



RECOVERY MANUAL

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1. Introduction

1.1 Purpose

This manual has been prepared to assist the Manawatu-Wanganui CDEMG to plan for and fulfil its responsibilities in respect of recovery after any major event where normal social and economic activity has been disrupted. The manual is intended as an aid rather than definitive procedures and should be read in conjunction with other plans specified in this manual.

This manual has been prepared to assist territorial authorities prepare their own recovery Plans as well as ensure a constant approach across the Region.

1.2 Definition of Recovery

The Civil Defence Emergency Management Act 2002 defines “Recovery Activities” as:

“The assessment of the affected community needs.

§ *The coordination and use of resources available to assist the community, or communities, to recovery from a disaster event.*

§ *Activities relating to community rehabilitation and restoration.*

§ *The introduction of measures to reduce hazards and risks of future emergency event.”*

Essentially recovery activities are those directed at providing the information, resources, personal support and community infrastructure necessary for individuals and the community to achieve self-sufficiency and sustained independent functioning as soon as possible after an emergency event.

A Recovery Manager will be appointed for every major event and it is the role of the Recovery Manager to facilitate the recovery activities for affected communities to ensure welfare needs for people affected have been met, to ensure that systems and processes are in place to help the community re-establish self sufficiency and that essential services have been restored.

1.3 Principles

Recovery, in this context, is the process of supporting and enabling individuals, families and whole communities to regain self-sufficiency through providing information, specialist services and resources.

Effective recovery requires the pre-planning and management arrangements that are understood and accepted by support agencies and the community.

Obviously the management of disaster recovery will be more effective if conducted at the local level, with the active participation of the affected community and with maximum reliance on local capabilities and expertise.

Recovery from disaster will be more effective if this process involves participation by key agencies, partners and organisations that will be involved in planning and key decision making during the recovery phase.

Recovery from disaster is best achieved when the recovery process begins during the response phase.

Planning and management arrangements will also be more effective if supported by regular training exercises that are designed to prepare agencies and organisations personnel for their roles.

1.4 CDEMG Recovery Priorities

Recovery priorities for the Manawatu-Wanganui CDEMG are:

Safety of individuals

The safety and health of all people remaining in the disaster area is a priority and will be a key area of focus during recovery.

Social recovery

Restoration of the community's material needs (food, accommodation and lifeline services) as well as addressing the psychological and emotional needs of the community.

Economic recovery

Facilitation of economic recovery by providing the community with the tools necessary to commence their own economic recovery.

Physical recovery

Physical recovery is based on long-term strategies, adopting mitigation measures that prevent or reduce the effects of future emergencies.

1.5 Recovery Plan Linkages

This Plan should be read in conjunction with:

- § Manawatu-Wanganui CDEMG Plan
- § National Civil Defence Emergency Management Plan
- § National Recovery Planning Guidelines

Recovery planning also links to the other “3 R's” of comprehensive emergency management:

1.5.1 Reduction Planning

Reduction planning may identify direct links to activities to be carried out as part of recovery planning.

When analysing hazards to determine their likelihood and consequences there may be evidence that can be gathered that could be used in assessing the

viability or practicality of taking restoration measures that replicate the pre-event status. That is, evidence may be available to suggest that future rebuilding on a particular site may merely leave the buildings susceptible to damage in any future event.

The preparation of contingency plans for restoring essential infrastructure or lifeline service facilities and the possibility of locating this infrastructure in a different location may also prove useful. Information from the Lifelines Project may assist in this planning.

The future development of sites within hazard areas should also be taken into account to assist in reducing the risk to local communities.

During this phase of the planning process adequate provision to cope with disposal of waste material including contaminated waste in accordance with the Resource Management Act (RMA) should also be considered.

1.5.2 Readiness Plans

Readiness plans should address two essential elements that overlap with recovery issues.

These are training and public information.

Training should be conducted that is specific to recovery responsibilities and is in line with the requirements detailed in the recovery tasks that follow in this manual.

Readiness plans must make provision for public information strategies that:

- § Clearly relays to the public what assistance might be available;
- § Has material for recovery assistance; and
- § Allows for the pre-design of reference material on how to deal with property damage.

1.5.3 Response Plans

Response plans include a range of provisions relevant to recovery plans. The most significant of these are the allocation of resources and tasks from response activities to recovery.

A considerable number of agencies involved in the response to any incident will also have functions and roles to play in the recovery phase.

Recovery Managers will have to ensure that they are fully conversant with all Emergency Management plans for their area as this will allow some pro-active preliminary positioning of functions and resources during the response phase that will ensure a smoother transition to the recovery phase.

2. Recovery Tasks

The objective of recovery planning is to effectively apply the resources available, to the task of restoring the community to the point where normal social and economic activity may resume.

To achieve this there are 11 key tasks to be carried out. This part of the manual outlines how these tasks are to be achieved.

Key Tasks

Section 1	Transition from response to recovery
Section 2	Recovery Management Structure
Section 3	Community Involvement
Section 4	Impact Assessment
Section 5	Central Government Involvement
Section 6	Information Management
Section 7	Rehabilitation and Restoration of Services
Section 8	Financial Management
Section 9	Reporting
Section 10	Managed Withdrawal
Section 11	Reduction measures

2.1 Section 1 – Transition from Response

The Recovery Phase commences while response activities are still in progress. The activation of a pre-appointed Recovery Manager should take place while any declaration is still in force, with the Incident Controller retaining management of response activities.

The Recovery Manager should be aware of key decisions that are made during the response phase as some of these are likely to directly influence and shape the recovery process.

There is one significant point in the emergency management process from which Recovery gains momentum, that is, when the termination of any declared state of emergency is made.

From this stage the Incident Controller is signalling that the threat to life has passed, rescue activities have been completed and that community safety is assured. It is important that both Incident Controller and Recovery Manager consider the implications that termination of the state of emergency will have on current and future activities.

The cessation of a declaration will mean that statutory powers under emergency management legislation will cease and this can create loss of prioritisation of activities by some agencies and organisations whose response is directly linked to the declaration.

It must also be remembered that some agencies and organisations will have significant commitment in both response and recovery phases which could impact on their resources and ability to provide services over a prolonged period.

2.1.1 Planning Considerations

- § Ensure the Recovery Manager is part of critical briefings during the Response Phase.
- § Ensure the Incident Controller is aware of recovery requirements, tasks and plans prior to the termination of any declaration.
- § Ensure those agencies with both response and recovery responsibilities are aware of their continuing role and potential resource requirements as soon as possible.
- § Ensure vital recovery arrangements are put into place during the Response Phase.

2.1.2 Recovery Manager

Prior to termination the Recovery Manager is to initiate a meeting with the Incident Controller and the Incident Management Team to receive a full briefing on current and predicted situations.

During this briefing, agreement is to be finalised on how the transition will be managed, including the movement of specialist staff from Response into Recovery phases.

The Recovery Manager is to attend all Incident Management Team briefings to keep fully informed of the developing situation. Where practical senior members of the Recovery Team are to work in tandem with their response counterparts to minimise any transition problems.

2.1.3 Process

Immediately prior to termination the Recovery Manager is to arrange a formal briefing from the Incident Controller. Key elements that must be covered during this briefing are:

- § Current and likely welfare situation
- § Current and likely health situation
- § Status of essential services and facilities
- § Public Information structure and current activities
- § Status of the area transportation systems
- § State of the local business environment
- § Rural concerns
- § Urban concerns
- § Response resources available
- § Social concerns current and likely
- § Current and likely economic concerns
- § Overall damage assessment including any major unfinished response activity
- § Emergency overview as seen by the Incident Controller

To assist in prioritising recovery resource deployment the Planning and Intelligence Section of the response operation is to provide a full Situation Report to the Recovery Management Team including casualty statistics and property and infrastructure damage assessments.

2.2 Section 2 – Recovery Management Structure

It is a requirement of the Manawatu-Wanganui CDEMG Plan for all Territorial Local Authorities to appoint a Recovery Manager in readiness for any event. This manager will be trained in management of such phases and will be aware of the responsibilities, plans and tasks required of the position.

As the Recovery Manager will usually operate where no declaration is in place, there are no specific legal powers this position has. Therefore this function will only be effective if supported by an appropriate management structure that is designed to facilitate and coordinate recovery activities.

The management structure will vary according to the type of emergency situation. Most emergencies generate generic problems, which will enable the Recovery Manager to make an early decision as to the make up of specialist groups with representation from a wide range of agencies and services committed to assist the community.

2.2.1 Planning Considerations

- § The appointment and training of a Recovery Manager
- § The consideration of an appropriate management structure
- § Location of office and administrative support
- § Establishing representative groups to coordinate tasks, provide expert advice and disseminate management decisions
- § Provide information to affected areas
- § Administer Trust Funds and other aid
- § Administer work schemes in the community
- § Prepare plans, briefings and reports

2.2.2 Recovery Manager

The Recovery Manager will be required to establish an independent management office and structure to coordinate recovery activities.

Specific needs will become more conclusive as the response phase concludes and a clearer picture of requirements emerges.

As part of the preplanning for any recovery action, the Recovery Manager shall brief pre-selected specialist liaison and advisory staff on initial priorities and will establish groups to coordinate efforts to meet those priorities.

Groups established must, of necessity, be flexible in the structure and be able to meet any changing situation or priority.

The Recovery Manager will need to establish an administration office and coordination centre that suits the situation and can cope with the tasks required.

Procedures and resources to collect and analyse information should be established as this will give a clearer indication of actual damage and the size and scope of issues facing the community.

Public Information and media management and coordination will play a major role in any recovery phase. The public, both locally, nationally and internationally will be seeking information about the situation. In particular, the local community will require information about recovery arrangements being established both from an informative perspective as well as for reassurance during this phase.

As is usual in major events, Relief Funds and work schemes to assist will no doubt be established. The Recovery Manager will be expected to manage funds and work schemes as well as prioritise and coordinate their use.

Financial and non-financial management and reporting systems will also be established within the Recovery Management team structure.

2.2.3 Management Structure

The Recovery Manager should consider establishing and resourcing the following groups and obviously the need for and size of these teams depends on each individual situation being dealt with and local resources available.

- § Recovery Management Team
- § Social Recovery Team
- § Economic Recovery Team
- § Physical Recovery Team

2.2.4 Team Responsibilities

Recovery Management Team

The Recovery Management Team is responsible for the coordination of recovery activities.

This Team has the function of assessing the impact of damage and hardship on the community and to identify and prioritise actions that will achieve a reduction in effects and facilitate a return to normality.

Taskings

The Team has the followings tasks:

- § Ensure community needs are met either through the use of local resources or by the acquisition of appropriate resources outside the affected area.
- § To coordinate activities of recovery agencies, providing specific services, ranging from physical works reinstatement of infrastructure facilities to personal support services.
- § Report recovery progress and ongoing needs of the community to the Recovery Manager.
- § Control expenditure and maintain accountability procedures.

- § Coordinate public information releases and media briefings.

Social Recovery Team

The Social Recovery Team is responsible for coordinating activities to assist community social recovery.

