

# Glossary Of Terms And Acronyms

BAU – Business as Usual

Case Management - 'Case management' refers to a coordinated approach to service provision, ideally through one or just a few points of contact. It has been defined as 'a collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's holistic needs through communication and available resources to promote quality cost-effective outcomes' (<http://www.cmsa.org.au/definition.html>). It stands in contrast to an approach where the individual identifies and chooses different service providers, for different issues, with little overall integration or coordination. This can lead to gaps in service provision and duplication of effort.

CDHB – Canterbury District Health Board

CDEM – Civil Defence and Emergency Management

CERA - Canterbury Earthquake Recovery Authority

CETAS – Canterbury Earthquake Temporary Accommodation Service

CPH – Community and Public Health

DIA – Department of Internal Affairs

EOC - Emergency Operations Centre

EQC - Earthquake Commission

ERC - Earthquake Recovery Committee, comprising Waimakariri District Council's elected Councillors and Kaiapoi Community Board Chair.

HNZ – Housing New Zealand

LGA – Local Government Act

MBIE- Ministry of Business, Innovation and Employment

MCDEM – Ministry of Civil Defence and Emergency Management

MOE – Ministry of Education

MOH – Ministry of Health

MSD – Ministry of Social Development

NGO – Non-government organisation

RAC - Recovery Assistance Centre, located in the council's Community Centre in Sewell Street Kaiapoi, and later became 'the Hub'.

Red Zone/Red zoned – Refers to geographic areas designated by government to be unsuitable for housing

Resilience – Often seen in a positive light, resilience can be defined as a system's ability to 'bounce back', 'cope' with new conditions, or 'thrive'.

Response phase – pertains the immediate aftermath of disaster before functionality has been restored.

TPK – Te Puni Kokiri

TLAs - Territorial Local Authorities (TLAs)

VBRRA - Victorian Bushfire Reconstruction and Recovery and Authority

WDC – Waimakariri District Council

WESS – Waimakariri Earthquake Support Service

WINZ – Work and Income New Zealand

WNC – Wellbeing North Canterbury

# Appendix 1: Social Recovery Plan Template

This appendix provides a planning tool for social recovery after a disaster. It can be used to:

- provide an overall picture of the main responsibilities and key personnel in the social recovery
- provide a record of agreed activity and initiatives

Goal:

Objective/s:

1.

2.

3.

4.

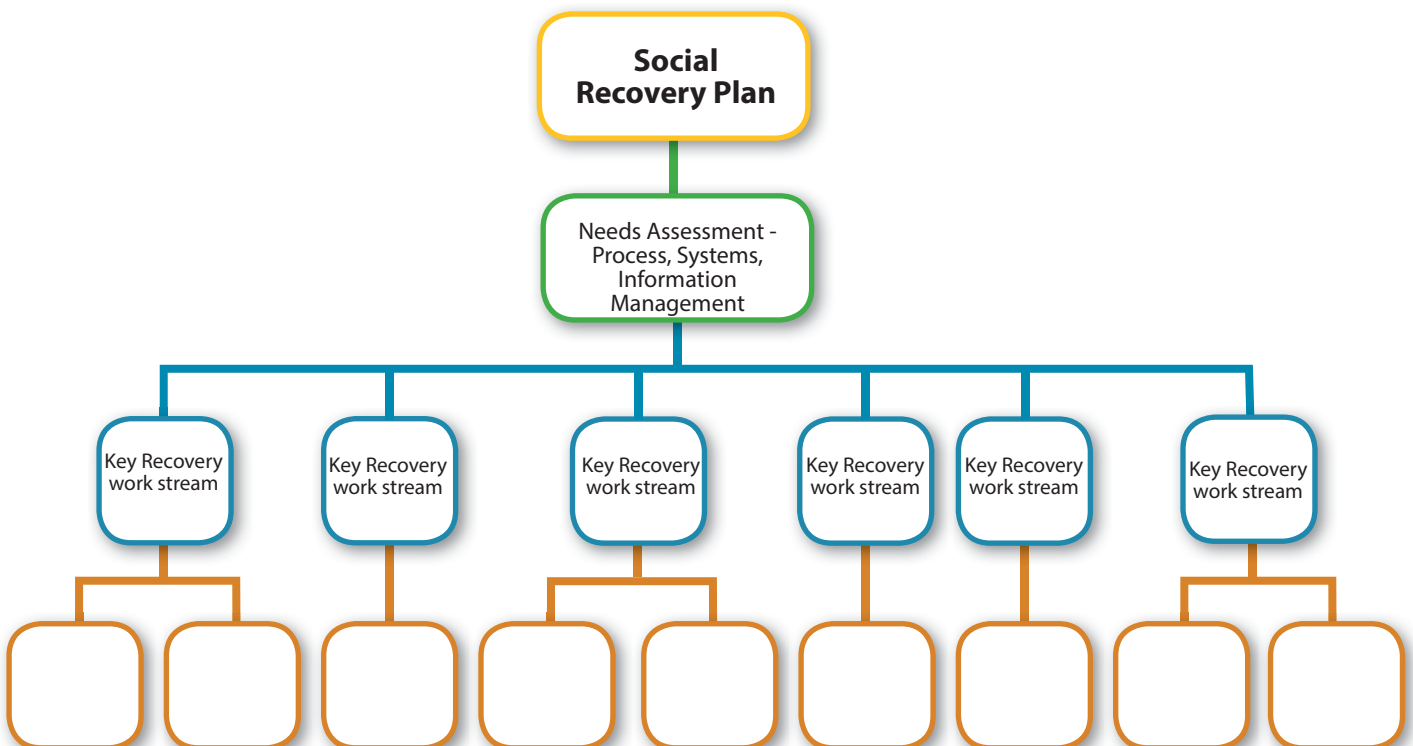
5.

