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*Whakatāne District
Recovery Action Plan*



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Date: [Comments]

6 April 2017 flood event

On 6 April 2017, Whakatāne District experienced widespread damage to homes, property, businesses, farms, schools and infrastructure as a result of the extreme rainfall events generated by ex-Cyclone Debbie and ex-Cyclone Cook.

Approximately 1,600 people were temporarily displaced as a result of stop-bank breaches. A stop-bank breach of the Whakatāne River to the South of the township of Whakatāne on the morning of 6 April resulted in flooding in the rural Poroporo area. A section of stop bank on the Rangitāiki River next to College Road, Edgecumbe breached in the morning hours of 6 April, causing widespread flooding and property damage in the Edgecumbe township.

Ex-Cyclone Cook followed ex-Cyclone Debbie and passed through the District on the afternoon and evening of 13 April 2017. Given the predicted event scale, a number of specific higher risk coastal areas/communities were evacuated from their homes in advance of Cyclone Cook landfall, but were able to return the next day (14 April). The storm caused widespread power outages from 6pm 13 April, and disruption to utilities and road networks across the District. Some rural communities were isolated for more than a week. Electricity to the main Whakatāne urban area was restored early the next day, and for most other areas within two days. Some limited areas had sustained loss of power for four days or more including Fermah Road, Ruatāhuna, Te Mahoe and Waiohau.

A local state of emergency for Whakatāne District was declared at 8:30am 6 April 2017 in response to ex-Cyclone Debbie. A region wide state of emergency was declared at 2:30pm 11 April 2017 in response to the approaching ex-Cyclone Cook. The region wide state emergency was terminated at 12pm 14 April 2017. Following this, at 12:00pm, a local state of emergency was declared for the Whakatāne District to enable the continued response to Edgecumbe and the surrounding areas; the local state of emergency expired at 12 noon on 21 April 2017, and a Notice of Transition to Recovery replaced it.

This Action Plan outlines the way forward for recovery from these events.

Purpose – direction setting for restoring and enhancing our District

This Recovery Action Plan provides a clear direction for restoring and enhancing our District following the April 2017 floods. It is about rebuilding our communities in a future focused way, making the most of opportunities and paving the way towards a strong, resilient and successful Whakatāne District.

This is a living document meaning that it will change as needs change as we work towards recovery. It aims to provide trigger points to ensure that we are always reflecting on what has been achieved, to ensure we move forward in the best way possible.

This Plan is also a starting point to talk with residents, businesses, farmers, partners and iwi throughout the District to hear and incorporate what is important for the recovery of affected communities and what they would like to see in the years ahead. It is intended that this may lead to additional community plans developed by affected communities with support from the Recovery Office.

A framework is provided in the plan to enable the coordinated effort of actions and processes that need to be, or have been, put in place to manage the immediate, medium and long term recovery and regeneration of all affected areas in the Whakatāne District.

Four environments, or parts to recovery, are identified in the Plan:

Community	Reconnecting our communities
Natural	Restoring our natural and rural environment
Built	Rebuilding the built environment
Economic	Regenerating the economic environment

To be successful, all parts must be developed together with the community always at the centre and the cultural environment interwoven throughout.

What do we mean by ‘recovery’?

‘Recovery’ is defined in the Bay of Plenty Civil Defence Emergency Management Group Plan (2012-17) as the coordinated efforts and processes to effect the immediate, medium and long term holistic regeneration of a community following a disaster. Recovery is a developmental and remedial process with the main objective of efficiently organising the resources available to restore communities to the point where normal social and economic activities resume.

This phase of the process is not directed by legislation and relies predominantly on the collaboration of the agencies and individuals involved. Recovery often lasts many times longer than the response phase, involves a far greater level of planning and management and is a very complex process.

There are many challenges to this recovery; for example, psychosocial impacts, population movement, significant damage to homes and land, and the high numbers of people effected. The sudden change and uncertainty is challenging for everyone.

Getting to know and understand our communities is essential. Conversations with communities about what they value, what drives social-cohesion and culture, and what their strengths and vulnerabilities are. This is more than just knowing the community, it is about being able to identify critical infrastructure, understanding what the critical success factors for recovery will be and how to manage, prioritise and communicate them.

Many factors will influence recovery, such as the community, time, and the scale and consequences of the floods once we understand the full extent of the harm caused. Recovery is not static. It is dynamic, and will change over time.

