public-entities.pdf](http://www.oag.govt.nz/2007/conflicts-public-entities/docs/oag-conflicts-public-entities.pdf)

**Declaration of conflict of interest**

The Recipient declares the following interest relevant to the Recipient’s participation as a member for the WDBRGP Panel:

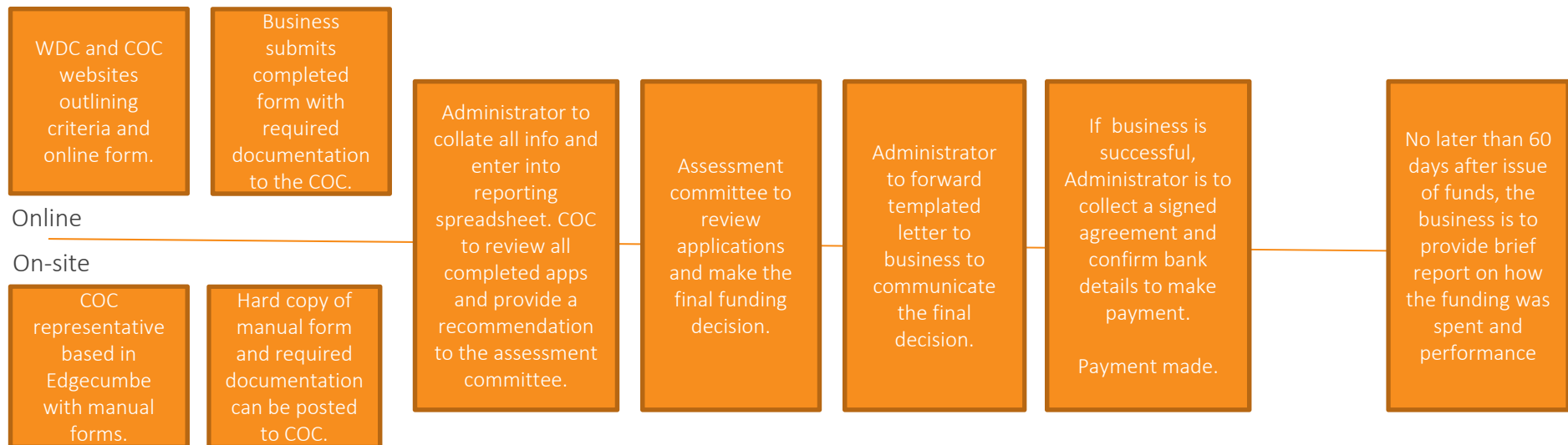
Interest	Nature of Interest (actual, potential, perceived)	Conflict

Please state “Nil” if there are no conflicts of interest.

..... (Recipient’s signature)

..... (date)

# Whakatāne District Business Recovery Grant application process



The Administrator is to manage applications via an Excel spreadsheet (export of applications submitted online and hard copies received via post or email).

- Spreadsheet is to include notes of any communication with the businesses and track the receipt of all required supporting documents. All required supporting documentation must be received in order for the application to be considered for funding.
- To liaise with COC to ensure all relevant information is provided to carry out the initial assessment, in order to provide a recommendation to the assessment committee.
- To make contact with the businesses to notify them of the assessment outcome or if further clarification is required.
- To liaise with the businesses to obtain signed agreements and certified bank account details prior to making the payment.
- To ensure the businesses' follow up report is received within the required timeframe. The report is to detail how the money was spent and the performance outcome.



## Business Recovery Grant - Financial Review of Application

Business Name	Example Business Limited	Date of review	10/07/2017
Entity type	Company		
Business Industry	Manufacturing		
Employees	2 (1 part time and 1 full time)		
Owners working in the business	1		
2017 Turnover (\$)	250,000		
2016 Turnover (\$)	200,000		
GST registered	Yes		
Previous trading results (comments)	<p>Business started in 2015 and has grown it's turnover and profit.                  2016 Profit \$10,000 ,but includes large set up costs in this year                  2017 profit before owners remuneration was \$55,000                  Costs for 2017 have reduced from 2016 are in line with industry benchmarks                  Owner purchased \$100,000 worth of Equipment in 2016.</p>		
Financial stability (prior)	<p>Good working capital                  Term loan (for equipment) of \$55,000 at 31/3/2017                  Assets total \$154,000                  Liabilities (excluding owner) is \$83,000</p>		
Drop in turn over	Yes - as per Xero summary provided for April and May 2017		
Forecast	<p>Shows drop in April and May (actuals) and then increasing turnover for the rest of the year.                  Costs are similar to prior years - slightly up as staff numbers have increased.                  Overall shows a positive cash surplus of \$25,000 for the 9 months to 31/12/17</p>		
Quotes/budgets provided	<p>1) \$1,245 for Tools lost at home in uninsured house.                  These have already been purchased by the business and invoices are provided                  2) \$3,000 for materials to make equipment that was not covered by insurance (Welding rack that the business had made themselves - but not covered by insurance)                  No quote provided - just reference to previous purchases of steel</p>		
Comments	<p>Business appears to be well managed now. Costs were large in 2016 and now appear to be in control                  Accounts are now prepared by a Chartered Accountant                  Xero Accounting system in place                  Good increase in turnover (2016 to 2017) and also profit                  In my opinion the business was financially viable and certainly will continue to be financially viable in the future.</p>		
Comments on Information provided	<p>No statement of personal financial position has been provided                  2015 financial statements had not been prepared by an accountant. (By the owner perhaps?)</p>		
General Comments			
Signed	_____ Date _____		

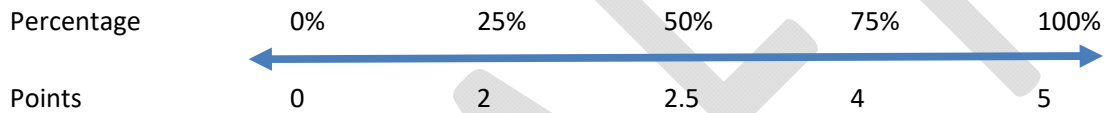


# DRAFT Sliding Scale

## Employees



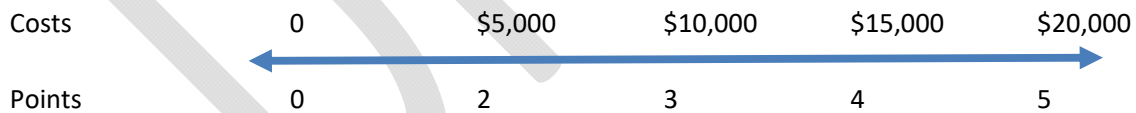
## Impact (percentage of lost income)



## Strategic context to function of economy



## Extent of damage (\$ costs requested)



Total Points

/20
-----

## Contextual Information (circle all that apply)

- Insurance type  None  Building  Contents  Business Interruption
- Scale of physical impact  Direct  Indirect



# Whakatane District Business Recovery Grant Application Form

## Whakatane District Business Recovery Grant Application

Eligibility criteria are that the business:

- suffered a significant and sustained loss of income caused by the recent storm events - resulting in at least a 60% drop in revenue for a minimum of four weeks
- was viable before the storm-related disasters and has the potential to successfully recover
- has no other efficient options available, including insurance must have fewer than 20 employees
- must pay staff at least minimum wage
- is not a charity or primary producer.

Grants will need to be for a specific reinstatement purpose, such as a refit or relocation. Businesses will need to show how much they want and what they want to spend it on. For example, businesses may apply for a grant for shop refits or relocation expenses (excluding wages and associated staff costs). The grant is not intended to cover uninsured losses.

## Applicant details

Business name:

Contact name:

Position in company:

Business bio:

**Contact details:**

Postal address:

Cell phone:

Landline:

Email:

Website:

### Financial performance

Actual turnover (31 March 2016):

Actual turnover (31 March 2017):

Forecast year-to-date turnover (31 December 2017):

### Full-time employees

Last year:

Currently:

## Application

Summary of current business situation: Impact of the flooding.

Describe any current or past tax issues for the business.

Grant funding distribution request		
<b>Amount:</b>		
<b>Proposed use of funds:</b>		
<b>How will we know the grant has been effective?</b>		
<b>Approval:</b>	Approved by:	Date:
<b>Bank account details:</b>	Account Name:	Account Number:

**Attachments** – please attach the following information with your email or hard copy application:

- External accounts for year ending 31 March 2016
- External accounts for year ending 31 March 2017
- Year-to-date management accounts showing the drop in revenue for a minimum of four weeks
- Cashflow forecast for the period 1 May – 31 December 2017
- Budget showing how the funding will be spent and objectives to be achieved
- Statement of personal financial position
- Copy of bank deposit slip or certified bank account details
- Any other information to support application

If you are unable to supply these electronically please indicate that hard copies will be posted. These should be clearly marked with the business name used in this application.

- \*I/We acknowledge all information supplied to the grant programme to assist with the assessment and approval of funding is accurate and not misleading.

Signature: \_\_\_\_\_

Applications should be emailed to: [business.grants@whakatane.govt.nz](mailto:business.grants@whakatane.govt.nz)

OR posted to Business Recovery Grant Application, C/- Whakatane District Council, Private Bag 1002, Whakatane

On submission, this information will be sent to the BRGP assessment panel for consideration. You will receive an email notification on receipt of your application and the Assessment Panel Co-ordinator, Gerard Casey (Tel. 027 271 9032; Email: [gerard@ebopchamber.co.nz](mailto:gerard@ebopchamber.co.nz)) will also contact you if further information is required.



# Edgecumbe Business Recovery Needs

Phone: **0800 2426237** for Business Advice

9 am – 4 pm

Business Name:	
Business Address:	
Mailing Address	
Contact Person:	
Phone - land	
Phone – mobile	
Email	
Number of Employees:	
Type of Business:	
Normal hours of work:	
Hours operating now:	
Issues:	

Date contacted:

Actions:

# Be Silt Safe

**Wear Dust Masks**



**Wear Gloves**

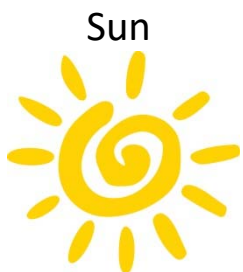


**Wash Hands Regularly**

## Silt Contamination

✗ No Heavy Metals within Edgecumbe Township

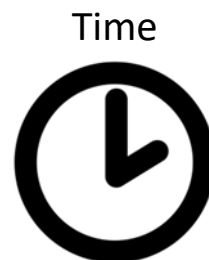
✓ Bacterial – Faecal (Human/Animal) & Plant materials will break down with:



+



+

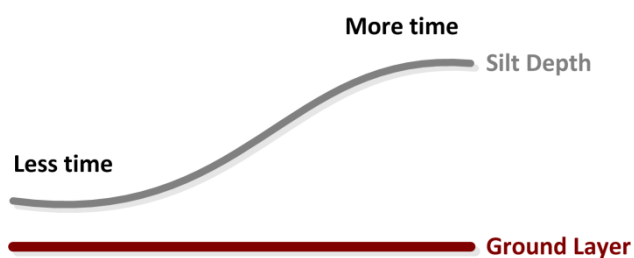


+

Working the soil



Dependant on the silt depth





## To all contractors, builders, plumbers, waste clearers and volunteers

*You are working in a community where residents have had their lives turned upside down, please be aware and respectful of this. We need your help and cooperation to minimise the disruption and help the community return to normal as soon as possible.*

### Be aware of pedestrian traffic in building, clearing and construction zones

**The safety of students, school staff and the public is of primary importance.**

*Please be extra aware of students and pedestrians walking to and from school during the following times:*

**7.45am – 8.45am      and      2.45pm – 3.45pm**

*Suggestion: use a spotter when reversing out of driveways during these times.*

**Contractors are expected to ensure all driveways, footpaths and roads are clear before machinery is operated during these hours.**

It is recommended that contractors use sign boards to identify known site-specific hazards relating to the work undertaken on site and highlighting those of concern to students and residents.

Whakatāne District Council complies with all applicable laws related to safety. Contractors are also expected to comply with the requirements of Health and Safety at Work Act 2015 and all other appropriate Acts, Regulations, By-laws, Standards and Codes of Practice.

Safety messages are also being provided to the schools for distribution to students.



## *Other Health and Safety measures*

Please ensure you take into account other operations and residents in your Health and Safety Planning. There will be residents and other vehicles moving around during the day. Children will be walking and cycling about, as well as playing in the area. You will be aware of your responsibilities under the HSWA Act and one of those is to **Consult, Co-operate and Co-ordinate with others working in the area.**

Please ensure you do this so we keep the whole area safe for everyone.

## *Rubbish*

Please use the skip bins provided for rubbish and do not dump on the berm. The streets have now been cleared of rubbish and we have cleaned roads, pathways and berms (although further work is needed).

If you dump rubbish on the berms we have to clear them again and this looks like a step-backwards to the residents. Skip bin requests can be made to 'Joe' on 021 277 1099.

## *Whiteware/metals and hazardous waste*

Please be aware that we have plans in place for dealing with whiteware/metals, hazardous and asbestos containing materials (ACM).

Ensure that ACM's are handled in accordance with HSWA Regulations and contact Joe on 021 277 1099 for removal (once wrapped) or for any queries over hazardous wastes.'

## *Portaloos*

The recovery office has supplied 15 portaloos. These are for contractors, volunteers and those assisting with the Liveable Homes programme. They get moved about according to where the main need is at any one time.

## *Pest control*

A rat trapping programme is about to get underway in the red sticker area as a precautionary measure. There is no danger to wandering domestic pets from this.

## *Media enquiries*

While you are working on site, you may get approached by media for some comment on the work being undertaken.

Please remember that any information about individuals or properties is private.

If you wish to, you can direct any media to a Whakatane District Recovery Project Team member or call the Recovery Office using the number below (ask to speak to the Recovery Communication Manager).

## *Useful contact numbers*

- Customer Services: 0800 306 0500
- Skip bin requests can be made to 'Joe' on 021 277 1099.

## H&S Protocols – as at 7/08/2017

The following outlines some guidelines to assist WDC staff, volunteers, public, contractors, and agencies. (Note: this information is not intended to be a comprehensive list of hazards or processes that may be needed or required to be undertaken).

### **1. Procedure for any possible faecal or effluent contamination of silt that may have occurred following the breach of the College Rd stopbank at Edgecumbe.**

- a. On the 25<sup>th</sup> April 2017, the Medical Officer of Health advised:

*"All flood waters would have been contaminated with faecal matter, from farm animals and farm effluent systems, as well as wild animals and birds, and in some areas also from overwhelmed individual onsite effluent treatment systems and council operated sewerage systems. The actual concentration of harmful microbes would have been reduced by the significant volume of flood waters, and the level of most of the microbes will continue to reduce as the silt and soil dries out. Ultraviolet light from natural sunlight will reduce the risk from bugs even further.*

*So long as people take practical precautions such as wearing enclosed footwear (shoes or boots, NOT jandals or bare feet), avoid undue creation of dust, and wash hands frequently, the risk of contracting an illness from the remaining level of microbial contamination will be low and close to pre-flood background levels, remembering that our environment is far from sterile on a good day.*

*Significant chemical contamination of the environment associated with the floods is highly unlikely and any risk to the public negligible. Again, no specific precautions are required beyond those practical measures mentioned above."*

- b. In addition, the Recovery Office has advised that for those persons that are removing bulk silt from properties, they should wear appropriate clothing such as disposable overalls, gloves and masks as a precaution only.
- c. Any remaining silt on gardens or lawns remaining can be raked over and avoid creating dust where possible.

### **2. Possible Asbestos on site**

- a. If the house is undergoing asbestos testing or removal, then please follow all the instructions of the asbestos remover (it may be that house or site access will not be allowed until asbestos has been cleared appropriately – please see your builder or insurance agent)
- b. If non-friable asbestos (asbestos that under ordinary circumstances cannot easily be crumbled) is found on site then please follow the "WDC Recovery Office - General Asbestos Handling and Removal Procedure – On properties (outside of houses) guideline", attached.

### **3. House Property is a Work Site**

- a. Please note that your property, if being rebuilt, will be considered a work site. The builder will normally be the primary contractor responsible for the site and is required to ensure the safety of those entering and/or working on the site.
- b. Please note that some areas will be hazardous as a building site and that you should follow the directions and instructions of the builder.
- c. Please ensure that all visitors, children, and family are aware of the safety requirements so as to ensure they remain safe.

## General Asbestos Handling and Removal Procedure – On properties (outside of houses)

The following outlines a general guideline process to assist in managing potential non-friable asbestos that may be found in gardens, lawns, or areas outside of houses, including fences. Current Edgecumbe township silt testing shows that there is generally a very low level of risk on sites (outside of homes). However, all sites should be continually monitored and any work stopped if issues or concerns arise.

### Notes:

- For more comprehensive information or advice regarding the safe management of asbestos please go to: <http://www.worksafe.govt.nz/worksafe/information-guidance/guidance-by-hazard-type/asbestos/working-with-asbestos/asbestos>
- The following procedure **does not apply** to any house stripping or building work that may require specific asbestos management.
- This following procedure **does not apply** to specific requirements that house insurers, builders, or EQC may impose
- This procedure may be subject to change at any time – currently valid as at 4 July 2017

### Procedure

#### 1. General

- Maintain good hygiene (wash hands and clothes regularly)
- If any site becomes dusty, then water it down to keep any dust to a minimum

#### 2. Site assessment

- Visually assess the area of work for potential asbestos (most likely to find general broken fragments of various sizes, and if in doubt then treat fragments as if they were asbestos)
- If asbestos is friable, or over 10m<sup>2</sup> in area in total to be removed from a site, then this requires a certified specialist to be engaged. Stop work and remove yourself from site.
- If there is under 10 square metres of non-friable asbestos containing material, anyone competent can handle and arrange disposal, BUT they must wear the right PPE.
- Monitor the site in case asbestos is found during work

#### 3. PPE required for handling non-friable asbestos

- P2 mask
- Disposable overalls
- Disposable gloves

**Hint:** Ensure the mask fits well, and PPE is carefully disposed of and treated as contaminated and placed in bags as below as and when required.

#### 4. Bagging

- Place asbestos in 200 micron thick plastic labelled bags. The bag must be labelled “ASBESTOS”.

#### 5. Collection/Disposal

- Appropriately packaged material can be delivered to Waste Management Technical Services at 31 Gateway Drive, Whakatāne. They have limited opening hours as the team are often out and about, but they are open Mon and Thu from 7.30 to 4.30 **The charge is approx. \$1.20 per kg**

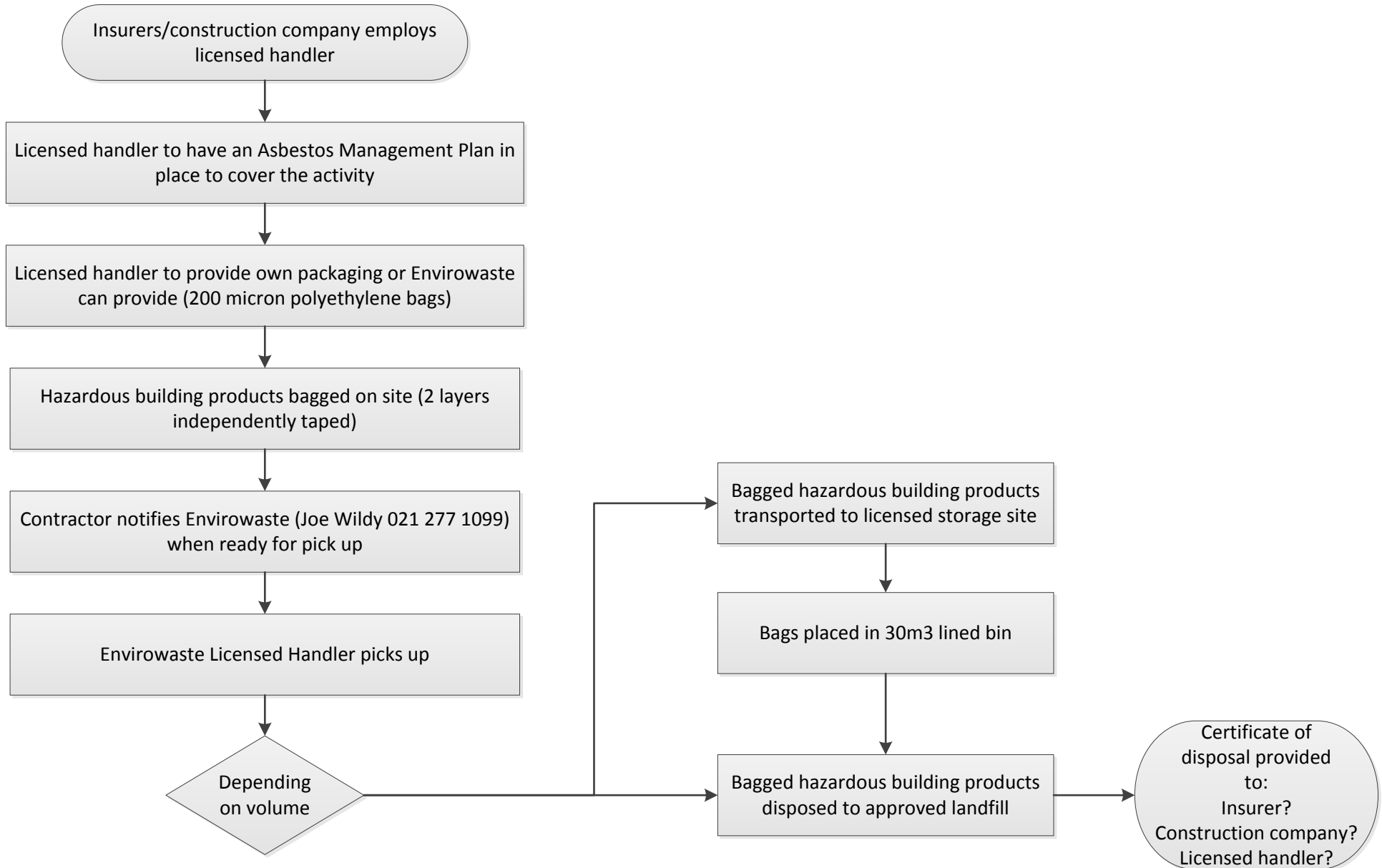
**Hint:** Ring 0275264239 to check they are open to receive packaged asbestos

- Waste Management can pick bags up from site. Current charges are approx. \$110 per hour.