6.




The role of social recovery is to coordinate the efforts of agencies and organisations that have significant recovery roles in the social environment, whether legislative or voluntary, to care for the social recovery of the community. Managing the social recovery response is complex.

The social component cannot be separated from managing the restoration of critical infrastructure, businesses, homes, environment, rural and community.

If recovery is not done well there may be significant impacts for the health and wellbeing of our communities, resulting in recovery programmes going longer than needed.



# Appendix 1: Social Recovery Plan Template

| PROGRESS  | KEY MEANING                   |
|---|-------------------------------|
|  | Completed                     |
|  | Positive progress is underway |
|  | Not completed                 |

| WORK STREAM NAME |                 |          |          |                 |          |
|------------------|-----------------|----------|----------|-----------------|----------|
| Work Stream      | Earthquake Need | Evidence | Solution | Lead / Partners | Progress |
|                  |                 |          |          |                 |          |
|                  |                 |          |          |                 |          |
|                  |                 |          |          |                 |          |
|                  |                 |          |          |                 |          |
|                  |                 |          |          |                 |          |
|                  |                 |          |          |                 |          |
|                  |                 |          |          |                 |          |
|                  |                 |          |          |                 |          |

## Appendix 2: Social Service Mapping Questionnaire

This appendix provides an example of the survey questions asked of social providers and community organisations in the Waimakariri in an effort to obtain a picture of the capacity to meet recovery needs, and to identify gaps in services. The questionnaire can be used as a template for a social mapping exercise before or after a disaster event.

Agency name: \_\_\_\_\_

Key contacts: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

Core Business: \_\_\_\_\_

Where are you delivering your services? \_\_\_\_\_

To the people of which community? \_\_\_\_\_

### **Current Status**

Has your core business changed since September?

How has it changed?

What trends and issues have merged in your client group?

How are you currently responding to them?

Are these earthquake related?

Did you apply for CRF funding for these services?

Did you get it?

For what time period?

Are there other political or personal stressors affecting your agency, that could potentially affect the day to day running of your service?

## Appendix 2: Social Service Mapping Questionnaire

### Future Status

What needs do you anticipate will emerge in your client groups in the next six months?

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What needs do you anticipate will emerge in the next two years?

---

What are the key risks for your organisation over this period of time?

---

Do you anticipate having the capacity to respond to these needs?

---

What are the solutions which will provide the support for you to get through this?

---

What additional training and resources will you need? (Supervision and staff support, physical, training and emotional wellbeing)

---

Will you be applying for CRF funding if it is available?

---

### Wider community

What key risks have you identified for the community as a whole over the next two years?

---

What key risks have you identified for the social service sector over this period?

---

What strengths have you identified in the community?

---

What strengths have you identified in the social service sector?

---

What resources will you potentially be able to offer other providers?

---

What capacity do you have to extend/diversify your service?

---

Anything else you'd like to add?

## Appendix 3: Building A Communication Plan

This appendix presents the variety of communication methods which can be used to reach as wide an audience as possible after a disaster, and the advantages of each method. It can be used to form the basis of a Communication plan.

### Earthquake Recovery - Public Communication

#### Key objectives:

- 
- Relevant, timely, understandable, comprehensive information is easily available to all audiences during the earthquake recovery.
- 
- Reinforce and encourage a sense of community.
- 
- Provide signposts to practical help
- 

#### Relevant parties:

- 
- Directly affected audiences: Includes all people directly affected by the earthquake and recovery/rebuild programme.
- 
- Internal audiences : All people and organisations who are involved - directly or indirectly - in earthquake recovery and rebuild programme - i.e. CERA, CETAS, DBH, MSD, etc.
- 
- 'District and beyond' audiences: All residents not directly affected by the earthquake but who have an interest in the overall recovery/rebuild programme.
-