For this recovery to be effective, we need to address the short, intermediate and long-term needs of the communities. We will anticipate, monitor and be flexible in our response to the changing nature of the recovery activities and the mood of the community.

Figure X: Stages of the recovery process



Principles for recovery

The following principles will guide recovery actions:

- Protect the health, safety and security of people, animals and property.
- Locally-led, regionally co-ordinated, nationally supported.
- Responsive to the concerns of the community.
- Community engagement is central to recovery decisions.

Principles to guide community engagement are:

- Whakaute – Respect for each other as partners.
- Pononga – Truthful and Genuine engagement.
- Kanohi ki te kanohi – Meeting in person.
- Tikanga a Iwi – Iwi Protocols and Belief Systems.

Recovery goal

To restore and create opportunities to enhance our community wellbeing.

This is the overarching goal for recovery. It is about putting people and the community at the heart of our planning.

It is about getting people back into their homes, it is about making people feel safe, and it is about, supporting businesses and farmers. To do all this we need to be future focused and we need to make the most of opportunities that could make things better.

Strategic context

This section demonstrates strategic alignment with legislation and national and regional policies, along with the both the Whakatāne District Council's and Bay of Plenty Regional Council's strategic intentions.

Whakatāne District Council

Council's overarching plan is documented in the Long Term Plan (LTP), a ten-year plan updated every three years. The LTP 2015-2025 sets out the Council's vision which is a high-level, key driver for all its activities:

To be known as the place of choice for people to live, work and play. In achieving our vision, our community will be safe and inhabited by people who are friendly and caring, businesses will be thriving, there will be respect for, and pride in our history and we will be successful guardians of our natural environment.

Council's purpose is to lead the Whakatāne District to meet the current and future needs of our community through good governance, leadership and advocacy; integrated long-term planning; effective and reliable community infrastructure; and, outstanding service delivery.

Community outcomes are a high-level set of desired goals that the Council aims to achieve. They help guide and inform planning and the setting of priorities. Recovery activities are directly linked with the following community outcomes and associated goals as outlined in the Council's LTP (Figure ?). Of particular relevance is the Council's goal to create 'safe communities'. In accordance with the 'Effective Leadership' community outcome, the Recovery Project will work in partnership with the community to achieve transparent and inclusive decision making.

Figure ? : WDC relevant community outcomes and goals



Bay of Plenty Regional Council

Bay of Plenty Regional Council also has an overarching ten year Long Term Plan (LTP) with the BOPRC’s vision:

Thriving together - mō te taiao, mō ngā tāngata”.

BOPRC’s LTP also identifies five community outcomes that are depicted in Figure ?.

Figure ? : BOPRC vision and community outcomes.



1. **Water quality and quantity**
Our water and land management practices maintain and improve the quality and quantity of the region's water resources.
2. **Environmental protection**
We maintain and enhance regional biodiversity and our air, land, freshwater, geothermal and coastal resources for the benefit of our communities. We support others to do the same.
3. **Resilience and safety**
Our planning and infrastructure provides resilience to natural hazards and flooding so that our communities' safety is improved and maintained.
4. **Regional collaboration and leadership**
We have established the region's priorities and strategic direction with our partners and communities. We have collaborated to achieve integrated planning across the Bay of Plenty.
5. **Economic development**
We facilitate and enable initiatives that boost the region's economic performance.

Alignment to existing strategies, policies and plans

Many of the strategic considerations for recovery relate to national, regional, and district regulatory and planning frameworks administered through the Civil Defence Emergency Management Act 2002 (CDEMA), Resource Management Act 1991 (RMA) and the Local Government Act 2002.

A suite of key policies and legislation relevant to recovery is summarised in Table 2.

