THE FUTURE OF EMERGENCY MANAGEMENT

‘MAKING IT HAPPEN’

NATIONAL EMERGENCY MANAGEMENT CONFERENCE

7-9 JUNE 2017, INTERCONTINENTAL HOTEL, WELLINGTON
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From the Minister

It is my privilege, as the Minister of Civil Defence, to welcome you to the 2017 National Emergency Management Conference.

Recent events such as the Edgecumbe floods, Port Hills Fires and Kaikōura earthquakes emphasise the importance of civil defence emergency management to New Zealand. In light of such events, this year’s theme, “The Future of Emergency Management – Making It Happen” is timely.

The conference is designed to generate discussion about the resilience of our communities, our cities, our districts, and our nation. We have a great line-up of speakers who will share their experience, insights and knowledge on emergency management. I am sure you will find this a valuable and engaging conference.

I look forward to presenting the Ministerial Awards at the conference dinner tonight. These awards recognise career and volunteer personnel within civil defence emergency management, singling out people, groups, or organisations that have made significant contributions.

Thank you for your participation and support of this conference. I’m sure you will have a great time learning and sharing experiences throughout the conference.

Hon Nathan Guy
Minister of Civil Defence
From the Director

Welcome to the second National Emergency Management Conference. This year we are fortunate enough to be able to build on the success of last year’s Conference and bring together another excellent array of speakers.

The last year has brought with it many challenges. I would like to particularly acknowledge and thank those of you in attendance who have taken time out of your busy schedules to be here today as both speakers and delegates. Gatherings of New Zealand CDEM professionals such as this are invaluable opportunities to share knowledge.

The collective expertise of those included in this space, can be galvanised into collaborative action, and I look forward to hearing the perspectives of our speakers and panellists over the next two days.

I am acutely aware of the impact that the events of the last 12 months have had on many CDEM Groups, emergency services, government agencies, and our various work programmes — I truly recognise the commitment that your attendance here represents.

Thank you for being part of ‘making it happen’.

Sarah Stuart-Black
Director of Ministry of Civil Defence & Emergency Management
# Conference Agenda

## Day 1: Wednesday 7 June

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<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8.00-9.00am</td>
<td>Tea and coffee</td>
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<tr>
<td>9.00-9.10am</td>
<td>Mihi Whakatau</td>
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<tr>
<td>9.10-9.30am</td>
<td>Opening Address</td>
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<tr>
<td></td>
<td>Hon Nathan Guy</td>
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<tr>
<td>9.40-10.30am</td>
<td><strong>Plenary 1</strong>: A resilient future</td>
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<td></td>
<td>William Craig Fugate</td>
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<tr>
<td>10.30-11.00am</td>
<td>Morning tea</td>
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<tr>
<td>11.00am-12.30pm</td>
<td><strong>Theme 1</strong>: Wellington – 7 months on from the Kaikōura earthquakes</td>
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<td><strong>Theme 2</strong>: Canterbury – 7 months on from the Kaikōura earthquakes</td>
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<tr>
<td>12.30-1.30pm</td>
<td>Lunch</td>
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<tr>
<td>1.30-2.30pm</td>
<td><strong>Plenary 2</strong>: A Māori response to a disaster</td>
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<tr>
<td></td>
<td>Ta Mark Solomon</td>
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<tr>
<td>2.30-3.00pm</td>
<td>Afternoon tea</td>
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<tr>
<td>3.00-4.30pm</td>
<td><strong>Theme 3</strong>: Changing behaviours: bringing NZ with us</td>
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<td></td>
<td><strong>Theme 4</strong>: Communicating risk: understanding the context</td>
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<tr>
<td>5.45-8.00pm</td>
<td>Ministerial Awards &amp; Conference Dinner</td>
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* Concurrent sessions are made up of short presentations from a number of speakers, followed by a Q&A panel
### Day 2: Thursday 8 June