## Appendix 3: Building A Communication Plan

| <b>Primary channels of communication:</b>        |                             |  |  |   |  |
|--|-----------------------------|--|--|---|--|
| What   | Who                         | Why  | When   | How   | Where  |
| Public meetings                                  | Directly affected audiences | Feedback from WDC's community meetings indicated that they are a well received and effective communication channel for directly affected audiences | As and when required throughout the recovery and rebuild programme, particularly when residents are in zones directly affected | Meetings held according to the rebuild programme i.e. Zone by Zone or according to area   | In community/ recreational centres (schools, churches, halls) which are easily accessible to meetings attendees                                  |
| Maildrops  | Directly affected           | A fast and cost efficient way to get information out to the community, given geographically constrained and low quantity distribution              | On an ad hoc basis-as and when required OR as and ongoing regular initiative   | Text and images on A4 duplex branded with appropriate logo(s) for credibility and authenticity  | Throughout zones or areas that require specific or 'individualised' information. to be delivered electronically and a copy made available online |
| Earthquake Recovery - New Foundations Newsletter | Directly affected           | Effective way to update the community on key events, milestones, potential delays, adjusted programme timeframes, predicted forecasts, events etc  | Ongoing-potentially monthly or more frequently depending on how quickly new information emerges (i.e. on an as required basis) | Visually attractive format - including text (preferably bullet points for clarity), images, diagrams and timelines  | Zone/area specific, or city wide. Could be delivered electronically and a copy made available online   |
| Media Releases                                   | Internal                    | Quick way to connect with media, relevant agencies / organisations   | As and when required   | Via email   | Local (and regional/ national) when required outlets   |
| Earthquake Recovery Noticeboards                 | Directly affected           | Provide a signpost to practical help and represent a reliable source of earthquake recovery information  | Continually updated-opportunity to engage the support of the local Residents' Associations for noticeboard maintenance         | Eye-catching noticeboards with a point of difference are updated with newsletters, media releases, maps, timelines, diagrams, public notices - all material relevant to earthquake recovery | One noticeboard located in each key suburb. All noticeboards branded for familiarity and credibility   |
| Advertising                                      | Directly affected           | Reaches wide demographic, clear and effective way to distribute information and key messages   | As and when required   | A clear, concise spread with relevant images, diagrams and timelines, branded accordingly for credibility   | In key newspapers and relevant grassroots publications   |

## Appendix 4: General Needs Assessment Forms

4.1 This appendix provides examples of Needs Assessment forms which can be used as templates for household data collection or at CDC or RAC.

|   |                              |    |
|---|------------------------------|----|
| <b>Contact Information</b>  |                              |    |
| First Name  |                              |    |
| Last Name   |                              |    |
| Property address at time of event                                 |                              |    |
| Postal address (if different)                                     |                              |    |
| Phone Numbers (home and Business)                                 |                              |    |
| Email address   |                              |    |
| Other Information (ages of people in the house, any disabilities) |                              |    |
| <b>Property Information</b>                                       |                              |    |
| Legal address as in rates data base (+ URL link to google maps)   |                              |    |
| Owner of the Property   |                              |    |
| Occupied by?  |                              |    |
| Private or Commercial property?                                   |                              |    |
| Valuation Number  |                              |    |
| Main Contact Number   |                              |    |
| Insurance status (settled, in progress, uninsured)                |                              |    |
| Insurance company name  |                              |    |
| <b>Support Requested Details</b>                                  |                              |    |
| Which provider(s) they wish to see (Bank, EQC, Insurance etc)     |                              |    |
| EQC Number  |                              |    |
| Red Cross Number  |                              |    |
| Consent to share form signed (Circle)                             | Yes                          | No |
| Other Information   |                              |    |
| Action(s) taken   |                              |    |
| Date of visit:  | Seen by: (Name and position) |    |



# Appendix 4: Recovery Assistance Centre Reception Form

## 4.2 This template can be used

- to establish the best referral service for a household
- for the creation of a database to maintain a record of supports put in place for a household

|   |                      |        |
|---|----------------------|--------|
| Date  | RAC Reception Number |        |
| Full Name   |                      |        |
| Permanent Address   |                      |        |
| Phone Number(s)   |                      |        |
| Email   |                      |        |
| Age   |                      |        |
| Is this your first visit? (+ date of any previous visit)    | Yes                  | No     |
| Number in Household   |                      |        |
| Current address (if not at permanent address)               |                      |        |
| Do you own this home or are you renting?                    | Home Owner           | Renter |
| Reason for visit:   |                      |        |
| What other support have you accessed?                       |                      |        |
| Do you have personal support such as friends and/or family? |                      |        |
| Name and ages of people in your household:                  |                      |        |
| Are you insured? + name of Insurance company                | Yes                  | No     |
| Main Need   | Detail               |        |
| Whanau Support  |                      |        |
| Food and Water  |                      |        |
| Financial   |                      |        |
| Accommodation   |                      |        |
| One-on-one support -  |                      |        |
| Practical support   |                      |        |
| Counselling   |                      |        |
| Animal Welfare  |                      |        |
| Other   |                      |        |
| Action taken today:   |                      |        |
| Future visit/ action:                                       |                      |        |

Consent:

I agree/disagree to this information being shared with others to help me get the required assistance.

Name

Signed

Date:

RAC STAFF MEMBER:

# Appendix 5: Psychosocial Support Agencies

This appendix provides an example of material produced by the Waimakariri Council to give communities impacted by the Greater Christchurch earthquakes information about psychosocial supports.