Table 2: Key legislation and policies relevant to recovery in New Zealand

Strategic documents	Description	Relevance
Civil Defence Emergency Management Act 2002 (CDEM)	The purpose of this Act is to improve and promote the sustainable management of hazards in a way that contributes to the social, economic, cultural and environmental well-being and safety of the public and the protection of property.	Both the BOPRC and Council are part of the CDEM Group and contribute to the CDEM Group Plan. The CDEM Group is tasked with managing hazards and risks in the region. The plan covers all hazards and emphasises the four 'Rs' – risk reduction, maintaining a state of readiness, responding at the time of emergency, and overseeing recovery. The Plan is linked to the RPS, then down to regional and district plans.
National Civil Defence Emergency Management Strategy	The Ministry of Civil Defence Emergency Management have identified enhancing New Zealand's capability to recovery from civil defence emergencies as its primary recovery goal within the National Strategy.	To achieve this goal, the Strategy identifies two objectives: <i>Objective 4A: Implement effective recovery planning and activities in communities and across the social, economic, natural and built environments</i> <i>Objective 4B: Enhancing the ability of agencies to manage the recovery process.</i>

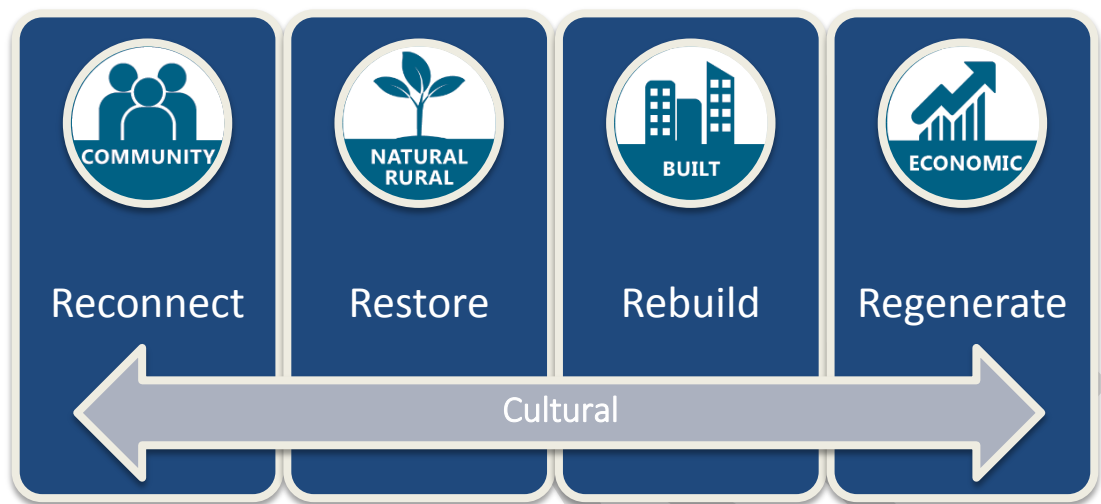
Bay of Plenty Civil Defence Emergency Management Group Plan 2012-2017	<p>The Bay of Plenty Civil Defence Emergency Management Group Plan has a goal of ensuring an effective recovery capability from an emergency by:</p> <ul style="list-style-type: none"> • Ensuring our recovery capability is planned, regularly monitored and is continuously developed. • Ensuring that communities are able to recover as quickly as possible. 	<p>In order to achieve the goal the Group have identified three objectives to work towards the goal and to guide how the Group's recovery work programme is delivered.</p> <p>Objective 4a: Strengthen planning capability and capacity across all agencies, the wider community and businesses to promote sustainability and provide for the long term regeneration of communities</p> <p>Objective 4b: Ensure effective communications to engage communities during the recovery phase of an emergency.</p> <p>Objective 4c: Make recovery management a part of everyday work for the CDEM Group and integrate the work with existing organisational systems wherever possible.</p>
Resource Management Act 1991 (RMA)	<p>New Zealand's main piece of legislation that sets out how we should manage our environment, including the integrated management of natural and physical resources.</p>	<p>Proposed amendments to this Act will make natural hazards a matter of national importance. Natural hazard responsibilities for both regional and territorial authorities are set out in sections 30 and 31.</p>
Local Government Act 2002 (LGA)	<p>The purpose of the Act is to meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses.</p>	<p>Section 11A states that local authorities must have particular regard to the contribution that a number of core services make to its communities. One of the core services to be considered is the avoidance or mitigation of natural hazards (section 11A(d)).</p>
Land Drainage Act 1908 and Soil Conservation and Rivers Control Act 1941	<p>Overriding purpose is to make provision for the conservation of soil resources, the prevention of damage by erosion and to make better provision for the protection of property from damage by floods.</p>	<p>These Acts provide the regional council with powers to undertake works or maintain existing works to minimise and prevent flooding and damage within a catchment area.</p>
Bay of Plenty Regional Policy Statement (RPS)	<p>The operative and proposed RPS provides an overarching policy for the Bay of Plenty, which is given effect through regional and district plans. The RPS draws on the long term plan, national policy statements and standards, and CDEM Group Plans (the latter being influenced by the National Civil Defence Emergency Management Strategy and National Civil Defence and Emergency Plan).</p>	<p>The BOPRC recently (July 2016) introduced a risk management approach to natural hazards (Plan Change 2 – Natural Hazards). The RPS now requires both the Regional Council and District Council to take steps to reduce high natural hazard risk.</p>
Whakatāne District Plan	<p>This document identifies the important resource management issues in the District. It contains a number of objectives, policies and methods that guide and shape development in the district. It is a planning tool that helps ensure Whakatāne is developing the way the community wants it to.</p>	<p>Recovery activities</p>

