

UNITED IN RECOVERY

He waka eke noa



INTEGRATED RECOVERY TEAM

COVID-19 Short-Medium Term Recovery Action Plan

Introduction

Recovery is a set of activities that will progress people and communities towards the resumption of a relatively stable pattern of life, functioning with a sense of control and are orientated towards their future.

It focusses on ensuring the needs of individuals, whānau and communities are met, and they are supported to recover, adapt and thrive despite challenges and disruption. Recovery spans a wide range of social, health, economic and environmental interventions.

The role of recovery is to identify needs and coordinate efforts to influence the immediate, medium and long-term holistic regeneration of a community following a disaster or event. It is important to make sure that the recovery is inclusive and empowering for all and that key agencies work alongside Iwi, Pacifica and other communities. Council's provide overall leadership and coordination for recovery at the local level.

How people are impacted by a disaster or event

The impacts of a disaster or event like a pandemic can affect people's lives in many ways including:

- Disruption of routines, relationships and familiar patterns of daily life
- Psychological trauma, grief and stress
- Financial hardship
- Impacts on short and long term health and quality of life
- Loss of things people value – tangible and intangible
- Physical harm
- Damage to property

These factors can impact on personal, community and societal wellbeing, relationships and health.

Phases of Recovery

People will experience high and low emotional states throughout the recovery process. Fluctuating moods, energy and ability to take control of their circumstances influence their understanding of the recovery tasks and their capacity to plan and undertake what is required. Morale and energy rise as they start to resume a self-reliant and independent life and dip as anxiety and stress are triggered by practical setbacks and lingering grief. Figure 1 illustrates how this might look over the course of recovery for a single person.

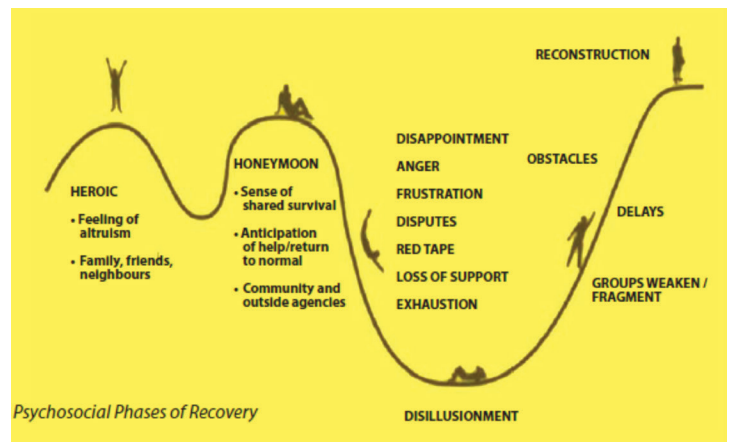


Figure 1.

Recovery Services

Civil Defence Emergency Management (CDEM) has responsibility for recovery coordination and work alongside ministries, government departments, agencies, iwi authorities and organisations.

A thorough understanding of the post disaster or event needs of the community is required to plan for the services/programmes that will facilitate an effective recovery. Recovery from a disaster/event requires the right support and services at the right time. Many business as usual services in the community can support effective recovery e.g. Foodbanks, MSD financial support, economic development agencies; but additional capacity and capability is beneficial to effectively deliver recovery services/programmes. Additionally, it is likely that targeted services will be needed. It is important that adequate resources are allocated for recovery roles.

With the Integrated Recovery Teams aim of a reset and redesign to deliver a new norm, recovery will also be about identifying opportunities for agencies and organisations to improve people's life circumstances and promote greater equity (more fairness, reduce poverty, boost social cohesion).

He waka eke noa – We're all in this together.

The Recovery efforts are being led by the Integrated Recovery Team which is a collective group of public service organisations across the Whanganui DHB rohe that were formed as a result of the response to the COVID-19 pandemic. The primary organisations that are represented are:

- Whanganui Civil Defence
- Whanganui District Council including Whanganui and Partners
- Whanganui District Health Board
- Iwi collectively - Te Ranga Tupua
- Ruapehu District Council
- Rangitikei District Council

Three key elements for recovery have been identified; economic, social and health. The Integrated Recovery Team acknowledge

that no one element is more important than the other; a holistic approach is underpinned by our values, cultural and environmental foundations as the only way to achieve thriving communities.