The brochure can be used as a template for summarising psychosocial recovery information, and can be widely dispersed in a community to social service providers, GPs, libraries etc so that the information is readily accessible to an impacted community.

The Kaiapoi Recovery Assistance Centre is open in the Community Centre on Sewell Street, Monday to Friday 9am-4.30pm with late night opening to 7.30pm on Thursdays.

You can call in for a chat or phone on 03 311 8902 ext 2727.

**Do you need someone to talk to or a bit of support?**

**Free Counselling and Support Options in Waimakariri**

WAIMAKARIRI DISTRICT COUNCIL

The recent earthquake and subsequent aftershocks have been a very frightening experience for everyone. What most people are experiencing now is a normal response to this extraordinary event. Many of us will be feeling stressed, worried, anxious, on edge or feeling a sense of lack of control. Many of us are coping well by getting back into normal routines and continuing to talk to family, friends, neighbours and colleagues.

#### COUPLE / RELATIONSHIP RELATED

- Relationship Services: have a room at 237B High Street in Rangiora, Thursdays and Fridays. Need to phone 0800 735 283 to register or book in.
- Family Court: six free sessions; may get a Kaiapoi counsellor; don't need to be separating. Phone 03 962 4317 and ask for Family Court Counselling.

#### COUNSELLING / SUPPORT

- Relationship Services: have a room at 237B High Street in Rangiora, Thursdays and Fridays. Need to phone 0800 735 283 to register or book in.
- Ruby Myerscough: C/- Kaiapoi Community Services, 116 Williams Street, Kaiapoi 03 327 8945
- Presbyterian Support: 03 313 8588 (For primary school age children) contact Beverley Flitton on 03 310 7061 or 027 7125927
- Stress relief: Barbara on 03 313 0521, Susan on 03 312 7899

#### DISABILITY

- CCS Disability Action: Cathie Sinclair - 03 313 8312
- IDEA Services: 03 313 5926

#### ELDERLY

- Darnley Centre: Chris Greengrass on 03 327 5934
- Presbyterian Support: 03 313 8588
- Meals on Wheels: 03 327 8945
- Age Concern: 03 366 0903

#### FAMILY VIOLENCE

- Government Helpline: 0800 211 211
- Christchurch Women's Refuge: 0800 1 REFUGE
- Otautahi Women's Refuge: 0800 117 474
- Battered Women's Trust: 03 364 8900
- Stopping Violence Services: 0800 478778

#### GENERAL LISTENING EAR / ANYTIME

- Lifeline: Ph: 0800 543 354

#### GENERAL INFORMATION / SUPPORT

- Kaiapoi Community Support: 03 327 8945, 116 Williams Street, Kaiapoi
- Red Cross: 03 327 8811

#### MENTAL HEALTH

- Family Mental Health Service: 0800 218 219
- Presbyterian Support - LINK: 03 313 6509
- ComCare: 03 310 6060 or Warm Line: 0800 899 276

#### SEXUAL ABUSE

- The Sexual Abuse Centre: 03 365 3626
- START: 03 355 4414

#### OTHER SOURCES OF SUPPORT

- Stress Relief: Awatea on 03 962 4926
- Self Improvement: Real Steps Trust: 03 323 7837 (Free Workshops with some fees for other services)
- Self Improvement: The Art of Living: 021 131 7452 (Free Workshops with some fees for other services)
- Holistic Life Coaching: Martyn Terry on 03 310 2226 (Free initial consultation and negotiable fees for further sessions)

# Appendix 6: One On One Support Team-Wess Operational Templates

This appendix shows a variety of forms used by the Waimakariri Earthquake Support Service (WESS) after the Greater Christchurch earthquakes. These forms provides templates which can be used to operate a one on one support team for households in an area impacted by a disaster.

## 6.1 Form to establish Eligibility for One on One Support Service

This template may be used in a RAC or by a social service or by the One on One service itself to establish whether a household meets the criteria for one on one assistance. Criteria will be determined by the nature of a specific disaster.

### Support Coordination – one on one support for impacted households

#### Eligibility for Support Service Check List

The primary goal of the one on one service is to ensure that:

Individuals/families who have lost their home or who may have to relocate are aware of the services and agencies available to assist them with relocation and any other related matters. This is achieved by facilitating timely and coordinated access to information, and referrals to support services.

#### Eligibility Criteria (please indicate the criteria that the household meets)

- Have to move out while their home is repaired or land remediated, or
- Have lost their home completely and require assistance to relocate

1. If the household does not qualify, please record their name and contact details only below, and the agency (if any) they have been referred to.
2. If the Household is eligible, please complete all details below and

Send to the Screening/Referral Coordinator, Programme Office

Name(s) \_\_\_\_\_

Current Address \_\_\_\_\_

Damaged Home Address (If different) \_\_\_\_\_

Number of people at the address: \_\_\_\_\_

Phone Contact(s) \_\_\_\_\_

Email address \_\_\_\_\_

Preferred Method of Contact \_\_\_\_\_

Preferred time of Contact \_\_\_\_\_

Notes

Urgent

Response Required    Yes/No

Name of Person recording details \_\_\_\_\_

Contact Number: \_\_\_\_\_

Date of Contact \_\_\_\_\_

# Appendix 6: One On One Support Team-Wess Operational Templates

## 6.2 Checklist used by a One on One Support Worker on a first visit to a household

This template can be used to ensure correct information is given and gained when a One on One Support worker makes a first visit to an impacted household.