Taskings

The Team has the followings tasks:

- § Establish the continuing need for welfare services as the response phase changes to recovery.
- § Coordinate the provision of accommodation, catering and general welfare needs of the affected community.
- § Coordinate the delivery of counselling services to the affected community.
- § Monitor health needs of the affected community.
- § Assess employment issues and coordinate employment related initiatives.
- § Assess the community financial situation and inform welfare support agencies involved of the recommended priorities. Liaise with Economic Recovery Team on the social aspects of recovery.

Economic Recovery Team

This Team is responsible for coordinating economic recovery activities.

Taskings

The Team has the followings tasks:

- § To assess the economic impact on the community, business, rural and manufacturing sectors.
- § Organise specialist staff for recovery advisory centres offering full economic advice and services.
- § Encourage initiatives to “fast-track” financial process’s to speed up the resolution of insurance and other financial issues.
- § Encourage maximum use of local resources and local procurement systems before out sourcing other providers.

Physical Recovery Team

The Physical Recovery Team is responsible for coordinating the rehabilitation of physical assets of the community, business and individuals according to the established recovery priorities.

Taskings

The Team has the followings tasks:

- § Establishment and deployment of damage assessment inspection teams, their administration and tasking.
- § Coordination of building demolition consents or building usage restriction issues.
- § Prioritisation of critical services and facilities for restoration.
- § Supporting initiatives to fast track recovery activities restricted by statute or local bylaws.
- § Coordination of specialist resources, acquisition and their controlled distribution in line with recovery priorities including direction of resources in short supply.
- § Coordination of a pool of skilled workers and task allocation to meet the recovery priorities
- § Monitoring work standards.
- § Coordination of disposal for hazardous/dangerous materials.
- § Coordinate disposal for rubble and debris.

2.3 Section 3 – Community Involvement

Community involvement and engagement will be vital to successful recovery. This is a process where those directly affected by the disaster play a major role in setting restoration priorities and rebuilding their own facilities and services.

Involving the community in the recovery process will create a feeling of community pride and play a large part in easing the mental anguish being experienced in the community. One of the most effective means of engaging the community in this process is through community involvement on the Recovery Teams.

2.3.1 Planning Considerations

- § When planning for this stage of recovery there should be a focus on recruiting representatives from the wider community into the recovery planning team. Examples include retail/business, health care and welfare support groups.
- § The development of Memoranda of Understanding with local community groups.
- § Creation of strategies to unite the community behind agreed, local projects and objectives.
- § Planning for and the provision of community “one-stop shops” for advice and information during the recovery period.
- § Identifying alternate sites from which businesses essential to the recovery process can operate until permanent locations are found or re-opened.
- § The creation of mechanisms to share information and report local initiatives, and provision of regular community updates on recovery activities.
- § Involving selected community groups and organisations in training, recovery forums and recovery exercises.

2.3.2 Recovery Manager

The Recovery Manager is to:

- § Encourage maximum participation by local people on the various recovery teams.
- § Encourage maximum use of local resources during the recovery phase and to place emphasis on recovery activities managed by local people.
- § Establish effective public information systems.
- § Encourage the use of community expertise and local knowledge.

2.4 Section 4 – Impact Assessment

To determine services, staffing, resource and general recovery requirements, it is vital to ascertain the number, location and current circumstances of affected people and to identify the number and location of buildings and services destroyed or damaged.

Other agencies will be collecting information as part of their individual assessment requirements and early liaison with these agencies will be essential to rapid identification of priorities.

Following the event a controlled survey program carried out in conjunction with other agencies will avoid over servicing and annoyance to those affected and can provide valuable information.

2.4.1 Planning Considerations

- § Establishing “pre-event” partnerships with agencies and organisations with technical and survey skills that will be vital to a coordinated response.
- § During the Response Phase the Planning and Intelligence Section of the Incident Management Team should prepare a full intelligence situation report from response operations and liaison representatives.
- § Establish a process to collate, manage and analyse information giving an indication of the total area of impact to determine where to focus future surveys.
- § Establish immediate information needs in respect of infrastructure issues, damage and problems.
- § Identifying welfare needs.
- § Gathering evidence to support an application for potential Central Government assistance.

2.4.2 Recovery Manager

The Recovery Manager should manage this process carefully. Previous experience has shown that many surveys are conducted on the same person or groups of people several times during this phase.

Care should be taken to avoid repetition for the reasons outlined above.

2.4.3 Process

During this phase of operations many groups carry out surveys of local residents to assist in their planning and response to community needs.

Inspection and survey instructions require clear and consistent criteria for reporting so that accurate summaries can be prepared. Close management of this activity will ensure priority tasks are completed first and that comprehensive coverage is achieved with efficient use of inspection resources. That is, all survey work carried out should be done under the auspices of the Recovery Manager. This will ensure several differing surveys are not done on the one group which means resources are not used to best effect and also has the potential to cause further distress to the respondents.

Other agencies that gather such information includes Lifeline service providers, social agencies, insurance companies, council services and the media

Surveys are aimed at determining the exact location of displaced or injured people. This is to ensure all persons are accounted for, families can be reunited and other resources can be targeted to areas best served.

Surveys will also assist in identifying the safety of buildings and will help determine whether their use is continued or not and identify and protect properties from unnecessary demolition.

Surveys will also assist “longer term” with defining personal and community needs and determining the aid and resources required for permanent recovery.

They also help with acquiring engineering, scientific and insurance data for future disaster mitigation processes.

When carrying out such surveys the following steps should be planned for:

- § Accurate definition of the purpose of inspection/assessment and the expected outcomes.
- § Agreed criteria consistently applied, that is a common understanding by the people undertaking the survey.
- § How the data is to be collected and analysed including:
 - how and who will gather the information
 - how information will be shared
 - how information will be processed and analysed
 - verification of data for accuracy, currency and relevance
- § Selection and briefing of staff.

2.5 Section 5 – Central Government Involvement

The key instrument outlining Government's involvement in recovery is contained in the National Civil Defence Plan

Government involvement in the recovery phase of an emergency takes place when the direct impact on the community or the ongoing risk to public safety is such that Government assistance is necessary. A key factor in any Government assistance is Central Government's aim to restore to communities the capacity for self sufficiency following a disaster.

Central Government assistance may be by providing advice from key government agencies and providing assistance where:

- § There is a statutory requirement for actions, or a need to invoke a statute to achieve the ends desired from the recovery process.
- § Recovery procedures cannot be carried out without central government assistance; or
- § Central government assistance will aid the coordination of the recovery process to a significant extent; or
- § There are advantages of the economies of scale.

2.5.1 Planning Considerations

- § Establishment of strong relationship with key regional representatives of Government agencies.
- § Promotion of input from those agencies into the local and CDEMG plans.
- § Familiarity with the Recovery claim process, Mayoral relief fund applications and mitigation plan proposals.
- § Establishment of a system for recording all expenditure during recovery in line with requirements of the Government Recovery Plan.
- § Widening the management base of local and CDEMG recovery operations to include a Central Government appointed Disaster Recovery Coordinator (in a major event).

2.5.2 Recovery Manager

The Recovery Manager should consider that, before commitment, the Central Government will consider the policies in the CDEMG and Territorial Authority plans to determine the extent of Government involvement in the recovery process.

If exceptional problems or hardships can be demonstrated, the Government may consider a special policy case. The Government Recovery Plan also makes provisions for central government to contribute to a Mayoral Relief Fund.

The key government agency for coordinating recovery activities is the Ministry of Civil Defence and Emergency Management. However, a number of other agencies may also assume the "lead" role.

The majority of central government involvement and assistance during the recovery phase of an emergency is delivered through a variety of normal Government agency functions. It is important to develop and maintain local contacts within those agencies. Essential Government contacts include:

- § Agriculture and Forestry
- § Civil Defence and Emergency Management
- § Defence.
- § Economic Development
- § Education
- § Environment
- § Health
- § Housing
- § Inland Revenue
- § Social Development
- § Te Puni Kokiri
- § Transit New Zealand

2.6 Section 6 – Information Management

Effective information management is a cornerstone in the process to rebuild community confidence. Experience shows that if the public receive adequate information from structured bodies then confidence and faith in “the system” is soon restored. Only with return of confidence will the community invest in its own recovery. Provision of public information must be deliberate, planned and sustained.

2.6.1 Planning Considerations

- § Media training.
- § Managing the transition from response to recovery. Information will change but there is the need for continuity of delivery.
- § Development of a comprehensive media strategy.
- § Assess the format of the information, in particular are there other languages or cultural needs that require consideration.
- § Coordination of Public Information. Information should be delivered in a coordinated and consistent manner.
- § Monitoring of print and broadcast media to ensure accurate information is being delivered to the community.

2.6.2 Recovery Manager

The Recovery Manager needs to be mindful that information is needed by those directly involved in managing the recovery, including emergency workers, managers, authorities, agencies and organisations as well as the community.

2.7 Section 7 – Rehabilitation and Restoration of Services

Rehabilitation and restoration after a disaster event involves a return to the personal, social, cultural, and physical environment that was in place before the event occurred.

The process begins with basic necessities of life – food, clothing, shelter and health and hygiene needs.

The disaster effects can be diverse and protracted. This requires a wide range of recovery activities involving a large number of specific service providers, government and non-government.

Services usually fall into at least one of the following categories:

- § Financial services
- § Temporary accommodation
- § Material aid
- § Utility restoration
- § Personal services
- § Information services
- § Community redevelopment

2.7.1 Planning Considerations

- § Establish a mechanism to receive expert technical advice from lifeline groups.
- § Prioritisation of recovery assistance.
- § Prioritisation of Public Health – restoration of health services and infrastructure.
- § Restoration of community and cultural infrastructure including education facilities.
- § Restoration of basic civil amenities for meetings and entertainment.
- § Provision of emergency financial assistance.
- § Disaster recovery employment schemes.
- § Urban renewal.
- § Adjustment of capital works programmes.

2.7.2 Recovery Manager

The Recovery Manager has the task of restoring confidence as well as providing the mechanisms to assist with accurate recovery decision-making.

The key to effective rehabilitation and restoration is the need to prioritise decisions to deal with the following issues.

- § Restoration of essential services

- § Comprehensive knowledge of community's expectations and available resources
- § Allocation of limited resources
- § Aid management
- § Ongoing welfare requirements
- § Law and order, especially security
- § Communications
- § Transport including the status of all roads, seaports and airfields
- § Utilities
- § Business/commercial sector requirements
- § Rural residents and agricultural needs
- § Residential property damage
- § Social issues, including psychological impacts and stress symptoms
- § Economic issues
- § Recovery of educational establishments
- § Essential input from Central Government based on quality information

2.8 Section 8 – Financial Management

Sound financial management is essential during recovery to maintain the momentum of effort and to promote public and central government confidence in the local recovery structure.

Financial management in the recovery context includes the acquisition and distribution of funds as well as accounting for all monies for which the CDEMG members are accountable during the recovery process.

2.8.1 Planning Considerations

- § Review of financial strategies
- § Communications with financial agencies
- § Streamlining/integration of insurance claim processes
- § Transparent financial processes

2.8.2 Recovery Manager

The Recovery Manager must ensure that there is a streamlined financial process, there is cooperation between the public and private sectors and that the appropriate level of financial “response” is achieved.

The Territorial Local Authority has primary responsibility for coordinating funding for recovery within their area and where possible insurance and emergency reserves should be prepared to finance recovery costs.

Where local financial resources are inadequate Central Government assistance should be sought.

