

# Te Whakamahere Aumangea ā-Hapori

## Community Resilience Planning

Guide for facilitators



**Auckland  
Emergency  
Management**  
Tokonga Mate Ohotata o Tamaki Makaurau



**Auckland  
Council**  
Te Kaunihera o Tamaki Makaurau

**‘Tē tōia, tē haumatia**

**Kia rite, kia mau’**

‘Nothing can be achieved without a plan, workforce, and a way of doing things.  
Be prepared to take action.’

## **Te Whakamahere Aumangea ā-Hapori** **Community resilience planning**

Emergency preparedness is everyone’s responsibility. You and your community will be much better prepared to manage through an emergency if you are involved in the planning process. This guide will help you to complete a Community Resilience Plan so that your community is prepared for an emergency.

### **He aha te mahere aumangea ā-hapori?**

#### **What is a Community Resilience Plan?**

When a disaster strikes it is usually ordinary members of the public, not first responder agencies, who will be first to respond. By building community resilience, it allows communities to better anticipate and resist the effects of a disruptive event, minimise adverse impacts, respond effectively post-event, maintain or recover functionality, and adapt in a way that allows for learning and thriving.

Emergency management in New Zealand is first and foremost based on a principle of self-reliance. Individuals and communities must be able to care for themselves and each other as much as possible when the normal functions of daily life are disrupted. No one knows the community better than those who live and work in it; this is why we are bringing this group together.

A Community Resilience Plan can help your community understand how you can get prepared and help each other in an emergency. In a major emergency, your community may be on its own for the first few hours, or even days. However, you will not be alone – you will be with your friends, family, co-workers and neighbours. In an emergency, people in the community come together to help one another. This process can be better coordinated if the community has developed a Community Resilience Plan.

Creating a Community Resilience Plan involves community workshops with community champions, those people who want to help their community thrive.

## Ko wai ka whai wāhi ki te tuhi i te Mahere Aumangea ā-Hapori?

### Who is involved in writing the Community Resilience Plan?

No one knows the community better than the people who live and work in it. This is why it is critical that the community takes the lead in the development and completion of the plan. Community leaders, Mana Whenua, Mataawaka, representatives of stakeholder organisations, and enthusiastic people from the community should form a working group to complete the development of the plan and future maintenance of the plan.

Auckland Emergency Management can provide you with support if your group needs to get the ball rolling and provide any information to help your group complete the plan. If you have any questions please email: [aeminfo@aucklandcouncil.govt.nz](mailto:aeminfo@aucklandcouncil.govt.nz)

## Te Takatūnga Whaiaro

### Personal preparedness

Preparing for a disaster begins at home, and also the workplace – this is where we spend most of our time. People form connections within their neighbourhood and their workplace, and planning to get your household through a disaster should include the people you are most likely to be close to.

Community resilience planning is one step above preparedness in the home, neighbourhood and workplace. Ensuring you are prepared at home or work will in turn support your community to be resilient.



## Te tūtakitanga tuatahi

### The first meeting

The Community Resilience Plan is designed for your group to easily work through the essential steps to form what will be your plan.

The plan may take a few meetings to develop, but work through the document at a pace that suits your group.

#### Whakahuihuitia tō rōpū

##### Get your group together

The first step is to get the initial group together. You can always invite more people later, but getting the core group of people together that represents the best interest of your community you will know who would be a good person to be a part of the process.

##### Think about inviting:

- Community leaders (community board members, place of worship leaders, MPs, chairpersons of local voluntary organisations)
- Mana Whenua and/or Mataawaka
- Emergency services (Police, Fire, St Johns)



- Medical professionals (doctors, nurses, voluntary ambulance officers)
- Local business owners/managers
- Members of local organisations (Lions, Sports Club, RSA).

## He aha te take me whai wāhi atu ngā hapori?

### Why should communities get involved?

The community resilience planning process provides a chance for people in the community to come together, get to know each other better, and develop a Community Resilience Plan (CRP).