### SUPPORT COORDINATOR FIRST VISIT CHECKLIST

Family Name \_\_\_\_\_

Coordinator Name \_\_\_\_\_

Date of first visit: \_\_\_\_\_

| Information         | Action  | Completed             |
|---------------------|---|-----------------------|
| Needs Assessment    | Have you completed a Needs Assessment form with the individual/family and identified and agreed on a Recovery Plan? | <input type="radio"/> |
|                     | Have you discussed the privacy statement with the individual/family?  | <input type="radio"/> |
|                     | Has the householder signed the Needs Assessment form and Recovery Plan?   | <input type="radio"/> |
| Grants Information  | Have you gone through available grants?   | <input type="radio"/> |
|                     | Have you made a plan with the family to apply for any grants?   | <input type="radio"/> |
| Complaints Policy   | Have you explained the Coordinator complaints policy?   | <input type="radio"/> |
|                     | Have you left a copy of the Complaints Policy with the household?   | <input type="radio"/> |
| Contact Information | Have you left your contact details with the household?  | <input type="radio"/> |
| Next Contact        | Have you advised the household when you will next be in contact?  | <input type="radio"/> |

Please note that some of these actions might be completed over several visits.

# Appendix 6: One On One Support Team-Wess Operational Templates

## 6.3 One on One Support service monthly report to lead psychosocial agency

This appendix provides a template for monthly reporting of numbers and activity by a One on One service to the lead psychosocial agency or funder.

### SUPPORT SERVICE MONTHLY REPORT

Report Date: \_\_\_\_\_

Statistics for Month \_\_\_\_\_

Current client total: \_\_\_\_\_

Number of Cases closed: \_\_\_\_\_

Number of new enrolments and source: (eg door knock, drop-in, referral)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Household Composition of new enrolments: (eg over 65, extended family, single parent)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

General Comments (trends, observations, needs, issues)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signed : \_\_\_\_\_

Role: \_\_\_\_\_

# Appendix 6: One On One Support Team-Wess Operational Templates

## 6.4 Service Evaluation – One on One service Feedback form used by WESS

This appendix provides a template for receiving feedback about the quality of service the One on One Support has provided. It can be used as an evaluation tool when the household is exiting from the One on One support service.

### One on One Support Service EVALUATION FORM

Name of Support Service \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Your household has received this form because you have recently received support from a support service member. We would appreciate your feedback as it ensures our service keeps improving.

**Your personal response will remain confidential to the \_\_\_\_\_ (Name of service) \_\_\_\_\_ Support Service.**

Your Support Worker's Name: \_\_\_\_\_

**Did we treat you well?** (Circle one) \_\_\_\_\_

|                      |    |              |    |           |
|----------------------|----|--------------|----|-----------|
| 1.                   | 2. | 3.           | 4. | 5.        |
| Improvement required | .  | Satisfactory | .  | Very Good |

**What difference did we make to your situation?**

\_\_\_\_\_  
\_\_\_\_\_

**In particular has the \_\_\_\_\_ (Name of service) \_\_\_\_\_ :** (Circle yes or no)

- 1. Assisted you in taking some steps towards future planning? Yes/No
- 2. Helped you develop a recovery plan? Yes/No
- 3. Contributed towards your self-confidence and wellbeing? Yes/No
- 4. Assisted you to gain more community connections and support? Yes/No
- 5. Given you a better understanding of the recovery effort? Yes/No
- 6. Helped you understand the processes you can use to progress your recovery? Yes/No

**How could we improve the service?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for taking the time to complete this evaluation. We appreciate your feedback.

# Appendix 6: One On One Support Team-Wess Operational Templates

## 6.5 Support Service Permission Form

This form gives the one on one support service permission to ask questions on behalf of a household.

### SUPPORT SERVICE PERMISSION FORM

I \_\_\_\_\_  
Name

of \_\_\_\_\_  
Address

Give consent for \_\_\_\_\_  
Name of Support Service or Person

to collect and disclose information relating to my claim/personal circumstances

(Claim Number) \_\_\_\_\_ from the following organisations:

---

---

---

---

---

---

e.g. Lawyer, EQC, Insurance

Signed: \_\_\_\_\_

Date \_\_\_\_\_

Name of Support Service \_\_\_\_\_

Office Address \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

# Appendix 7: Door Knock Questionnaire

This appendix shows the range of questions which can be asked in a door knock exercise after a disaster. The range of questions can be modified, and will evolve over the course of subsequent door knocks. This appendix will serve as a template for an initial door knock after a disaster.