Central Government can assist with the prolonged welfare care of those affected by the disaster as part of their normal service to the community.

State owned enterprises and council owned enterprises must manage their own risks and will only qualify for government assistance where hardship can be demonstrated.

For uninsurable essential assets of Councils damaged beyond 0.0075% of net equalised rateable capital value a 60% Central Government contribution may be available.

Central Government may approve and fund disaster recovery employment schemes for large-scale clean-up operations.

As earlier indicated special policy assistance additional to the above may be approved.

Central Government may contribute to any disaster relief fund, which may be established and any Central Government contribution would normally be made on the basis of a fixed lump sum to be disbursed by the trustees under the provisions of the Trust Deed.

2.9 Section 9 – Reporting

The purpose of reporting is to maintain accountability and transparency, to keep the wider community informed, to gain support and assistance, to maintain an account of recovery efforts for “the record” and to learn from experiences.

The recovery manager will be directly accountable to the appointing authority and shall furnish reports as stipulated in the appointing documents. The appointing authorities are to include a protocol in the document to guide the recovery manager should agencies and organisations other than the appointing authority request reports.

Regular and thorough reporting of an emergency event and the recovery phases following will provide the CDEMG with the justification of actions taken and expenditure to:

- § The community affected by the emergency
- § Ratepayers
- § Taxpayers
- § The public at large, through the provision of relevant media information
- § Assistance, by way of requests for donations to a Mayoral Relief fund or for some other form of recovery funding assistance

2.9.1 Planning Considerations

- § Provision of a simple, flexible, reporting system
- § Education for those staff compiling and filing reports
- § Flexible reporting systems
- § Provision of adequate administrative support

2.9.2 Recovery Manager

The reporting system will have an ability to cover an emergency event from its beginning to the final stages of recovery. It is to develop a system that is flexible, simple, and underpinned by the necessary administrative support.

The Recovery Report is to include:

- § Declaration status
- § Public health
- § Adequacy of local resources
- § External assistance
- § Transport
- § Communications
- § Utilities
- § Agriculture
- § Business

- § Environment
- § Cultural issues
- § Private property damage

2.10 Section 10 – Managed Withdrawal

The Recovery Phase must obviously conclude at some stage. It is vital that organisational arrangements and the recovery phase are methodically wound down and that the responsibility for completion of outstanding tasks and actions are assigned and acknowledged by those receiving them.

The last significant task undertaken by the Recovery Management Team will be the cessation of formal recovery support services and the gradual handover of responsibilities to the normal, pre-emergency providers who have indicated their ability to resume services.

The Recovery Manager must be satisfied that the community will not be unduly affected by a decision to conclude the recovery phase.

2.10.1 Planning Considerations

- § The ongoing review of recovery management processes working towards withdrawing as the community takes over
- § A public event of acknowledgement and closure of the recovery phase

2.10.2 Process

Cessation of recovery is a managed process, which depends on:

- § Normal service providers ability to resume services
- § All damage assessed and restoration recommendations made
- § All long-term recovery activities well established
- § Mitigation measures identified
- § Current recovery principles reviewed against the disaster and changes if any recommended

Monitoring and consultation with agencies will be undertaken prior to any scale down of recovery activities.

The administration office can expect to continue for some time after the completion of the recovery operations.

2.11 Section 11 – Reduction Measures

The aim of this section is to provide an overview of some key issues to be considered in planning and redevelopment of the “physical” community after a major event.

Overseas studies have shown that many decisions concerning rebuilding are made on an ad-hoc basis and as a result of considerable public pressure to immediately commence rebuilding. The studies have shown that this can leave the community as vulnerable, if not more so, than before the disaster.

It is essential that long term planning takes place and that rebuilding is seen as an opportunity to strengthen the community, reduce vulnerability and to rebuild the physical environment in a positive way.

2.11.1 Planning Considerations

- § Reoccupation of marginal land. Land prone to liquefaction or flooding may not be considered suitable for future use.
- § Study shows that the community will experience a wide range of emotions after an event, from delight at having survived through to anger and blame. This may involve people leaving the area or new residents settling in the community. This can unsettle the community and bring with it new challenges and social issues far remote from those experienced immediately after the event.
- § As outlined earlier, community involvement is a key factor in rebuilding, however care should be taken during the rebuilding phase as there may be a perceived requirement for rapid redevelopment. Conflict is likely between the requirement for this redevelopment and the need for preplanning and to ensure the physical environment is resilient to future events.
- § The preservation of some historic buildings may be perceived by the local community as important as larger scale works. Consideration could be given to rebuilding these structures whilst upgrading the infrastructure and structural strength.
- § Prioritisation. For example, domestic vs commercial vs agricultural as well as population density could possibly influence the importance of various tasks.
- § Acceleration of pre-event economic trends (ie. regression).
- § Early liaison with lifelines and utility providers should be made. Pressure on these providers to reinstate supply as soon as possible will be immense. Early liaison and the provision of technical advice to these suppliers may result in the relocation or reconfiguration of supply lines to ensure future resilience.
- § Factors affecting reconstruction can include affordability, perceived priority in the community, legal and planning issues, and ownerships/responsibilities issues.

2.11.2 Recovery Manager

Perhaps one of the positives to arise from any event is the ability the community will have to improve their physical environment from before the disaster.

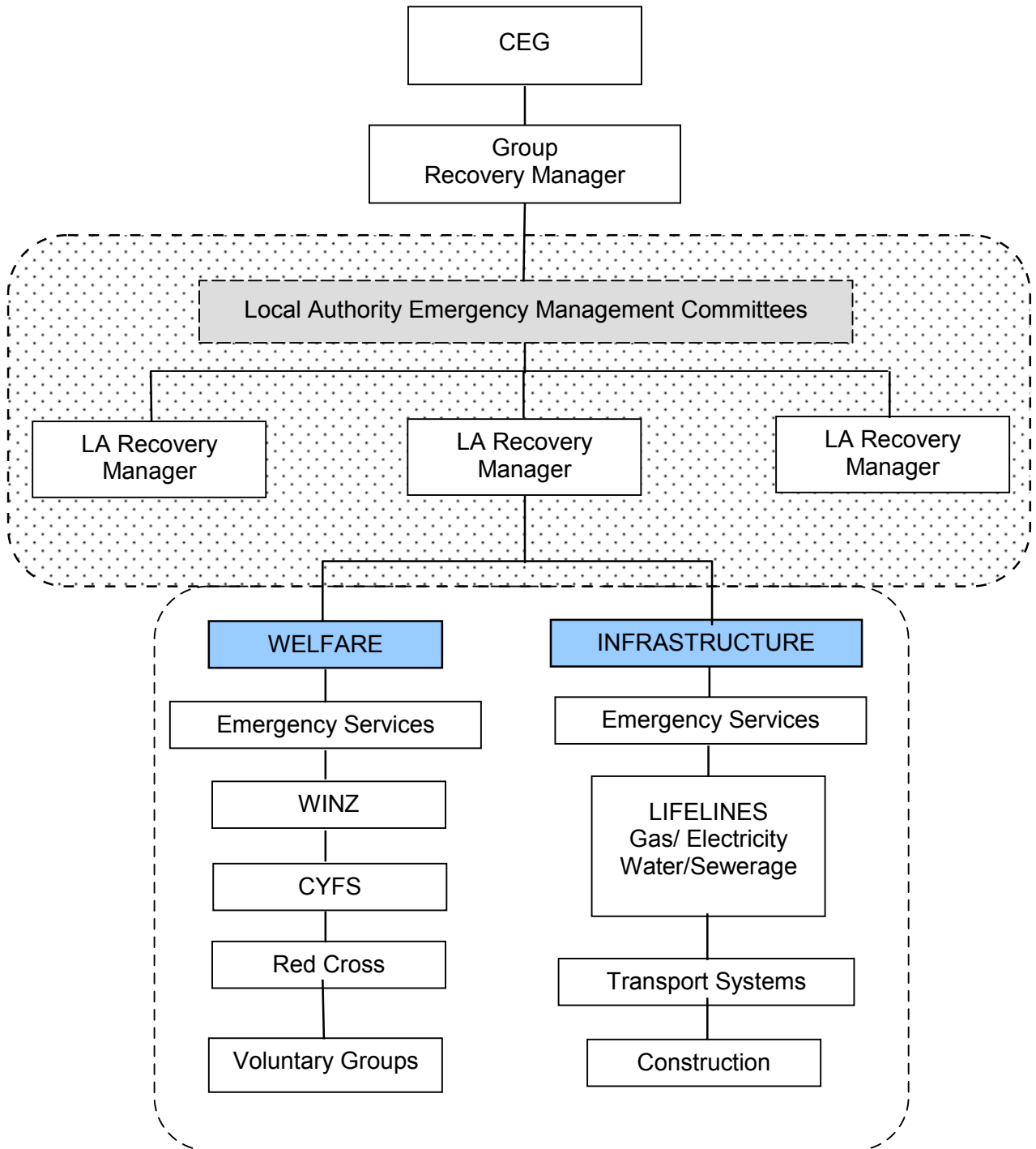
Most likely the impact of the event will result in the fact that a return to pre-event status may not be possible.

The means in which this process is managed may therefore determine whether the local community advances or declines. The Recovery Manager must be mindful that there will be strong tension in the community to quickly rebuild and return to some level of normality. It cannot be stressed too much however, that this also poses an opportunity for the community to emerge more resilient and improved.

A United States study has shown the six key facts from urban rebuilding:

- § Cities and towns were almost never relocated
- § The rebuilt city is a safer city
- § Major events offer opportunities for specific urban redesign projects
- § Neighbourhood preservation can aid personal and community recovery
- § Preserving historic and symbolic buildings helps retain community identity
- § Design is everybody's business

Appendix A Recovery Organisation Chart



Replicated under each EMC Recovery Manager

Appendix B Recovery Manager Appointment

Procedural

As outlined in the CDEMG Plan each Territorial Local Authority is to appoint a Recovery Manager.

Nominated Recovery Managers for each territorial authority are to be formally approved by the respective Council. These nominations are then to be forwarded to CEG for their approval and, in turn, are to be ratified by the CDEMG Joint Committee.

A Group Recovery Manager will also be appointed. This person will be nominated by the Regional Council. The Group Recovery Manager is then to be approved by the Coordinating Executive Group and ratified by the CDEMG Committee.

Operational

- § The environment within which the Recovery Manager will operate differs considerably from that of the Incident Controller. The Recovery Manager has no statutory powers – unless delegated by specific agencies.
- § Must acknowledge that actions will be undertaken by "business as usual governance agencies".
- § Will be coordinating activities across a range of public and private agencies.
- § Must reshape spending priorities toward recovery actions.
- § Must prioritise recovery actions.
- § Must consider long-term implications of each action.
- § Must establish and maintain effective communication links with community.
- § Contend with high (but eroding) media interest.
- § Respect the high level of political interest.

INSERT POSITION DESCRIPTION FROM MCDEM WHEN COMPLETED

Documentation

Documentation outlining the “employment” of the recovery manager will be either:

- Employment contract clause within existing employee’s contract; OR
- A contract between parties recognising duties to train and be trained, participate in planning, to be available for appointment within 24 hours, and with remuneration terms agreed; OR
- Memorandum of Understanding with another organisation linked to an employment contract.

