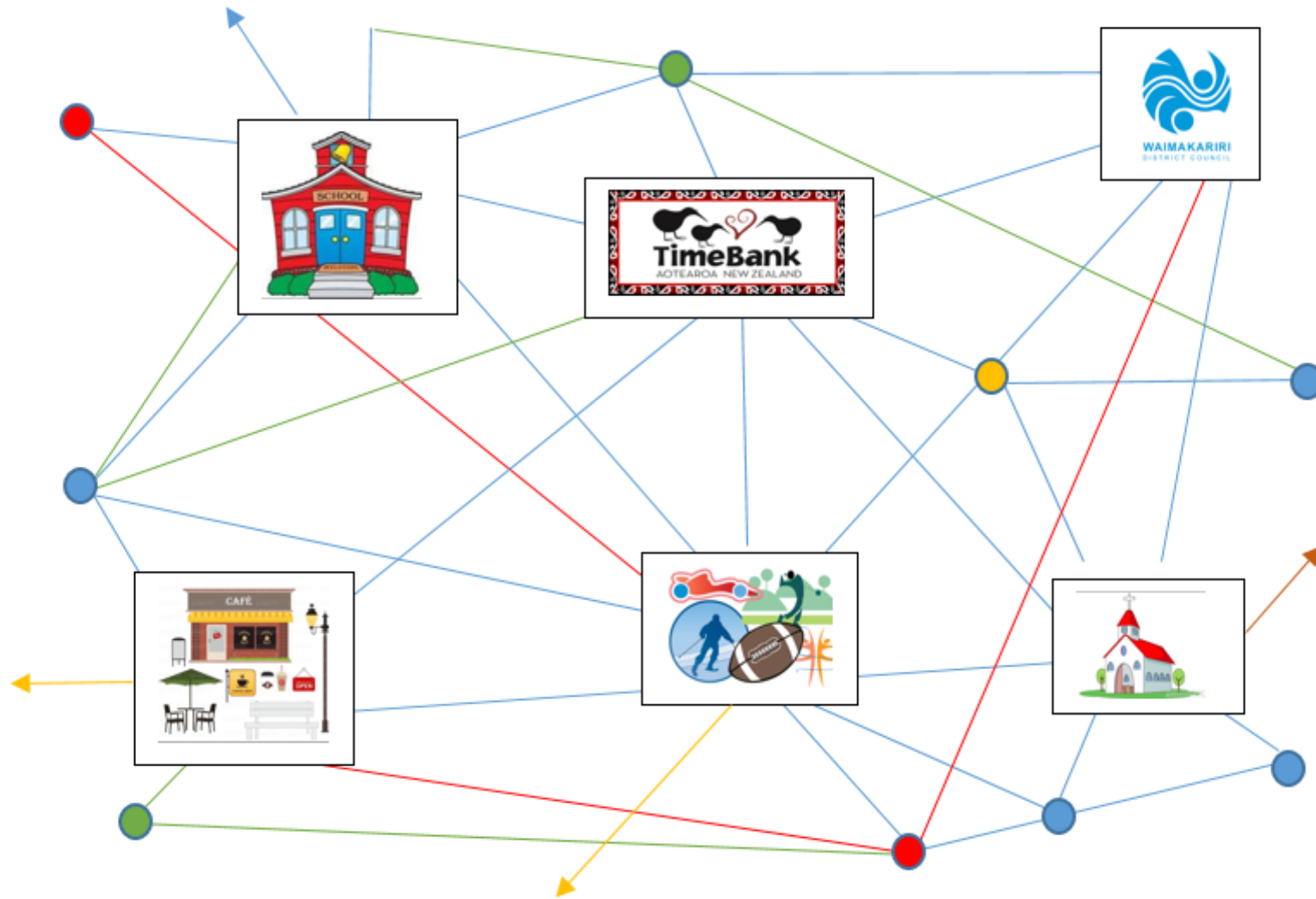


# Involving the community in recovery: information and communication

Based on break-out group discussions during the *Workshop on the lessons from the 'Recovery Governance Arrangements' following 2010/2011 earthquakes*

9 November 2018



Communities as nodes and networks of networks, (Vallance 2018)