**Hint:** If you choose to request this, it makes sense to collect as much as possible prior to arranging

# Flood Affected Hazardous Building Waste Disposal Process

Final  
27 April 2017



## DISASTER RECOVERY – HEALTH RISKS FROM BIOLOGICAL AGENTS

The 2011-2012 Canterbury earthquakes caused widespread deposits of liquefaction silt over a wide area. Soil, silt or liquefied material in some areas was likely contaminated with sewage and/or stormwater due to the rupture of underground services.

Silt in residential areas is likely to be found around and under dwellings and other buildings. Most silt will not be contaminated, but all silt should be treated as if it is contaminated as it is not possible to determine where contamination has occurred. Overall, the risk of ill health from contaminated silt is likely to be very low.

### ■ Bacteria, viruses and parasites

There is a potential risk of ill health from bacteria, viruses and parasites from sewage. It is thought that these can live in wet silt or wet environments for many months.

The main health hazard when working with contaminated silt is contracting bacterial gastro-intestinal illnesses that can cause abdominal cramps, severe diarrhoea and sometimes headaches, fever and vomiting. These include: E.coli, salmonella and campylobacter.

Other potential health hazards include skin infections, leptospirosis and viral illnesses such as hepatitis.

### ■ Mould and fungi

Moulds, fungi and some bacteria thrive in musty and wet conditions. These can be found where water has leaked into houses from damaged roofs and tiles, windows and gutters. They can also be found where wet silt has been in contact with house structures, such as wooden floors, piles or where dampness has entered wall cavities.

Moulds and fungi produce tiny particles called spores. These can easily become airborne and be inhaled, especially when mouldy material is disturbed (for example, when pulling gib from walls or digging around wooden piles), or in dusty and windy environments.

Some moulds can produce toxins that may be a risk to health. Moulds and fungi can cause a hacking cough, respiratory problems (such as shortness of breath or wheezing), nose or throat irritation, nasal and sinus congestion, hacking, eye irritation, allergic reactions, skin rashes/irritation and worsen pre-existing asthma.

Workers will be most at risk from bacteria from oral ingestion, facial splashes or from direct contact with skin, especially broken skin. However, it must be stressed that the risk of acquiring a health problem from silt or fungi/moulds is likely to be very low.



Figure 1: Interior of a Christchurch house affected by mould. This photograph was taken approximately eight months after the February 2011 earthquake.

Photo supplied by Robyn Carter: The Ambling Rambler  
<http://robyncarter.blogspot.co.nz/>

### ■ How to keep safe

To minimise harm from bacteria, viruses, moulds and fungi:

- Keep time spent in damp attics, cellars, sheds, or inside/under houses where silt, moulds or fungi may be present to a minimum.
- Avoid direct contact with silt, especially if wet, and avoid areas contaminated with mould or fungi. Never splash in pools of water, even if it looks clean.
- Use appropriate personal protective equipment (PPE), including full-covering disposable overalls, waterproof gloves, gumboots and a respirator (face mask). A P2 or P3 particulate face mask suitable for biological aerosols should be used.
- Never eat, drink, smoke or bite nails whilst carrying out any work where contact with silt, moulds or fungi is likely.
- When taking breaks, remove PPE, wash hands and/or use hand sanitiser before eating, drinking or smoking.
- Ensure that the area is adequately ventilated by opening windows and doors when working inside buildings.
- Consider using a fresh air blower and trunking (ducting) if working in poorly-ventilated spaces both inside and outside buildings.



- After work is completed, always take a shower, place dirty overalls carefully in a separate bag to avoid cross-contamination and wash these separately from other clothes in hot water and plenty of detergent.
- If you have contact with silt, fungi or moulds at work and feel unwell, seek medical advice at the earliest opportunity and tell the doctor about your work.

#### ■ Additional requirements if wearing or using PPE

PPE only minimises the user's exposure to airborne contaminants - it does not prevent the user from exposure and potential harm. Employers are required to take all practicable steps to ensure that the work environment is safe, and the use of PPE over other methods that may eliminate or isolate atmospheric contaminants from employees is not recommended.

However, if the employer has determined that PPE has to be used, either on its own or as part of a combination of other hazard controls, other duties are required to ensure that the PPE is used most effectively. These include:

- ensuring that the PPE is the most appropriate for the task, environment and contaminant(s)
- providing training to employees so that they can fit the PPE correctly, understanding that facial hair prevents a proper seal of the respirator to the face, how to clean, store and care for the PPE, and when to change disposable parts of the PPE (such as respirator filters) so that the PPE continues to function as required
- ensuring that employees wear or use the PPE appropriately and when required
- monitoring the employees' exposure to the hazard, to ensure that it is not excessive or beyond the means of hazard controls
- taking all practicable steps to obtain employee consent to monitor their health in relation to the hazard.

If employees are required to wear or use PPE, they are legally required to wear or use it.

#### ■ Further advice

Further advice is available from:

- Community and Public Health: phone 03 379 9480
- Ministry of Business, Innovation and Employment-Labour Group: phone 0800 20 90 20

#### ■ Further information

- Advice for working with sewage-contaminated silt and soil:  
<http://www.dol.govt.nz/quake/contaminated-silt.asp>
- Risks to health from moulds and other fungi:  
<http://www.osh.govt.nz/order/catalogue/517.shtml> (number 17)
- Safe clean-up of decomposed food:  
<http://www.dol.govt.nz/quake/cleaning-up-after-the-earthquake.asp>
- Confined spaces:  
<http://www.dol.govt.nz/quake/confined-spaces.asp>





# Methamphetamines (P) and Contractors

## The problem

Contractors working within houses contaminated with methamphetamine ("P") could be put at risk of exposure to the effects of chemicals. Under the Health and Safety at Work Act (2015) both the council and contractors have responsibilities to recognize these hazards and protect workers from the effects.

### *The signs*

Workers should be aware of the typical signs that a property may be contaminated with methamphetamine, these include:

- Unusual chemical smells that are not normally present in the area. A tell-tale sign of a meth lab is a powerful chemical smell. The odour of an active meth lab may smell like:
  - Paint thinner or varnish smell.
  - Ether or a "hospital smell".
  - Sour or vinegary smell.
  - Ammonia-like smell (like the smell of window cleaner, fertilizers or even cat urine).
- Numerous chemical containers (labelled solvent, acid, flammable) stored or stock piled.
- Stained glass equipment and cookware.
- Plastic or glass containers fitted with glass or rubber tubing.
- Numerous cold tablet packages lying around or in the rubbish.
- Portable gas tanks or other cylinders not normally seen or used in the area.
- Chemical stains around household kitchen sink, laundry, toilet or stormwater drains.
- Yellow/brown staining of interior floor, wall, ceiling and appliance surfaces.

Meth labs are usually equipped with items such as:

- Pyrex, glass or Corning containers, mason jars or other kitchen glassware (these may be fitted with hoses, clamps, or duct tape).
- Plastic soda bottles (this may be the only evidence of meth labs that use the one pot or shake and bake method).
- Rubber tubing.
- Dust or respiratory masks and filters.
- Funnels.
- Rubber gloves.
- Large plastic storage containers or tubs.
- Containers of multi-layered liquids.
- Coffee filters or other items including bed sheets, used as strainers and stained red.
- White powdery residue.
- Sheets or other coverings on windows.
- Gas cylinders or tanks that may contain anhydrous ammonia.

### *The Risks*

Workers, clients and customers can be exposed to the side effects of the chemicals used to manufacture methamphetamine. Possible routes of exposure to meth lab chemicals include:

- Inhalation.
- Absorption through skin.
- Ingestion (swallowing), contaminated hands, piercing the skin.

People who enter a meth lab before it has been properly cleaned and ventilated may experience headaches, nausea, dizziness, fatigue, shortness of breath, coughing, chest pain, lack of coordination, burns and even death.

Acute exposure can cause severe health problems including lung damage and burns to different parts of the body.

## *What to do*

Whenever any of these signs are present, Workers should:

- Leave the property;
- Advise their manager (or council) of their concerns that the Property may be contaminated and seek advise of the risk of contamination.
- Contractor's identify a local, reputable meth testing specialist;
- Work with that specialist to draw up a set of protocols to follow if a building is suspected of having meth contamination; and
- Train staff on identifying possible meth contamination and the procedures to follow when contamination is suspected. Review this training on a regular basis.
- Distribute the attached Hazard Register and Worksafe document, "Protecting Workers from the Dangers of Clandestine Laboratories" to all workers and ensure they read them and this document.

## FACT SHEET

# PROTECTING WORKERS FROM THE DANGERS OF CLANDESTINE LABORATORIES

This fact sheet gives information for employers on:

- > Risks associated with drug production in clandestine drug laboratories (clan labs).
- > Health effects that can arise from exposure to lab chemicals, by-products or residues.
- > How to identify a clan lab, from signs outside or inside a property.
- > Recommended procedures should a clan lab be discovered or suspected.

### What is a clandestine laboratory?

A clandestine laboratory (clan lab) is any location in which drugs, such as methamphetamine, are illicitly produced. As well as residential and industrial premises, mobile and partial clan labs have been found in vehicles, motels, caravans and campervans. In short, any area with access to a water and electricity supply can be used as a clan lab.

### Should employers be concerned about clan labs?

Under the Health and Safety in Employment Act 1992, employers are responsible for making sure the work being done is safe and healthy. As an employer, you are expected to identify and manage hazards and provide safety information to your staff.

If you are involved in one of these occupations, your workers may come in contact with a clan lab or a former clan lab (this list is not exhaustive):

- > Environmental Health inspection
- > Probation
- > Police
- > Building inspection
- > Noise control
- > Dog control
- > Social work
- > Midwifery
- > Nursing
- > Public health work
- > Commercial cleaners
- > Health and Safety Inspectors
- > Building
- > Plumbing
- > Electrical
- > Painting
- > Meter reading
- > Real estate

*In short, if you, or your, staff visit people's homes or workplaces as part of their work, they should be alert for the presence or former presence of a clan lab.*

Any occupations that involve searching, inspecting and removal of vehicles etc may also be at risk.

## How can clan labs cause your workers harm?

The production of drugs requires the use of chemicals which may be poisonous, corrosive, toxic, extremely flammable and/or explosive.

The risks posed by these chemicals vary. Some are mildly hazardous, others extremely so. Risks can remain high for months after a clan lab stops being used as such.

Significant health risks are posed by toxic, acidic and potentially flammable fumes and waste chemical by-products produced during the 'cooking' process.

The risk of a clan lab fire or explosion is high during a drug 'cook'. Manufacturers of drugs often have limited knowledge of the chemical hazards and little concern for the safety of others.

## What are the health effects of exposure to clan labs?

Both short and long-term health effects can arise from exposure to clan lab chemicals or by-products. These effects are dependent on the concentration, quantity, the route and duration of exposure. Chemicals may enter the body by being inhaled, eaten, injected or absorbed through the skin.

Symptoms of short-term (acute) exposure commonly include:

- > shortness of breath
- > coughing and/or diaphragm pain
- > chest pains
- > anaphylaxis (severe allergic reaction)
- > dizziness
- > lack of co-ordination
- > feeling of coldness or weakness
- > chemical irritation or burns to skin, eyes, nose and mouth (burns may result from concentrated acids and bases used in the manufacture of drugs).

## What about former clan labs?

Unintentional exposure to drugs and the by-products of their manufacture can occur where people are living in, or visit, properties formerly housing a clan lab. Contaminants absorbed by the structure and furnishings can be released for years afterwards.

Resulting symptoms include:

- > headaches
- > nausea
- > dizziness
- > fatigue or lethargy
- > breathing issues.

## Medical Assistance

Should a worker display any or all of these symptoms medical assistance should be sought from their medical practitioner. Severe acute symptoms may require immediate transfer of the worker to hospital.

## HOW CAN YOU IDENTIFY A CLAN LAB?

Locations vary and can include residential properties, apartments, motels, vehicles to name a few. It is important for workers who conduct property visits to be aware of signs that indicate a clan lab may be present.

## External Indicators

Immediately detectable at the time of your visit:

- > Ammonia or solvent smells.
- > Windows blackened out or boarded over.
- > Expensive security and surveillance gear.
- > Rubbish including a lot of cold medication containers or packaging.
- > Chemical containers.
- > Burn pits, stained soil, dead vegetation.
- > Occupants unfriendly, appear secretive about activities.

What others may report:

- > Unusually high water usage, eg: on rural property, refilling of water tanks regularly.
- > Exhaust fans running at odd times.
- > Frequent visitors at odd hours.
- > Unusual behaviour of occupants.
- > Access denied to landlords, neighbours, other visitors.

### Internal Indicators

- > Internal security measures.
- > Laboratory glassware and equipment.
- > Containers with clear liquids in them with a chalky coloured solid on the bottom.
- > Containers with two layered liquids, ie one dark coloured layer and one clear or pale yellow layer.
- > Used coffee filters containing either a white pasty or reddish brown substance.
- > Baking dishes or similar containing white crystalline substance.
- > The presence of hot plates near chemicals.
- > Improvised equipment; eg plastic bottles, pressure cookers.
- > Containers with labels removed.
- > Missing light bulbs.
- > Chemical smells.

### What should you do if you find a clan lab?

If you discover an active or former clan lab:

- > Evacuate the property immediately.
- > Call the police immediately and do not go back inside.
- > Prevent anyone else entering until the Police arrive.

> Do not:

- taste, touch or smell any chemicals or equipment
- attempt to stop a chemical reaction
- turn any electrical device on **or off**, such as lights or a fan, as this could trigger an explosion
- shut off the water supply to the property or the chemical reaction
- smoke in or near a clan lab
- use tools, radios, cell-phones, torches or devices that produce sparks or friction.

### If you are affected by the chemicals present

Seek medical help immediately.

### Further information

Where there is any suspicion of drug manufacture during a property visit, your organisation's property visit policy should be followed. Worker's immediate health and safety are the main priority.

For information on the identification of clandestine laboratories from NZ Police:

<https://www.police.govt.nz/safety/how-to-identify-a-clandestine-drug-lab.pdf>

For information on chemical poisoning contact the Poisons Centre - 0800 POISON (0800 764 766).

---

PUBLISHED: APRIL 2015. CURRENT UNTIL REVIEW IN 2018







Flooding can happen without warning and when we least expect it. There are potential health risks associated with contaminated flood water such as the spread of gastroenteritis (diarrhoea and vomiting). The information below should be useful to help protect the health of you and your family and whānau during and after a flood event.

### Personal Safety and Hygiene

Always assume that **all flood water is potentially contaminated** with farm run-off, faecal matter from animals, and sewage. **Children in particular must keep away from flood waters.**

The best advice is to keep away from flood waters, use only a clean water supply for drinking, cooking, and washing. **Hand washing is always vitally important** to help prevent the spread of disease.

Hands must be washed with soap and water and dried properly after any contact with flood water, flooded property, after going to the toilet, and before preparing or eating any food.

### Food Safety

- > Always wash hands with clean water and soap **before and after preparing food.**
- > **Do not eat foods that may have gone off.**
- > Use clean water to wash vegetables and fruit. **If you are unsure if the water is clean, boil water for at least 1 minute**, then cool.
- > **Do not eat garden produce if the soil has been flooded** as the food may be contaminated.
- > If the power is cut off, use the food in the refrigerator first, then food in the fridge-freezer, then food in the chest freezer. **Get rid of all foods needing refrigeration when they have been unrefrigerated for more than two hours.**

### Drinking Water

If a 'boil water' notice is issued, then water needs to be boiled before drinking. This means that **the water needs to be brought to a rolling boil for at least 1 minute** before it becomes safe to drink.

### Sanitation

In some emergency situations the water supply may be cut off, or water and sewage lines may be damaged, and you may need to use improvised emergency toilets.

#### **How to make an emergency toilet with a container:**

- > Use a watertight container such as a rubbish bin or bucket, with a snug-fitting cover.
- > Pour or sprinkle a small amount (such as a teaspoon full) of regular household disinfectant or bleach into the container after each use to reduce odour and germs. Keep the container covered.
- > If you need to store the waste before it can be disposed of, place it in a larger container with a snug-fitting cover until services are restored and it can be disposed of in the usual way.

### Flood-Damaged Houses and Buildings

Where a home, office, or retail premises has been affected by flood water above floor level, **all soft furnishings will need to be effectively decontaminated or disposed of.** This includes carpets, curtains, furniture, and any other fittings. In some cases thorough cleaning followed by exposure to sunlight will be sufficient, but some furnishings and fittings will have to be thrown out. Each situation needs to be assessed individually. Anything that is discarded should be disposed of appropriately rather than leaving it lying around for weeks.

### Other Health Concerns

Anyone experiencing any illness should consult their family doctor as usual or **Healthline on 0800 611 116.**

For more information visit [www.ttophs.govt.nz/flooding](http://www.ttophs.govt.nz/flooding)

**NOTE: The above has been updated.**

Please go to <https://www.ttophs.govt.nz/flooding>



# School Safety Edgecumbe



## Road Safe

PLEASE Stay Off the Stopbank

PLEASE use the new footpath along College Road



**Student Safety Packs provided** (containing a selection of the following):



- High Visibility Vest
- Torch
- Pens / Pencils
- Whistles
- School Books
- Travelwise School information sheet
- Competition for \$20 Pressie Card

## Water Safe

✓ Water tested (township & Schools) - no drinking water issues



## FUNDING THE LIVEABLE HOMES PROJECT (LHP)

# Assistance for people who do not have the means to repair flood-damaged houses

On Thursday 6 April, the Whakatāne District was hit by a ‘one-in-500 year’ flood. A breach of the Rangitāiki River stopbank at Edgecumbe and significant storm damage elsewhere resulted in a District-wide State of Emergency being declared. Edgecumbe township was evacuated, affecting some 580 households and a population of approximately 1,600 people.

The Whakatāne District Recovery team is working with community funding agencies, the construction industry, Te Rūnanga o Ngāti Awa, NAVA – the Ngati Awa Volunteer Army, volunteers and other project partners to bring together a work programme which will aim to get people who do not have the means required to repair their flood-damaged properties to get back into their homes.

The LHP also has wider benefits for all flood-affected homes, regardless of their financial situation. There will be free-of-charge building inspections, Code of Compliance certificates and underfloor insulation for all flood-affected houses.

Most of these homes are located in Edgecumbe. The median income for Edgecumbe is \$23,000, lower than the median income for the District. The socioeconomic deprivation index (NZDep2013) for Edgecumbe is 9 (1= least deprived, 9=most deprived).

### Restoring homes to a liveable standard

Around 50 families and individuals need help to restore their homes to a liveable standard, because they are unable to fund the repair work needed to make their homes liveable again.

### Costs

The LHP is being undertaken in two phases:

1. Preparation - includes an assessment of damage and stripping wall linings, carpets and floors (where required) out of properties to enable the buildings to dry out sufficiently for repairs to be undertaken.
2. Essential repairs - includes insulation under timber floors, relining walls, floors and ceilings as required, and installing basic kitchen, bathroom and laundry facilities.