Whichever method is adopted the document will affirm the expectations of both parties.

A Term of Reference template should be prepared and annexed to the Recovery Plan in readiness. Exact details will be dependent on the scope and type of event being managed.

Criteria for Selecting a Recovery Manager

The Recovery Manager will operate in a potentially hostile and complex political environment, with responsibility for allocating scarce resources and for determining restoration priorities.

Selection criteria must take into account not only management skills and competencies but also appropriate vetting of the nominee’s personal qualities and attributes.

Personal Qualities

- § Cognisance of community values.
- § Firm but participative leadership style.
- § Energetic and positive approach to problem solving.
- § Ability to cope with stressful situations within a confused and rapidly changing environment.
- § Political insight and intuitiveness.
- § Capacity to inspire confidence among staff and the affected community.
- § Result oriented – balanced with a sensitive and honest approach to people and work demands.
- § Have the confidence of and credibility with the CDEM Group constituent politicians, member local authority chief executives and the participating Utility operators.

Competencies

There are two types of competencies.

Core competencies are the basic skill set every nominee for the role should be able to demonstrate:

1. CORE SKILLS

- § Local knowledge.
- § An understanding of both central and local government processes.
- § Awareness of relevant legislation and statutes (appended).
- § Knowledge of and sensitivity to Maori protocols.
- § Proven management skills – including human, financial and resource management.
- § Proven project facilitation and coordination skills.
- § Proven mediation and negotiation skills.
- § Effective communications skills – both oral and written.

Enhanced skills are those every Recovery Manager will require but which may be developed through appropriate training programmes.

2. ENHANCEMENTS

- § Media management.
- § Recovery management.
- § An understanding of the emergency services, government agency and community group capabilities and resources.
- § An understanding of the community impact of a major disaster (psychological, sociological and economic).

Training needs

Training should be addressed as part of the appointment process and a professional development programme fashioned to the appointee's needs.

The Recovery Manager should be included in EOC training as appropriate.

An induction programme should be developed for all newly appointed Recovery Managers.

Tasking

The Recovery Manager's terms of reference will define in the broadest terms his/her key responsibilities. In addition to these the Recovery Manager will have a series of basic functions that should form part of the Recovery Manager Job Description:

Functions

- § Establish early liaison with the Local Incident Controller.
- § Establish the planned management structure for coordination of the local authorities relief and recovery efforts.
- § Facilitate and coordinate the local authorities recovery operations - including assessment of tasks, setting priorities, and the allocation of resources.
- § Authorise expenditure and make provisions to account for such monies spent to facilitate the recovery process (ensuring that monies spent are not for services or purposes, which in normal circumstances would be borne by an agency or Government Department).
- § Establish regular dialogue with key stakeholders to ensure their participation in and awareness of the intended recovery process (particularly work priorities).
- § Mediate where conflicts emerge during the recovery process.
- § Assist with facilitation and coordination of Central Government, Local Government and non-Government agencies' services involved in the recovery process.
- § Identify areas where existing policy provisions are unlikely to be sufficient to achieve the required recovery level, and where appropriate suggest special policies which may need to be applied.
- § Provide sufficient information to the Central Government agency responsible for recovery to allow Central Government to make timely and coordinated decisions in order to assist recovery operations.
- § At the conclusion of the official recovery phase provide a report to the Council and the CDEM Group detailing actions taken, predicted expenditure, lessons learned and recommended mitigation measures to prevent future disasters.

Appendix C Recovery Manager Terms of Reference

(Day) (Month) (Year)

RECOVERY MANAGER:

.....DISTRICT/CITY COUNCIL

TERMS OF REFERENCE

To:

You are appointed by and authorised to implement on its behalf recovery actions as stipulated in these terms of reference.

1. In consultation with the Mayor and Chief Executive of the City / District Council it has been agreed to establish an interim management structure to coordinate recovery measures for the various Central Government and local agencies concerned with the community ofand its surrounding district, in circumstances where they have not been able to re-establish themselves.
2. You are to facilitate and coordinate the operation of governmental and non-governmental agencies involved in the recovery operation. In particular to:
 -, and
 - seek long-term solutions involving all the affected parties.
3. You are to identify areas where existing policy provisions are unlikely to be sufficient to achieve the desired recovery and to suggest special policies which may be appropriate.
4. You are to provide sufficient information to the Director of Civil Defence and Emergency Management, and to appropriate Departments, including the Department of the Prime Minister and Cabinet, to allow the Central Government to make timely and coordinated decisions.

5. You are to disseminate information so that all concerned are aware of the steps being taken in the recovery process.
6. At the end of your appointment you are to provide a report detailing the action taken, lessons learned, and any recommendations for future recovery Managers and operations.

Stipulated Tasks

- § Initiate an early meeting with the Incident Defence Controller.
- § Establish an interim Recovery Management Structure.
- § Authorise expenditure, implement accounting properties to task expenditure.
- § Ensure that monies spent are not for services or purposes, which under normal circumstance be borne by other agencies or government departments.
- § Implement an information dissemination process.
- § To mediate where conflict situation which may arise during the recovery phase.
- § Coordinate recovery efforts of all agencies and organisations involved in the recovery process.
- § Suggest alternate processes where existing policies are insufficient to achieve the desired recovery levels or priorities.
- § Provision of regular situation reports to the appointing authority's designated senior manager.
- § Recommendation to the appointing authority that recovery activity should cease (giving a time and date).
- § Provision of a final report after the conclusion of the official recovery phase.

Appendix D Staffing

Recovery Management Office

Administration Officer

The appointed Administration Officer (Council employee suggested) has the responsibility for activating the Recovery Management Office to provide services as directed by the Recovery Manager.

Responsible to: Recovery Manager
Responsible for: All administrative functions of the office

Key Tasks

Management: Of all administrative processes during the recovery phase.

Legal Matters: Including investigating statutory and local by laws for processes to speed up recovery outcomes.

Resources: Identification, procurement, accountability and distribution of resources including people to meet the Recovery Manager's priorities.

Coordination: Assist the Recovery Manager coordinate the activities of agencies involved in the recovery.

Finance: Source and procure any financial assistance that may be available to individuals or community.

Set up: If directed by the Recovery Manager an Appeal Fund.

Public Information: Including coordination of information released arranging media briefings and public meetings ensuring that information released does not breach the Privacy Act.

Damage Assessment: Identifying needs, collating, analysis and dissemination.

Coordination and support of official survey teams.

Creating a database for collected information.

Linking Communication Systems with Recovery Management Office.

Staffing the Recovery Management Office

Position	Initial	Operation	Recommended Source
Recovery Manager			Appointing Authority
Telephonists			Appointing Authority, Citizens Advice
Receptionist			Appointing Authority, Personnel Agency
Data Input			Appointing Authority, Personnel Agency
Administrative Check Secretaries			Appointing Authority, Personnel Agency
Survey Development			Appointing Authority
Security Staff			Appointing Authority, Local Authorities
Survey Assistants			Work and Income NZ, Volunteers

One Stop Shop

Type of Facility	Initial	Operations	Recommended Source
One Stop Shop/Recovery Assistant Centre			
Centre Manager			Appointing Authority Work & Income NZ
Deputy Manager			Appointing Authority Work & Income NZ
Telephonists			Citizens Advice Bureau, Volunteers
Reception			Citizens Advice, Victim Support, Volunteer Agency
Banking			Agency
Insurance			Agency
Children & Youth Services			Agency
Council Services			Agency
Counselling			Salvation Army, Minister Fraternity
Other providers & required			Agency/organisation

Suggested Composition of Various Teams

SOCIAL RECOVERY TEAM

§ Senior Social Services practitioner	Chair
§ Health	Member
§ Work and Income	Member
§ Housing NZ	Member
§ Child Youth and Family	Member
§ Civil Defence Welfare	Member
§ Other agencies deemed necessary:	
– Neighbourhood support	
– Citizens Advice	
– Insurance Council	
– Victim Support	
– RSPCA	
– Church groups	
– Education representatives	

ECONOMIC RECOVERY TEAM

§ Economist/Banking Specialist (if available)	Chair
§ Work and Income	Member
§ Insurance Council	Member
§ Chamber of Commerce representative	Member
§ Manufacturers representative	Member
§ Banking industry representative	Member

PHYSICAL RECOVERY TEAM

§ Local independent Engineer	Chair
§ Territorial Authority	Member
§ Contractors federation	Member
§ Master Builders	Member
§ Transit NZ	Member
§ Lifelines representative	Member
§ Industry/commerce representative	Member
§ Other possible agencies:	
– Earthquake commission	
– Regulatory representatives	
– Electrical/plumbing/drainage representatives	

Appendix E Disaster Recovery Employment Scheme (DRES)

The aim of the Disaster Recovery Employment Scheme (DRES) is to assist local authorities to employ manual labour to help the affected community recovery from a disaster.

The employing authority for DRES shall be the appointing authority.

The appointing authority shall act as a sub contractor to the Recovery Manager. Responsibilities of the authority shall include selecting and administering the work force.

Workforce

Work and Income New Zealand are responsible for providing the names of suitable registered unemployed who are available for the scheme.

Workers are employed under the Local Government Labour's Award (Grade 1) or as supervisors – ratio of one supervisor to nine labourers.

The appointing authority is responsible for providing coordinating staff and overseers to manage the scheme.

Scheme Financial Matters

The appointing authority is responsible for:

- § Payment of award wages and allowances to workers participating in the scheme.
- § Calculating costs for submission to the Department of Internal Affairs for reimbursement.
- § Provision of tools, protective clothing and other equipment and materials at its own expense.
- § Meeting transport costs of scheme workers within a radius of 30 kilometres of the Depot or Headquarters.
- § All employee matters ACC/PAYE Taxation, award and industrial matters.

Exclusions

DRES is not designed for work which:

- § May be completed more economically by mechanical matters.
- § Is indentured or registered trade where trades people are required by Law to complete.
- § In the opinion of the approving authorities senior overseer constitutes a danger to the work force or in the opinion of Senior Health Officer a health hazard.

Tasks

As indicated earlier in this plan the appointing authority is responsible for the provisions of competent staff to manage DRES activities on their behalf.

These staff shall:

- § Analyse recovery work required
- § Determine the needs:
 - Number of workers and supervisors required.
 - Equipment requirements including safety and weather clothing.
 - Transport required.
 - Administration staff and equipment
- § Establish depot and administration facilities
- § Appoint overseers
- § Establish reporting procedures
- § Inform Work and Income NZ of personnel requirements:
 - Desired skills range
 - Numbers
 - Any physical or other restrictions of the job

SAMPLE TRUST DEED

MAYORAL RELIEF FUND

THIS DEED made this day of 200__

MADE BETWEEN [*Names*] (hereinafter except where the context otherwise requires together referred to as “the Trustees” which expression shall be deemed to include any successors of the Trustees appointed pursuant to the provisions of the Trustee Act 1956).

WHEREAS [*statement of background of event*]

AND WHEREAS this Trust has been established to facilitate the making of provision for welfare and benefit of those owners and inhabitants of [*state area*] who have suffered loss or damage to property both real and personal as a result of [*state the event*] (hereinafter “the beneficiaries”)

AND WHEREAS the Trustees acknowledge that they will hold donations to the Trustees for the said purposes of the Trust to distribute as the Trustees in their discretion think appropriate.