Name \_\_\_\_\_

Phone(s) \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

Number in Household: Adults \_\_\_\_\_ Children (under 16) \_\_\_\_\_

Disabled, elderly, very small children, (Please explain)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Health Issues

\_\_\_\_\_  
\_\_\_\_\_

Any extra assistance required for any of these groups?

\_\_\_\_\_  
\_\_\_\_\_

Isolated (i.e. are you able to leave the property if necessary)? YES NO

Issues with your home

\_\_\_\_\_  
\_\_\_\_\_

Other requirements

\_\_\_\_\_  
\_\_\_\_\_

Do you wish to be visited again YES No

\_\_\_\_\_

This information will be shared with \_\_\_\_\_ (name of organisation(s))

Please sign that you agree with your information being shared: \_\_\_\_\_

Date: \_\_\_\_\_



## Appendix 8: Financial Assistance- Support Agencies And Roles

This appendix shows the table of lead agencies for different areas of financial recovery after a disaster. This appendix is reproduced from page 166 of the Director's Guidelines for CDEM groups.

| Agency   | Support  |
|--|--|
| Accident Compensation Corporation              | Provide compensation to claimants.<br>Ensure continuation of payments to treatment providers or deferral of levy payments in certain circumstances.  |
| Earthquake Commission                          | Provide information about: <ul style="list-style-type: none"> <li>• Claim lodgement and settlement processes for natural disaster damage as defined in the EQC Act 1993</li> <li>• Settlement of valid claims under the Earthquake Commission Act 1993</li> </ul>  |
| Inland Revenue                                 | Provide tax relief and income assistance through a range of measures.  |
| Insurance Council of New Zealand               | Provide specific disaster recovery information to assist with minimising loss, information on how to lodge insurance claims, and insurance company contacts.   |
| Ministry of Business Innovation and Employment | Help businesses to recover by providing information and support.   |
| Ministry for Primary Industries                | Provide, after an emergency affecting primary industry sector producers, on-farm relief that meets the Ministry's funding criteria.<br>Depending on the scale of an adverse event, MPI may provide funding for: <ul style="list-style-type: none"> <li>• Rural Support Trusts and other agencies for recovery activities.</li> <li>• Appointments of Agricultural Recovery Facilitators.</li> <li>• Technical advice and meeting other costs.</li> </ul> |
| New Zealand Red Cross                          | Manage a national relief fund and financial support services in the form of an independent relief or recovery cash grant process   |
| Salvation Army                                 | Manage a relief appeal to assist affected persons in the most appropriate way eg money from donors and supporters.   |
| Community based organisations and networks     | Assist affected people to connect with financial assistance and services.  |
| Local authorities                              | (regional and national) Participate in a disaster relief fund trust (if established in the region). Manage and administer mayoral relief funds.  |
| <b>Further Support may be provided by:</b>     |  |
| <b>Agency Support</b>                          |  |
| Community based organisations and networks     | E.g. some rural support trusts can take a lead role coordinating rural recovery.<br>In classified medium and large-scale event, MPI funds agreed activities of Rural Support Trusts in support of farming families and primary producers' recovery.  |
| Industry organisations                         | E.g. Dairy NZ + Beef and Lamb New Zealand, and Rural Women New Zealand (among others) – provide information to help farmers cope with and recover from adverse events including financial planning and farm management advice.   |
| Business groups                                | E.g. Chambers of Commerce mentoring activities.  |
| Banks and financial organisations              | E.g. financial planning advice for customers.  |

# Appendix 9: Red Cross Grants After A Disaster

## Grants Provided After The Canterbury Events

This appendix is a summary of the grants created by Red Cross to support recovery for impacted households after the Greater Christchurch earthquakes. The grants were targeted to specific assistance over 5 years to meet the changing needs of the recovery.

### Recovery Grants

#### 2010 Damaged Home Grant

To assist people living in homes that have been badly damaged or are without sewerage or water services.

#### 2010 Emergency Grant

To assist those who have been displaced from their homes as a result of damage arising from the earthquake.

#### 2010 Financial Support Grant

To provide support for families who have lost a small business as a result of the earthquake.

#### 2010 Hardship Grant

To assist those who have suffered hardship as a result of the earthquake.

#### 2010 Relocation Grant

To assist Waimak and Selwyn districts households in the green zone that have had to move out and will be moving back into their earthquake damaged homes.

#### 2010 Special Grant

Precursor to 2010 Hardship Grant.

#### 2011 Building Materials Grant

The provision of building materials to uninsured home owners, whose land has been zoned green, needing to repair their earthquake damaged homes.

#### 2011 Alternative Sewerage System Grant

For households that have had to find alternatives to their flushing toilets at home for at least 90 days.

#### 2011 Bereavement Grant

For immediate family members of those killed in the Canterbury earthquakes.

#### 2011 Displaced Schoolchildren Grant

To assist caregivers of schoolchildren who have moved from both their home and their school in the period immediately after the 22 February 2011 earthquake.

#### 2011 Emergency & Hardship Grant

To provide immediate support for people without services for seven days or more, or forced to leave their damaged homes for seven days or more.