Integrated Recovery Strategy – Reset, Redesign - Recovery

This strategy is not only about the resumption of normal activity. It's an opportunity to identify how to improve the way services are delivered to impact community well-being.

Reset is about acknowledging the services and systems in place and existing that are working well and are strategically aligned; enabling them to reset as quickly as possible.

Redesign is about identifying opportunities to deliver services and systems differently. This may include redeveloping, redesigning or ceasing existing services, or developing and designing new services which are more aligned to our communities' needs. It is about working closely with our communities to identify their social, economic and health/wellness goals and aspirations, and supporting and enabling thriving communities.

Recovery means the coordinated efforts and processes to bring about the immediate, medium and long-term holistic regeneration and enhancement of our community following this COVID-19 pandemic. This is composite of all systems and services under Reset and Redesign. Recovery is for the community; the community is our future.

Our Recovery - Vision

The vision is the anchor point of this Reset, Redesign - Recovery strategy.

Kia tāea e te whānau me te hāpori i tōna ake tino rangatiratanga

Together we will support our region to build resilient communities, empowering whānau and individuals to determine their own well-being

Community Engagement and Communication

A central element of the recovery strategy is that it is community-led. Effective and genuine engagement will support relationships that are based on trust and confidence and create a sense of self-determination.

A comprehensive Engagement Plan provides a road map for the engagement activity which includes interviews with strategic leaders, an organisational survey, a community survey with targeted follow-up, focus groups with communities of place and communities of interest, meetings with community organisations and groups, stakeholder workshops and personal one-on-one discussions.

This community intelligence will inform the development of the longer term recovery action.

The Communications Plan will ensure good communication that will enable people to do what’s needed, to build trust and sustain resilience.





Recovery actions

Central to the role of the Integrated Recovery Team is leadership, coordination and communication. Recovery activity will foster community preparedness and resilience.

The key elements of this recovery plan are:

1. *Community engagement and empowerment* – involving the community will create a sense of control and self-determination and enable members to contribute
2. *Needs assessment* – understanding needs, strengths and vulnerabilities, monitoring and diagnosing the community's changing needs will enable better decision-making
3. *Partnership and collaboration* – coordinating people and organisations to work together across the different environments will enable broader community participation
4. *Resourcing* – ensuring resources are available when needed will enable better recovery delivery
5. *Leadership* – having agile leaders who can effectively mobilise others will enable development of a shared culture in working towards recovery

1.5 Actions

Immediate/short-term

- Provide Welfare support and manage the transition to other agencies e.g. Foodbank and MSD
- Establish relationships and operating structures to coordinate activity and efforts and enable broader community participation
- Socialise concept of a Social Governance Group to manage recovery in the long term and implement redesign initiatives
- Work alongside Iwi to support community needs, aspirations and equity outcomes
- Secure resourcing for the Integrated Recovery Office
- Maximise uptake of Central Government funding opportunities
- Provide access to psychosocial and business support
- Undertake surveys and community engagement activities to gather information
- Analyse feedback to understand needs, strengths and vulnerabilities
- Develop Recovery Action Plans to address identified issues and needs – economic, social, environmental and cultural
- Support the Regional Economic Taskforce work to develop a Regional Economic Recovery Plan
- Develop a monitoring framework and collect data

Medium-term

1. Be prepared in case of re-entry to emergency response
2. Continue to promote uptake of ongoing government funding opportunities
3. Establish Social Governance Group and identify redesign opportunities
4. Develop long-term action plan based on engagement feedback:

Some emerging issues identified as potential action points include:

Social/Health related:

- Mental health
- Housing – quality and quantity
- The environment, sustainability and food resilience
- Connectivity
- Personal well-being – healthy pace of life, work life balance, family time, exercise

Economic related:

- Tourism and marketing
- Export facilitation
- Apprenticeships and trade training
- Business attraction
- Opening up of industrial land
- Hub for innovation
- Rural connectivity
- CBD residential re-use
- Maximising state housing uptake
- Business continuity planning

Long-term

Implementation of redesign opportunities and initiatives to enhance community well-being.

Contact person for enquiries:

Charlotte Almond

Recovery Manager

charlotte.almond@whanganui.govt.nz