AND WHEREAS the Trustees acknowledge that the funds held as at the date hereof as specified in the Schedule hereto have been given for [*specify*] purposes and are held pursuant to the provisions of this Trust for such charitable purpose.

NOW THE TRUSTEES DO AND EACH OF THEM DOTH HEREBY DECLARE THAT:

1. THEY stand possessed of donations, grants and other receipts given, granted or otherwise received for [*specify*] purposes upon trust to apply the whole of the capital and income therefrom to such beneficiaries as the Trustees in their absolute discretion decide after the Trustees have considered any advice requested from the consultative committee hereinafter referred to and provided always that such applications of capital and income shall be for [*specify*] purposes only.
2. THE trustees hereby created shall be designated the [*name*] Trust Fund and the Trustees may open and operate bank accounts in that name and may at their discretion, in the event of it being otherwise lawful for them so to do, register any security or holding in that name. The Trustees shall have power to open an account as an imprest account and to authorise anyone or more of their number or any other person or persons to operate upon the imprest account as provided in Section 81(2) of the Trustee Act 1956.
3. THE Trust fund shall comprise the sum specified in the Schedule hereto and all moneys, profits, funds, investments and other property both real and personal which shall accrue thereto as a consequence of the administration of the Trust fund for or by the Trustees or of any addition made thereto by any other person or persons and acknowledged by the Trustees to be subject to the provisions hereof together with the proceeds thereof upon realisation of the investments from time to time representing the same, provided further and it is hereby declared that the Trustees may accept any such property to be made subject to

the provisions hereof either permanently or for any definite or indefinite term limited by a term of years or by the lifetime or survival of any person and whether absolutely or upon conditions agreed upon between the Trustees and the person making such addition and generally as the Trustees shall in the absolute and uncontrolled discretion think fit so long as the same shall be utilised by the Trustees for the purposes defined herein.

4. THAT the Trustees shall hold the Trust Fund for such [*specify*] purposes as the Trustees may in their absolute discretion select upon the following conditions namely:

- a. TO expend for purposes set out herein so much of the income thereof and so much of the capital thereof for such [*specify*] purposes at such time or times and in such manner as they shall in their absolute and uncontrolled discretion determine subject always to the provisions of this deed.
- b. TO invest so much of the said income as shall not be so expended and the resulting income thereof so as to accumulate at interest for such period as the Trustees shall think fit and such investments and accumulations shall be deemed to form part of the Trust Fund and shall be subject to the provisions of this deed.

5. WITHOUT detracting from the generality of the foregoing powers the Trustees shall have the following additional powers, authorities and discretions namely:

TO vary or sell all or any part of the investments for the time being comprising the Trust fund by such means and upon such terms whether for cash or otherwise as the Trustees shall think fit.

- a. TO postpone the sale, calling in and conversion of any property comprised in the Trust fund for so long as the Trustees shall think fit and notwithstanding that such property may be of a wasting, speculative or reversionary nature.
- b. TO lend money with or without security and upon such terms as the Trustees shall in their absolute discretion think fit (including the right to lend money interest free and to make suspensory loans)
- c. TO determine whether any money for the purposes of these presents is to be considered as income or as capital and what expenses ought to be paid out of income or capital respectively and to apportion blended funds.
- d. TO distribute either by cash or in specie or partly by one method and partly by another and to retain.
- e. TO borrow money with or without security.
- f. TO assign or transfer all or part of the assets comprised in the Trust Fund to any person or persons or incorporated body for the furtherance of purposes set out in this deed.
- g. TO retain any part of the said assets notwithstanding that the same may not represent investments authorised by law for the investment of Trust Funds.

- h. TO invest any monies from time to time in their hands hereunder in such assets and investments as they shall think fit whether they be such as are authorised by law for the investment of Trust Funds or not.
 - i. TO accept any gift of settlement made to or upon the trustees by any person or persons for the purposes as aforesaid.
 - j. TO charge against the Trust Fund all disbursements and charges properly incurred by the Trustees in the administration thereof with power wherein the opinion of the Trustees the circumstances warrant it to charge the same or any part thereof against any particular portion of the Trust Fund.
6. THE actual income received by the Trustees from any investment is to be deemed the income from the Trust Fund for the purposes of the trusts herein contained notwithstanding that the investments is of a hazardous or wasting nature or an investment not formally deemed a trustee investment.
7. EVERY discretion or power conferred by these presents on the Trustees shall be an absolute and uncontrolled discretion or power and the Trustees shall not be held liable for any loss or damage accruing as a result of them concurring or refusing or failing to concur in an exercise of any such discretion or power.
8. IN the execution of the trusts and powers hereof the Trustees shall not be liable for any loss to the Trust Fund arising by reason of any improper investment made in good faith or for the negligence or fraud of any agent employed by them although the employment of such agent was not strictly necessary or expedient or by reason of any other mistake or omission made in good faith by the trustees or by reason of any other matter or think except wilful and individual fraud or wrongdoing on part of the Trustees. The absolution from liability given to the Trustees under this clause shall extend to the trustees notwithstanding that they may have retained hazardous or speculative investments.
9. THE Trustees shall establish a committee of persons representing such service clubs, welfare organisations and other bodies or persons as the Trustees in their discretion shall think fit. The consultative committee shall keep proper records and minutes of its meetings and shall convey in writing its decisions and advice to the Trustees from time to time in respect of assistance to be made to beneficiaries for [specify] purposes and the Trustees shall for the purposes of this Trust Deed be entitled to rely on such advice as if the consultative committee was an advisory trustee in respect of the Trust Fund duly appointed under the provisions of the Trustee act 1956 and the provisions of the Trustee Act 1956 in respect of such advisory trustee shall be deemed to apply in respect of this Trust.
10. THE Trustees hereof shall be the Trustees of the Fund for the time being and each trustee shall be entitled to continue in office until that Trustee retires or office is vacated. If any Trustee should wish to retire or otherwise vacate office then on such cessation of office of any Trustee shall together with his or her co-trustees appoint a new trustee in his or her place it being the intention of the Trustees that subject to the provisions hereof the Trustees shall always comprise (in the absence of any local body amalgamation) a representative of [specify authority]

11. ANY part of the Trust Fund still held pursuant to the provisions hereof by the Trustees at the expiry of five years from the date hereof shall be distributed in accordance with the provisions hereof and the Trust Fund wound up at that time provided always that the Trustees shall have power to wind up the Trust Fund prior to the expiry of five years of the Trustees in their sole discretion consider such earlier winding up is appropriate given the amount of Trust Fund held and the satisfaction of the [specify] purposes for which this Trust has been established.

IN WITNESS whereof these presents have been executed the day and year first hereinbefore written.

Appendix F Standard Survey Forms

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

RESIDENTIAL

Authorised by:

Identification Number:

This survey is being conducted in order to gather the information required to enable recovery measures to be effectively planned and delivered.

The survey is designed to gather as much relevant information as possible in one interview to avoid having to repeat some details to a number of interviewers. However, please realise that further contact may be necessary.

You are not obliged to provide any or all of the information requested, but it may be in your interest to do so. You should also be aware that the information you provide may be passed to other agencies involved in the disaster recovery process.

If, after completing this survey, you need specific assistance not identified on these forms, or you wish to make enquiries about the survey, please ring this telephone number:

In terms of the Privacy Act should you wish to access, change or amend any information you have given please ring the above telephone number.

Interview conducted at

(Place)

(Date)

(Time)

By

Interviewer (Print name)

μ Tear off this page and give it to the person being interviewed μ

ADDITIONAL INFORMATION FOR THE PERSON INTERVIEWED

Provision of Service

Completion of this survey does not guarantee your specific needs will be met immediately. Every effort will be made to obtain the assistance you need as quickly as possible.

Earthquake Commission Claims

Claims must be lodged within 30 days of the event occurring.

While you may not be able to provide full details within that time – ring the 0800 number and register as a claimant.

Insurance

Check with your insurance company before starting repairs.

If you have insurance cover, you should not commence any repair work or dispose of any goods or furnishings without first having them assessed by your insurance company/agent or broker. If for health reasons, freezer contents or any items are disposed of, you should prepare an inventory and have someone verify it.

Repairs

You are advised to check the credentials of any tradesperson before engaging them to carry out any repairs.

Grants

Relief Fund grants may or may not be available for this event.

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Residential – Section **1**

Identification No.

OCCUPIER & PROPERTY

Office Use Only

Principal occupiers name(s)

Family Name First Names

Other people resident

Names

Location of affected property

Address

Phone

Do you own the property?

Yes No



Owner (if other than occupier)

Surname First Names

Address

Phone (Day) Phone (Night)

Are you staying at a temporary location?

Yes No



Where can you be contacted?

Address

Phone (Day) Phone (Night)

Person conducting interview

Name (Print)

Signature Date

Person being interviewed

I have been given the front page of this survey form and agree to the use of the information I have given for the purposes of disaster recovery.

Name (Print)

Signature Date

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Residential – Section **2**

DAMAGE TO DWELLING

Copy to:

Nature of Damage	(Ü)	Describe
Cladding/Facades		
Glazing		
Linings		
Air Conditioning		
Structural		
Water damage		
Fire damage		
Land stability		
Water supply		
Sewerage		
Drainage		
Electricity		
Gas		
Telephone		
Roading access		
Debris		
Out buildings		
Fences, paths etc		
Other		

Are you still living in this dwelling?

Yes No

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Residential – Section **3**

REPAIRS

Repairs to dwellings and services may be registered to be carried out in a coordinated fashion to allow monitoring of the standards and charge-out rates of tradesmen.

Will you require the services of:

Carpenter	<input type="checkbox"/>	Glazier	<input type="checkbox"/>
Electrician	<input type="checkbox"/>	Painter	<input type="checkbox"/>
Plumber	<input type="checkbox"/>	Interior Decorator	<input type="checkbox"/>
Drain layer	<input type="checkbox"/>	Locksmith	<input type="checkbox"/>
Brick/block layer	<input type="checkbox"/>	Water blaster	<input type="checkbox"/>
Roofer	<input type="checkbox"/>	Other	<input type="checkbox"/>



Specify:

Copy to:

You are advised to check the credentials of any tradesperson **before** engaging them to carry out repairs.

Check with your insurance company before starting repairs.

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Residential – Section **4**

ALTERNATIVE ACCOMMODATION

Copy to:

Do you need assistance to find alternative accommodation?

Yes No

Temporary (less than 1 week)
Short term (1-4 weeks)
Long term (more than 1 month)

Estimate number of months

Permanently

Number of people requiring accommodation:

Adults
Dependent children

Does your alternative accommodation need to cater for people with special needs?

Yes No



Describe:

Do you need assistance to move?

Transport Yes No
Labour Yes No

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Residential – Section **5**

HEALTH & WELFARE

Copy to:

Do you have access to adequate cooking and washing facilities?

Yes No



Explain:

Have you got, or can you get adequate foodstuffs and clean water?

Yes No



Explain:

Do you have a need for clothing, toiletries etc?

Yes No



Explain:

Are any medications needed which you are unable to get?

Yes No



Describe in as much detail as possible:

Is a prescription required for these medications? Yes No

What is the name and address of your family doctor?

