



CDEM Resilience Fund project application form

This form provides the minimum of information for the application; a detailed project plan should be developed to inform this application and may be attached.

Project title		Recovery Management Navigator Guide
Date of application		01 May 2019
Details on application		
Applicant		Bay of Plenty CDEM Group
CDEM Group/s affected		Bay of Plenty CDEM Group (to be shared nationally)
Other local authorities, Groups or organisations supporting this proposal		Whakatāne District Council, Tauranga City Council, Western Bay of Plenty District Council, Rotorua Lakes Council, Ōpōtiki District Council, Kawerau District Council, Waikato CDEM Group, Northland CDEM Group, Auckland CDEM Group, Marlboro CDEM Group, Manawatu-Wanganui CDEM Group, Wellington CDEM Group, Otago CDEM Group, Southland CDEM Group, Ministry for Primary Industries
Project description		
Executive summary		
<p>Activities that support affected communities have existed in various forms for many years. To date, there is no CDEM guideline in place to support Recovery Managers with respect to the value of Navigators; especially how to plan for, acquire, train and manage them to ensure better outcomes for adversely communities.</p> <p>The purpose of this project is to provide a comprehensive guide for the role of a Navigator to aid recovery. Experience has shown that Navigators enable more effective, efficient and timely community recovery. The Navigator role was a key component of the recovery post the 2010/11 Canterbury earthquakes. Unfortunately, the learnings from those experiences have been largely lost due to not being recorded.</p> <p>Having a guide for the engagement of Navigators, along with systems and tools to support their role, will enable a more consistent approach for future events. This project will draw upon the more recent learnings from the experiences gained from the 2016 Kaikōura earthquake, the 2017 Whakatāne District flooding, the 2018 Rotorua District flooding. Learnings from other localised events may also emerge as information is gained from other CDEM Groups.</p>		
Challenge/opportunity		
<p>The Bay of Plenty CDEM Group has found from their 2017 and 2018 events that Navigators have proven to be an essential component of an effective Recovery Office. The benefit to affected persons of having a single person who can guide them through the maze of agencies and processes was reduced stress, individualised recovery plans, reduced psychosocial impacts and a smoother return to a 'new normal'. Having people at the heart of recovery is paramount and Navigators are an important component to achieving that objective.</p> <p>Insights from local Bay of Plenty events highlighted the need to source Navigators, get them in place quickly, provide them with appropriate inductions, train them, identify and mitigate any health and safety risk factors, and ensure that they remained within the boundaries of their role. These insights, along with learnings from other CDEM Groups/ Local Authorities will form the basis to develop a valuable tool for Recovery Managers across the country for future events as a before action learning aide.</p>		

Alignment with identified goals and objectives identified in the CDEM sector

This project aligns with the priorities of the National Disaster Resilience Strategy, in particular the key priority of supporting effective response to and recovery from emergencies.

It also aligns with the common recovery outcome of CDEM Groups - “responsive, well-coordinated and efficient recovery from an emergency”. The project will also operationalise a key principle of Recovery from the National CDEM Plan, in that “recovery should be flexible and scalable in accordance with meeting the needs of the community”.

The guide will enable the rapid scaling up of a Recovery office through having pre-developed methods, role descriptions, and training needs analyses. This will also enhance the transition from response to recovery through enabling the more rapid identification and acquisition of personnel to establish a Recovery Office.

Dissemination of benefits to sector

The project is a direct investment in recovery capacity and capability that will benefit the emergency management sector. Recovery is the least well-developed of the 4R's, acknowledged through the 2016 legislative changes and investment Government has made to better understand, plan for and manage Recovery. It will produce a national resource based on recent observations and insights for the sharing and implementation of best practises of utilising Navigators as part of a Recovery Office framework.

While every community and recovery is different, the guide will provide transferable advice to assist with the efficient establishment of an effective Recovery Office anywhere in New Zealand under an all-hazards approach. It will be of significant practical use for local social recovery efforts.

If appropriate, a workshop could be held at the 2020 CDEM Conference on the key insights from the project.

Project design



Project manager	External Resource
Other project members	<p><u>Steering Group:</u> Craig Morris, Bay of Plenty Group Recovery Manager Gary Talbot, Waikato Group Recovery Manager Clare Robertson, MCDEM Senior Advisor Recovery Angela Reade, Bay of Plenty Group Welfare Manager</p> <p><u>Review Group:</u> Bridget Vercoe, MCDEM Barbara Dempsey, Tauranga City Council Paula Meredith, Rotorua Lakes Council Wayne Brown, Auckland CDEM Group Brian Paton, Marlborough CDEM Group</p>
External providers/contractors	External Resource

Deliverables

Milestones	Date for completion	Cost
Research team established, project terms of reference developed	August 2019	\$ 12,000
Interviews undertaken and draft report completed	October 2019	\$ 12,000
Results analysis report delivered	December 2019	\$ 12,000
Document graphics design and publication	February 2020	<u>\$ 4,000</u>
		\$ 40,000

Identified risks	
Risks	Suggested management
Report incomplete or of suboptimal quality (medium risk, high consequence)	Project Terms of Reference to define scope Regular progress reporting 3 x progress payments based on delivery of quality results
Unanticipated increase in interviews required (medium risk, medium consequence)	When anticipated, arrange for interviews to be grouped rather than individual Supplement with questionnaires/ surveys

Funding request and use			
CDEM resilience fund contribution	\$ 40,000		
Local authority/organisation contribution	Staff time, regional travel		
Other sources of funding or support			
Applies if application exceeds \$100,000 over the life of the project	Do you wish to attend a hearing in support of this application?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Application confirmation	
Approval of Chair, Coordinating Executive Group	 Russell George, Chief Executive Kawerau District Council
CDEM Group comment	
Comment: The Bay of Plenty CDEM Group support this application.  Clinton Naudé, Director Emergency Management Bay of Plenty	