The intent of a Community Resilience Plan is to:

- Enable, empower, and support individuals and communities to take ownership of their own emergency preparedness
- Increase the resilience of a community to hazard impacts
- It promotes problem solving and encourages self-sufficient communities through strong social networks and a culture of mutual help
- Reduce the reliance on first responder agencies and Auckland Emergency Management following an emergency.

Ideally all communities located within high hazard areas and communities with people who may be less resilient and more affected by a disaster (e.g. elderly, children, people living with a disability or those isolated in rural communities) should create a CRP.

The first step is to invite people to participate. Simply sending an appointment isn't enough – people need to know the reason why they should attend, and what you are asking of them. Consider the following:

- Send a letter/email detailing what community resilience plans are, include the proposed dates/times/locations of the planned meetings, and how frequently you plan to meet once the plan has been made.
- There may be some people in the community who will readily volunteer to be involved. Put up a poster on a local notice board, post on a community social media page, or drop off some flyers at a local outlet.
- Give them an incentive – let them know that they would be helping to get their community to get ready for, and get through, an emergency situation.
- Choose a venue and time that works for the group – a meeting at a pub or café can be just as effective (if not more so) than the local town hall.

The following pages contain some suggestions for your invites to join the community resilience group, including a letter/email template, a poster and a flyer.

**Suggested invitation letter/email**

<Name>

<Organisation>

<Address>

<City> <Postcode>

Dear <Name>

Community-driven resilience planning

We would like to invite you to be a part of the Community Resilience Planning Group for your community. This is a group made up of people and organisations from your community who want to make a plan to get the community prepared for a disaster and build their resilience.

When a disaster strikes it is usually ordinary members of the public, not emergency services, who will be first to respond. By building community resilience it allows communities to better anticipate and resist the effects of a disruptive event, minimise adverse impacts, respond effectively post event, maintain or recover functionality, and adapt in a way that allows for learning and thriving.

Emergency management in New Zealand is first and foremost based on a principle of self-reliance. When the normal functions of daily life are disrupted, individuals and communities must be able to care for themselves and each other as much as possible. No one knows the community better than those who live and work in it; this is why we are bringing this group together.

The first meeting will be held at:

<Location>

<Time>

<Date>

It is planned that there will be around <number> of meetings in the next <number> months to develop and finalise the plan. At the last meeting, the group will elect a group plan champion to drive the plan going forward, and the group will decide where and how often they will meet. We'd appreciate if you or a member of your organisation would come along to have some input into the plan.

If you have any queries about the community resilience planning, or to RSVP please contact:

<Name>

<Email>

<Phone>

We look forward to meeting with you

Yours sincerely

<Name>

<Title>

## He aha ngā kaupapa ka kōrerohia i te hui tuatahi?

### What is covered in the first meeting?

Your first meeting is a chance for everyone to meet each other, explain the purpose of this plan and why it is important, and plan for future meetings.

#### *Important things to consider:*

- Accessibility to the plan: how is the group and/or the rest of the community going to access the plan (e.g. will it be printed, emailed, shared on social media, put in a local outlet)
- Readability of the plan: due to the amount of work that will go into your plan, make sure it is well documented and legible for all to read.
- Length and frequency of meetings: talk and decide with the group about the time, length and frequency of the meetings. It may take a few meetings to get the plan finalised.
- Personal information: in some sections of the plan, personal information (names, contact details) may be required. If you are planning to make this document public, consider what information people are wanting to keep private (e.g. contact list, vulnerable individuals/groups – there may be a person within the community who can act as a connection or just has knowledge of these individuals/groups).



## Tauira o te Mahere Aumangea ā-Hapori

### Community Resilience Plan Template

The template is an easy use guide that will help your group to methodically work through the necessary topics to establish your plan.

This template is a guide only – if there are items that are not relevant to your community you can skip them. If there are extra items your community wants to add to the plan, feel free to add them.