The average retail price to rebuild homes to a liveable standard is \$75,000 per home. With donated and heavily discounted building supplies and voluntary labour, this can be reduced to around \$35,000 per home (Phases 1 and 2).

### Making a difference through the Liveable Homes Project

Community funding agencies are being asked to support the LHP, which aims to restore homes to a standard which will allow them to be reoccupied. To make a difference, total funds required are around \$1,750,000. To date, we have received \$124,000 for the LHP.

With such a high level of need and deprivation, the community is ‘at risk’ of not being able to fully recover from the April floods. A future Edgecumbe impacted by derelict housing, increased health problems and other social issues would not be desirable.

## Benefits of the Liveable Homes Project?

<b><i>Benefits for all flood affected homes</i></b>	<p>Whakatāne District Council will be providing building inspections and Code of Compliance certificates free of charge.</p> <p>Eastern Bay Energy Trust has pledged to install underfloor insulation for all flood-damaged houses. This will help to ensure healthier homes for all.</p> <p>Other initiatives may also arise through the delivery of the LHP.</p>
<b><i>Minimises health impacts</i></b>	<p>Families in damp, flood-affected homes are at higher risk of health issues in both the short and long term.</p>
<b><i>Public good</i></b>	<p>Unrepaired houses will result in pockets of dilapidation that will affect overall property prices, amenity, community morale and general community pride and wellbeing.</p>
<b><i>Cost effective</i></b>	<p>Getting individuals and families back into homes quickly is a cost-effective option. This results in less need for temporary housing (for Council to purchase and install one portacom at the Whakatāne Holiday Park costs \$85,000) and other essential needs when people are out of their homes.</p> <p>Displaced residents may be put under further financial pressure with having to pay both mortgages and temporary accommodation rental.</p> <p>Rates remission is being applied to all flood-affected homes. The loss of rates to Council, which have to be covered by all District ratepayers, amounts to \$170,000 for the first quarter.</p>

## Governance of the Mayoral Relief Fund

Funding assistance can be provided via the Mayoral Relief Fund. This fund is administered by a Trust with three Trustees, including Tony Bonne (Mayor), Judy Turner (Deputy Mayor) and Colin Leonard (Independent member of the Whakatāne District Audit and Risk Committee). The fund's Advisory Panel is currently being formed to ensure fair and equitable administration of funds. Advisory Panel members are likely to consist of representatives from the farming community, Ngāti Awa, a Community Board Chair and the Recovery Office. Representation from a funding organisation is also an option.

## Acknowledgements

All major sponsors will be acknowledged in Recovery Project messaging and Council publications and media releases. If desired, acknowledgement of contributions towards the LHP in Edgecumbe township by way of signage can also be arranged.

## Further information

For further information, please contact the Mayor or Deputy Mayor or visit our LHP team located in Te Tari Awhina Community Hub in Edgecumbe.





## Frequently asked questions

### 1. Is this a project worth doing?

The costs of not doing this project will be significant, both for flood-affected families and for the Edgecumbe community. Although this project has a private benefit for those that do not have the means to repair their houses, it directly benefits all flood affected home owners by provision of free-of-charge building inspections, code of compliance certificates and the provision of underfloor insulation.

A much wider community or public good for Edgecumbe will also be achieved. If houses are not repaired, further degradation will occur, affecting neighbours, property values and general community morale and wellbeing. With this in mind, Council believes there is a moral obligation to make this project succeed. Abandoned homes and increasing rate arrears is not a future Edgecumbe that we want to see.

### 2. Who is leading the LHP?

John Pullar is leading the LHP. John is a community leader and a successful, retired building contractor. He is providing the skills and contacts with building services and suppliers, with the support of the recovery team, to make this project happen.

### 3. What legal considerations are there?

Homeowners wishing to participate in the Council-coordinated programme to undertake these urgent repairs will need to accept the terms and conditions set out in the Council's LHP Deed. The Deed outlines a number of terms and conditions that must be satisfied, including that:

- The deed must be signed by the homeowner (the registered proprietor of the affected property)
- The property was the principal place of residence at the time of the flood event
- The homeowner does not have access to alternative funding or assets and that they (and their family) are likely to suffer undue hardship without the assistance programme.

### 4. What happens if Council does not secure sufficient funds to strip, dry and refit these houses?

This project will occur in two phases. Phase One requires the strip out of flood-damaged materials and will prevent further moisture damage. Phase Two has not yet been confirmed and is subject to securing funding and/or donations of building materials which will allow refits to be undertaken.

### 5. Does this disadvantage those covered fully by insurance?

The LHP does provide benefits for all affected houses by provision of free-of-charge building inspections, code of compliance certificates and the provision of underfloor insulation.

In addition, fully-insured homes have the advantage of certainty and repair of houses in a timely manner. They also have the advantage of *full* house repair, rather than to a liveable standard. Homes repaired via the LHP are likely to be unpainted, with no floor coverings, etc.

### 6. What happens if the property is a rental property?

As set out in question 3 above, to be eligible for the LHP at this stage, the property needs to be the principal place of residence for the homeowner. Council is aware of only a small number of rental properties that have been affected. In these cases, prioritisation will mean these are the last homes to consider.

### 7. What other funding is available for this project?

Although the recovery effort has been supported by central government in many ways, the LHP has not received and is not eligible for any direct Government funding. The LHP is a community initiative to assist those without the means to assist themselves and their families.

**8. What is expected of homeowners?**

Homeowners will be expected to contribute via 'sweat equity' and funds, where possible.

**9. What is Council contributing towards the LHP?**

Council is coordinating and providing the management of the LHP project.

The overall financial impact of the flood on the Council is significant. For the 2016/17 financial year, the financial impact is estimated at \$1.9 million. In addition, a total funding requirement in the 2017/18 Annual Plan related to the flood/storm events is approximately \$1.1M.

# Liveable Homes Project Process and Document Templates

DRAFT

## Contents

1. Liveable Homes Project .....	4
1.1. Notes: .....	4
1.2. Process .....	4
1.2.1. Assessment .....	5
1.2.2. Strip Out .....	5
1.2.3. Drying Period .....	6
1.2.4. Underfloor EQC if required (during drying out period) .....	6
1.2.5. BCA Pre-Line Inspection .....	6
1.2.6. Floor Installation & Insulation .....	6
1.2.7. Check electrical & Plumbing (Owners Responsibility) .....	7
1.2.8. Walls re-lining & Installation .....	7
1.2.9. Ceiling Installation (concurrent with other work) .....	7
1.2.10. Install Doors .....	7
1.2.11. Re-install wet areas (Kitchen and bathroom) .....	7
1.2.12. Electrical fit out (Owners responsibility) .....	7
1.2.13. Plumbing fit out (Owners responsibility) .....	7
1.2.14. Wet area seal .....	7
1.2.15. Install Smoke Alarms .....	8



1.2.16. Code of Compliance Final inspection ..... 8

2. Volunteers (Ngāti Awa Volunteer Army – NAVA) ..... 8

3. Documents List..... 8

4. Appendix – Liveable Homes Overview Process..... 10

DRAFT

Enter Objective number here MAY 2017



# 1. Liveable Homes Project

## 1.1. Notes:

- Agreement documents are available at Customer Services in WDC as well as at the Liveable Homes office.
- Property Files:
  - Property Files have been created within the Liveable Homes Project area within the Recovery Built Task Group
  - Hard Copy Property files have been created and are held at the Liveable Homes office
- Dashboards:
  - A physical Dashboard “pin-board” is in the Liveable Homes Office for tracking progress
  - An electronic Dashboard “LHP Dashboard” is stored in Objective (A1161278)
- All purchases against a property are stored in Objective “Purchases” (fA410178)
- Purchase Orders:
  - Electronic Purchase Orders remain within the WDC Finance system
  - Hardcopy Purchase Orders (from a Purchase order book) are scanned and stored against the Property File

## 1.2. Process

1. Property Owner requests help
2. Liveable Homes Admin enter all details into “All Registrations” spreadsheet (A1157363)
3. Un-insured owners details are copied into “Un-Insured” spreadsheet (A1157605)
4. Provide appropriate Agreement document to provide to home owner (includes insulation)
  - Agreement (A1160469)
  - Materials Only Agreement (A1160472) – where the home owner has chosen to perform the work themselves
5. Advise home owner to take the agreement away and read it and/or get legal advice.
6. Receive signed copy of agreement back from home owner
7. Mark/John approve agreement.
8. Owner is contacted to fill out the WDC building consent application form (flooded homes)

9. Consent application is returned to Liveable Homes Admin
10. Scan signed agreement into appropriate Property File (FA410339)
11. Physical signed agreement document is placed into the hardcopy property file
12. WDC process building consent and approve (fees waived specifically for Liveable Homes)

### 1.2.1. Assessment

13. Property Address is written onto a post-it note and placed on the pin-board (physical dashboard) in the Liveable Homes office – ready for assessment
14. Assessor (volunteer builders) assess what is needed and fill out a “Site Inspection Checklist” – this includes any Health & Safety concerns at the property and return it to the Liveable Homes Office
  - o If a Materials only job Assessor will have filled in a “Scope of work” form also
15. Mark Ross/John Pullar review the “Site Inspection Checklist” and it is stored on the hardcopy Property File.
16. Post-it note for property moved to next phase on pin-board – Strip Out

**Commented [CR1]:** Are these scanned and put into Objective against the property?

Time elapsed = 1 week

### 1.2.2. Strip Out

17. Property ready for strip out – Liveable Homes Admin create a “Build Pack” to be taken by the site foreman (builder) that includes:
  - o “Site Inspection Checklist” – already filled in by the Assessor
  - o “Site Briefing / Toolbox Register”
  - o “Site Incident and Injury Register”
  - o “Site Hazard and Risk Register”
18. Hazard signage is provided to be taken onsite – to be attached to property boundary and filled in by Mark/John or site foreman.
19. Tradies and Volunteers assigned to work (See Volunteers (Ngāti Awa Volunteer Army – NAVA) section)
20. A Toolbox meeting is held with all volunteers, the site Foreman, tradies and Mark/John and Wini (NAVA) for each new job at the Liveable Homes Office:
  - o PPE is provided (NAVA)
  - o First Aid Kits are provided (NAVA)
  - o “Site Briefing / Toolbox Register” document is completed, this details:

- Hazards for the specific property
  - Volunteers and staff who will be onsite
21. Site Foreman fills in the "Site Hazard and Risk Register" documentation for each site to provide back to Liveable Homes Admin once the strip out process has been completed
  22. Liveable Homes Admin scan the "Site Hazard and Risk Register" and store in Objective folder "Site Hazard and Risk Register" (fA415586)

Time elapsed = 1 week (2 weeks total)

### **1.2.3. Drying Period**

23. Advise EQC if underfloor work is needed.
24. Every 3-4 days moisture checks are done (Ian Whitehead)
  - Floor Framing must be 20% or less
  - Wall Framing must be 18% or less

### **1.2.4. Underfloor EQC if required (during drying out period)**

EQC follow up with the client directly to get their forms signed etc. This triggers the clean up through their systems.

Time elapsed = 3 - 4 weeks (6 weeks total)

### **1.2.5. BCA Pre-Line Inspection**

25. Ian, Mark or John arrange a pre-lining inspection by the WDC Building Inspectors.
26. Pass or Fail advised immediately whilst onsite.
27. WDC Building Inspectors complete their internal process/documentation.

### **1.2.6. Floor Installation & Insulation**

28. Decide whether floor insulation should be installed before or after flooring is re-installed.
29. Tradies install flooring and fit insulation and advise once completed
30. Order cabinetry and internal doors.

**1.2.7. Check electrical & Plumbing (Owners Responsibility)**

31. Home Owner advised to get electrical and plumbing checked before the walls are closed back in.

Time elapsed = 1 week (7 weeks total)

**1.2.8. Walls re-lining & Installation**

32. Tradies install insulation and re-line walls

**1.2.9. Ceiling Installation (concurrent with other work)**

33. Tradies install insulation within the ceiling

**1.2.10. Install Doors**

34. Tradies install doors

**1.2.11. Re-install wet areas (Kitchen and bathroom)**

35. Tradies install cabinetry within the kitchen and bathroom (sinks, vanities)

Time elapsed = 1 week (8 weeks total)

**1.2.12. Electrical fit out (Owners responsibility)**

**1.2.13. Plumbing fit out (Owners responsibility)**

NOTE: Wait to be advised that this has been completed

**1.2.14. Wet area seal**

36. Plaster walls in wet areas i.e. kitchen and bathroom  
37. Paint to seal  
38. Sand and seal the wet area floors



1.2.15. *Install Smoke Alarms*

1.2.16. *Check sewer connection (lateral)*

Time elapsed = 1 week (9 weeks total)

1.2.17. *Code of Compliance Final inspection*

- 39. Mark/John arrange for WDC Building Inspector to complete inspection and Code of Compliance
- 40. Remove Yellow Sticker
- 41. Owner allowed to re-occupy home.

Time elapsed = 1 week (10 weeks total)

## 2. Volunteers (Ngāti Awa Volunteer Army – NAVA)

- 1. Volunteers contact NAVA (Wini Geddes) to provide their contact details, skills and availability
- 2. Wini and Mark/John discuss volunteers required for work and Wini provides their details to Liveable Homes Project Team
- 3. Wini attends all Toolbox meetings and provides PPE (Overalls, Dust Masks) and First Aid Kits
- 4. Māori Wardens go to all sites

## 3. Documents List

All documents are stored within the Built Task Group folder within Objective fA407609

Document Name	Objective ID	Use	Related To
---------------	--------------	-----	------------

Enter Objective number here MAY 2017

Agreement	A1160469	PDF version of the Liveable Homes agreement template with the home owner	Liveable Homes Project
Agreement – Word Doc	A1160471	Word version of the agreement template with the home owner	Liveable Homes Project
Materials Only Agreement – Word Doc	A1160472	Agreement template for provision of materials only (no labour)	Liveable Homes Project
Site Inspection Checklist	A1163584		Liveable Homes Project
Site Briefing and Toolbox Register - Template	A1161319		Liveable Homes Project
Site Hazard and Risk Register – Template	A1161320		Liveable Homes Project
Site Incident and Injury Register – Template	A1161322		Liveable Homes Project
Volunteer Induction Checklist – Template	A1161325		Liveable Homes Project
Volunteers HS Briefing – Template	A1161323		Liveable Homes Project
Contractor Induction Form	A1161324	Currently not used – do not have paid contractors working	Liveable Homes Project
All Registrations	A1157363		Insulation
Un-Insured	A1157605		Insulation
ACM Management Plan	A1161501	Asbestos Risk Mitigation	Liveable Homes Project
Contractor Leaflet	A1161503		Liveable Homes Project
Meth and Contracting	A1161504		Liveable Homes Project
Hazardous Building Waste Disposal Process (3)	A1161502		Liveable Homes Project



## 4. Appendix – Liveable Homes Overview Process

Objective ID A1159954

DRAFT

## Liveable Homes - Process Summary

### Phase 1

- Identification and engagement with property owners
- Agreement
- Issue of building consent
- Strip-out of water damaged building materials

### Drying Period

- Monitor drying of dwellings
- Engagement with owner about refit options

### Phase 2

- Installation of insulation where appropriate
- Installation of new linings
- Installation of stove
- Issue of code compliance certificate





## LIVEABLE HOMES PROCESS OVERVIEW CONTINUED

### Drying Period

- Monitoring of moisture content of wall and floor framing by Liveable Homes supervisors
- Discussions with owner regarding refit options
  - » reuse/replacement of items removed for reuse
  - » floor coverings
  - » plastering of walls

### Phase 2

Moisture content <18%

WDC BCA approve preline inspection

Install subfloor insulation where applicable

Install new floor where applicable

Install new doors and frames

Install wall insulation where applicable

Reline walls

Electrician to install new stove, liven up electrical and issue electrical installation certificate

Plumber to reconnect fixtures and install fittings

Plaster and seal wet area walls (kitchen, laundry, bathroom, toilet)

Install new trim (skirting and scotia)

Install kitchen, bathroom, toilet and laundry fixtures

Refit door hardware

Seal the floor surface of wet areas with polyurethane

Install smoke alarms

WDC BCA undertake final inspection and issue code compliance certificate

# What is a 'Liveable Home?'

## The Liveable Homes Project is providing:

- ✓ Floor
- ✓ Walls
- ✓ Ceiling (if required)
- ✓ Insulation (Eastern Bay Energy Trust)
- ✓ Scotia & Skirting boards
- ✓ Basic Laundry \*
- ✓ Basic Electrical \*
- ✓ Basic Plumbing \*
- ✓ Underfloor Silt Removal (EQC – if required)
- ✓ Doors \*
- ✓ Basic Kitchen \*
- ✓ Stove
- ✓ Basic Bathroom \*
- ✓ Smoke Alarms
- ✓ Wet Area Sealing
- ✓ Code of Compliance

## The Liveable Homes Project is not providing:

- ✗ Carpet
- ✗ Lino
- ✗ Tiling
- ✗ Painting
- ✗ Wallpaper
- ✗ Curtains & Blinds
- ✗ Crockery & Cutlery & Pots
- ✗ Heating
- ✗ Furniture
- ✗ Bedding or Clothing
- ✗ Mirrors
- ✗ Bedding or Clothing
- ✗ Mirrors

\* We will re-use what we can

✓ Reliant on Funding being available

## Background

1. Following the recent flooding disaster in the Whakatāne District Council is aware that there are a significant number of homeowners who are uninsured, or whose insurance is inadequate to effect complete repairs to flood affected houses.
2. Council is coordinating an effort involving qualified tradespeople and volunteers to provide assistance to uninsured and underinsured homeowners to effect urgent repairs with a view to making homes habitable.
3. Council's coordination efforts relate only to urgent essential work to make a home habitable. This does not include any decorative work, or work to restore a home to its original condition. Commercial properties and those that were not in permanent occupation at the time of the Tropical Cyclone Debbie flood event are not included.
4. Council's effort to coordinate assistance in effecting urgent essential repairs to flood affected homes in the Whakatāne District is being undertaken in two distinct phases. The key elements of each phase are described in Schedule 1 as attached. The Phases are:

**Phase One:** This is a preparation phase. It will include an assessment of damage and stripping wall linings, carpets and floors (where required) out of properties, to enable those buildings to dry out sufficiently for further repair, and to place a polyethylene sheet vapour barrier over the ground.

**Phase Two:** This is the repair phase. It will include the urgent essential building repairs including insulating under timber floors, relining walls, floors and ceilings, as required, and installing basic kitchen, bathroom and laundry facilities.

5. Funding for Phase Two has not yet been secured. Therefore, undertaking any part of Phase Two work is conditional on Council securing funding at a level Council considers adequate for this work.
6. Homeowners who wish to participate in the Council coordinated programme to undertake these urgent repairs will need to accept the terms and conditions set out in this deed.

## Owner Consent and Warranties

7. The assistance programme set out in this deed is only available to individuals. It is not available to companies, partnerships or commercial property owners.
8. The person who authorises Council, tradespersons and volunteers to undertake work on the property must be the registered proprietor (homeowner). All registered proprietors must sign this deed.
9. Funding for urgent essential repairs is limited. It is important that Council direct available assistance to those who most need it. Council therefore seeks an assurance from you as the affected homeowner that without the assistance programme set out in this letter you or your family are likely to suffer undue hardship. You warrant in favour of Council that:
  - (a) you are the registered proprietor of the affected property;
  - (b) the address of the property as set out in the attached information Schedule 1 is correct;



- (c) you do not have access to alternative funding for urgent flood related repair work to make your home habitable;
  - (d) you do not have an alternative means of undertaking urgent flood related repair work to your home;
  - (e) your home is not insured or is under-insured, and full details of insurance have been provided to Council; and
  - (f) the property was your principal place of residence at the time of the Tropical Cyclone Debbie flood event in April 2017,
10. If you are a tenant, family member of the registered proprietor, or other person, this deed must be given to the registered proprietor who will need to authorise work on the property and sign this letter.

## Phase Two Works Conditional on Funding

11. By signing this deed, you acknowledge that the implementation or undertaking of any part of the Phase Two work is conditional on Council securing funding at a level Council considers adequate for this work. This may mean that only Phase One work is undertaken on your home, but that Phase Two work is delayed or may not proceed if funding is inadequate or not available.

## Building Consent

12. Council is offering a free building consent to cover urgent essential flood related building work and will coordinate the application for building consent with you.

## Insurance

13. Where the property is covered by an insurance policy it may be necessary to obtain your insurer's consent before any work is undertaken on the property. Details of your insurer must be set out in the attached schedule.
14. You agree that Council is authorised to contact your insurer and to discuss your claim with the insurer. You waive privacy in respect of those discussions under the Privacy Act 1993. You agree that Council may seek the consent of your insurer to undertake urgent essential work on the property on your behalf.
15. If you prefer to make contact with your insurer directly to obtain consent to works being undertaken on the property, then the confirmation of insurer consent must be provided to the Council before work can commence.