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Residential – Section **7**

INSURANCE

Copy to:

HOME

Is the dwelling insured?

Yes No



Insurance Company/Agent or broker:

Has an insurance claim been lodged?

Yes No

Has an insurance assessor inspected the damage?

Yes No

CONTENTS

Are the contents insured?

Yes No



Insurance Company/Agent or broker:

Has an insurance claim been lodged?

Yes No

Has an insurance assessor inspected the damage?

Yes No

Note: If you have insurance cover, you should not commence any repair work or dispose of any goods or furnishings without first having them assessed by your insurance company/agent or broker. If for health reasons, freezer contents or any items are disposed of you should prepare an inventory and have someone verify it.

Refer to Earthquake Commission claims – see inside front cover.

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Residential – Section **8**

FINANCIAL

Do you have ALL your bank books, cheque books, credit cards, community cards etc?

Yes No



Explain:

Are you able to get access to a branch of your bank?

Yes No



Explain:



Name of Bank:

Do you require any services from Inland Revenue?

Yes No

Copy to:

Large empty box for copying information.

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Residential – Section **9**

INCOME/GRANTS

Copy to:

Do any members of your household currently receive a benefit or other Government financial assistance?

Yes No

↓

Specify:

Has any member of your household lost income as a result of this emergency event?

Yes No

↓

Give details:

Is temporary financial assistance likely to be required (ie. an emergency benefit)?

Yes No

↓

Reason:

Do you wish to be considered for any relief fund grants?

Yes No

↓

Reason:

Note: Relief fund grants may or may not be available for this event.

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Residential – Section 10

DOMESTIC ANIMALS/PETS

Have you any domestic animals or pets which are in need of care?

Yes No



Specify:

Where are they located?

Specify:

Copy to:

NOTES FOR INTERVIEWER

[Please read before commencing the Survey]

- 1 If you consider that the person or persons being interviewed needs early intervention, notify the survey coordinator of your concerns urgently. If possible, find out whether they are already clients of a support agency, and if so, advise the coordinator.
- 2 Note the instructions to the interviewee listed on the front cover of each survey form.
- 3 Complete Page 1 – this gives the basic information for all other sections of the survey.
- 4 Complete all other relevant half pages. Put a diagonal line through those sections not applicable.
- 5 Complete the front page, tear it off and give it to the person interviewed. It is now their “receipt”.
- 6 If interviewee declines to give information, complete known details and return form with cover intact.
- 7 Ensure that responses cover all occupants.
- 8 Before leaving please ensure this document is complete. It should contain:

Use these boxes to indicate:

Description	Sections completed	Sections not applicable
A cover sheet to be given to the person interviewed
Section 1 Occupier and Property
Section 2 Damage to Dwelling
Section 3 Repairs.....
Section 4 Alternative Accommodation
Section 5 Health and Welfare.....
Section 6 Other Concerns
Section 7 Insurance
Section 8 Financial.....
Section 9 Income / Grants.....
Section 10 Domestic Animals and Pets.....

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

AMENITIES / UTILITIES

Authorised by:

Identification Number:

This survey is being conducted in order to gather the information required to enable recovery measures to be effectively planned and delivered.

The survey is designed to gather as much relevant information as possible in one interview to avoid having to repeat some details to a number of interviewers. However, please realise that further contact may be necessary.

You are not obliged to provide any or all of the information requested, but it may be in your interest to do so. You should also be aware that the information you provide may be passed to other agencies involved in the disaster recovery process.

If, after completing this survey, you need specific assistance not identified on these forms, or you wish to make enquiries about the survey, please ring this telephone number:

--

In terms of the Privacy Act should you wish to access, change or amend any information you have given please ring the above telephone number.

Interview conducted at _____
 (Place)

_____ (Date) _____ (Time)

By _____
 Interviewer (Print name)

μ Tear off this page and give it to the person being interviewed μ

ADDITIONAL INFORMATION FOR THE PERSON INTERVIEWED

Provision of Service

Completion of this survey does not guarantee your specific needs will be met immediately. Every effort will be made to obtain the assistance you need as quickly as possible.

Earthquake Commission Claims

Claims must be lodged within 30 days of the event occurring.

While you may not be able to provide full details within that time – ring the 0800 number and register as a claimant.

Insurance

Check with your insurance company before starting repairs.

If you have insurance cover, you should not commence any repair work or dispose of any goods or furnishings without first having them assessed by your insurance company/agent or broker. If for health reasons, freezer contents or any items are disposed of, you should prepare an inventory and have someone verify it.

Repairs

You are advised to check the credentials of any tradesperson before engaging them to carry out any repairs.

Grants

Relief Fund grants may or may not be available for this event.

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Amenities / Utilities – Section **1**

Identification No.

PROPERTY & OWNER

Office Use Only

Location of affected property

Address

Type of amenity

Owner / organisation

Address

Phone (Day)

Phone (Night)

Contact person / Contact details

Name

Address

Phone (Day)

Phone (Night)

Person conducting interview

Name (Print)

Signature

Date

Person being interviewed

I have been given the front page of this survey form and agree to the use of the information I have given for the purposes of disaster recovery.

Name (Print)

Signature

Date

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Amenities / Utilities – Section 2

DAMAGE TO AMENITY / UTILITY

Copy to:

Nature of Damage	(Û)	Describe
Cladding/Facades		
Glazing		
Linings		
Air Conditioning		
Structural		
Water damage		
Fire damage		
Land stability		
Water supply		
Sewerage		
Drainage		
Electricity		
Gas		
Telephone		
Roading access		
Debris		
Out buildings		
Fences, paths etc		
Other		

Are these premises still being used for their usual purposes? Yes No

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Amenities / Utilities – Section **3**

REPAIRS

Repairs to amenities and services may be registered to be carried out in a coordinated fashion to allow monitoring of the standards and charge-out rates of tradesmen.

Will you require the services of:

Carpenter	<input type="checkbox"/>	Glazier	<input type="checkbox"/>
Electrician	<input type="checkbox"/>	Painter	<input type="checkbox"/>
Plumber	<input type="checkbox"/>	Interior Decorator	<input type="checkbox"/>
Drain layer	<input type="checkbox"/>	Locksmith	<input type="checkbox"/>
Brick/block layer	<input type="checkbox"/>	Water blaster	<input type="checkbox"/>
Roofer	<input type="checkbox"/>	Other	<input type="checkbox"/>



Specify:

Copy to:

You are advised to check the credentials of any tradesperson **before** engaging them to carry out repairs.

Check with your insurance company before starting repairs.

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Amenities / Utilities – Section **4**

ALTERNATIVE PREMISES

Do you need assistance to find alternative premises?

Yes No

Temporary (less than 1 week)
Short term (1-4 weeks)
Long term (more than 1 month)

Estimate number of months

Permanently

Amenity must cater for how many people?

Does your alternative accommodation need to cater for people with special needs?

Yes No

Describe:

Copy to:

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Amenities / Utilities – Section **5**

STAFF HEALTH & WELFARE MATTERS

Copy to:

Is there access to adequate sanitary facilities? Yes No



Explain:

Is food to be dispensed in this amenity? Yes No



Explain:

Will you require health inspections? Yes No



Explain:

Any other welfare requirements? Yes No



Describe in as much detail as possible:

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Amenities / Utilities – Section **7**

INSURANCE

Copy to:

AMENITY is insured?

Yes No



Insurance Company/Agent or broker:

Has an insurance claim been lodged?

Yes No

Has an insurance assessor inspected the damage?

Yes No

CONTENTS

Are the contents insured?

Yes No



Insurance Company/Agent or broker:

Has an insurance claim been lodged?

Yes No

Has an insurance assessor inspected the damage?

Yes No

Note: If you have insurance cover, you should not commence any repair work or dispose of any goods or furnishings without first having them assessed by your insurance company/agent or broker. If for health reasons, freezer contents or any items are disposed of you should prepare an inventory and have someone verify it.

Refer to Earthquake Commission claims – see inside front cover.

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Amenities / Utilities – Section 8

FINANCIAL

Do you have to re-establish any banking facilities?

Yes No



Explain:

Name of Bank:

Do you require any services from Inland Revenue?

Yes No

Copy to:

NOTES FOR INTERVIEWER

[Please read before commencing the Survey]

- 1 Interview the owner, if possible, otherwise the Senior Executive available.
- 2 Note the instructions to the interviewee listed on the front cover of each survey form.
- 3 Complete Page 1 – this gives the basic information for all other sections of the survey.
- 4 Complete all other relevant half pages. Put a diagonal line through those sections not applicable.
- 5 Complete the front page, tear it off and give it to the person interviewed. It is now their “receipt”.
- 6 If interviewee declines to give information, complete known details and return form with cover intact.
- 7 Before leaving please ensure this document is complete. It should contain:

Use these boxes to indicate:

Description

A cover sheet to be given to the person interviewed

Section 1 Property and Owner

Section 2 Damage to Amenity/Utility

Section 3 Repairs.....

Section 4 Alternative Premises

Section 5 Staff Health and Welfare Matters.....

Section 6 Other Concerns

Section 7 Insurance

Section 8 Financial.....

	Sections completed	Sections not applicable
A cover sheet to be given to the person interviewed
Section 1 Property and Owner
Section 2 Damage to Amenity/Utility
Section 3 Repairs.....
Section 4 Alternative Premises
Section 5 Staff Health and Welfare Matters.....
Section 6 Other Concerns
Section 7 Insurance
Section 8 Financial.....

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

BUSINESS

Authorised by:

Identification Number:

This survey is being conducted in order to gather the information required to enable recovery measures to be effectively planned and delivered.

The survey is designed to gather as much relevant information as possible in one interview to avoid having to repeat some details to a number of interviewers. However, please realise that further contact may be necessary.

You are not obliged to provide any or all of the information requested, but it may be in your interest to do so. You should also be aware that the information you provide may be passed to other agencies involved in the disaster recovery process.

If, after completing this survey, you need specific assistance not identified on these forms, or you wish to make enquiries about the survey, please ring this telephone number:

--

In terms of the Privacy Act should you wish to access, change or amend any information you have given please ring the above telephone number.

Interview conducted at _____
 (Place)

_____ (Date) _____ (Time)

By _____
 Interviewer (Print name)

μ Tear off this page and give it to the person being interviewed μ

ADDITIONAL INFORMATION FOR THE PERSON INTERVIEWED

Provision of Service

Completion of this survey does not guarantee your specific needs will be met immediately. Every effort will be made to obtain the assistance you need as quickly as possible.

Earthquake Commission Claims

Claims must be lodged within 30 days of the event occurring.

While you may not be able to provide full details within that time – ring the 0800 number and register as a claimant.

Insurance

Check with your insurance company before starting repairs.

If you have insurance cover, you should not commence any repair work or dispose of any goods or furnishings without first having them assessed by your insurance company/agent or broker. If for health reasons, freezer contents or any items are disposed of, you should prepare an inventory and have someone verify it.

Repairs

You are advised to check the credentials of any tradesperson before engaging them to carry out any repairs.

Grants

Relief Fund grants may or may not be available for this event.

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Business – Section **1a**

Identification No.