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>7.30-8.30am</td>
<td>Tea and coffee</td>
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<tr>
<td>8.30-9.10am</td>
<td><strong>Plenary 3:</strong> Performing under pressure – making it happen&lt;br&gt;Gilbert Enoka</td>
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<tr>
<td>9.10-9.50am</td>
<td><strong>Plenary 4:</strong> Resilience every day&lt;br&gt;Rob Jamieson</td>
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<tr>
<td>9.50-10.30am</td>
<td><strong>Plenary 5:</strong> Mahi tahi – working together&lt;br&gt;Te Rehia Papesch</td>
</tr>
<tr>
<td>10.30-11.00am</td>
<td>Morning tea</td>
</tr>
<tr>
<td>11.00am-12.30pm</td>
<td><strong>Theme 5:</strong> Organisational resilience&lt;br&gt;<strong>Theme 6:</strong> Collective Impact</td>
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<tr>
<td>12.30-1.30pm</td>
<td>Lunch</td>
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<tr>
<td>1.30-2.10pm</td>
<td><strong>Plenary 6:</strong> How everyone can get situational awareness through data&lt;br&gt;Lillian Grace</td>
</tr>
<tr>
<td>2.10-2.40pm</td>
<td>Afternoon tea</td>
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<tr>
<td>2.40-3.40pm</td>
<td><strong>Closing Plenary:</strong> Making the future happen&lt;br&gt;Dave Wild</td>
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<tr>
<td>3.40-4.00pm</td>
<td>Poroporoaki</td>
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</tbody>
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* Concurrent sessions are made up of short presentations from a number of speakers, followed by a Q&A panel
Workshops: Friday 9 June

8.00-9.00am
Tea and coffee

9.00am-12.00pm

**Workshop 1.1**
Are you certifiable for being in emergency management?
*Host: International Association of Emergency Managers*

**Workshop 1.2**
Emerging infectious diseases and pandemics: cross-sectoral issues and challenges
*Host: Ministry of Health*

**Workshop 1.3**
Calculating risk in the CDEM sector: RiskScape workshop
*Host: GNS*

1.00-4.00pm

**Workshop 2.1**
Sharing lessons for tsunami preparedness: learnings from the US Cascadia Rising 2016 exercise
*Host: GNS*

**Workshop 2.2**
Risk communication in context
*Host: MCDEM*

**Workshop 2.3**
Animal welfare and emergency management: its' impacts and how it can be integrated into response strategies
*Host: MPI/Massey University*
Plenary Speakers

William Craig Fugate

The risk of not changing in a changing world

As climate, technology, and society continue to evolve, we cannot continue to keep doing what has worked for us in the past when preparing for the future. Simply, our past is not a good indicator of our future risk.

About Craig

W. Craig Fugate served as President Barack Obama’s Federal Emergency Management Agency administrator from May 2009 to January 2017. Previously, he served as Florida Governor Jeb Bush’s Emergency Management Director from 2001-2009. Fugate led Florida Emergency Management Agency through multiple record-breaking disaster years and oversaw the Federal Government’s response to major events such as the Joplin and Moore Tornadoes, Hurricane Sandy, Hurricane Matthew, and the 2016 Louisiana flooding. FEMA’s effectiveness in dealing with more than 500 Presidentially-declared major disasters and emergencies under Fugate’s leadership restored public faith in the Federal Government’s ability to respond to disasters.

Ta Mark Solomon

Māori response to earthquakes

One of the primary lessons learned from the Canterbury earthquakes was the need for clear lines of communication between response organisations and a cohesive plan for practical and vital assistance to those in need. Sir Mark will explain the role iwi and related organisations assisted in a co-ordinated response and the issues faced initially and throughout the response phase.

About Sir Mark

Born and raised in Christchurch Sir Mark’s ancestral home is Kaikōura. As a prominent Ngāi Tahu member whose dream is to see his people be culturally strong, healthy and happy. Achieving this dream is complex, but Sir Mark believes that Ngāi Tahu are a tenacious people who have a long and proven history of being able to adapt and innovate. Guided by a set of values handed down by their ancestors, he believes they will continue these traditions today.
Gilbert Enoka
Performing under pressure – making it happen

About Gilbert
Internationally renowned mental skills coach and practitioner Gilbert Enoka has been highly sought after by New Zealand’s top sporting teams, CEOs and business people. Gilbert assists teams and businesses to reach their full potential and enhance their performance. His coaching abilities are an integral part of his role as Independent Director for Harcourts International, New Zealand’s largest Real Estate firm. Gilbert is philosophical in his approach to his own life and thrives on preparing people for the hurdles that life puts in front of them, and in seeing others succeed.