#### Page 2 of the Community Resilience Plan

##### Tō tātou hapori | Our community

In this section you will need to briefly describe your community, the boundary you have defined and some of the assets and vulnerabilities. Perhaps you have aged care facilities, marae, early childhood centres, temples, schools, churches, and so on. You should touch on some of your hazards and also the demographics of the area. You may have a culturally and linguistically diverse community, a significant aged population, migrant seasonal workers or a significant tourist population at certain times of the year. You could consider adding a map.

#### Page 3 of the Community Resilience Plan

##### Tā tātou mahere | Our plan

Disaster resilience champions: the people who will drive the outcome of the plan.

Plan updates: the people who will maintain the plan to ensure it remains a living document.

Boundaries: Define the community – this can be geographical or other boundaries. You can use a map to assist.



## **Page 4 of the Community Resilience Plan**

### **He mōrearea | Hazards**

Hazards history: What hazards have affected the community? Use mātauranga/knowledge of previous hazards and/or emergency events that have affected the community (e.g. floods, severe storms, fire).

Hazards 1-5: Within the group, discuss what your community feels are the greatest hazard threats. This could be based on previous hazards that have affected the community, or what could in future be hazards that could affect the community.

## **Page 5 of the Community Resilience Plan**

### **Te takatūnga | Preparedness**

How will we ensure everyone is prepared in our community?

To assist with this, the National Emergency Management Agency (NEMA) have some hazard-specific consistent messaging on how to prepare before, during, and after an event. You can find this information here: [civildefence.govt.nz/cdem-sector/consistent-messages-for-cdem/](https://civildefence.govt.nz/cdem-sector/consistent-messages-for-cdem/)

There may be information specific to your community that you may wish to include.

What steps/action can we take:

Before an emergency event to better anticipate and resist the effects of a disruptive event

During to minimise adverse impacts

After to respond effectively post-event, maintain or recover functionality, and adapt in a way that allows for learning and thriving

## **Page 6 of the Community Resilience Plan**

### **Ngā whakaoho me ngā whakatūpato | Alerts and Warning**

Stay informed: what media and other channels can the community use to stay up to date with current information? Does your community have a community social media page, poster poles or a local news board that can be used?

## **Page 7 of the Community Resilience Plan**

### **He ara kē mō te whakawhiti kōrero | Alternative communications**

How will you keep in contact with one another if the phone and/or power is disrupted? Are there any other local communication tools you could use? What are the organisations within your community that have access to communications? (e.g. Volunteer Fire Station, Coastguard, Surf Life Saving, amateur Radio clubs, etc.).

Radio stations: what are the local radio stations you could tune into in an emergency? What are their frequencies?

Wider community communications: Where will you display updates and information for the wider community to view? (e.g. billboards, whiteboards, social media, poster poles and where they are located).

### **Page 8 of the Community Resilience Plan**

#### **He pokapū e arahina ana e te hapori | Community-led Centres**

What local buildings or facilities could be used as a Civil Defence Centre/Welfare Centre during an emergency? You could attach a map to visually show these locations.

### **Page 9 of the Community Resilience Plan**

#### **Ngā rōpū whakaraerae | Vulnerable groups**

There may be individuals or groups within your community that are vulnerable and may need additional assistance. You do not need to set up a database or record these personal details. This information could stay as 'local knowledge', and your group could connect in with them as needed.

### **He pokapū e arahina ana e te hapori | Community-led response**

When a disaster strikes it is usually ordinary members of the public, not emergency services, who will be first to respond. Think about how you will check on each other in the community, how you will activate warning systems or provide information to your community, and how you will collect this information and contact your local Emergency Management Coordination Centre (Auckland Council).