BUSINESS PROPERTY

Office Use Only

Trading Name

Type of Business

<input type="text"/>	
----------------------	--

Occupiers Name(s)***

Family Name

First Names

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Location of affected property/properties

Address

Phone

<input type="text"/>

Do you own the property? Yes No



Owner (if other than occupier)

Surname

First Name

Address

Phone (Day)

Phone (Night)

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Where can you be contacted?

Address

Phone (Day)

Phone (Night)

<input type="text"/>
<input type="text"/>

*** If this is a residential complex, please attach a list of occupants/residents.

Person conducting interview

Name (Print)

Signature

Date

<input type="text"/>
<input type="text"/>

Person being interviewed

I have been given the front page of this survey form and agree to the use of the information I have given for the purposes of disaster recovery.

Name (Print)

Signature

Date

<input type="text"/>
<input type="text"/>

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Business – Section 1b

BUSINESS PROPERTIES

Do you own other affected properties?

Yes No



Address(es)

Property Name
Street Sign

Copy to:

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Business – Section **2**

DAMAGE TO AMENITY / UNITILITY

Copy to:

Nature of Damage	(Ü)	Describe
Cladding/Facades		
Glazing		
Linings		
Air Conditioning		
Structural		
Water damage		
Fire damage		
Land stability		
Water supply		
Sewerage		
Drainage		
Electricity		
Gas		
Telephone		
Roading access		
Debris		
Out buildings		
Fences, paths etc		
Other		

Are these premises still being used for their usual purposes?

Yes No

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Business – Section **3**

REPAIRS

Repairs to properties and services may be registered to be carried out in a coordinated fashion to allow monitoring of the standards and charge-out rates of tradesmen.

Will you require the services of:

Carpenter	<input type="checkbox"/>	Glazier	<input type="checkbox"/>
Electrician	<input type="checkbox"/>	Painter	<input type="checkbox"/>
Plumber	<input type="checkbox"/>	Interior Decorator	<input type="checkbox"/>
Drain layer	<input type="checkbox"/>	Locksmith	<input type="checkbox"/>
Brick/block layer	<input type="checkbox"/>	Water blaster	<input type="checkbox"/>
Rofer	<input type="checkbox"/>	Other	<input type="checkbox"/>

Specify:

Copy to:

You are advised to check the credentials of any tradesperson **before** engaging them to carry out repairs.

Check with your insurance company before starting repairs.

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Business – Section **4**

ALTERNATIVE PREMISES

Copy to:

Do you need assistance to find alternative premises?

Yes No

- Temporary (less than 1 week)
- Short term (1-4 weeks)
- Long term (more than 1 month)

- Estimate number of months

- Permanently**

What type:

Specify:

Preferably where? [List Priorities]

1

2

3

Any special needs for your business?

1 Security:

2 Dangerous goods:

3 Other:

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Business – Section **5**

STAFF HEALTH & WELFARE MATTERS

Do you have adequate sanitary facilities? Yes No

↓

Explain:

Have you got a good supply of clean water? Yes No

↓

Explain:

Are staff canteen services functioning? Yes No

↓

Explain:

Copy to:

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Business – Section **7**

INSURANCE

Is the Business Property insured?

Yes No



Insurance Company/Agent or broker:

Has there been damage to:

Buildings? Yes No

Plant? Yes No

Stock? Yes No

Has an insurance claim been lodged?

Yes No

Has an insurance assessor inspected the damage?

Yes No

Note: If you have insurance cover, you should not commence any repair work or dispose of any goods or furnishings without first having them assessed by your insurance company/agent or broker. If for health reasons, freezer contents or any items are disposed of you should prepare an inventory and have someone verify it.

Has consequential loss been covered? Yes No

Were seismic restraints used? Yes No

Refer to Earthquake Commission claims – see inside front cover.

Copy to:

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Business – Section **8a**

FINANCIAL/RECORDS

Do you have your banking documents available?

Yes No

Are you able to get access to a branch of your bank?

Yes No



Explain:

Name of Bank:

Do you require any services from Inland Revenue?

Yes No

Copy to:

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Business – Section **8b**

FINANCIAL/INVENTORY

Have you lost any financial? and/or **Financial** Yes No

Inventory management records? **Inventory** Yes No



Are they recoverable or replaceable from elsewhere? Yes No



If so, where:

Computer System – Functional? Yes No



How long before reinstatement::

Is it repairable? Yes No

Are you capable of replacing it? Yes No

Has consequential loss been covered? Yes No

Were seismic restraints used? Yes No

Copy to:

NOTES FOR INTERVIEWER

[Please read before commencing the Survey]

- 1 Interview the owner, if possible, otherwise the Senior Executive available.
- 2 Note the instructions to the interviewee listed on the front cover of each survey form.
- 3 Complete Page 1 – this gives the basic information for all other sections of the survey.
- 4 Complete all other relevant half pages. Put a diagonal line through those sections not applicable.
- 5 Complete the front page, tear it off and give it to the person interviewed. It is now their “receipt”.
- 6 If interviewee declines to give information, complete known details and return form with cover intact.
- 7 Before leaving please ensure this document is complete. It should contain:

Use these boxes to indicate:

Description	Sections completed	Sections not applicable
A cover sheet to be given to the person interviewed
Section 1a Business Property
Section 1b Business Properties
Section 2 Damage to Property
Section 3 Repairs.....
Section 4 Alternative Premises
Section 5 Staff Health and Welfare Matters.....
Section 6 Other Concerns
Section 7 Insurance
Section 8a Financial/Records.....
Section 8b Financial/Inventory

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

RURAL

Authorised by:

Identification Number:

This survey is being conducted in order to gather the information required to enable recovery measures to be effectively planned and delivered.

The survey is designed to gather as much relevant information as possible in one interview to avoid having to repeat some details to a number of interviewers. However, please realise that further contact may be necessary.

You are not obliged to provide any or all of the information requested, but it may be in your interest to do so. You should also be aware that the information you provide may be passed to other agencies involved in the disaster recovery process.

If, after completing this survey, you need specific assistance not identified on these forms, or you wish to make enquiries about the survey, please ring this telephone number:

--

In terms of the Privacy Act should you wish to access, change or amend any information you have given please ring the above telephone number.

Interview conducted at _____
(Place)

_____ (Date) _____ (Time)

By _____
Interviewer (Print name)

μ Tear off this page and give it to the person being interviewed μ

ADDITIONAL INFORMATION FOR THE PERSON INTERVIEWED

Provision of Service

Completion of this survey does not guarantee your specific needs will be met immediately. Every effort will be made to obtain the assistance you need as quickly as possible.

Earthquake Commission Claims

Claims must be lodged within 30 days of the event occurring.

While you may not be able to provide full details within that time – ring the 0800 number and register as a claimant.

Insurance

Check with your insurance company before starting repairs.

If you have insurance cover, you should not commence any repair work or dispose of any goods or furnishings without first having them assessed by your insurance company/agent or broker. If for health reasons, freezer contents or any items are disposed of, you should prepare an inventory and have someone verify it.

Repairs

You are advised to check the credentials of any tradesperson before engaging them to carry out any repairs.

Grants

Relief Fund grants may or may not be available for this event.

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Rural – Section **1a**

Identification No.

OCCUPIER & PROPERTY – RURAL

Office Use Only

Principal occupiers name(s)

Family Name First Names

Other people resident

Names

Location of affected property

Address

****Property Identifier:**

Phone

Do you own the property?

Yes

No



Owner (if other than occupier)

Surname First Names

Address

Phone (Day)

Phone (Night)

Are you staying at a temporary location?

Yes

No



Where can you be contacted?

Address

Phone (Day)

Phone (Night)

****Property Identifier means:**

- Property Name (PN)
- Rapid identification number (RIN)
- Agribase identification number (AIN)
- Fire Service number (FSN)
- Dairy supply number (DSN)

Person conducting interview

Name (Print)

Signature

Date

Person being interviewed

I have been given the front page of this survey form and agree to the use of the information I have given for the purposes of disaster recovery.

Name (Print)

Signature

Date

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Rural – Section **1b**

OTHER PROPERTIES – RURAL

Copy to:

Do you own other properties with residents? Yes No



Address(es)

**Property Identifier(s)?

Have they been affected by this event? Yes No



Are there any people on these properties?

Names	<input type="text"/>
Phone (Day)	Phone (Night)

Do you have properties where there are no residents? Yes No



What is the location of those properties?

Addresses?

**Property Identifier(s)?

****Property Identifier means:**
Property Name (PN)
Rapid identification number (RIN)
Agribase identification number (AIN)
Fire Service number (FSN)
Dairy supply number (DSN)

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Rural – Section **2**

DAMAGE TO DWELLING

Copy to:

Nature of Damage	(U)	Describe
Cladding/Facades		
Glazing		
Linings		
Air Conditioning		
Structural		
Water damage		
Fire damage		
Land stability		
Water supply		
Sewerage		
Drainage		
Electricity		
Gas		
Telephone		
Roading access		
Debris		
Out buildings		
Fences, paths etc		
Other		

Are people still living in these dwellings? Yes No

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Rural – Section **3**

REPAIRS

Repairs to properties and services may be registered to be carried out in a coordinated fashion to allow monitoring of the standards and charge-out rates of tradesmen.

Will you require the services of:

Carpenter	<input type="checkbox"/>	Glazier	<input type="checkbox"/>
Electrician	<input type="checkbox"/>	Painter	<input type="checkbox"/>
Plumber	<input type="checkbox"/>	Interior Decorator	<input type="checkbox"/>
Drain layer	<input type="checkbox"/>	Locksmith	<input type="checkbox"/>
Brick/block layer	<input type="checkbox"/>	Water blaster	<input type="checkbox"/>
Roofer	<input type="checkbox"/>	Other	<input type="checkbox"/>

Specify:

Copy to:

You are advised to check the credentials of any tradesperson **before** engaging them to carry out repairs.

Check with your insurance company before starting repairs.

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Rural – Section **4**

ALTERNATIVE ACCOMMODATION

Copy to:

Do you need assistance to find alternative premises?

Yes No

Temporary (less than 1 week)
 Short term (1-4 weeks)
 Long term (more than 1 month)

Estimate number of months

Permanently

What type:

Specify:

Number of people requiring accommodation:

Adults
 Dependent children

Does your alternative accommodation need to cater for people with special needs?

Yes No



Describe:

Do you need assistance to move?

Transport Yes No
 Labour Yes No

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Rural – Section **5**

HEALTH & WELFARE

Do you have access to adequate cooking and washing facilities?

Yes No



Explain:

Have you got, or can you get adequate foodstuffs and clean water?

Yes No



Explain:

Do you have a need for clothing, toiletries etc?

Yes No



Explain:

Are any medications needed which you are unable to get?

Yes No



Describe in as much detail as possible:

Is a prescription required for these medications? Yes No

What is the name and address of your family doctor?



Copy to:

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Rural – Section **7a**

DWELLING INSURANCE

HOME

Is the dwelling insured? Yes No



Insurance Company/Agent or broker:

Has an insurance claim been lodged? Yes No

Has an insurance assessor inspected the damage? Yes No

CONTENTS

Are the contents insured? Yes No



Insurance Company/Agent or broker:

Has an insurance claim been lodged? Yes No

Has an insurance assessor inspected the damage? Yes No

Note: If you have insurance cover, you should not commence any repair work or dispose of any goods or furnishings without first having them assessed by your insurance company/agent or broker. If for health reasons, freezer contents or any items are disposed of you should prepare an inventory and have someone verify it.