Four environments

This plan is separated into four environments depicted in figure ?. The cultural environment is integral and is interwoven throughout all four environments.

Each environment has its own objectives, actions and outcomes outlined below. Together, they all contribute to the strategic recovery objective for the community outlined above.

Figure ??: Recovery environments



Reconnecting our community

Outcome	<i>Communities that have been adversely affected by flooding are restored to what they were previously, and where possible, enhanced.</i>
Benefits to be delivered	<ol style="list-style-type: none"><i>1. Essential needs of individuals and whānau are met and community health and wellbeing is supported.</i><i>2. Community spirit, pride and resilience is strengthened.</i><i>3. Families/whānau have moved back into their homes by Christmas 2017.</i>
Key Performance Indicators (KPIs)	<p><i>KPI 1a: Outstanding essential needs by flood affected individuals and whānau are all met in the short-term.</i></p> <p><i>KPI 1b: A range of temporary housing options are taken up by those with housing need in the short-term.</i></p> <p><i>KPI 1c: Number of affected residents requesting support.</i></p> <p><i>KPI 1d: Number of people accessing mental health services.</i></p> <p><i>KPI 1e: Number of newly insulated homes.</i></p> <p><i>KPI 2a: The level of 'liveability' and 'community wellbeing' in Edgecumbe.</i></p> <p><i>KPI 2b: Community perceptions of life and property safety relating to river control measures.</i></p> <p><i>KPI 2c: Number of events held and participated in.</i></p> <p><i>KPI 3a: Number of liveable homes rebuilt.</i></p> <p><i>KPI 3b: At least 80% of affected families/whānau are back in their homes by Christmas 2017.</i></p>

A summary of impacts on the community

Community impacts of ex-Cyclone Debbie and Cook were numerous and varied. Many people and pets were displaced for long periods as a result of the extensive damage to homes and properties due to the stop bank breach and the entire Edgecumbe Township being cordoned off. This resulted in the displacement of more than 1,600 residents in the township. The weather impact of ex-Cyclone Debbie also resulted in displacement of people from Tāneatua, Poroporo and the plains areas. Civil Defence Centres (CDC) were set up in Whakatāne and Kawerau and at Rautahi Marae to provide assistance and support to the population.

Following the event, all affected homes were assessed for flood damage and staged re-entry into Edgecumbe township was completed by those with undamaged houses from 13 - 15 April 2017. Assessment identified 248 houses that were yellow-stickered and 14 as red-stickered in Edgecumbe. Thirty-eight homes were assessed as yellow stickered outside of Edgecumbe township. Red stickered properties are those homes that suffered major structural damage and are deemed very unsafe. Yellow stickered properties have suffered less severe damage and are able to be rebuilt and reoccupied. Houses assessed as either yellow or red are currently suitable for permanent occupation. Ongoing support is required for people that will be displaced in the medium/long term.

Needs assessments

There were no deaths or knowledge of injuries that directly resulted from the event.

Stress, anxiety, disrupted sleep, delayed decision making and other typical grief cycle behaviours have been identified. Further welfare needs of affected communities will help to assess any emerging or ongoing support required. Ongoing access to psychosocial support may be crucial for recovery.

Remote communities

A number of remote rural communities (Ruatāhuna, Te Mahoe, Rūātoki and Te Whātai) were isolated, some for over a week, as a result of loss of road access. Road access to all communities has since been restored, but some via long detours due to continued road closures. In some cases, forestry roads are being shared by the public and logging trucks, creating road safety issues. While road access has been restored, an analysis of further welfare needs to these communities will help to assess any emerging or ongoing support required.