## Access for Urgent Repairs

16. By signing and returning this letter you agree that Council, tradespeople and volunteers organised through Council efforts may enter into your property to undertake those works. You agree that those people may remain on the property to effect the work and are granted a licence for this purpose.

## Scope of Urgent Repair Works

17. You agree that Council is authorised to undertake all or some of the urgent repair works as may be needed set out in the Schedule 2 to this letter.
18. Council, tradespeople and volunteers may increase or decrease the scope of those works at their discretion, and you will not object to any change which is made. In making any change to the scope of works Council will make reasonable efforts to keep you informed including as to the timing of works and an estimated date for completion.
19. Fixtures and fittings in the property such as bathroomware, kitchenware, laundryware and door hardware, may be re-used in effecting further repairs once the property has dried out. It is the homeowner's responsibility to secure these items for re-use once they are removed. Council, tradespeople and volunteers will have no liability to you for any loss or damage to such items however caused.

## Limitation on Council's liability

20. As the homeowner, it is your responsibility to ensure that you coordinate the repair efforts with any obligations that you owe to your insurer, Work and Income New Zealand and other government agencies. While Council will take all reasonable steps to ensure that work is only undertaken under the supervision of appropriately qualified tradespeople, and that the work of volunteers is coordinated by those tradespeople, Council is acting as the coordinator of the efforts of tradespeople and volunteers only. You agree Council is not liable for:
  - (a) the quality of work undertaken by tradespersons or volunteers;
  - (b) any delay in undertaking any urgent essential repair work; or
  - (c) any loss of grant funding or insurance pay outs arising as a consequence of the work being undertaken.
21. Council liability shall be limited to advice and coordination efforts. Council will not have financial liability to you. In particular, you acknowledge that Council makes no representation concerning:
  - (a) the availability of Phase Two funding,
  - (b) any timeframes for completion of Phase One or Phase Two works;
  - (c) the outcome of any Building Consent Application; or
  - (d) the outcome of any inspection in relation to a Building Consent.
22. Council will be entitled to terminate this deed in the event that Council in its sole and unfettered discretion considers:
  - (a) that the property was being used for a commercial purpose or was not at the time of the April 2017 flood event being used as your the permanent or principal place of residence;
  - (b) there is a material breach of a warranty in clause 7;

- (c) there is a material error or omission in information provided by the you;
- (d) that it is unable to secure funding for Phase Two works on terms satisfactory to Council; or
- (d) that it is unable to secure sufficient numbers of qualified tradespeople or volunteers to undertake Phase One or Phase Two work.

## Health and Safety

23. The nature of the repair work to be undertaken carries with it an inherent risk to health and safety. You agree that you will provide all reasonable assistance to the Council in complying with the responsibilities that Council, tradespeople and volunteers have under the Health and Safety at Work Act 2015. This may include you as the homeowner agreeing to participate in meetings with Council, tradespeople and volunteers to plan work in terms of health and safety requirements.

## Council Contact for Further Information

24. If you require further information or assistance in respect of this letter please contact Pearl Tāne, email: [pearl.tane@whakatane.govt.nz](mailto:pearl.tane@whakatane.govt.nz) phone: 07 306 0500
25. If you wish to accept Council's offer to coordinate the undertaking of urgent repairs please:
- complete the information in the attached schedules to the best of your ability;
  - sign and return this letter to:  
Pearl Tāne  
Liveable Homes Programme  
Whakatāne District Council  
Private Bag 1002  
WHAKATĀNE 3158

Yours sincerely,

**Marty Grenfell**  
Chief Executive Officer  
Whakatane District Council



## Owner Agreement and Acknowledgement

I/we, \_\_\_\_\_ being the register proprietor/s request that Council coordinate the repair to my/our property on the terms as set out above. I/we acknowledge that I/we have read and understood the terms and conditions set out in this letter and been provided with reasonable opportunity to review these terms. I/We accept the terms and conditions set out above and enter into this deed voluntarily.

Signed as a Deed

**DATED** the \_\_\_\_\_ day of \_\_\_\_\_ 2017

**SIGNED** by the Registered Proprietor )  
named in the Schedule 1 )  
in the presence of: ) \_\_\_\_\_

\_\_\_\_\_  
(Signature of Witness)

\_\_\_\_\_  
(Name of Witness)

\_\_\_\_\_  
(Occupation of Witness)

\_\_\_\_\_  
(Address of Witness)



**LIVEABLE  
HOMES**



Whakatāne District  
**RECOVERY  
PROJECT**  
*Kia manawanui*



**WHAKATĀNE**  
District Council  
*Kia Whakatāne au i ahau*

**SIGNED** by the Registered Proprietor )  
named in the Schedule 1 )  
in the presence of: ) \_\_\_\_\_

\_\_\_\_\_  
(Signature of Witness)

\_\_\_\_\_  
(Name of Witness)

\_\_\_\_\_  
(Occupation of Witness)

\_\_\_\_\_  
(Address of Witness)



## Schedule 1 Home owner details

1.	Name of registered proprietor:	
2.	Address of Property:	
3.	Homeowner's contact phone number:	
4.	Homeowner's mobile telephone number:	
5.	Homeowner's contact email address:	

## Schedule 2 Scope of work required

Phase One	
1.	Agreement signed and approval given by homeowner
2.	Application for Building Consent
3.	Issue of Building Consent
4.	Secure access to property and isolate utilities
5.	Identify extent of urgent repair works required and document
6.	Agree list of items to be removed and secured by homeowner for re-use where practicable
7.	Remove water damaged building materials
8.	Clean and flush stormwater and foulwater drainage systems
9.	Secure property for drying out period. It is the homeowner's responsibility to secure the property
10.	Monitor property during drying period for reduction in moisture content to level acceptable to Council building inspection team
11.	Remove silt from subfloor space (EQC/owner)
12.	Install polyethylene vapour barrier over ground surface below house
Phase Two	
13.	When moisture content at acceptable level, complete pre-installation inspection and works
14.	Install subfloor insulation, new floors, new doors and frames, new oven, reuse kitchenware, bathroomware, laundryware, and door hardware, and wall insulation where it was previously installed
15.	Reconnect electricity and water
16.	Plastering and sealing work in wet areas (bathroom, toilet, laundry, kitchen)
17.	Final inspection and issue of Code Compliance Certificate





## SITE HAZARD AND RISK REGISTER

Date:					
Property Address:					
Foreman/Supervisor/Manager:					
Date	Identified Hazard / Harm	What is the risk assessment	Controls	Tool box talk Required	Signature / Date






# Site Inspection Sheet

Date:

Address:

Health & Safety Concerns:

Walls – remove to		_____mm	
Underfloor Insulation existing		YES	NO
Wall Insulation existing		YES	NO
Interior Doors		REPLACE	RE-USE
Interior Door Frames:		REPLACE	RE-USE
Ceilings		TEXTURED	PLAIN
Moisture content	Framing	_____%	
	Flooring	_____%	

## KITCHEN

Kitchen required	YES	NO
Pantry required	YES	NO
Door Hardware on site	YES	NO
Plumbing fittings on site	YES	NO
New Hot Water Cylinder required	YES	NO

## BATHROOM

Accessible Shower Existing	YES	NO
Vinyl Required	YES	NO



## Procedure for handling and disposal of isolated Asbestos pieces.

### Site Address: Edgcumbe

The following PPE should be worn **at all times** by workers on any site where asbestos pieces are suspected and to be handled to minimise the risk of breathing in asbestos. (This procedure applies to material involving less than an equivalent of 10m<sup>2</sup>) If over 10m<sup>2</sup> of material requires removal specialist contractors and notification is required.

PPE must include:

- Respiratory protective equipment (P2 mask) – to avoid inhaling asbestos fibres.
- Disposal gloves.
- Overalls which are impervious to asbestos dust (disposable hooded coveralls) – to avoid the risk of carrying asbestos fibres away from the worksite on clothing

Such amounts shall be collected and placed in 200 micron thick yellow plastic “Contaminated Waste bags” with “ASBESTOS” written across them.

The sealed bags shall be dropped off to Waste Management Technical Services at 31 Gateway Drive, Whakatāne . They have limited opening hours as the team are often out and about, but they are open Mon and Thu from 7.30 to 4.30 when the office lady is present. It is best to call Paul Thurman the site manager on 0275 264 239 to check they are open. Weighed bags shall be invoiced to WDC with a PO number obtain from Pearl at the Liveable Homes office.

Name of Contractor

Signed by Contractor

Dated

# INSULATION OFFERING

## Background

1. In conjunction with the Eastern Bay Energy Trust, the Whakatāne District Council is coordinating an effort to assist the owners of flood damaged homes to install insulation, with the aim of making their homes warmer and healthier.
2. Homeowners who wish to participate in the joint Council and Eastern Bay Energy Trust-coordinated programme to undertake insulation will need to accept the terms and conditions set out in this deed.

## Owner Consent and Warranties

3. The assistance programme set out in this deed is only available to individuals. It is not available to companies, partnerships or commercial property owners. Subject to the terms of this deed, Council will endeavour to secure a supply of suitable materials to enable you to undertake insulation installation to your home.
4. All registered proprietors must sign this deed. Council along with Eastern Bay Energy Trust will provide materials and/or installation, subject to the terms of this deed.
5. It is important that Council directs the available assistance to eligible homeowners. Council therefore seeks an assurance from you, as the affected homeowner, that:
  - (a) you are the registered proprietor of the affected property;
  - (b) the address of the property as set out in the attached information Schedule 1 is correct;
  - (c) the property was your principal place of residence at the time of the Tropical Cyclone Debbie flood event in April 2017.
6. If you are a tenant, or family member of the registered proprietor, or other person, this deed must be given to the registered proprietor, who will need to authorise work on the property and sign this letter.
7. Council will be entitled to terminate this deed in the event that:
  - (a) There is an error or omission in information provided by you;

## Health and Safety

8. The nature of the insulation work to be undertaken carries with it an inherent risk to health and safety. You agree that you will comply with the obligations under the Health and Safety at Work Act 2015.

## Council Contact for Further Information

9. If you require further information or assistance in respect of this letter, please contact Pearl Tāne, email: [pearl.tane@whakatane.govt.nz](mailto:pearl.tane@whakatane.govt.nz) phone: 07 306 0500.
10. If you wish to accept Council's offer to coordinate the supply of materials for the installation of insulation please:
- complete the information in the attached schedules to the best of your ability;
  - sign and return this letter to:  
Pearl Tāne  
Liveable Homes Programme  
Whakatāne District Council  
Private Bag 1002  
WHAKATĀNE 3158

Yours sincerely,

**Marty Grenfell**  
Chief Executive Officer  
Whakatane District Council



## Owner Agreement and Acknowledgement

I/we, \_\_\_\_\_ being the registered proprietor/s request that Council coordinate the supply of materials for essential urgent repairs to my/our property on the terms as set out above. I/we acknowledge that I/we have read and understood the terms and conditions set out in this letter and been provided with reasonable opportunity to review these terms. I/We accept the terms and conditions set out above and enter into this deed voluntarily.

Signed as a Deed

**DATED** the \_\_\_\_\_ day of \_\_\_\_\_ 2017

**SIGNED** by the Registered Proprietor )  
named in the Schedule 1 )  
in the presence of: ) \_\_\_\_\_

\_\_\_\_\_  
(Signature of Witness)

\_\_\_\_\_  
(Name of Witness)

\_\_\_\_\_  
(Occupation of Witness)

\_\_\_\_\_  
(Address of Witness)



**LIVEABLE  
HOMES**



Whakatāne District  
**RECOVERY  
PROJECT**  
*Kia manawanui*



**WHAKATĀNE**  
District Council  
*Kia Whakatāne au i ahau*

**SIGNED** by the Registered Proprietor     )  
named in the Schedule 1                     )  
in the presence of:                             )

\_\_\_\_\_

\_\_\_\_\_  
(Signature of Witness)

\_\_\_\_\_  
(Name of Witness)

\_\_\_\_\_  
(Occupation of Witness)

\_\_\_\_\_  
(Address of Witness)

## Schedule 1 Home owner details

1.	Name of registered proprietor:	
2.	Address of Property:	
3.	Homeowner's contact phone number:	
4.	Homeowner's mobile telephone number:	
5.	Homeowner's contact email address:	

# REMOVAL OF SILT AND DEBRIS

The recent flooding in Edgcumbe has resulted in some houses in the area being inundated by silt and debris. As part of the wider recovery clean-up, EQC will be in your area during May and June clearing the worst of the silt inundation from land around affected properties.

Here is some information to help you better understand what work EQC may be undertaking at your property.

## **Most of the silt inundation is less than 15mm and will disappear on its own**

Generally, in open areas where the build-up of silt is quite minimal (less than 15mm deep), it is expected that the grass will grow through relatively quickly and we won't need to remove it. This will gradually disappear in the weeks following the floods, and the effects of sun, wind and rain will also assist.

The silt is essentially the soils and sands of the heavily scoured properties of Edgcumbe which have been swept up and deposited on your land by the velocity of the water. Contaminant levels (as advised by Whakatane District Council) are low but basic hygiene practices should be followed. For further details or if you have any health and safety concerns, please contact the Whakatane District Council on 0800 306 0500.

## **Silt inundation over 15mm will need to be removed**

- **Lawns and gardens** - we will remove silt build-up that is over 15mm in depth and any debris from lawns, gardens and other similar areas.
- **Artificial surfaces** – we will remove all silt and debris from artificial surfaces because it will not absorb on its own.

## **Silt inundation that has settled under houses will be removed in some cases**

- We will remove silt from underneath houses where it has affected the use of the land under your house. As a general rule, we will remove silt from underneath houses if it is greater than 15mm. In some cases it may be appropriate to spread small but thicker piles of silt out so it becomes a covering of less than 15mm rather than the need to remove it.
- We will clear all silt and debris on polythene or similar materials in the subfloor, unless the amount is so insignificant that it is not likely to cause any issues.

**For further information about the work EQC is doing in the Edgcumbe area, please contact EQC on 0800 326 243 or by email: [info@eqc.govt.nz](mailto:info@eqc.govt.nz)**

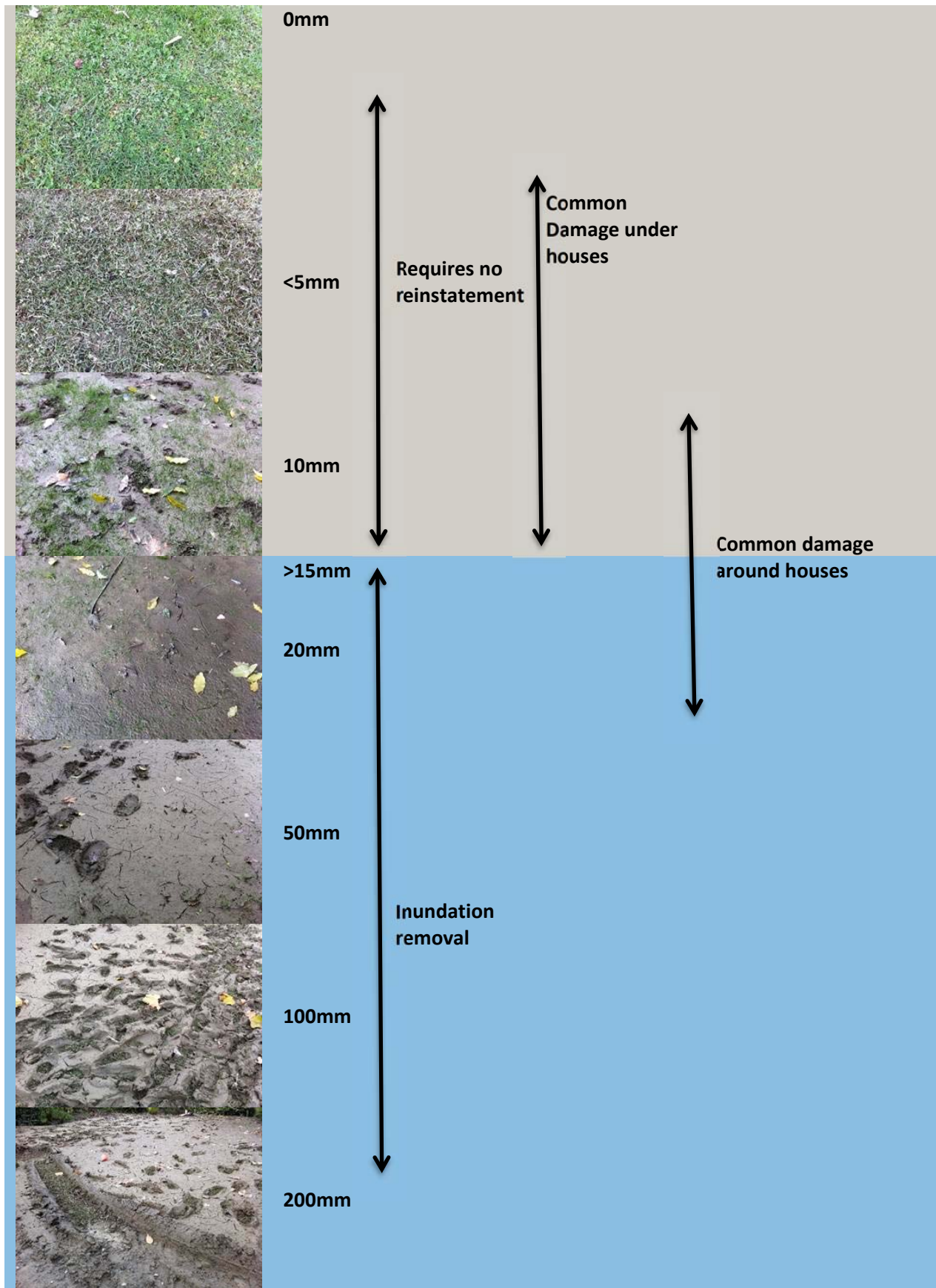
On the next page, we have provided pictures as examples of what different levels of silt could look like, and whether or not we will be clearing these properties.

FOR MORE INFO VISIT [WWW.EQC.GOV.TZ/CLAIMS](http://WWW.EQC.GOV.TZ/CLAIMS) OR CALL 0800 DAMAGE (326 243)

**OUR MISSION: TO REDUCE THE IMPACT ON PEOPLE AND PROPERTY WHEN NATURAL DISASTERS OCCUR.**

**EQC**  
EARTHQUAKE COMMISSION  
Kāwhiriāna Rōwhenua

The below photos show different levels of silt inundation on land that EQC may or may not remove



**OUR MISSION: TO REDUCE THE IMPACT ON PEOPLE AND PROPERTY WHEN NATURAL DISASTERS OCCUR.**





## Owner of a flood affected, yellow-stickered house?

*Building inspectors have checked your house and assessed it as “restricted access only”. This is shown by a “yellow sticker” placed on the side of the house. This allows access to the building to remove household goods, water damaged belongings, water damaged wall and floor linings and insulation, and the removal of silt from under the house. It does prevent the permanent return to the home until it is dried and flood damage repairs have been completed.*

## What needs to be done to get back into my house?



### REMOVE CONTAMINATED/DAMAGED PROPERTY AND MATERIALS

- furniture, whiteware, joinery
- damaged flooring (if a particle board floor etc)
- wall linings and insulation
- kitchen and bathroom cabinets
- floor linings eg. carpet or lino (if Customwood etc).

Next step



### DRYING YOUR HOUSE OUT

A house will typically take several weeks to several months to dry out sufficiently to allow wall linings to be replaced and the home to be inhabited again. Daily opening of all doors and windows and artificial heating at night will speed the drying process up.

Next step



### HOUSE REPAIRS - REPLACEMENT AND REPAIR OF DAMAGE

- lodge an application for a FREE building consent
- a building inspector completes a pre-line inspection
- wall linings and insulation reinstatement
- floor linings eg carpet or lino and flooring (if damaged)
- install kitchen cabinets and bathroom cabinets
- re-decorate (paint, wallpaper etc)
- building inspections to confirm compliance with the building code.

Next step



### CODE COMPLIANCE CERTIFICATE - RETURNING HOME

The Council will issue a Code Compliance Certificate. This is a very valuable document, as it provides certainty to assessors, banks and future owners that the flood damaged repairs have been independently inspected and comply with the building code. Your house is now safe to return to live in.