Rob Jamieson
Resilience every day

Resilience should not be thought of in terms of large, extra expenditure but more like safety – as an outcome of good decision-making. Resilience is implicit in all decisions made every day. This presentation provides an overview of experiences and actions that make a difference when an organisation is under sustained and repeated pressure, with a particular emphasis on people.

About Rob
Rob Jamieson is Chief Executive of Orion, the electricity network covering 8,000 square kilometres of Christchurch City and Selwyn District.

An electrical engineer, in his 23 years delivering power with Orion, Rob has experienced more natural events than he cares to remember.

Rob is excited about the opportunity New Zealand has to help the planet through decarbonising transport using our renewable electricity system. He’s proud to be a part of the growth and renewal of the Canterbury region.
Te Rehia Papesch

Mahi tahi – working together

Te Rehia will be sharing her experiences of bringing a whole group of people together to work on a common shared goal. She believes in realising the potential of diversity in culture not only with gender and ethnicity, but also the wealth of expertise available in any collective.

About Te Rehia

Te Rehia held a number of positions at the Ministry of Social Development until her appointment to the role of Regional Commissioner in 1998.

She holds a Certificate in Māori Studies (Tikanga, Te Reo); a diploma in Business Studies (Personnel Management and Employee Relations); a Bachelor of Arts majoring in Politics, and has completed the Regional Director Programme with the Institute of Directors. She was also a Registered Psychiatric Nurse.

In addition, Te Rehia sits on the Taiohi Toa Trust Board as Chair (intervention programmes for youth at risk of offending). She is currently on the Fraser High School Board of Trustees and current Treasurer, Hui Te Rangiora Catholic Marae Committee Inc, Hamilton.

@msd.gov

Dave Wild

Making the future happen

Everyone has new ideas about how they’d like the future to be different. While many talk about it, few take action to create change. In this session Dave Wild will share insights into the minds of visionaries and innovators who are having a giant impact on the world, what they do differently to make the future happen and how they respond and adapt when the unexpected strikes.

About Dave

Dave Wild is a futurist who facilitates strategy sessions and runs innovation workshops – helping leaders and teams achieve more through greater imagination and faster action. Accelerating progress through clarity of strategy and innovative action plans, while inspiring and unifying teams by creating a powerful vision and meaningful purpose.

He has led workshops across New Zealand, Australia and the United States. His experience covers a broad range of expertise including strategy, leadership, branding, digital and innovation. Unique to Dave’s approach is a futurist focus on the new, identifying megatrends across markets while applying new insights from global innovation leaders.

dave-wild.com

linkedin.com/in/dave-wild
@dave_wild

facebook.com/smithwild

Blog: www.smithwild.co.nz/blog/
Lillian Grace

Using numbers to understand our context in emergency management

A lot of data exists that can be used for emergency management – demographics: population of affected area, number of retired people, international students and typical tourist count; infrastructure, Tapu (sacred) sites throughout New Zealand and which iwi are affiliated and should be contacted when they are affected, and power and connectivity data. But this data is scattered and disparate – existing in different formats with different definitions spread across hundreds of websites and databases. Lillian will share how Figure.NZ is changing this for New Zealand, not just the technical solution but also how people of all backgrounds can learn to use numbers effectively and with confidence.

About Lillian

Lillian is CEO and Founder of Figure.NZ, the first organisation globally to assert that everyone can use data in their thinking, and to build the systems, software, relationships and trust to enable this. Figure.NZ provides a data publishing service to organisations with data, standardising it and making it truly usable for organisations with data, regardless of skill level. Lillian is on the recently established Data Futures Partnership Working Group, on the Expert Advisory Panel of the Open Government Partnership, as well as on the board of NZ’s Centre of Research Excellence Te Pūnaha Matatini.