#### 2011 Enhanced Water Filter Grant

To assist households whose domestic water supply comes from either a well or a bore and whose water quality deteriorated as a result of the earthquakes and who now need an enhanced water filter (EWF) in order to make their water potable.

#### 2011 Independent Advice for Small Businesses Grant

To assist small and family owned businesses, with fewer than ten employees, who need financial assistance to access legal, accounting or engineers/building advice in relation to the effect of earthquakes on their business.

# Appendix 9: Red Cross Grants After A Disaster

## Grants Provided After The Canterbury Events

### 2011 Independent Advice Grant

To assist vulnerable homeowners to make an informed decision on their land or property. This grant could be used to obtain professional advice or reports which could include legal, financial, geotechnical or engineering.

### 2011 Relocated Schoolchildren Grant

To provide financial support to the caregivers of children who have been displaced from their usual residence, forcing them to move further than 3km away from their early childhood facility or school due to the 22 February 2011 Christchurch earthquake.

### Recovery Grants Update

As at 31 December 2013

### 2011 Seriously Injured Grant

To assist those who were most seriously injured by the 22 February 2011 earthquake.

### 2011 Targeted Moving Assistance Grant

To assist home owners whose residential properties have been issued with a Section 124 Building Act Notice by their council or a CERA Section 39(2)(c) or Section 45 notice.

### 2011 Temporary School Grant

To provide financial support to the caregivers of children affected by their early childhood facility or school's temporary closure due to the 22 February 2011 earthquake.

### 2011 Winter Assistance Grant

To assist people living in significantly damaged homes caused by the earthquakes. Grants for the elderly, children under 5 years, school-aged children and those with pre-existing medical conditions.

### 2012 Bereavement Grant

A second round of assistance to immediate family members of those killed in the Canterbury earthquakes.

### 2012 Disability Support Grant

To support people with significant disabilities, and their carers, who are encountering considerable hardship in meeting disability-related needs and maintaining quality of life due to the effect of the earthquakes on physical infrastructure and access to services.

### 2012 Physical Impairment Grant

To assist people who have an ongoing physical impairment from physical injury sustained in the Canterbury earthquakes and still receiving rehabilitation or medical treatment as at 23 July 2012 in relation to this physical injury.

### 2012 Seriously Injured - Case Review Project

This grant was provided to recipients of the Seriously Injured Grant who opted to take part in a multi-agency review of their experience in accessing support services after the earthquake and their ongoing support needs. A grant payment was made in recognition of their ongoing needs.

### 2012 Seriously Injured - Open up for all Grants

To assist those who were most seriously injured by the earthquake on 22 February 2011.

### 2012 Storage for Renters Grant

To assist people who rent properties in the greater Christchurch area who have had to pay for storage for their belongings as a result of the earthquakes and have exhausted other financial assistance.

## Appendix 9: Red Cross Grants After A Disaster

### Grants Provided After The Canterbury Events

#### 2012 Storage for Homeowners Grant

To assist homeowners who have had to vacate their damaged property and pay for storage for their belongings any time since 4 September 2010 and have exhausted other financial assistance.

#### 2012 Mobility Assistance Grant

To assist people who suffer from mobility issues – resulting in them self-isolating.

#### 2012 Winter Assistance Grant

To assist vulnerable households who are living in homes significantly damaged by the earthquakes or, due to earthquake damage, have had to move into accommodation which is damp and/or difficult to heat.

#### 2012 Essential Items Card

To assist Canterbury residents affected by the earthquakes and experiencing financial hardship, to purchase essential items through any of The Warehouse stores.

#### 2013 Christchurch School children's Grant

To assist primary and secondary school students in greater Christchurch who are experiencing anxiety or financial hardship as a result of the earthquakes. 179 schools (more than 61,000 students)

#### 2013 Essential Services Grant

#### 2013 Community Wellbeing Grant

#### 2014 Winter Initiative

# Appendix 10: Waimakariri Earthquake Fund

## Application Form And Criteria

This appendix provides an example of the form used to process applicants for the Emergency fund created after the earthquakes in the Waimakariri. It can be used as a template to manage any fund created and managed by Local Council after a disaster.

|                                 |                             |
|---------------------------------|-----------------------------|
| <b>Name of applicant:</b> _____ | <b>Contact Phone:</b> _____ |
| <b>Address:</b> _____           |                             |

*(Please see the reverse side of this form for guidelines).*

|  |
|--|
| Please detail what the requested funding is for. |
|  |

|   |    |
|---|----|
| Please indicate the amount of funding required: _____ | \$ |
|---|----|

|  |          |
|--|----------|
| Is the applicant a resident of the Waimakariri District? | Yes / No |
|--|----------|

|   |          |
|---|----------|
| Situation of personal financial hardship for emergency assistance as a result of the earthquake – please give details | Yes / No |
|   |          |

Please note that applications received from outside of the general zoned area will be considered on their merits.