# Red Stickered Properties

## Assisted Access Entry

## Process and Protocols

## Contents

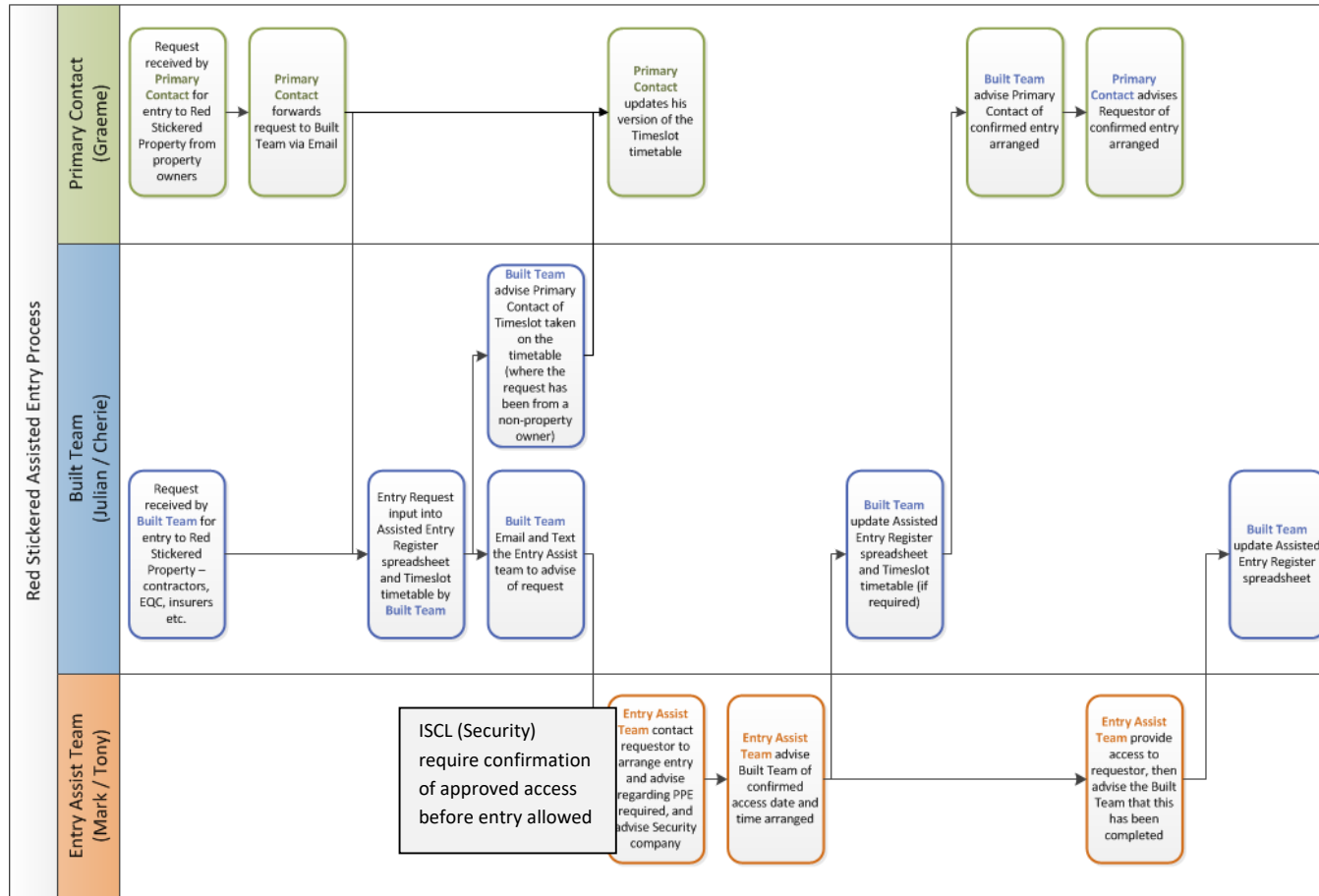
- 1. Red Stickered Property Access Process ..... 4
- 2. Access Rules ..... 7
- 3. Personal Protective Equipment (PPE) Required ..... 7
- 4. Health & Safety ..... 8
  - 4.1. Hazards Register ..... 8
  - 4.2. Specific Property Details ..... 11
    - 12 Rata Avenue ..... 11
    - 16 Rata Ave ..... 12
    - 18 Rata Ave ..... 13
    - 20 Rata Ave ..... 14
    - 46 College Road ..... 15
    - 52 College Road ..... 16
    - 54 College Road ..... 17
    - 56 College Road ..... 18
    - 58 College Road ..... 19
    - 60 College Road ..... 20
    - 62 College Road ..... 21
    - 64 College Road ..... 22



66 College Road ..... 23

68 College Road ..... 24

# 1. Red Stickered Property Access Process





**Red Sticker Property Primary Contact**

Graeme Bates – The Property Group [GBates@propertygroup.co.nz](mailto:GBates@propertygroup.co.nz) 027 499 9131

**Built Team**

Julian Reweti – Built Lead [Julian.Reweti@whakatane.govt.nz](mailto:Julian.Reweti@whakatane.govt.nz) 027 600 7921

Cherie Richardson – Built Assistant [Cherie.richardson@boprc.govt.nz](mailto:Cherie.richardson@boprc.govt.nz) 027 288 6928

ISCL – Security – please advise Nigal Thurgood [Nigal.Thurgood@iscl.co.nz](mailto:Nigal.Thurgood@iscl.co.nz) of entry approvals

**Red Sticker Entry Assist Team**

The following are authorised to assist with entry for red sticker properties:

Primary Team - The below 2 organise who enters normally – contact both by email and text:

- Mark Cleghorn (WDC) [mark.cleghorn@whakatane.govt.nz](mailto:mark.cleghorn@whakatane.govt.nz) 027 807 0723
- Tony Gillard (Rural Fire Manager) [tony.gillard@whakatane.govt.nz](mailto:tony.gillard@whakatane.govt.nz) 027 280 9497

Time slots available (2 bookings per time slot – Tony / Mark):

<u>Monday – Friday</u>	<u>Saturday</u>	<u>Sunday</u>
8.00 am – 10.00 am	10am – 12 noon	NOT Available
10.00 am – 12 noon	1pm - 3pm	
1.00 pm – 3.00 pm		
3.00 pm – 5.00 pm		

Backup Team - If Tony or Mark can't attend then they will try the other two, if we can't get hold of the above we go direct to the other two.

- Alan Keeber (Team Leader - Rescue) [alan@keebers.com](mailto:alan@keebers.com) 0274988866



- Neal Yeates (WDC) [neal.yeates@whakatane.govt.nz](mailto:neal.yeates@whakatane.govt.nz) 027 474 2282



## 2. Access Rules

- **ALL Access to be Assisted** – Assisted Entry Team must accompany people onto site
- **All Access will be monitored and confirmed entry by ISCL (security)**
- **ALL Access will be generally limited to 2 hours**
- **PPE must be worn**

## 3. Personal Protective Equipment (PPE) Required

- Overalls
- Gloves
- Dust Masks
- Appropriate Footwear (enclosed, sturdy - gumboots)
- Hard Hats (if required – Assisted Entry Team personnel to determine need)

## 4. Health & Safety

- Wear appropriate PPE (Gloves, Overalls, Masks, appropriate footwear)
- Avoid touching your face whilst onsite.
- Wash hands frequently and after leaving the property.
- Wash or dispose of PPE and clothing as appropriate following visit.

### 4.1. Hazards Register

Hazard	Risks	Risk Awareness & Control / Mitigation
<b>General</b>		
Dead stock/pets	Mental trauma	<ul style="list-style-type: none"> <li>• Ask for help.</li> <li>• Talk to those around you to help unload.</li> <li>• Remove yourself from the situation, or potential.</li> </ul>
Wandering stock/pets	Bites	<ul style="list-style-type: none"> <li>• Contain if safe to do so. Animals will be stressed and hungry so stay clear if aggressive, call SPCA</li> </ul>
Water and silt contaminated by human waste, chemicals, other waste, sharp objects	Illness through exposure, cuts	<ul style="list-style-type: none"> <li>• PPE; gumboots, paper overalls, cut resistant gloves, hygiene, alcohol gel as required.</li> <li>• Wear protective gear.</li> <li>• Wash hands, especially before eating.</li> <li>• Maintain separation between safe and contaminated zones</li> </ul>
Slips, trips, holes	Injury	<ul style="list-style-type: none"> <li>• Good footwear, check terrain, probe ahead if unsure.</li> </ul>
Manual handling, tools, fatigue	Sprain or strain, cuts, serious injury	<ul style="list-style-type: none"> <li>• Work to your limits, seek help, take breaks.</li> <li>• Use 15kg per person as weight limit guide</li> <li>• Make sure you know how to use a tool safely.</li> </ul>
Other people	Frustration, grief	<ul style="list-style-type: none"> <li>• Empathy, walk away if feeling threatened.</li> </ul>

Hazard	Risks	Risk Awareness & Control / Mitigation
Machinery, vehicles and contractors working, including on and adjacent to roads	Injury, death, work conflict	<ul style="list-style-type: none"> <li>Stay outside machine operating range plus a buffer (e.g. 4m minimum)</li> <li>Make eye contact with operator when passing or working in area</li> <li>If temporarily walking or driving within bucket range of excavator/grappler/loader (eg to get past machine on roadside), ensure operator has machine stationary and has acknowledged that s/he knows you are there</li> <li>Talk to contractor. Establish a safe way of working together if possible. Stay clear if not possible.</li> </ul>
Unstable Trees	Serious injury, death	<ul style="list-style-type: none"> <li>Avoid walking or working in proximity of trees wherever possible.</li> </ul>
Dangerous Houses / Buildings	Serious injury, death	<ul style="list-style-type: none"> <li>Avoid entry or working in proximity of houses wherever possible.</li> </ul>
Undermining	Serious injury, death	<ul style="list-style-type: none"> <li>Check individual property details below (see section 0 below) for specific undermining information.</li> <li>Check all structures/walkways etc. before walking on them.</li> </ul>
Chemicals - Chemicals may be stored or scattered within and around properties/houses/buildings. Chemicals may be stored within non-original packaging/containers. Containers may be damaged and leaking / spilled.	Illness through exposure, cuts, ingestion	<ul style="list-style-type: none"> <li>PPE; gumboots, paper overalls, cut resistant gloves, hygiene, alcohol gel as required.</li> <li>Wear protective gear.</li> <li>Wash hands, especially before eating.</li> </ul>
Cabbling	Injury (electrocution), trip hazard	<ul style="list-style-type: none"> <li>Watch for trip hazards.</li> <li>Treat all cabling as live at all times.</li> </ul>
Pests – Rat Bait, Rat Bait Stations, carcasses, faeces	Illness through ingestion	<ul style="list-style-type: none"> <li>PPE; gumboots, paper overalls, cut resistant gloves, hygiene, alcohol gel as required.</li> <li>Wear protective gear.</li> <li>Wash hands, especially before eating.</li> </ul>
<b>Within Houses/Buildings</b>		

Hazard	Risks	Risk Awareness & Control / Mitigation
Mould	Illness through inhalation	<ul style="list-style-type: none"> <li>• PPE; gumboots, paper overalls, cut resistant gloves, hygiene, alcohol gel as required.</li> <li>• Wear protective gear.</li> <li>• Wash hands, especially before eating.</li> </ul>
Dust may contain toxic materials	Illness through inhalation	<ul style="list-style-type: none"> <li>• PPE; gumboots, paper overalls, cut resistant gloves, hygiene, alcohol gel as required.</li> <li>• Wear protective gear.</li> <li>• Wash hands, especially before eating.</li> </ul>
Rotting foodstuffs - Rotting food may be present within houses and buildings, attracting vermin, insects and animals.	Illness through ingestion	<ul style="list-style-type: none"> <li>• PPE; gumboots, paper overalls, cut resistant gloves, hygiene, alcohol gel as required.</li> <li>• Wear protective gear.</li> <li>• Wash hands, especially before eating.</li> </ul>
Electrical items - may be damaged by water and may still be connected to the power outlets.	Injury (electrocution)	<ul style="list-style-type: none"> <li>• Treat all electrical items as live at all times.</li> </ul>
Unstable fixtures and chattels - Items within buildings and houses may be unsecured, dangerously positioned etc.	Injury	<ul style="list-style-type: none"> <li>• Check for the secure positioning of items before moving around them.</li> <li>• Avoid unstable items wherever possible.</li> </ul>
Asbestos from building materials including linoleum flooring, textured ceilings and exterior wallboards	Inhalation of particles causing chronic respiratory disease	<ul style="list-style-type: none"> <li>• DO NOT assist in the removal of lino flooring, textured ceilings or old-style exterior wallboards where asbestos is possible.</li> <li>• Ensure old carpets and underlays are damp before handling</li> </ul>

## 4.2. Specific Property Details

### 12 Rata Avenue

#### Inspection Notes / Comments

Extensive ground damage in close proximity to house. North east and south east corners of dwelling require support and repiling. Possible for work to be undertaken in situ.





*16 Rata Ave*

**Inspection Notes / Comments**

Extensive ground damage south side of house extending under both decks (front and back). Remove house, repair ground, return house to site on new foundations.





*18 Rata Ave*

**Inspection Notes / Comments**

Extensive ground and building damage.

**Panels of brick veneer on street side of house in dangerous condition.**

Demolish house.



*20 Rata Ave*

**Inspection Notes / Comments**

Extensive ground and building damage.

**Sections of brick veneer on the south side is held in place by a few wire ties. These sections are dangerous and could fall at any time. Remove bricks under supervision.**

Demolish house.



*46 College Road*

**Inspection Notes / Comments**

Ground damage east side – front quarter of house piles suspended. Possible for work to be undertaken in situ.





*52 College Road*

**Inspection Notes / Comments**

Extensive ground damage with foundation wall settlement. Multiple cracks in brick veneer present safety risk. Remove house, repair ground, return house to site on new foundations



*54 College Road*

**Inspection Notes / Comments**

Ground damage south east corner. Repair ground and replace 3-4 piles. Possible for work to be undertaken in situ.

Detached sleepout/garage salvageable.



*56 College Road*

**Inspection Notes / Comments**

Ground damage south east corner. Repair ground and replace 6 piles. Possible for work to be undertaken in situ.

Detached sleepout/garage and separate garage all salvageable





*58 College Road*

**Inspection Notes / Comments**

Ground damage south east corner. Repair ground and replace 7 piles. Possible for work to be undertaken in situ.

Detached extended single garage salvageable





*60 College Road*

**UNSAFE – Do Not Enter**

Extensive ground and building damage. Unsafe. Demolition



*62 College Road*

**UNSAFE – Do Not Enter**

Extensive ground and building damage. House may be salvageable.

*64 College Road*

## **UNSAFE – Do Not Enter**

Extensive ground and building damage. Demolition



*66 College Road*

Extensive ground damage. House may be salvageable





## 68 College Road

Localised ground damage on east side. Ground repair required prior to repiling. Repairable in situ.

Rear unit has had 300mm of water through building – Yellow placard.

Black Mould is developing within the house.







# Red Stickered Properties

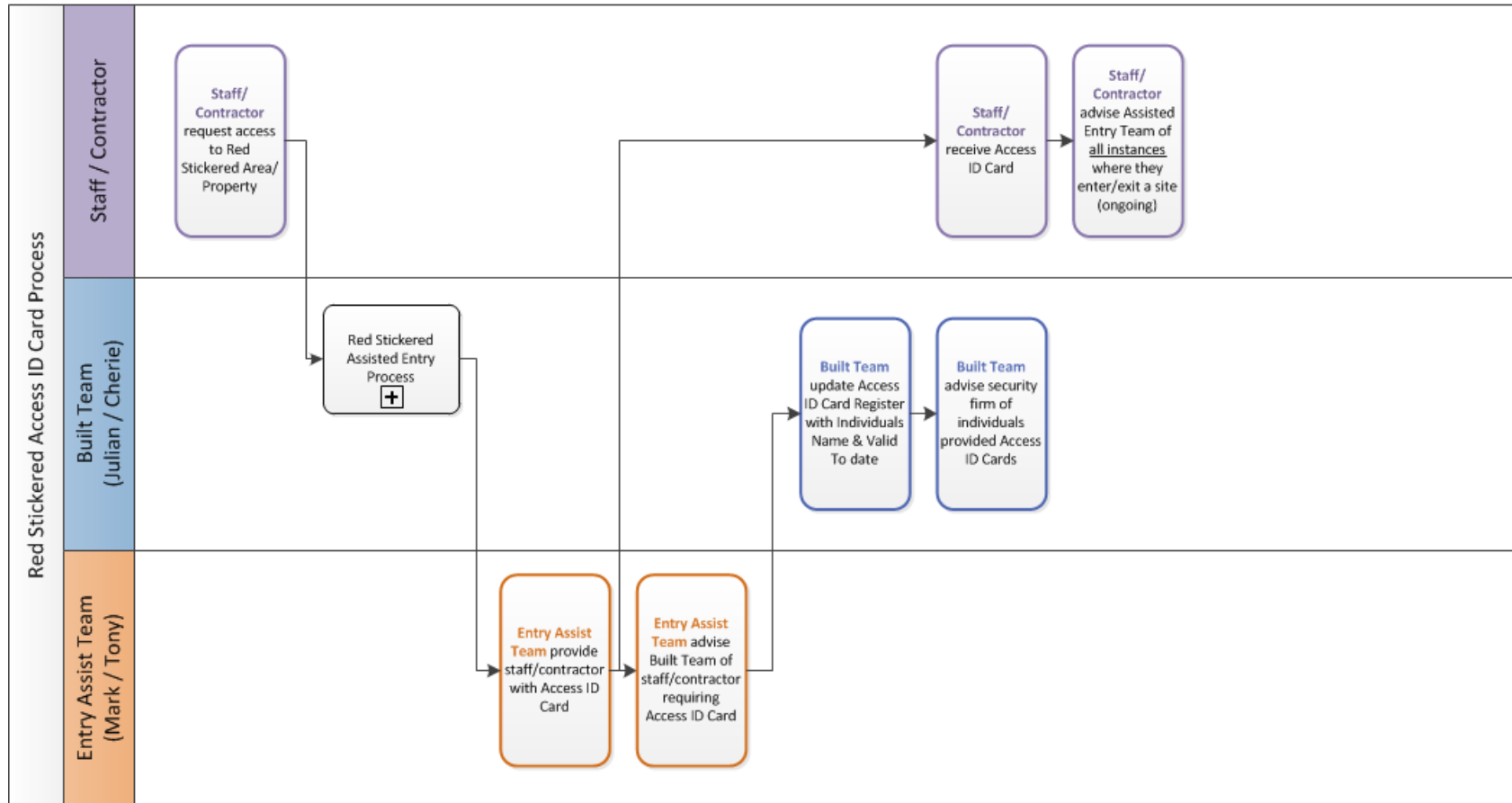
## Access ID Cards Process



**Contents**

- 1. Red Stickered Access ID Cards Process ..... 3
- 2. Process Detail..... 4
  - 2.1. Rules of Access ..... 4
  - 2.2. Assisted Entry Team ..... 4
  - 2.3. Allocation of ID Cards..... 4
  - 2.4. Notification to Security Firm ..... 4

# 1. Red Stickered Access ID Cards Process



## 2. Process Detail

The purpose of the Access ID Cards is to allow authorised staff and contractors access to Red Stickered Properties without the need to be accompanied onto site for each entry.

### 2.1. Rules of Access

Access ID cards will only be supplied to staff and contractors who:

- Have been assisted onto site by one of the Assisted Entry Team previously
- Have undergone a full Health & Safety Briefing with one of the Assisted Entry Team
- Have a legitimate work purpose for being within a Red Stickered property/area

Individuals allocated Access ID Cards MUST for safety reasons:

- Enter properties in pairs.
- Advise a member of the Assisted Entry Team each time they enter a Red Stickered area for work and when they leave.

### 2.2. Assisted Entry Team

- Mark Cleghorn (WDC) [mark.cleghorn@whakatane.govt.nz](mailto:mark.cleghorn@whakatane.govt.nz) 027 807 0723
- Tony Gillard (Rural Fire Manager) [tony.gillard@whakatane.govt.nz](mailto:tony.gillard@whakatane.govt.nz) 027 280 9497

### 2.3. Allocation of ID Cards

The Assisted Entry Team will advise of staff/contractors who are now authorised to go into Red Stickered Properties/areas who require Access ID Cards and the date until this authorisation is valid.

### 2.4. Notification to Security Firm

The Built Team will advise the current Red Sticker area Security Firm of the names of all staff/contractors who have been allocated an Access ID card.

## TAILGATE SAFETY MEETING FORM

Instructions

To be completed by Technical Safety prior to beginning of an entry or work, when changes in work procedures occur, or additional hazards present.