@GracefulLillian
@FigureNZ
# Concurrent sessions

**Theme 1: Wellington: 7 months on from the Kaikōura earthquakes**

**Moderator:** Shane Bayley

- *It wasn’t our fault*
  - **Simon Fleischer,** CEO Wellington Cable Car Company and Local Controller
  - **Jenny Rains,** Community Services Manager, Wellington City Council
  - **Mayor Ray Wallace,** Mayor Hutt City
  - **Derek Baxter,** Building Intelligence Manager, Wellington City Council

**Theme 2: Canterbury: 7 months on from the Kaikōura earthquakes**

**Moderator:** Peter Cameron

- *Hurunui’s hidden disaster*
  - **Mayor Winton Dalley,** Hurunui

- *Kaikōura’s recovery: an interesting journey*
  - **Danny Smith,** Recovery Manager – Kaikōura District Council

- *What it’s like to be a Recovery Manager*
  - **Paul Wylie,** Local Recovery Manager – Hurunui District Council

- *Did I sign up for this?*
  - **Mayor Winston Gray,** Kaikōura

- **Dave Brash,** National Recovery Manager will be joining the speakers for the Q&A
### Theme 3: Changing behaviours: bringing NZ with us

**Moderator:** Anthony Frith

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<th>Topic</th>
<th>Speaker</th>
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<tbody>
<tr>
<td>Smokefree 2025 – no way!</td>
<td><strong>Boyd Broughton</strong>, ASH</td>
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<tr>
<td>Changing drink-driving behaviour – a complicated business</td>
<td><strong>Rachel Prince</strong>, Principal Advisor Network User Behaviour - NZ Transport Agency</td>
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<tr>
<td>Changing behaviour without killing the fun</td>
<td><strong>Kirsten Malpas</strong>, Senior Injury Prevention Specialist - Sport, ACC</td>
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<tr>
<td>SunSmart practices – influencing behaviour change</td>
<td><strong>Barbara Hegan</strong>, Senior Advisor Skin Cancer Prevention - Health Promotion Agency</td>
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<tr>
<td>Learning from cats: lessons on changing behaviour</td>
<td><strong>Edy MacDonald</strong>, PhD, Manager, Social Science Planning and Support, Science and Policy - Department of Conservation, Te Papa Atawhai</td>
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<tr>
<td>Behaviour change to encourage household sustainability and resilience</td>
<td><strong>Bill Smith</strong>, Director Ecological Associates</td>
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### Theme 4: Communicating risk: understanding the context

**Moderator:** Graham Leonard (GNS)

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<th>Topic</th>
<th>Speaker</th>
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<tbody>
<tr>
<td>Communicating volcanic risk: Tongariro National Park effectiveness?</td>
<td><strong>Hollei Gabrielsen</strong>, Department of Conservation</td>
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<tr>
<td>Risk has been communicated. Now what?</td>
<td><strong>Sarb Johal</strong>, Ph.D., D.Clin.Psy, CMCE Associate Professor, Joint Centre for Disaster Research, Massey University @sarbad</td>
</tr>
<tr>
<td>Mixed messages: Drawing from different disciplines to understand context and improve risk communication</td>
<td><strong>Julia Becker</strong>, GNS Science  <strong>Sara McBride</strong>, GNS Science</td>
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<tr>
<td>Using a values based approach to communicating risk</td>
<td><strong>Jae Sutherland</strong>, Hawkes Bay Emergency Management</td>
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### Theme 5: Organisational resilience

**Moderator:** Simon Chambers

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<tr>
<th>Topic</th>
<th>Speaker</th>
<th>Role</th>
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<tbody>
<tr>
<td>BCM, EM, OR and other recipes for alphabet soup</td>
<td>Glen Redstall</td>
<td>Business Continuity Institute</td>
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<tr>
<td>Organisational resilience from a SME perspective</td>
<td>Mary Sue Critchlow</td>
<td>Practice Leader, Business Continuity Management - Critchlow Ltd</td>
</tr>
<tr>
<td>Incentivising organisational resilience</td>
<td>Bryce Davies</td>
<td>Senior Manager Government &amp; Stakeholder Relations IAG</td>
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<tr>
<td>Raising the bar – getting our keystone organisations better engaged and prepared</td>
<td>Erica Seville</td>
<td>Managing Director, Resilient Organisations Ltd; Flagship Programme Leader QuakeCoRE</td>
</tr>
<tr>
<td>Measuring your organisation’s resilience</td>
<td>Jessica Sharpe</td>
<td>Emergency Response and Security Consultant - Air NZ</td>
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### Theme 6: Collective Impact