# Communication phases.

## Response

- Reactive
- Immediate
- Short-term
- Urgent
- Mass

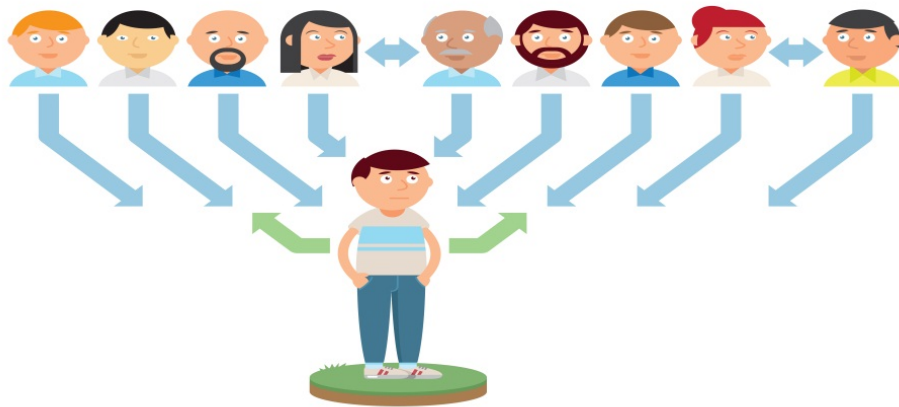
## Recovery

### Rebuild

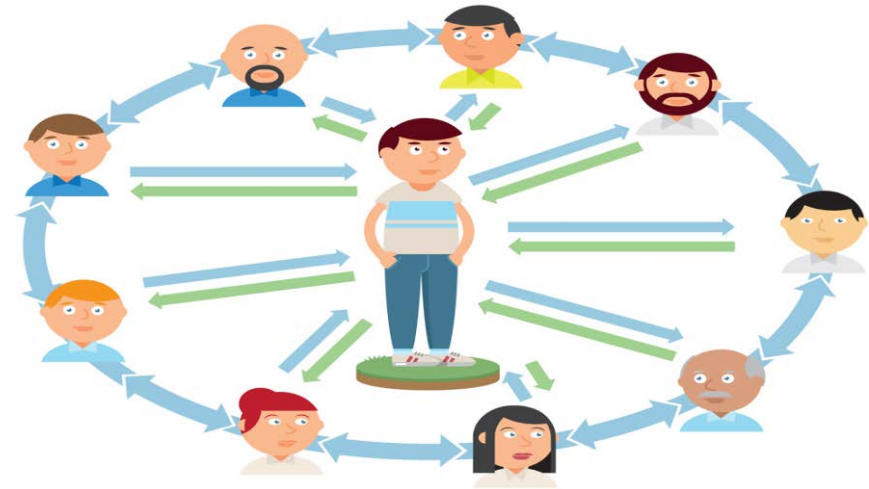
- Reactive and proactive
- Progress, confidence
- Participation
- Mass and targeted

- Proactive
- Long-term
- Co-creation
- Community driven
- Specific

# Partnership and co-creation are key.



Traditional approach



Community centred-approach

# Recovery starts now.

Litigation, bureaucracy, compliance:

- E.g. Health and Safety (esp. traffic management plans), Privacy Act (accessing information), Local Government Act (removal of 4 well-beings).

What would a Recovery Manager's job description look like in peace-time?

- Relationship builder, navigator, community development, qualifications but also personal qualities such as empathy/realistic/humble, mentor and support distributed leadership
- Go where communities are, promote community places and events – community barbecues
- Add value to roles and organisations like police, Ngai Tahu, schools, health practitioners
- Develop a position/structure so that we can start thinking about recovery on day 1
- Secure contingent funding in advance

# Informing and involving in recovery.

- Single shop front – Hubs
- Be honest
- If you don't know the answer, indicate when you hope to have an answer
  - “It will take us 6 months to do the geotechnical investigations” is more helpful than silence and rumour
- Be realistic about levels of service: ‘roads will be useable’ vs ‘roads will be repaired’.
  - ✓ Share an Idea
  - ✓ All Right campaign
- Use the networks (developed pre-event and new networks)
- Be creative

# Share an idea.





Waimakariri District Council's 3D model with mobile flags in the Kaiapoi library (Photo: Waimakariri District Council)



Any questions?