**NAME ,TYPE, LOCATION OF PROJECT OR WORK ACTIVITY:**

**CONTACT INFORMATION:**

<p><b>Entry to the Edgcumbe Secured Red Zone for surveying and meter removal work. Includes safety training for future entries by Authorised persons and Owners</b></p>	<p>Alan Keeber Team Leader Whakatane Emergency Response Team – NZRT17 027 498 8866</p>
---	--

**TOPICS/HAZARDS DISCUSSED:**

<p><b>Damaged and unstable buildings – Do not enter buildings. Safety distance around buildings is one and a half times the height as risk of collapse. If entry required shoring and building monitoring required for numbers 16, 18 and 20 Rata, and 60, 62, and 64 College Road.</b></p>
<p><b>Black Mold, Spores, airborne containments and Dusts are present inside and around enclosed spaces and inside buildings and cars. Use of P2 dust mask and ventilating as required to flush prior to entry.</b></p>
<p><b>Rats/ rodents and cats are around and inside buildings. - Awareness</b></p>
<p><b>Stagnant ponding of water and deep water. If working around the deep stagnant water recommend PFD and spotter person. Deep water contains debris, protruding materials etc... Do not recommend entry to the water. These ponds also have mosquitoes flourishing in the environment.</b></p>
<p><b>Undulating and unstable ground. The ground is slippery and many soft areas which collapse, including undermined and deep holes. – Awareness and alert to activity. Check footing and adequate footwear is worn at all times. (P3 level mask, goggles, gloves and approved coveralls when working with.</b></p>
<p><b>Asbestos building materials are onsite and includes black electricity metering board and cabinets with dust from installation. PPE must be worn and handling correctly by protocols as per Health and Safety regulations.</b></p>
<p><b>The site has ruminates of chemicals and solvents in and out of the containers littered around the sites. There are also household and laundry chemicals within buildings and garages. Do not touch.</b></p>
<p><b>Within the dwellings is rotten food, contaminated alcohol containers and rotting organics. Avoid entry, as these rot down the oxygen levels are lower in rooms including bacterial and molds.</b></p>
<p><b>Undermined concrete paths and driveways exist in a number of locations, do not drive or stand on these, core area being number 56 College Road and 62 College Road</b></p>
<p><b>Vehicles have been sitting for a long duration and now have a cocktail of mold and spores, still contain fuel which vents in the heat of the day.</b></p>
<p><b>Within the mud and silt are butane and other aerosols, gas cylinders, ammunition, sewing needles, broken glass etc... which are hazardous. Please wear gloves and avoid digging or disturbance.</b></p>
<p><b>Chimneys are a risk at numbers 60 and 66 College road, please check the area before entry</b></p>
<p><b>Number 20 Rata Street has had a collapse of brick wall cladding and remains unstable. Avoid the</b></p>

1 of 2

location.

**INFORMAL TRAINING CONDUCTED (Name, topics):**

Possessions are within the dwellings and within the silt and mud, please do not remove anything from site. I have helped recover War medals and Jewelry from the silt.

Reputation is important to your employer and my Team so please treat this site with respect of the Residence of the Town of Edegcumbe.

Some Residence are located in and around the Red Zone. At times you will be challenged by upset people. Please let them know who you are and if the situation escalates remove yourself and inform me or if unsafe please call 111 and request Police and inform me of the action.

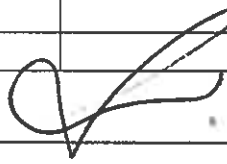
Service cables for communication and power are exposed, please protect these if carrying out activities and beware they are not protected from mechanical damage.

Other hazards will be noticed and discovered as the project develops. Please update and register these so we can help managed the Risks.

**NAMES OF EMPLOYEES:**

MICHAEL BRIDGE	NOVA ENERGY	MWB
Peter H	BOPRC	PH
Karl Kendall	Overington Surveyor	KR

Supervisors Signature/Date:

 A. KEERBER 8/7/17

Additional Risks to be added:

Decontamination Protocols.  
Tree hazards.



# OVERLAPPING HEALTH AND SAFETY DUTIES FORM (March 2017)



This form is to be completed before the commencement of a project where WDC has engaged the services of a Contractor/PCBU. It is to be completed as part of a joint meeting between representatives of each PCBU as part of their duty under s34 of the Health & Safety at Work Act (2015) to 'Consult, Co-ordinate and Co-operate' on H&S matters.

Name of Project: Red Zone Edgeworks Site / Location: Rata Ave.

1. List the Contractors/PCBU's involved in the project/activity that are directly engaged by WDC

WHAKATANE emergency Response team  
BRADY DRAINAGE WASTE MANAGEMENT SERVICES.

2. Have all other Contractors/PCBU's involved in the project/activity been identified? Please list.  Y /  N

3. Does the contractor have a current H&S plan for the work being undertaken (less than two years old) and the relevant insurances?  Y /  N

4. Has the relevant hazard/risk information been shared between the PCBU's (as listed in '1' and including WDC) and a discussion held to co-ordinate work activities?  Y /  N

5. Have responsibilities for site/task risk assessment been agreed between the PCBU's?  Y /  N

6. Has a check been undertaken to determine the landowners of the project site?  Y /  N

7. Will Contractors be engaging subcontractors?  Y /  N

*Contractors are to provide documentation as soon as is reasonably practicable to show they have communicated & co-ordinated H&S activities with their subcontractors. i.e. Toolbox meetings minutes, joint risk assessments.*

8. List the WDC representative/s responsible for periodically monitoring contractor H&S compliance and how often this will occur: Name Neel Frequency hourly  Y /  N

As the representative of my PCBU, I acknowledge that I am aware of the health & safety hazards/risks associated with this project and of my PCBU's ongoing duty under the HASAW Act to 'Consult, Co-ordinate, and Co-operate' with all other PCBU's, signed;

PCBU Rep: [Signature] Date: 9/5/17 PCBU Rep: [Signature] Date: 9/5/17

PCBU Rep: [Signature] Date: 9/5/17 PCBU Rep:                      Date:  / /

Use overleaf if required

WDC Contract Supervisor: [Signature] Date: 9/5/2017

*Please provide a copy of this form and attachments to the contractors listed in '1'. A post-contract review is to be completed by the WDC Contract Supervisor at end of project, or every two years (whichever is sooner)*

## **Installing Portacabins onto Private Property at Edgecumbe – MBIE/WDC Protocol ONLY**

The following outlines a general guideline process to assist in the installation of MBIE provided portacabins onto private properties in Edgecumbe.

### **Procedure**

#### **1. Householder registers with MBIE Temporary Accommodation Service (0508 754 163)**

- Completes Registration
- Registration assessed and eligibility for assistance confirmed
- If eligible, household accommodation needs assessed and accommodation options provided
- If option for consideration is a portacabin on own site, then:
  - MBIE send request to Liveable Homes for site assessment

#### **2. Site assessment (Liveable Homes Rep)**

- Determine current status of site and buildings work (i.e. silt removal, asbestos testing, construction site etc.)
- Determine suitability of location on site and site access requirements, separation distance from other buildings and ability of separate building work from cabin
- Determine access to power, water, sewer, stormwater services
- If site suitable
  - Advise MBIE TAS
  - Prepare Site Plan
  - Prepare H&S hazard assessment (trees, powerlines etc.) and road access safety and footpath closure requirements identified
  - Prepare safety plan
  - Ensure photographs of site are taken and stored in WDC system
- If site not suitable then advise MBIE TAS outlining reasons

#### **3. Prior to Install of Portacabins**

- Receive confirmation from MBIE that cabin is available and tenant agrees to conditions, then
- Receive email and phone advice from delivery contractor of delivery date and time
- Agree and site specific safety issues with contractor
- Mark location of cabin and orientation of cabin with dazzle on site
- Make arrangements for service connections and gas supply
- Ensure that primary contractor in charge of site is notified
- Ensure asbestos clearance certificate for building has been issued
- Ensure that the site outside of the building has been cleared of asbestos (refer WDC Recovery Office advice notice)

#### **4. Portacabin Installation**

- Conduct brief pre start meeting with delivery contractor to agree SSSP
- Ensure worksite safety plan followed, ensure primary contractor work site procedures are followed
- Ensure appropriate road access and footpath closure is in force with appropriate signage and barriers during delivery and installation, if required
- Ensure worksite has only approved portacabin installers onsite
- Ensure that services are identified and certified tradespersons undertake connections (e.g. electrical, plumbing)
- Take measurements for construction of steps (access)
- Electrician to provide to Horizons certification requirement. This ensures that if power is lived at the street either the house is electrically safe or that it is locked at the powerbox. The portacabin would then need to be wired or plugged in at the appropriate safe location.

**5. *Property Manager issues use advice to residents***

- Silt – general public health notice advisory
- Site works safety
- Asbestos procedure if found on site at any time
- Ventilation and heating requirements
- Any site issues from primary site contractor

**6. *Portacabins Removal***

- Receive notification from MBIE for removal
- Ensure photographs are taken prior to removal and immediately after removal and stored on WDC system
- Certified Trades to disconnect services and reinstate and tidy
- Site safety assessed
- Ensure road and footpath safety processes signage and barriers are in place, if required
- Ensure only approved removers and supervisors are onsite for removal process

***This Procedure is valid as at 7/08/2017 and is subject to change as required.***

## Installing Portacabins onto Private Property at Edgecumbe – MBIE/WDC Protocol ONLY

### Checklist for WDC Liveable Homes Project Team

**Property Address** \_\_\_\_\_

**Date:** \_\_\_\_\_

The following outlines a general guideline process to assist in the installation of MBIE provided portacabins onto private properties in Edgecumbe. Any specific H&S matters that may arise on a specific property need to be documented and addressed. The checklist boxes are for WDC.

### Procedure

#### 1. *Householder registers with MBIE Temporary Accommodation Service (0508 754 163)*

- Completes Registration
- Registration assessed and eligibility for assistance confirmed
- If eligible, household accommodation needs assessed and accommodation options provided
- If option for consideration is a portacabin on own site, then:
  - MBIE send request to Whakatāne District Council (Liveable Homes Project Team) for site assessment

#### 2. *Site assessment (WDC Liveable Homes Rep)*

• Determine current status of site and buildings work (i.e. silt removal, asbestos testing, construction site etc.)		
• Determine suitability of location on site and site access requirements, separation distance from other buildings and ability of separate building work from cabin		
• Determine access to power, water, sewer, stormwater services		
• If site not suitable then advise MBIE TAS outlining and documenting reason		
• If site suitable <ul style="list-style-type: none"> <li>○ Ensure photographs of site are taken and stored in WDC system</li> <li>○ Advise MBIE TAS</li> <li>○ Prepare Site Plan</li> <li>○ Prepare H&amp;S hazard assessment (trees, powerlines etc.) and road access safety and footpath closure requirements identified</li> <li>○ Prepare safety plan</li> </ul>		

**3. Prior to Install of Portacabins (WDC Liveable Homes Rep)**

• Receive confirmation from MBIE that cabin is available and tenant agrees to conditions, then		
• Receive email and phone advice from delivery contractor of delivery date and time		
• Agree and site specific safety issues with contractor		
• Mark location of cabin and orientation of cabin with dazzle on site		
• Make arrangements for service connections and gas supply		
• Ensure that primary contractor in charge of site is notified		
• Ensure asbestos clearance certificate for building has been issued		
• Ensure that the site outside of the building has been cleared of asbestos (refer WDC Recovery Office advice notice)		

**4. Portacabin Installation (WDC Liveable Homes)**

• Conduct brief pre start meeting with delivery contractor to agree SSSP		
• Ensure worksite safety plan followed, ensure primary contractor work site procedures are followed		
• Ensure appropriate road access and footpath closure is in force with appropriate signage and barriers during delivery and installation, if required		
• Ensure worksite has only approved portacabin installers onsite		
• Ensure that services are identified and certified tradespersons undertake connections (e.g. electrical, plumbing)		
• Take measurements for construction of steps (access)		
• Electrician to provide to Horizons certification requirement. This ensures that if power is livened at the street either the house is electrically safe or that it is locked at the powerbox. The portacabin would then need to be wired or plugged in at the appropriate safe location.		

**5. Property Manager issues use advice to residents (MBIE/Property Manager)**

- Silt – general public health notice advisory
- Site works safety
- Asbestos procedure if found on site at any time
- Ventilation and heating requirements
- Any site issues from primary site contractor

**6. Portacabins Removal (WDC)**

• Receive notification from MBIE for removal		
• Ensure photographs are taken prior to removal and immediately after removal and stored on WDC system		
• Certified Trades to disconnect services and reinstate and tidy		
• Site safety assessed		
• Ensure road and footpath safety processes signage and barriers are in place, if required		
• Ensure only approved removers and supervisors are onsite for removal process		

## Additional Guidance Notes for Portacabin onsite - as at 19/09/2017

### **1. Site checking**

- a. GIS Map
- b. Checksheet signed off
- c. Email confirmation or otherwise back to MBIE
- d. Check truck/hiab can fit onsite – it is generally large
- e. Check concrete condition of drive and any other potential conflicts regarding possible damage and then claims
- f. Take photos – to avoid future disagreement or litigation

### **2. Provide Piles**

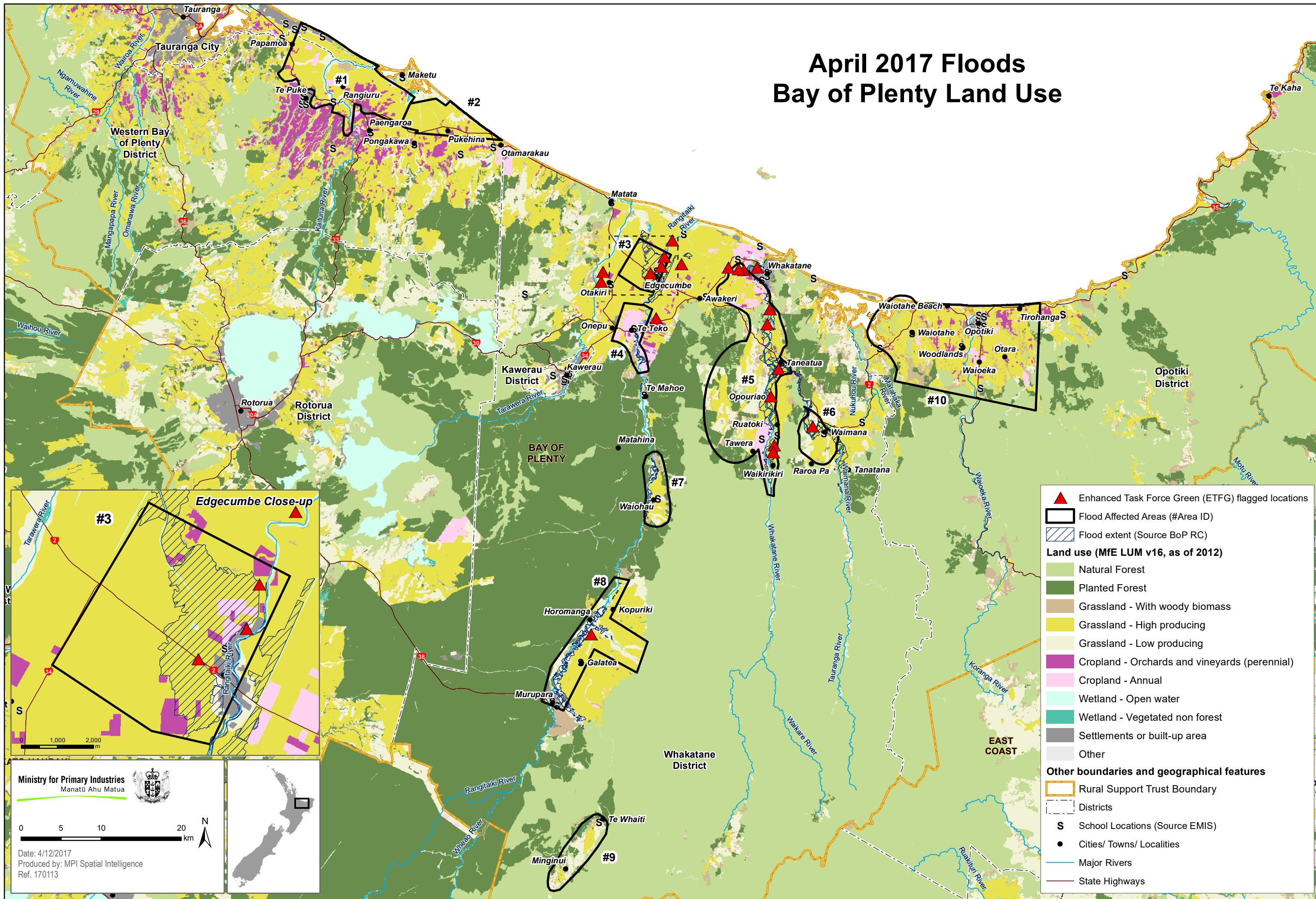
- a. Keep a stock of piles for short notice deliveries
- b. 4-6 piles depending on cabin size
- c. 600x125x125 from Placemakers

### **3. Arrange Trades**

- a. Plumber – Steve O’Connor 0274995183
- b. Electrical – Scott – 027 920 2890 or 022 167 3861



# April 2017 Floods Bay of Plenty Land Use



Disclaimer: This map and all information accompanying it (the "Map") is intended to be used as a guide only, in conjunction with other data sources and methods, and should only be used for the purpose for which it was developed. The information shown in this Map is based on a summary of data obtained from various sources. While all reasonable measures have been taken to ensure the accuracy of the Map, MPI: (a) gives no warranty or representation in relation to the accuracy, completeness, reliability or fitness for purpose of the Map; and (b) accepts no liability whatsoever in relation to any loss, damage or other costs relating to any person's use of the Map, including but not limited to any compilations, derivative works or modifications of the Map. Crown copyright ©. This map is subject to Crown copyright administered by Ministry for Primary Industries (MPI). Data Sources: Land Use Map (LUM v16) from MfE under CC-BY 3.0 NZ, Rural Support Trust boundaries from MPI, Flood affected areas from MPI, Flood extent and Enhanced Task Force Green (ETFG) flagged locations from Bay of Plenty Regional Council, School locations from Civil Defence, other data from LINZ, NZStats under CC-BY 3.0 NZ.



## Extent of land flooded and river erosion following Cyclone Debbie – April 2017



### Abstract

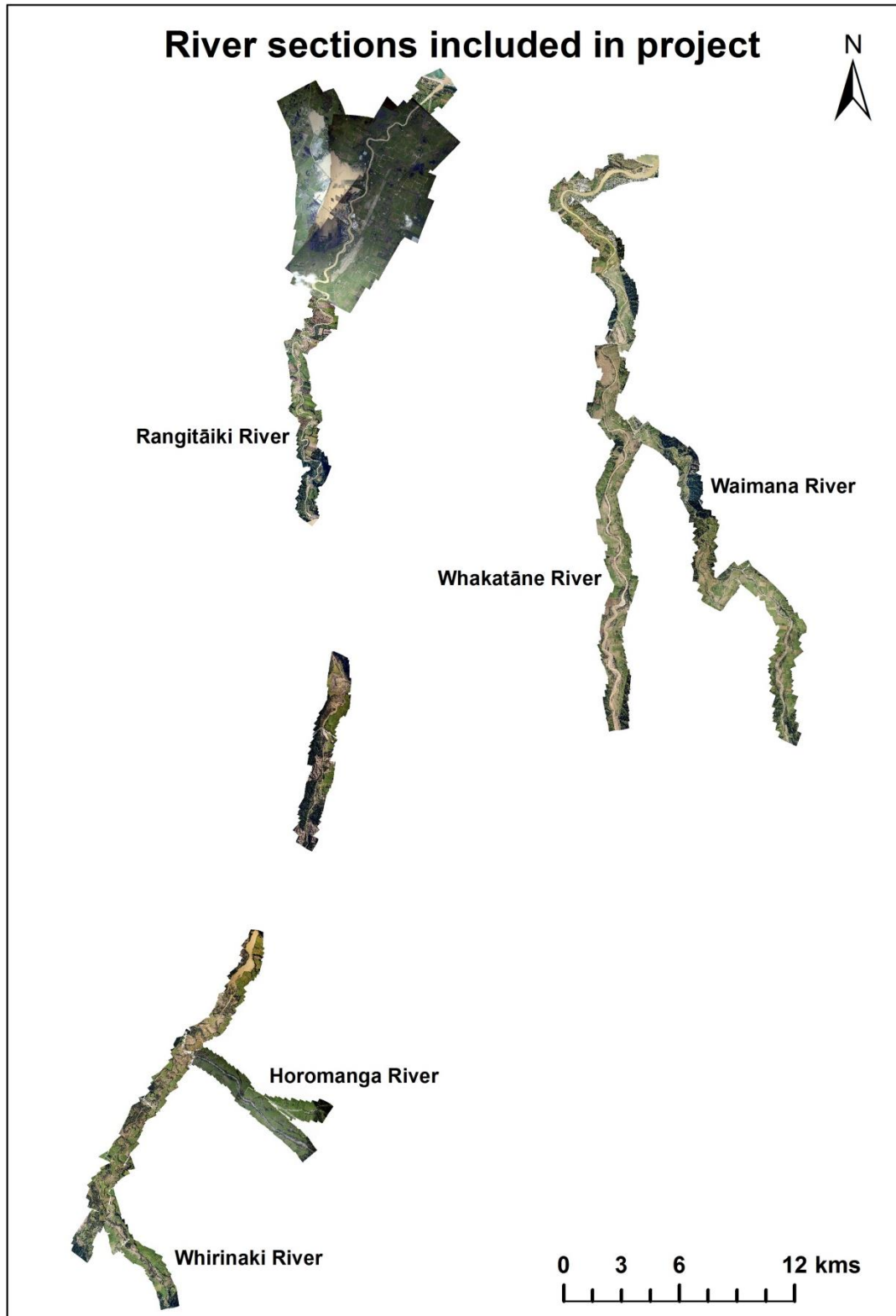
An assessment of the extent of land flooded and river erosion following Cyclone Debbie in April 2017 was conducted using GIS resources alongside pre and post flood aerial photography of the Whakatāne District's main river systems. Key findings were that across all of the river systems which have a combined length of 170.1km, 92.6ha of land was lost to erosion and 5129.5ha of land was subject to inundation from river flooding. Flooding within and immediately surrounding Edgecumbe accounted for 1239.3ha (24.1%) of this land area.