**Moderator:** Jo Horrocks

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<tr>
<th>Topic</th>
<th>Speaker</th>
<th>Role</th>
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<tbody>
<tr>
<td>Ruapehu Whānau Transformation Plan - a shared plan for sustainable change</td>
<td>Erena Most</td>
<td>Ruapehu Whānau Project</td>
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<tr>
<td>Shine Porirua Education Initiative – how Collective Impact helped</td>
<td>Maureen Gillon</td>
<td>Shine Porirua Education Initiative</td>
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<tr>
<td>Building community resilience and preparedness using Collective Impact</td>
<td>Tanya James</td>
<td>Positive Change and Development Pty Ltd</td>
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Workshops

**Workshop 1.1**
Are you certifiable for being in emergency management?

**Host:** International Association of Emergency Managers

There are currently 1,986 Certified Emergency Managers or Associate Emergency Managers in the world. The majority of these are in North America. Certification began there in 1993. Like chartered accountants and engineers, maintaining a peer assessed professional development driven credential matters in emergency management too. CEM® and AEM® are internationally recognised credentials awarded in recognition of professional experience, continued learning in the profession and contribution to advancing the field of emergency management. Many New Zealand emergency managers probably meet the criteria to gain certification, because, quite simply, we all constantly work pretty darn hard to make our communities, organisations and ourselves ready for the next big emergency. At this session we will provide information about the certification, and how to get it, as well as answer your questions as we go along. Target audience: Emergency Managers across all disciplines including but not limited to emergency services, civil defence, health, military, government agencies and private sector.

**Contact:** Clinton Naude CEM®

clinton.naude@embop.govt.nz

www.iaem.com

www.linkedin.com/company/international-association-of-emergency-managers

**Workshop 1.2**
Emerging infectious diseases and pandemics: cross-sectoral issues and challenges

**Host:** Ministry of Health

The 1918 influenza pandemic is widely considered the most deadly event in New Zealand and this workshop will explore the impact of another severe novel influenza virus across sectors in 2017. This workshop will familiarise participants with key terminology and concepts in communicable disease readiness and response as well as exploring the range of mitigation measures, and their wider impact, within the New Zealand Pandemic Action Plan. The workshop with utilise the Avalanche Exercise Simulation System to provide an interactive experience for participants and participation is recommended for all agencies.

**Contact:** Charles Blanch CEM ®,

Charles_Blanch@moh.govt.nz
**Workshop 1.3**
Calculating risk in the CDEM sector: RiskScape workshop

**Host:** GNS

The CDEM sector is becoming increasingly responsible for reducing risk to natural hazards. This workshop will provide an overview of how possible impacts of natural hazards can be calculated using cutting edge models in RiskScape, a risk modelling tool that is free for anyone to use. Members of the CDEM sector have identified that RiskScape can be used for contingency planning, developing exercises, writing group plans and Regional Policy Statements, and for communicating to the public and decision-makers. RiskScape has been developed for New Zealand, is based on local data and evidence-based research, and is led by GNS Science and NIWA. Come along with questions about RiskScape, and have a go at using it.

**Contact:** Sally Potter

✉️ s.potter@gns.cri.nz

**Workshop 2.1**
Sharing lessons for tsunami preparedness: learnings from the US Cascadia Rising 2016 exercise

**Host:** GNS

The Cascadia Subduction Zone (CSZ), in the Pacific Northwest, USA has loomed over scientists, the academic community, and emergency managers for many years. The importance of the CSZ scenario was reflected in the number of people and jurisdictions that contributed to the Cascadia Rising 2016 Exercise. For two years leading up to the exercise in June 2016, regional partners at all levels designed, hosted, and attended working group meetings, training events, drills, and other preparation activities. These efforts culminated on June 7-10 2016, when more than 20,000 people across local, state, federal, tribal, Department of Defense, and non-governmental entities participated in the Cascadia Rising 2016 Exercise, the Pacific Northwest's largest multi-state functional exercise. A multi-state joint after-action report (AAR) synthesized regionally significant issues observed during the Cascadia Rising 2016 Exercise. Specifically, the AAR identifies major findings related to how emergency operations centres (EOCs) at all levels – cities, counties, state, tribes, federal, military, and others – collaborated to share information and solve problems in the aftermath of a catastrophic scenario. In this workshop we will host two State of Washington Emergency Management staff and discuss both their lessons and learnings from our own Exercise Tangaroa.