|                      |       |        |             |
|----------------------|-------|--------|-------------|
| For office use only: |       |        |             |
| Date Received:       |       |        |             |
| Approved/Declined    | _____ | Amount | \$ _____    |
|                      | _____ |        | Date: _____ |
| Signature – Mayor    |       |        |             |

|                        |       |  |             |
|------------------------|-------|--|-------------|
| Date Received:         |       |  |             |
|                        | _____ |  | Date: _____ |
| Signature of applicant |       |  |             |

## Relief Fund Criteria

### **Guidelines**

1. That the applicant is resident within the earthquake affected area of Kaiapoi/Pines Kairaki.
2. That the event, or requirement for funds is for a situation of personal financial hardship for emergency assistance as result of the earthquake.
3. That the funds are a last resort to assist with immediate emergency requirements up to \$500.00.
4. Grants will only be one off.
5. Each grant will be dealt with on an individual basis to allow for flexibility.

### **Priority for funding**

1. To help individuals and families in their immediate need.
2. Provide a source of funds to help those who do not qualify for other funding.
3. Assistance would be provided for such things as:
  - Groceries
  - Tools
  - Medical
  - Fuel
  - Power
  - Transport
  - Care

### **Applicants approved by:**

The Mayor or as delegated by the Mayor.

# Appendix 11: Recovery Hub Feedback Form

This appendix provides a template for recording feedback from those householders using the services of the Hub. Receiving and analysing feedback allows certainty that the Hub is meeting the needs of the community, and also helps identify any other providers which might be needed.

So that we can improve our service to you, please let us know any other providers that you would have found useful to use in the Earthquake Hub.

Finance - general banking & Investment

Budget advisors

Finance - Mortgage Services

Tenants Protection Association

Real estate

Utilities providers (power, phone etc)

Property development

Fletcher EQR

Furniture removal companies

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Government agencies (please note who):

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Do you have any other feedback about the hub?

# Appendix 12: Waimakariri Earthquake Community Development Coordinator Job Description

This appendix shows the range of skills and duties identified as important in the job description for a Community Development role after the earthquakes in the Waimakariri District. A Community Development coordinator plays an important role in social recovery after a significant disaster. This appendix can be used as a template for a Community Development role following any disaster.

## **PURPOSE**

To provide advisory assistance to community groups on community projects, programme development, access to funding and people resources.

To assist communities and the Council to identify current community issues, and establish and prioritise needs.

Ongoing update of a Community Profile from a variety of sources, and the development of strategies to assist the community to address identified needs.

To support local services and programmes, in partnership with the community to continue to operate during a period of rapid change.

To work with local communities and communities of interest to assist with capacity building and empowerment.

To establish community partnerships and networks to ensure community views and needs are reported to Council.

To encourage collaboration amongst community organisations.

To assist the Social Recovery Manager in the preparation of information for Council planning e.g. LTCCP and annual budgets.

## **KNOWLEDGE AND SKILLS REQUIRED**

1. A relevant qualification in social and community studies, and/or experience in related fields, with necessary skills to identify community needs and develop solutions.
2. Understanding of, and ability to promote empowering and developmental models in community work.
3. Empathy for, and ability to identify the needs and potential of diverse community groups.
4. The ability to assist groups to formulate their ideas into constructive actions, ability to undertake community based research, and to effectively complete projects.
5. A working knowledge of how specific needs of local groups interact with wider support systems and networks.
6. A successful track record in community development work either in a voluntary or professional capacity.
7. An ability to relate to people from different age/gender groups, people with diverse social and cultural values, as well as groups with special needs.
8. Skills in facilitating, co-ordinating, and formulating project plans.
9. An ability to work successfully as part of a team.
10. Ability to work in a political environment supporting community development principles.



## **RELATIONSHIPS**

The Community Development Advisor, in carrying out his/her duties shall:

1. Establish a close working relationship with service provider groups, community groups, and networks.
2. Support Council staff to make appropriate contacts in the community as required by the Local Government Act 2002.
3. Maintain effective communication with the Social Recovery Manager and other members of the Social Recovery team.
4. Liaise with resourcing agencies to identify resources for community development opportunities in the Kaiapoi/Pines Beach/Kairaki areas.
5. Network with other local authority Community Development Advisors where appropriate.
6. Establish and maintain such other links as are necessary to fulfil the position objectives.

## **OTHER REQUIREMENTS**

To take part in Civil Defence training programmes and exercises.

To assist effectively in a Civil Defence emergency.

To take all practical steps to ensure your own and other employees' safety as well as the safety of members of the public.

To notify your supervisor of any hazard or potential hazard.

To actively participate in providing solutions or suggesting better ways to do things.

To ensure that improvements are made in the way jobs are done.

To ensure that proper account of tikanga Maori and the Treaty of Waitangi is taken a a in all Departmental activities.

To maintain an effective partnership with tangata whenua as provided for by the Memorandum of Understanding.

## **HOURS OF WORK**

Normal hours of work are 40 hours per week but some meetings may occur outside normal office hours.

## **AMENDMENT TO JOB DESCRIPTION**

This job description may be amended from time to time by the Chief Executive Officer, after consultation with the officer.