### Purpose

Significant riverbank erosion resulting in loss of river defence and pasture land was observed across many of the rivers in the Whakatāne District as a result of the Cyclone Debbie in April 2017. This project aims to quantify the extent of the erosion as well as gaining a better understanding of the area of river flooded land. This data will help understand the localised affect with landowners and the potential economic effect on the District from lost production and on going erosion control costs, re-grassing and fencing. Rivers included in the scope of the project are: Whakatāne, Waimana, Rangitāiki, Whirinaki and the Horomanga. Sections of these rivers that were excluded from the scope of the project were the indigenous forest portion of rivers, HEP areas and gorges where no primary sector activity was occurring. These areas are often not subject to significant change or flooding due to their land cover types and steep slope of the land. The combined length of these river project areas is 170.1km.

## Method

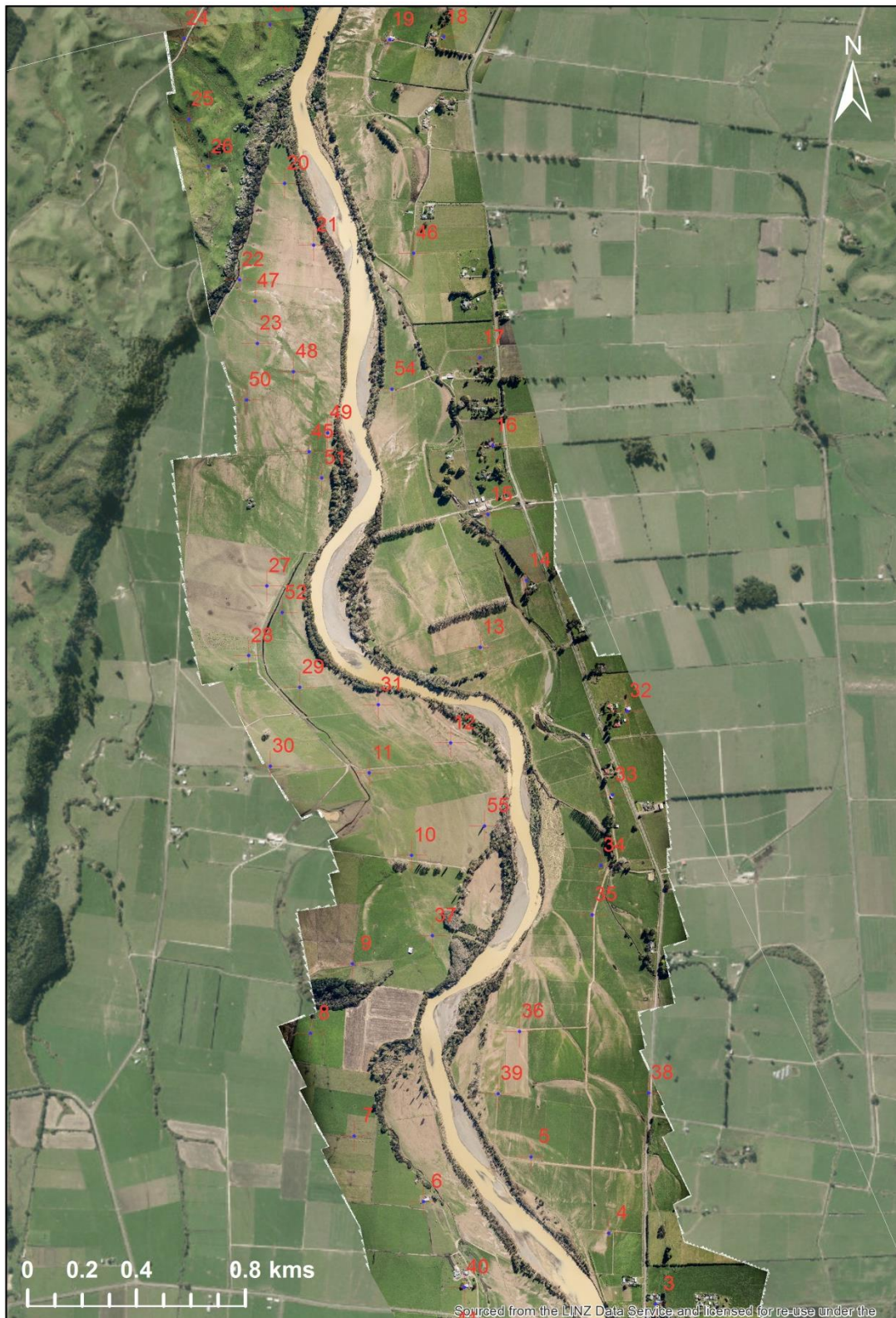
As per figure 1 the rivers included in the scope of the project are: Whakatāne, Waimana, Rangitāiki, Whirinaki and the Horomanga. The combined length of river coverage is 170.1km.



**Figure 1: Project scope showing aerial photography from included river sections.**

The post-flood aerial photography included in this study was flow between the 6<sup>th</sup> of April and the 10<sup>th</sup> of April 2017. Using ArcGIS under the coordinate system New Zealand Transverse Mercator the post-flood aerial photos were georeferenced. The aerial photography was georeferenced against 2011 satellite imagery which acted as the source of ground control points and basis for pre-flood comparison for the project (fig. 2).

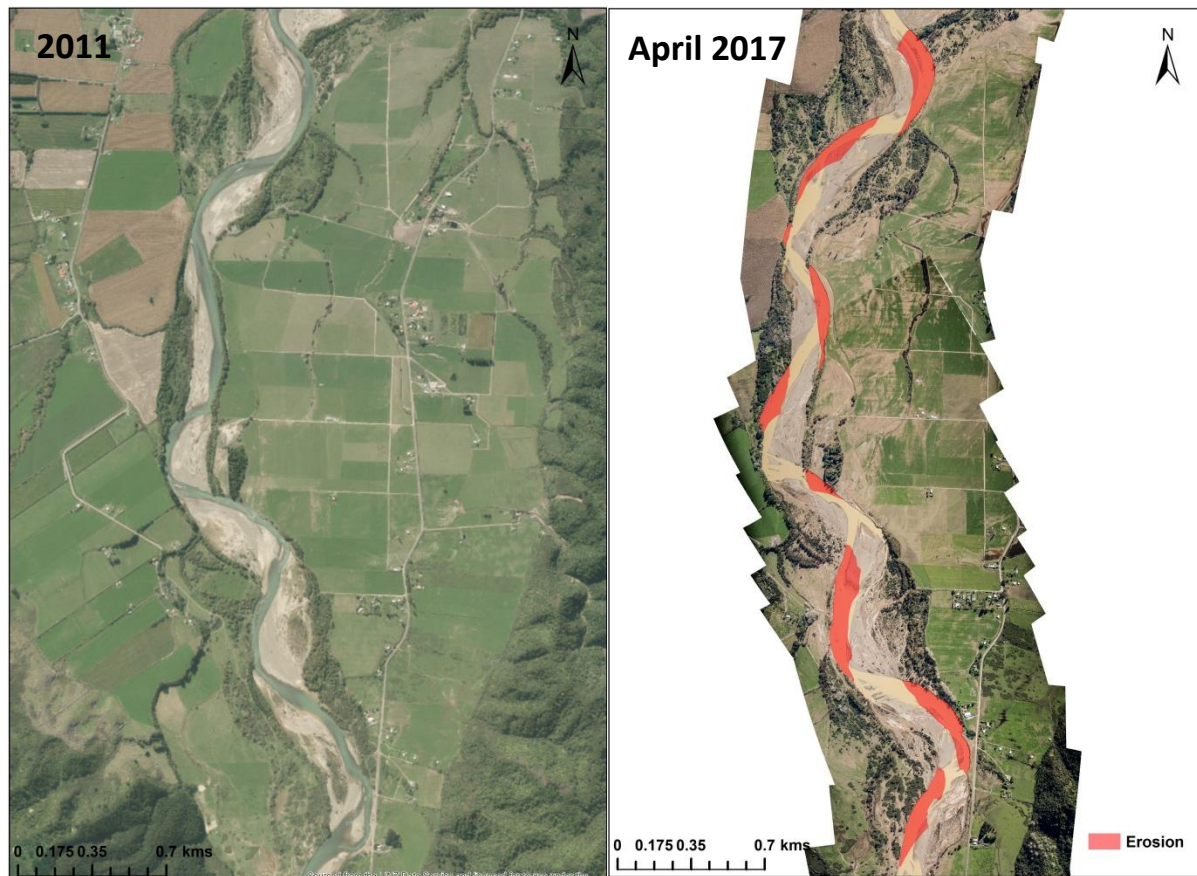




**Figure 2: Georeferencing of aerial photography against satellite imagery using anthropogenic features as reliable control points where available.**

Eroded sections of river were mapped using the edge of vegetation as a reference guide. The edge of vegetation is the most reliable and identifiable indication of a river bank over time. The sections of

erosion were then categorised into either pasture or vegetation depending on the type of land cover that was lost (fig. 3).



**Figure 3: Eroded sections on the Whakatāne River shown against 2011 imagery (left) and post-flood aerial photography (right).**

Land included in the mapping of flood extent was largely pasture and maize crop land (fig. 4); productive land cover types. Forestry and shrub land were not included as it was difficult to distinguish flood lines on this land cover type. In river islands were excluded from this study.





Figure 4: Flood extent on the Whakatāne and Waimana Rivers surrounding Tāneatua.

## Errors and assumptions

The three key sources of potential error in this study are stitching error, rectification error and interpretation/user error.

The erosion identified in the project may have occurred over the years between 2011 and April 2017 and may be attributed to other weather events and not the stand alone events of the April 2017 Cyclones. This is an unknown factor as imagery is not available at more regular intervals.

In some sections of river that experienced significant erosion, accretion was also observed on opposing river banks (the river shifted); this accretion was not measured or included in the results because the land that was gained as a result of accretion is not in a useable form or space and will remain this way for many years before it can be of any benefit to the landowner.

## Summary of results

**Table 1: Erosion and flood extent by river.**

River	Erosion (ha)	Flood Extent (ha)
Whakatane	33.6	1441.1
Waimana	33.6	1136.1
Rangitaiki	11.3	2173.2
Whirinaki	5.7	334.2
Horomanga	8.4	44.9
<b>Total</b>	<b>92.6</b>	<b>5129.5</b>

The total length of rivers covered by this project was 170.1km. Erosion measured along river banks inside the study area was 92.6ha. Of this eroded land, 7.66ha (8.3%) was pasture and 84.98ha (91.7%) was fringe vegetation.

The total flood extent surrounding the rivers in the study was 5129.5ha. 1023ha (19.9%) of this extent is attributed to the Edgecumbe flooding west of the Rangitāiki River, with a further 215.8ha (4.2%) attributed to Reids Canal, East of Edgecumbe.

## Conclusions

Despite the eroded land being largely of vegetated land cover, this is still a significant loss to the land owners as many will have to replant fringe vegetation to prevent further erosion from stock as well as a means of reinforcing soil on river banks. The majority of this erosion was recorded in the upper reaches of the rivers where the rivers have not been straightened and subject to engineering.

The average dairy farm size in the Bay of Plenty based on 2014 DairyNZ statistics is 119ha. Hence a loss of 92.6ha is comparable to a large portion (77.8%) of the average farm. The amount of milk solids produced on a dairy farm in the year 2015/2016 was on average 1063kg of milk solids per hectare. With 2017's price of \$6.50 per kg of milk solid from Fonterra, this 92.6ha of 'lost land' from erosion equates to a loss of \$639,820 annually distributed across the district as a result of erosion. Flood extent has also had a significant financial impact on farmers across the district with many farms having been affected by silting as well as having large costs associated with re-grassing, fencing and stock

movement.

While much of the media attention from the April Cyclones that affected the Whakatāne District has been focussed on Edgecumbe, this project provides evidence that the damage was severe on a district-wide scale. Edgecumbe accounted for 19.9% of the District's river flooded land, however, much of the change observed in the rivers course is evident in the upper reaches of the Rangitāiki River beyond the Matahina Dam and likewise on the Whakatāne River above Tāneatua.

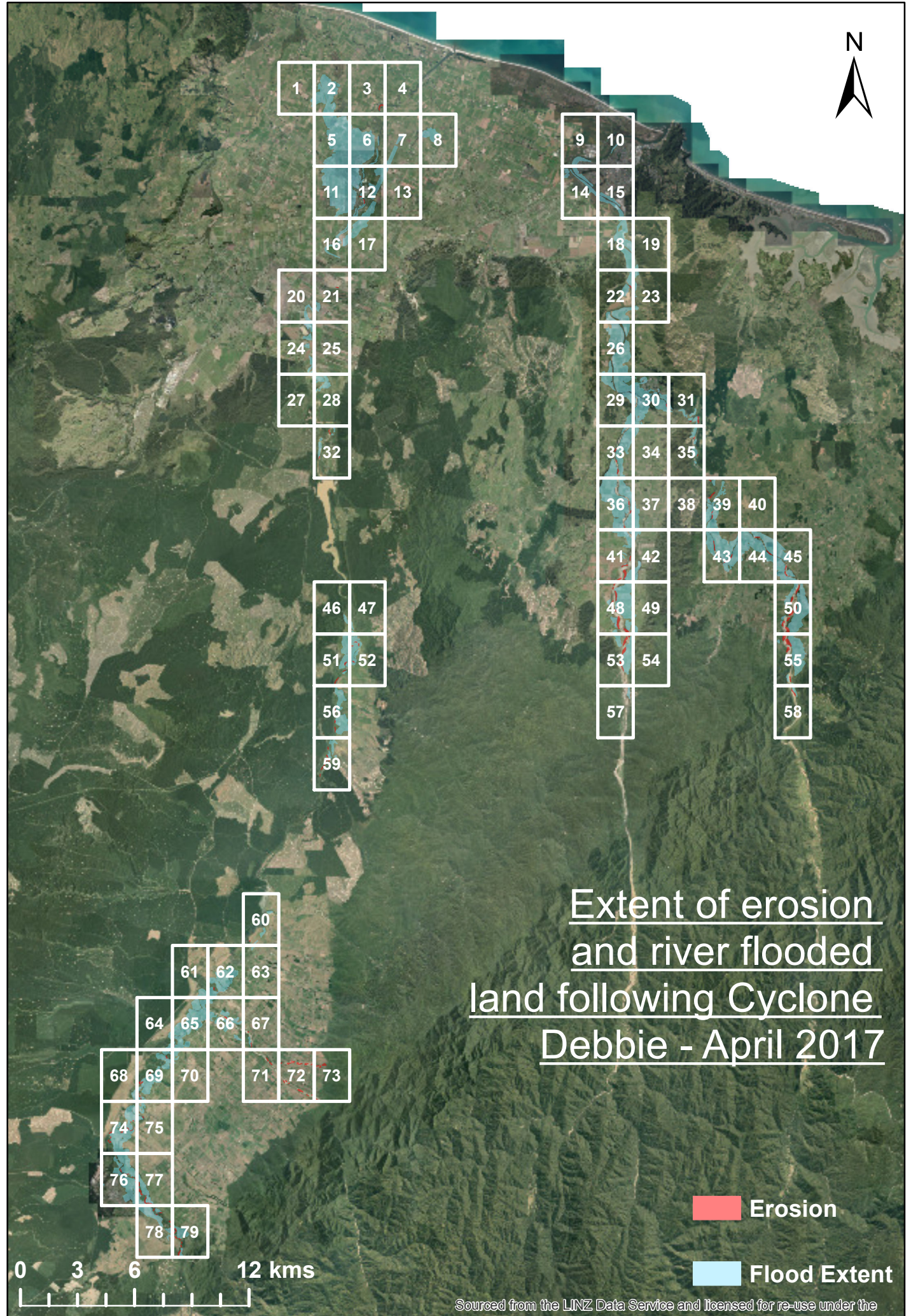
### **Reference documents**

New Zealand Dairy Statistics 2014-15. (2015). [PDF] Available at: <https://www.dairynz.co.nz/media/3136117/new-zealand-dairy-statistics-2014-15.pdf> [Accessed 24 Jul. 2017].

### **Acknowledgements**


This project would not have been possible without support from the BOPRC GIS team and their willingness to provide any advice or resource that was requested.





Extent of erosion  
and river flooded  
land following Cyclone  
Debbie - April 2017

 Erosion

 Flood Extent

0 3 6 12 kms

Sourced from the LINZ Data Service and licensed for re-use under the



# How you can help to reduce biosecurity risk for your property and the catchment post flooding

## General pest and plant concerns

- General weed issues may arise in future if your farm was affected by floodwaters and silt from within the catchment. Please check any areas of your property that were inundated with flood waters carefully over the coming spring for new weed issues. If anything is detected the Regional Council biosecurity team can provide an advisory service - 0800 884 880.

## When buying in or receiving donated feed:

- Check that the property the feed is coming from does not have weeds that are not known to be present on your farm.

## When dealing with contractors who are bringing machinery to your property:

- Ensure the contractors are following the 'Keep it Clean' guidelines for machinery  
<https://www.boprc.govt.nz/media/395661/keepitclean.pdf>

## When stock return to your farm:

- Put them into a 'quarantine' paddock and inspect that paddock for unusual plants in the coming spring. If anything is detected report this to the Regional Council - 0800 884 880.
- If you have access to a large volume hose, spray the feet of the heard as they are being loaded into the cattle truck to be relocated. This option may not be available to everyone.