### **Page 10 of the Community Resilience Plan**

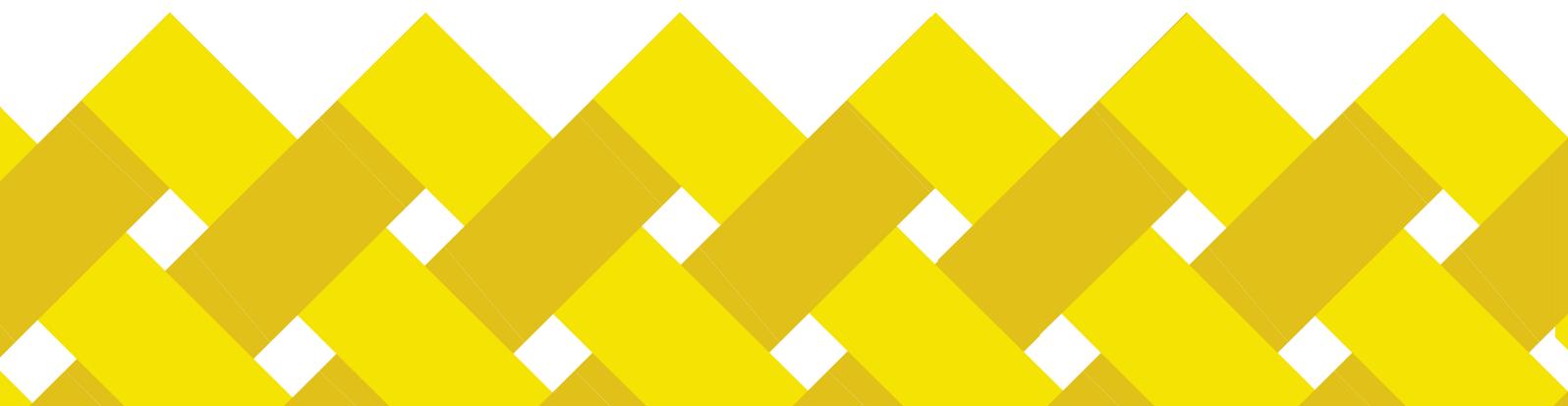
#### **Te Whakamahere Aumangea ā-Hapori | Community Resilience Planning**

This Community Resilience Plan is community-driven and is owned and developed by the community, it is not imposed by the Council or Auckland Emergency Management.

The plan is developed by representatives, stakeholder agencies, or organisations within the community, who form a working group with the goal of completing and maintaining the plan. The process of developing the plan can be supported by an Emergency Management Advisor.

Ownership of the plan stays within the community, represented by the stakeholder group.

Once your Community Resilience Plan group is happy with the plan, it is signed off by the stakeholder group. A plan champion(s) is/are nominated to ensure the document remains 'living' and that the actions and tasks decided by the group are completed.



## **Page 11 of the Community Resilience Plan**

### **Rārangi whakapā | Contact list**

If you are planning to make this document public, consider what information people are wanting to keep private.

The contact list could include:

- Resilient group members
- Local trades and services contact numbers
- Local marae contact numbers
- Local visitor centre contact numbers
- Local medical centre contact numbers

## **Page 12 of the Community Resilience Plan**

### **Ētahi atu rauemi | Other resources**

List any other resources or information you think may be useful for your community (e.g. voluntary groups within the community that assist in building your resilience, social media pages (street and/or community pages)).

## **Page 14 of the Community Resilience Plan**

### **Rau mahi | Action sheet**

List any actions or tasks that the community wants to be involved with to further build its resilience (e.g. development of a community alerting system, community evacuation plan, resources).

### **Ngā mahi ka whai ake | Next steps**

Make a plan to meet on regular intervals, as well as reviewing and updating the plan. There is constant change in any community, people come and go and there may new developments that impact resilience in your community. Coming together will provide you with an opportunity to discuss how changes and how or if these changes need to be incorporated into your plans.

Once your plan is complete, it's time to get it distributed to the rest of your community. Uploading your plan to a community website or local social media site enables the plan to be viewed by new residents or visitors to your area and allows you to easily promote and share your plans. You could also get hard copies printed to be distributed.





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