**Contact:** David Johnston

✉️ david.johnston@gns.cri.nz
Workshop 2.2
Risk communication in context
Host: MCDEM
Communicating with the public before, during and after emergencies is a fundamental part of our practice as emergency managers. You are welcomed to attend a research-informed workshop targeted to emergency managers and natural hazards scientists. In this workshop, we will focus on developing communication strategies which bridge the diverse backgrounds and disciplinary cultures, which make up our community. We will look at the ways in which we can develop our own individual and collective communication best practices which are suited to the right context. We will also explore reflective practice, which helps professionals to focus on what they are trying to achieve and whether they are hitting the right mark.

Contact: Jacqueline Dohaney
Victoria University of Wellington
jacqueline.dohaney@vuw.ac.nz
@jackiedohaney

Sponsored by: Communication Research and Natural Hazards (CRNH) network. Find us on facebook or ESocSci

Workshop materials: http://riskcommresources.strikingly.com/

Workshop 2.3
Animal welfare and emergency management: its' impacts and how it can be integrated into response strategies
Host: MPI/Massey University
Animals play an important role in everyday life of New Zealanders. The intrinsic connection between people and animals impacts all components of emergency management and the lack of consideration of this connect can impede emergency response for example evacuation, sheltering, lifelines including the transportation sector. This workshop will outline how organisations who generally don’t consider animals in the response framework can include simple steps to mitigate the impact of animals in their response strategies. Target audience: Police, fire, human service organisations, controllers, transport, lifeline agencies and all agencies who have a lead or support role in welfare sub-functions.

Contact: Hayley Squance
H.Square@massey.ac.nz
Housekeeping

Wifi password
Please log on to ‘IC Public Wifi’ and enter MCDEM2017 in the Visitor tab.

Carparking
Carparking is pay and display on a first come, first serve basis priced at $35 Valet from the hotel. Alternative parking is across the road at TSB Arena.

Emergency/evacuation procedure
Our guests are protected by an advanced fire protection system which can evacuate single floors, or the entire building. In the event of an emergency, you will be warned by an electronic alarm. If this alarm is sounding on your floor you MUST evacuate the hotel to the evacuation point across the road from the hotel entrance in front of 1 Grey Street. Do not use the elevators.

Whilst on the Conference Floor proceed to the nearest emergency exit, use the main hotel stairs or the fire exits beside Aurora and Featherston rooms.

If your conference room exit is blocked, exit from the rear door. In the event of an earthquake or major incident, please remain calm and stay in the room. Take shelter under tables or chairs if necessary and listen for an announcement over the hotel PA system for further instruction. The conference staff will let you know if you need to evacuate to the Pre-Function Lobby.

Please always follow instructions given by the staff.

Bathrooms
Bathrooms are located to the right as you exit the Ballroom, there are also bathrooms located to the left of Chameleon restaurant on ground level.

Smoking
This is a non-smoking venue.

Lost and found
Should any delegates leave anything behind we will log this with our Housekeeping department and guests can ask for this at Reception.

Conference dinner
Dress code, business or evening casual. Canapes will be served from 5.45pm. Ministerial, Directors and IAEM awards will be presented over the course of the evening.
Where to find us

CDEM news, research and resources

@NZCDEM and use #NZCDEM17

civildefence.govt.nz

civildefence.govt.nz/resources/e-bulletin

Public education and preparedness

twitter.com/NZGetThru

facebook.com/NZGetThru

getthru.govt.nz

Emergency updates

twitter.com/NZCivilDefence

facebook.com/NZGetThru

civildefence.govt.nz