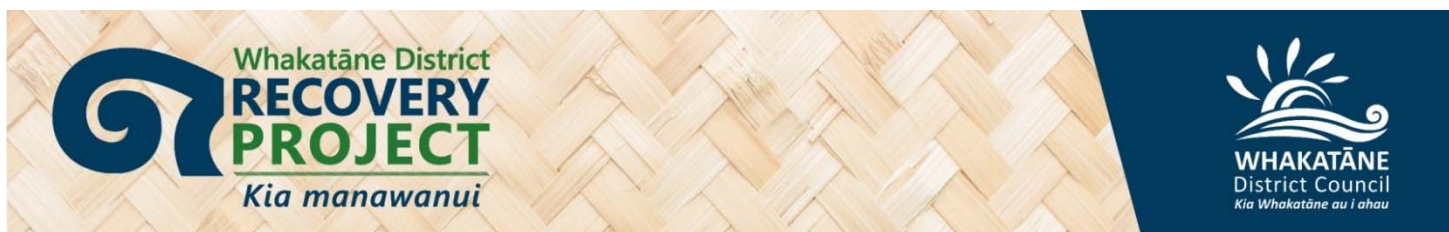
Case #	Date	Name	Age	Marital status/gender	Farm Type	BAU or Event?
1	4/04/2016	<a href="#">Client example</a>			Dairy	BAU
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						
31						





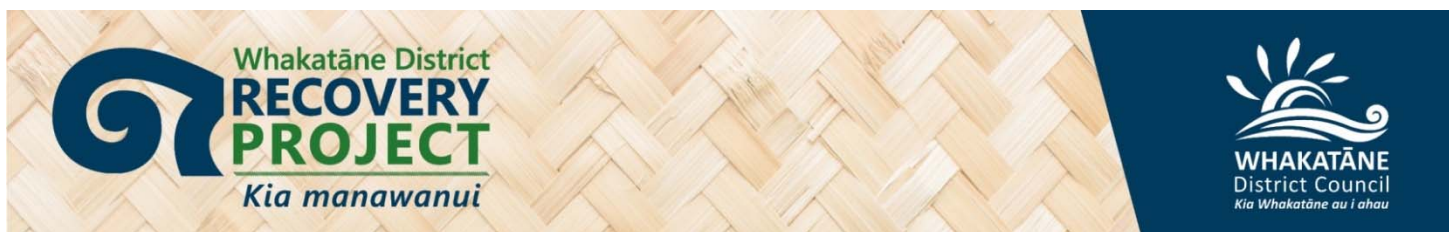






<b>PROJECT : Kopuriki Road</b>			
<b>Project Owner : NRER team</b>			
<b>Team : NRER team</b>			
<b>Interdependencies : Whakatāne District Recovery project plan workstreams – community, built environment, economic, WDC, BOPRC</b>			
<b>Tasks :</b>	<b>Milestone</b>	<b>Who</b>	<b>Progress</b>
Discuss with WDC/BOPRC feasibility of project and potential sources of information and potential independent consultancy's and develop scope	EOD June 12	Simon	Meeting set for June 12 with BOPRC. Meeting with WDC set for June 13.
Project development discussion	EOW June 13	Simon, WDC, BOPRC	Completed. Scope changed to be much narrower and focused on putting in place options. This is due to BOPRC being supportive of a solution involving culvert establishment. This needs verification from WDC as to this being the best option.
Set meeting between WDC Roading and BOPRC rivers and drainage engineer to meet and discuss viability of culvert option	EOW June 16 or June 23	WDC, BOPRC	Martin Taylor to set meeting appointment. Occurred but focus is on investigative options work by consultant. Need an independent report.
Collate and review all the facts and known state of Kopuriki road and its r/ship with Lake Aniwanui (work undertaken to date)	July 30	NRER. WDC. BOPRC	Consultants providing project brief and costs/timeline which can then be assessed for acceptance to proceed to investigation.

Engage with key stakeholders to keep them informed	ongoing	NRER	Occurring via email and meetings (for lake Aniwanawa)
Engage with key stakeholders to keep them informed	TBC	TBA/Simon	
Develop a plan towards a solution once all the options are clearly understood.	September	TBA/Simon	
Engage with key stakeholders to discuss what happens next	TBC	TBA/Simon	



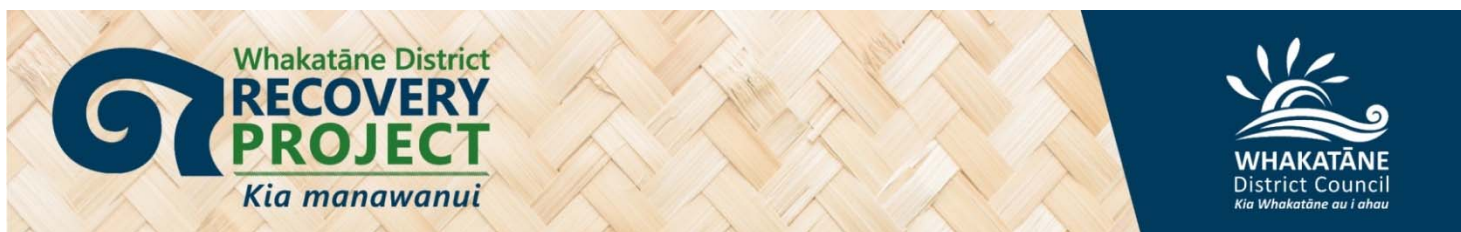
<b>PROJECT : Biodiversity Recovery project – assessment of biodiversity sites in the recovery area</b>			
<b>Project Owner : NRER</b>			
<b>Team : BOPRC and DOC Whakatane</b>			
<b>Interdependencies : Whakatāne District Recovery project plan workstreams – community, built environment, economic, WDC, BOPRC,DOC</b>			
<b>Tasks :</b>	<b>Milestones</b>	<b>Who</b>	<b>Progress</b>
Meet with DOC/BOPRC staff to discuss project potential and feasibility – sites are agreed	May	NRER + BOPRC + DOC	Completed and project agreed to proceed to second phase. Sites agreed as based in Whakatāne and Rangitāiki River catchments
Meet with DOC/BOPRC staff to develop project plan and to secure resources	June 2	NRER + BOPRC + DOC	Meeting set for June 2 – completed. BOPRC (Shay Dean) and DOC (Greg Moorcroft) to run project.
Staff complete project plan and develop assessment criteria with stakeholders (iwi)	By end of July	BOPRC + DOC +Iwi	Draft document in place but needs reworking to better incorporate iwi involvement in this project. New date of July 15. Still needing to confirm proposal and actions to follow – delayed due to work pressure at BOPRC. New starting date likely to be October
Complete site assessments	By end of February	BOPRC + DOC +Iwi	TBA



	2018		
Report on assessments and post cyclone state	By end of end of March 2018	BOPRC + DOC	TBA
Project debrief and decision analysis for how to manage sites in the recovery area long term	April 2018	NRER + BOPRC + DOC	TBA
<b>Sit. Report :</b>			



<b>PROJECT : Erosion Assessment</b>			
<b>Project Owner : NRER</b>			
<b>Team : NRER team, GIS</b>			
<b>Interdependencies : Whakatāne District Recovery project plan workstreams – community, built environment, economic, BOPRC, WDC</b>			
<b>Tasks :</b>	<b>Milestones</b>	<b>Who</b>	<b>Progress</b>
Establish possibility of project to be completed by GIS approach as opposed to field work.	May/early June	NRER – Chloe Marshall	Project to go ahead, but it is acknowledged that the majority of the imagery comparison will be with 2011 imagery as this is the most up to date in rural areas.
Geo-reference aerial maps and drone footage to increase accuracy of work	June 23	NRER – Chloe Marshall	Completed
Map erosion from imagery comparisons	June/July	NRER – Chloe Marshall	Completed
Map flood extent/silting from aerial photography	June/July	NRER – Chloe Marshall	Completed
Analyse results	July	NRER – Chloe Marshall/ Simon	Results gathered. Interpretation and report completed.
<b>Notes:</b> Further sections have been requested from GIS to be flown. Unsure if this will occur in a timely manner.			



<b>PROJECT : Rivers and Drainage Recovery project</b>			
<b>Project Owner : BOPRC</b>			
<b>Team : River and Drainage</b>			
<b>Interdependencies : Whakatāne District Recovery project plan workstreams – community, built environment, economic, WDC</b>			
<b>Tasks :</b>	<b>Milestone</b>	<b>Who</b>	<b>Progress</b>
Assess rivers and streams in the Whakatāne and Rangitāiki river catchments; less urgent - check Waioeka/Otara, Tarawera and Kaituna catchments.	May-July	Rivers and Drainage river engineers and engineers	Completed engineering geotech assessment from Matahina Dam to Thornton. Completed engineering geotech assessment from Pekatahi Bridge to Whakatāne river mouth. R&D have completed assessment of erosion and damaged sites of Rangitāiki, Waimana, Tauranga and Whakatāne Rivers outside of geotech assessment area.
Complete urgent repairs to rivers and drainage and infrastructure as required	June-August	Rivers and Drainage operation team/engineers	Underway but decision still to be made on hierarchy of site repair outside of urgent repairs e.g. Troutbeck Road. Have detailed site list of approx. 500 damaged sites across all schemes. Channel clearing works in upper catchments e.g. Whirinaki/Galatea.

Complete desilting of canals and drains in lower Rangitāiki River catchment, re-establish lower Rangitāiki River catchment drainage scheme to full operational capacity	May-December	Rivers and Drainage operation team	Underway – Omehu canal a priority.
River schemes overall assessment and planning for the future	TBA	TBA	There is a need for new planning for the long term management of the river schemes based on post cyclones requirements. This needs to be completed once the assessments have been accounted for.

**Note :**

The following is a break down of the specific programmes of work that will need to occur throughout the recovery area:

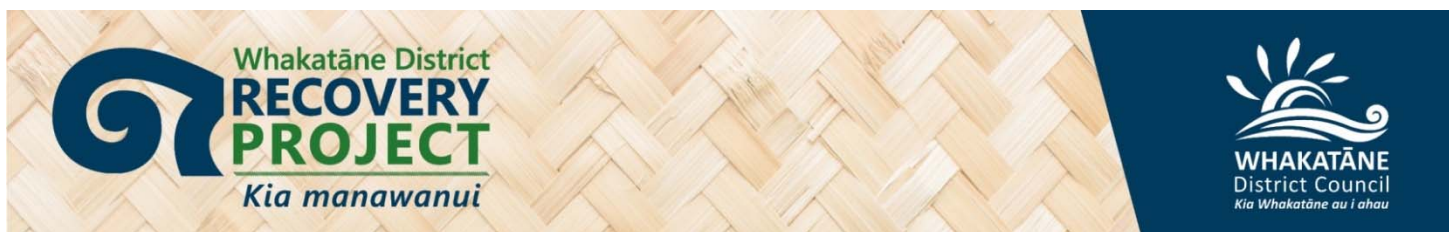
- river realignment
- gravel extraction/gravel movement to lower some river beds
- urgent erosion sites repaired
- general erosion repair
- general advice on river and stream erosion
  - assessment of relevant techniques for erosion control – willow species; soft/hard options

The Regional Council has assessed the damage to river schemes and is in the process of prioritising and costing out how much it would be to fix them.

- There are about 500 additional erosion repair works across the region due the cyclones
- The very urgent jobs are being undertaken weather permitting -they are not waiting
- The additional costs to the scheme is substantial- about \$10 million plus over and above routine maintenance work
- These works are likely to take two to three years to complete
- A report estimating the full cost of the works and priority plan will be going to council for approval
- In the upper reaches of the major rivers the council is river cutting channels to redirect flows as an interim measure to reduce further erosion and allow the banks to recover, however, this has been hampered by further rain and soft surfaces-reducing access.



A1158191



<b>PROJECT : Recovery Roothing</b>			
<b>Project Owner : WDC</b>			
<b>Team : Transportation</b>			
<b>Interdependencies : Whakatāne District Recovery project plan workstreams – community, built environment, economic, WDC, BOPRC</b>			
<b>Tasks :</b>	<b>Milestone</b>	<b>Who</b>	<b>Progress</b>
Murupara to Waikaremoana	Early August	WDC	Work on Te Whaiti Rd. underway to open to local traffic in 3 weeks. 6 weeks to full public access
Troutbeck Road	June 12 start June 30 finish	BOPRC – Tony Dunlop	Major 6-8m washout at north bridge abutment. Work being carried out currently. Design options have been assessed and a preferred option will be determined this week.  Reinstatement works will be able to commence shortly thereafter, dependent on contractor availability.
Waimana Gorge	Mid July	NZTA	State Highway 2 through the Waimana Gorge remains closed as the contractor continues work to stabilise the slip site.  Benched are being cut into the slip site to increase the stability of the land, and Engineers will be re-assessing progress to day.
Waimana Road West, Waimana	Early June		Temporary access has been provided across the breach in the



			road. Permanent repair work is underway and the road pavement will be completed this week weather permitting.
Galatea Road (below Matahina dam)	End of Dec- Jan 2018	WDC	The road is useable but the site needs reassessment for long term stability. Real problem site with issues from river to road.
Get public transport routes up and running			Services are mostly running but some with restrictions
College Road, Edgecumbe	Jan-March 2018	BOPRC – stopbank project	The single lane section past the stopbank repair has been widened to two lanes and sealed. A sealed footpath has also been constructed and is available for use. Full reconstruction will commence once stop bank has finished reconstruction in December.
Horomanga Bridge	End of July	WDC	Structural damage requires repair. There is a longer term project required for dealing with the river across the plains which needs to be assessed with BOPRC
Kopuriki Road/Lake Aniwanuiwa	Dec?	NRER - Simon	Road needs reassessment where the breach occurred but this needs to be a project connected to Lake Aniwanuiwa long term planning project currently underway. It's a project for BOPRC and WDC to work on together
Galatea/Waiohau roading assessment project	Sept-Dec	WDC/BOPRC	There is a need for a overall assessment of the roading infrastructure across the Galatea/Waiohau plains to best develop long term resilience. But it needs to occur after some of the urgent work has been completed.
Lowe Road	End of Sept	WDC	Scouring of river along this road area which will need repair.

			Not urgent.
--	--	--	-------------

A1158191



<b>PROJECT : Working with rural communities</b>			
<b>Project Owner : NRER</b>			
<b>Team : NRER, Rural Support Trust, DairyNZ, Fonterra</b>			
<b>Interdependencies : Whakatāne District Recovery project plan workstreams – community, built environment, economic, WDC, BOPRC</b>			
<b>Tasks :</b>	<b>Milestones</b>	<b>Who</b>	<b>Progress</b>
See attached plan created by Rural Support Trust and DairyNZ and others	June-August	Rural Support Trust, DairyNZ, Fonterra, NRER	Several areas of the attached are underway by the various agencies.
<b>Sit. Report :</b>			

# **2017 Autumn Cyclone Recovery Action plan**

Weaknesses/Vulnerabilities from storm impacts	Threats	Opportunities					
<ul style="list-style-type: none"> <li>Re-grassing- cooler ground temperatures reducing growth therefore cover not established – adding to on farm feed shortage</li> <li>Staff issues and cover. Finding good staff in the area is also difficult.</li> <li>Many farmers don't have a robust Plan B. What if another storm hits, feed they counted on falls through etc</li> <li>Feed supply in these two regions, particularly BOP is decreasing in availability</li> <li>Dropped stocking rates but no planning forward on how to recover and what the financial impact is</li> <li>Cartage cost and availability of feed is an increasing issue</li> <li>Cow condition could become an issue going into calving and mating</li> <li>Farmers are busy responding still and not thinking forward</li> <li>Contractor availability to fix</li> </ul>	Fatigue/stress  Employment issues	Objectives: <ul style="list-style-type: none"> <li>Get the right conversation going</li> <li>Get people off the farm and make it fun</li> <li>Utilise the Fieldays</li> <li>Low cost, easy to organise given short time frame until calving starts</li> </ul>					
	Relationship issues	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:50%; text-align: center;">Activities</th> <th style="width:25%; text-align: center;">Task</th> <th style="width:25%; text-align: center;">Update and When</th> </tr> </thead> </table>			Activities	Task	Update and When
	Activities	Task	Update and When				
	Financial issues	Vehicle to get the right pre-calving planning conversations happening: <ul style="list-style-type: none"> <li>Use Farmstrong 5 ways to wellness</li> <li>Add 5 key messages, ensuring both staff and managers are targeted: include worksafe message</li> <li>A3 laminated or similar posters for the cow shed</li> <li>Use at events etc</li> <li></li> </ul>	Mary has spoken to Gerard at Farmstrong who is looking into this. <b>Mary</b> to report back.	Tuesday 30 May on progress.			
	Safety issues	More bad weather	Sons of Bitches- <ul style="list-style-type: none"> <li>X4 shows (2 for each region)</li> <li>Target tickets first before advertising</li> <li>About \$3500 per show</li> <li>Sponsored spot prizes</li> <li>Sponsored eats and drinks</li> <li>RST organise venue, ticketing, spot prizes, eats and drinks, health and safety, any messages, including worksafe</li> <li>RST work with Farmstrong on advertising</li> </ul>	Mary has spoken to Gerard and two shows, one in each region have tentatively been scheduled. Farmstrong will pay half costs, awaiting email from Gerard once dates confirmed about the details.  <b>Angela</b> to T-up conversation with Suzanne Osborne, Igor and Wanda to chat about detail from RST perspective. Waiting for date confirmation.	Awaiting confirmation of possible dates and email with details re costs and advertising etc <b>Mary</b> to follow-up if we haven't heard anything by 30 June.  30 May		
		Good Yarn workshops <ul style="list-style-type: none"> <li>If corporate ask them to organise venue and catering</li> <li>Can focus on Regional Professional's over calving time</li> </ul>	RSTs	Ongoing			

<p>farms up is in short supply</p> <ul style="list-style-type: none"> <li>Regulations and requirements are an extra burden e.g. consent, WorkSafe, animal welfare</li> <li>Land is still vulnerable to further flooding due to rivers changing courses, higher river beds from silt and gravel etc and as well high winds</li> </ul>	<p>Local BBQs</p> <ul style="list-style-type: none"> <li>Target location</li> <li>Keep simple</li> <li>Have the right messages</li> <li>Have the right people present</li> <li>Consider a fun maybe competitive activity</li> </ul>	<p><b>Wanda and Igor</b> as planned or tap into others that are organised by key stakeholders, including wider recovery group</p> <p>RST to link into DairyNZ, local Council etc to advertise</p> <p>DairyNZ to keep RSTs informed of upcoming opportunities and vice versa</p> <p>Ultimately merge into attending existing Discussion Group events</p>	Ongoing
	<p>DairyNZ discussion groups</p> <ul style="list-style-type: none"> <li>Instead of creating a new event tap into existing DairyNZ discussion groups to disperse key messages and build support networks</li> </ul>	<p><b>Sharon and Waikato DairyNZ counterpart (Phil Irvine) to keep Wanda and Igor</b> informed of upcoming discussion days (refer to events listing on DairyNZ website, notify of any opportunities out of the ordinary)</p>	Ongoing
	<p>Fieldays</p> <ul style="list-style-type: none"> <li>Disperse conversation posters and any other information</li> <li>Add key messages to Wanda's powerpoint</li> </ul>	<p><b>Wanda</b> to add messages to power point.</p> <p>Awaiting poster key messages from <b>Mary/Gerard</b>.</p>	By 9 June
	<p>Rugby Bus</p> <ul style="list-style-type: none"> <li>Potentially get Waikato and BOP farmers together before or after the match</li> <li>Find sponsorship for tickets, bus and drinks and eats</li> </ul>	<p><b>Wanda and Igor</b></p> <p>Wanda has organised tickets to the rugby for free (<b>SUPERB!!</b>) 3 June.</p> <p>Wanda and Igor will catchup</p>	ASAP



			about transport and food etc. Arranging time for BOP and Waikato farmers and families to talk to each other. BBQ after?	
		<p>Tech Transfer</p> <ul style="list-style-type: none"> <li>• Agronomy (someone from agriseed)</li> <li>• Farm management planning (DairyNz or farm consultant)</li> <li>• Animal health (vet nitrate poisoning)</li> <li>• Soils</li> <li>• River/environment planning</li> <li>• Mental and physical wellbeing</li> </ul>	<p><b>Set for June 9;</b> Specific workshop for affected farmers along the main rivers</p> <p>Just making a preliminary confirmation of where we have got to for our event on 9 June: 10:30 – 2:30 (with a lunch break!)</p> <p>Venue tbc, Awakeri or Edgecumbe Catchy name tbc ;)</p> <p>Facilitator: Kevin McKinley</p> <p>Expert assistance/speakers: Chris Glassey, DairyNZ; Will Henson, Agriseeds; Jordyn Crouch, DairyNZ</p> <p>Aims: Prepare own feed budget, with best case scenario and at least one contingency plan</p> <p>Get guidance on management of new grass areas to maximise productivity and persistence, and minimise animal health issues</p> <p>Identify any farmers that may need further assistance with</p>	ASAP

			budgeting or other support Get off farm and enjoy a good lunch!	
		<p>Other ideas for back pocket:</p> <ul style="list-style-type: none"> <li>• Dinner/function for stakeholders, farmers, ETFG once ETFG has finished work - needs to be timely</li> <li>• Dinner/Function for stakeholders, rural community around Christmas or early new year as a thank you</li> <li>• Relationship support day out</li> <li>• Barber/massage/manicure/cooking/health checks as activities that can be tacked onto events</li> <li>• Drop in during calving, sensitively, with a view to leaving if folk are too busy right then, or putting gumboots and overalls on for a while if that's most appropriate! Possibly with goodie bag – healthy snacks, a novel tool...</li> </ul>		

# RURAL BBQ's

## 1 year on

We are coming to your community!

Galatea War Memorial Hall	10 May 2018
Rangitaiki Cosmopolitan Club Edgecumbe	16 May 2018
Pongakawa, Grant Rowe, Tainui Road SN 21518	17 May 2018
Waimana-Nukuhou War Memorial Hall	22 May 2018
Taneatua War Memorial Hall	24 May 2018

Midday BBQ – 12pm

roll up your sleeves, wear your redbands and see you there!

*Proudly supported by*

DairyNZ, BOP Regional Council, Whakatane District Council,  
Fonterra, Farm Source, Farmlands, Federated Farmers and the

**Rural Support Trust**

0800 Rural Help

[www.rural-support.org.nz](http://www.rural-support.org.nz)