Refer to Earthquake Commission claims – see inside front cover.

Copy to:

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Rural – Section **7b**

RURAL INSURANCE

Copy to:

Is Rural Insurance applicable

Yes No



Insurance Company/Agent or broker:

Has an insurance claim been lodged?

Yes No

Has an insurance assessor inspected the damage?

Yes No

Does this cover stock loss?

Yes No

Does this cover crop loss?

Yes No

Does this cover restoration of fences and tracks?

Yes No

Does this cover loss of income?

Yes No

Note: If you have insurance cover, you should not commence any repair work or dispose of any goods or furnishings without first having them assessed by your insurance company/agent or broker. If for health reasons, freezer contents or any items are disposed of you should prepare an inventory and have someone verify it.

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Rural – Section **8**

FINANCIAL

Do you have your bank books, cheque books, credit cards, community cards etc?

Yes No

Are you able to get access to a branch of your bank?

Yes No

Explain:

Name of Bank:

Have you lost any farm management records?

Yes No

Are they recoverable or replaceable from elsewhere?

Yes No

What assistance, if any, is needed to recover them:

Do you require any services from Inland Revenue?

Yes No

Copy to:

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Rural – Section **9**

INCOME/GRANTS

Copy to:

Do any members of your household currently receive a benefit or other Government financial assistance?

Yes No



Specify:

Has any member of your household lost income as a result of this emergency event?

Yes No



Give details:

Is temporary financial assistance likely to be required (ie. an emergency benefit)?

Yes No



Reason:

Do you wish to be considered for any relief fund grants?

Yes No



Reason:

Note: Relief fund grants may or may not be available for this event.

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Rural – Section **10**

FARM REINSTATEMENT

Labour		
Materials		
Seed		
Seedlings		
Topdressing		
Fencing		
Water supply		
Plant and Equipment		
Farm Access – Off Farm		
– On Farm Track (Tanker Truck access)		
Farm Buildings – Feed Storage		
– Implement Sheds		
– Wool Shed		
– Dairy		
Is heavy machinery required?		

Copy to:

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Rural - Section 11

ANIMALS

Copy to:

Have you ANY animals which are in need of care?

Yes [] No []



Specify:

Where are they located?

Specify:

Do they need to be:

Fed	Yes	[]	No	[]
Watered	Yes	[]	No	[]
Milked	Yes	[]	No	[]
Moved	Yes	[]	No	[]

If so, where to:

[]

Is stock disposal, collection or burial a problem?

Yes [] No []

Do you need veterinary assistance?

Yes [] No []

Do you require assistance from MAF Advisors/ other agency?

Yes [] No []

What agencies?

[]

Is specialised labour required?

Yes [] No []



Specify:

DISASTER RECOVERY SUPPORT -- INFORMATION SURVEY

Rural – Section **12**

CROPS

Have you any CROPS which are in need of attention?

Yes No



Specify:

Where are they located?

Specify:

What assistance would be most appropriate?

Specify:

Will you require specialised assistance?:

Agriculture	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Horticulture	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Viticulture	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Do you require assistance from MAF Advisors/
other agency?

Yes No

What agencies?

Is specialised labour required?

Yes No



Specify:

Copy to:

NOTES FOR INTERVIEWER

[Please read before commencing the Survey]

- 1 If you consider that the person or persons being interviewed needs early intervention, notify the survey coordinator of your concerns urgently. If possible, find out whether they are already clients of a support agency, and if so, advise the coordinator.
- 2 Note the instructions to the interviewee listed on the front cover of each survey form.
- 3 Complete Page 1 – this gives the basic information for all other sections of the survey.
- 4 Complete all other relevant half pages. Put a diagonal line through those sections not applicable.
- 5 Complete the front page, tear it off and give it to the person interviewed. It is now their “receipt”.
- 6 If interviewee declines to give information, complete known details and return form with cover intact.
- 7 Ensure that responses cover all occupants.
- 8 Before leaving please ensure this document is complete. It should contain:

Use these boxes to indicate:

Description	Sections completed	Sections not applicable
A cover sheet to be given to the person interviewed
Section 1a Occupier & Property – Rural.....
Section 1b Other Properties – Rural.....
Section 2 Damage to Dwellings
Section 3 Repairs.....
Section 4 Alternative Accommodation
Section 5 Health and Welfare.....
Section 6 Other Concerns
Section 7a Dwelling Insurance
Section 7b Rural Insurance
Section 8 Financial/Records.....
Section 9 Income/Grants.....
Section 10 Farm Reinstatement.....
Section 11 Animals
Section 12 Crops

Appendix G Recovery Manager's Checklist

Awareness:	Monitor the response situation.
Notification:	Receipt of written authorisation to manage recovery.
Situation Briefing:	As the response phase winds down arrange a briefing by the Local Controller and Team.
Appoint Administration Officer:	If not already appointed to establish office facilities.
Alert:	Agencies and organisations of their likely involvement with recovery as advisors or committee members.
Liaison:	Maintain regular contact with agencies/organisations, local controller and staff and appointing authority.
Transition:	Receive briefing and written report from local controller.
Information:	Analyse information needs and implement procedures to acquire over and above available response sources.
Priorities:	Set interim priorities based on available information.
Recovery Teams:	Establish and appoint chairpersons for the Recovery Teams to be used. Allocate interim priorities.
Confirm:	Priorities as further information comes to hand.
Reports/Briefings:	Set times.
Public Information:	Institute an early information release including transition information current situation, and contact details (0800 number).

Additional Considerations

< Media Liaison

Provision of information to the media has mutual benefits and is an essential factor of cooperation.

It is important to establish media liaison early. This can be done during the response phase with the permission of the local controller.

< **Public Information**

Successful recovery relates directly to the accurate and regular public information releases.

It is essential to gain the Community's confidence early.

< **Public Contact**

0800 Help Telephone Numbers.

Establish One Stop Shops and advertise the hours of attendance.

< **Important Visitors**

Implement plans to host a number of important visitors, ranging from national politicians to heads of government departments.

These visits can have a major impact on all recovery activities from economic to social assistance. Encourage recovery staff to provide all necessary help to the visitors.

< **Research and Investigation Teams**

All recovery staff should be advised to establish contact with such teams to coordinate activities in an effort to minimise repeat visitors to those directly affected. Encourage the sharing of information.

< **Lobby Groups**

Throughout the recovery process it is likely that some groups may feel that they are being treated unfairly. The Recovery Manager must make every effort to hear these groups and where possible work towards a mutual satisfaction agreement.

< **Public Meetings**

Are a good method of passing information as well as a means to air any disaffection by the community or individuals.

A high profile local identity to chair public meetings should produce positive outcomes and a feeling of "togetherness".

< **Management Office Requirements**

Minimum facilities include:

- Private office space for Recovery Manager – ideally large enough for meeting 6-7 persons.
- Recovery Team Rooms – equipped with furniture and presentation aids.
- Recreation area – must be clearly identified – doubles as a waiting area.
- Work areas secure from public visitors sufficient spare and telephone capacity.

< Services at Facilities

Catering area staff only.
Toilets adequate for staff and visitors.
Preferable with alternative power system.

< Office Equipment

Maximum use of existing resources and a spirit of availability will send positive messages to the affected community and visitors to the Management Office.

< Communications

Maximum use of existing electronic means backed up by authorities Radio Network.
All authority equipment should be pooled as resources for recovery activities.

< Management

Be aware that emergencies and disasters attract high public profile and political sensitivity.

Regardless of scale, recovery management principles must remain consistent. Disaster Plans and procedures tend to fail when unrealistic expectations of agency capabilities to deliver services in the face of a large event.

Further failure can occur when recovery plans and procedures are event specific allowing little opportunity to vary activities.

< Personal Services

Personal services in recovery involved a wide range of information and advisory services needed to cover many issues including finance, insurance, legal, health, rebuilding, childcare and counselling.

Recovery Management should be aware that volunteers staff many supporting agencies. This can place limitations on prolonged recovery activities.

Home visits to elderly and disabled, play an important part in community well being for those groups lacking mobility or house bound.

Monitor home visits by independent groups to limit community annoyance, liase with these groups for coordination of effort and information sharing.

< Financial Assistance

The transition from response to recovery will reflect an attitude shift of personal danger in response to an awakening of material loss early in the recovery process.

Past experience indicates a trend of dissatisfaction and complaints citing lack of information and awareness of finance available to those affected.

Plan to establish a financial advisory group to source likely avenues of finance as soon as practical.

< **Material Aid**

Where basic personal and household items have been lost, damaged or made inaccessible, material aid assistance will need to be provided.

Careful control of material will be required to minimise frictions and wastage.

Any public appeal for goods needs to be specific and selective to maximise supplies and eliminate the supply of inappropriate or time expired goods.

Consider a request for monetary donations to purchase needs.

Have a goods retrieval plan for accountable items (ie. generators, whiteware etc).

< **Accommodation**

Past events indicate a high percentage of affected people will make their own accommodation arrangements.

Accommodation allocation is best kept to professional providers who are aware of availability and the requirement of matching to needs.

Where possible affected people should be kept on their own property and supported as required (caravans etc).

Minimise disruptions to work, schooling or any social domestic routine.

Arrangements need to be of the highest standard circumstances permits.

Billeting is an option and financial aid can be made available - approach Work and Income for advice.

A number of affected people may still be in accommodation allocated by response welfare. After any declaration in place ceases, consideration will be required as to who continues to fund this accommodation. Early liaison with government agencies should be made in respect of this issue.

< **Health**

A number of health risks will become increasingly evident at the recovery period process.

< **Buildings**

Sewage contamination

Food loss/contamination

Flood damage to walls and insulation

Electrical, gas and water services disrupted and unsafe

< Food

Loss of cooking facilities.
Spoilt food sources residential, community and business.
Disposal of spoilt food.

< Water

Loss of services or disruption.
Arranging alternative services and informing the community.
Potential health risks.

< Waste

Loss of disruption of services.
Arranging alternative services and informing the community.
Potential health risks.
Animals.
Disposal of carcasses.
Feed supplies.
Transporting to other areas.
Vermin eradication.
Domestic animals could result in stress for owners.
Potential health risks to animals and humans.

< Chemicals

Collection, storage and disposal issues.
Community advice.
Effects on business and industry caused by loss or damage to bulk holdings.

< Lifeline Services

Priorities could create problems business versus community.
Resources will be scarce.
Where possible use local repair resources.
Aim for early re-establishment by stages. Temporary then build on it.

< Transportation

Earlier identification of overall transport systems status.
Establish alternative routes and services.
Impose restriction on usage.
Inform the community about arrangements.

< Fuel

Facilities could be damaged causing fuel resupply and operational problems.
Consider alternative methods of bulk supply.
Consider restrictions.
Early re-establishment of public transport.
Consider security of suppliers and supplies.

< **Inspection Teams**

Consider composition resourcing and staffing.
Where possible use local skilled personnel then neighbouring local authorities.
Consider using Insurance Emergency Committee Personnel.
Where possible set up stand alone communications.

< **Recovery Phase ends**

- Brief agencies with continuing responsibilities
- Continue arrangements to administer payments for recovery services
- Close down recovery facilities
- Write and present reports