Services, including power, water and wastewater, were also disrupted in some rural communities.

Schools

Many schools and early childhood centres were closed in Whakatāne, Edgecumbe and throughout rural areas. Some closed prior to ex-Cyclone Debbie and Cook as a precautionary measure. Edgecumbe School, Edgecumbe College, Central Kids Edgecumbe Kindergarten, Te Kohanga Reo o Patutaatahi, Edgecumbe Playcentre, Thornton School and Paroa School remained closed for a number of days prior to school holidays. All schools reopened for the beginning of Term Two.

Animal welfare

Whakatāne SPCA, a Massey University expert, a National SPCA team, and Council's Animal Control managed the initial process to retrieve animals from the cordoned area. The Ministry for Primary Industries also provided assistance in managing rural livestock. Most (181) pets were reunited with their owners, however some pets remained missing. A small number of pets (4 cats and numerous birds) and livestock (2 Cows and 1 sheep) were found deceased. Trapping of displaced and stray pets was undertaken by the Bay of Plenty Regional Council.

Issues for reconnecting the community

Looking forward from the event, key issues for community recovery include:

- Providing a range of temporary suitable housing solutions that meet the range of needs of families / community.
- Ensuring houses are dry and warm leading into winter.
- Ensuring homeowners do not move back into flood damaged homes to avoid health issues.
- Securing available skilled trades-people to progress house repairs.
- Financial issues for both insured and uninsured (home and contents) homeowners.
- Financial pressure for displaced families with the cost of temporary housing and mortgage payments.
- Transportation costs for those that have to travel further to reach work, health services and other services due to closed roads, particular in Te Urewera.
- Access to education, health and other services for those living away from home temporarily.
- Identifying and appropriately supporting those that are needing psychosocial support, particularly those vulnerable members of the community.
- Community acceptance and the use of services provided to support those affected individuals and whanau.
- Stakeholder and iwi agreement of process and service delivery.

- Medium and long term stress levels in the community. This may be associated with insurance issues, delays in returning home, financial pressures, concerns about safety, and will require ongoing monitoring.
- Community expectations not being met in relation to timing of activities and delivery of service.
- Ensuring that there is some respite from recovery activities through community events.

Key projects for short-term recovery needs

Key projects to ensure the immediate recovery needs are being met have been developed. The two key community projects are the establishment of Te Tari Awhina Community Hub and temporary housing to meet a range of housing needs.

The following table illustrates the range of community recovery actions, along with expected outcomes, timing and responsibilities.

Te Tari Awhina Community Hub

Te Tari Awhina Community Hub has been established in Edgumbe for the purpose of providing a shared community and agency hub that:

- ensures co-ordinated care in an ongoing way by co-location of wellness providers
- offers a single point of access for assistance for all recovery needs (building, wellness, insurance)
- provides 'triage' and appropriate needs assessment
- delivers more intensive case management functions as required
- offers a range of wellness programmes
- provides information management, including management of a data base with proactive follow up of registrants of Edgumbe floods
- provides desk space for support agencies (hot-desks)
- continues to offer library services.

The Community Hub also provides access to building inspectors, legal and financial advice and the Liveable Homes project team to help support affected residents more forward.

Temporary housing

MBIE is coordinating and taking registrations for finding suitable temporary accommodation / housing for those individuals and whānau with flood affected properties. For those without insurance cover, MSD may be able to provide financial assistance.

The Whakatāne District Council and MBIE are establishing temporary portacabins on resident's properties while houses are being repaired and at the Whakatāne Holiday Park for those that are unable to be located on homeowner sites.

Actions to reconnect our community

Objectives	Priority	Recovery actions	Expected outputs & impacts	Implications / opportunities & risks	Timing	Lead agencies	Status
Essential needs are met and community health and wellbeing is supported.	Community health and wellbeing	Community Partners Project <ul style="list-style-type: none"> Needs assessment and triage of care is provided. Case management approach utilised 	Coordinated delivery of wrap-around services from appropriate agencies.	<ul style="list-style-type: none"> Continuing reassessment of need for agencies to ensure appropriate services are offered. Emerging trends need to be actively monitored i.e. family violence, health issues, other social issues. 	Long	<ul style="list-style-type: none"> DHB MSD MBIE Red Cross Salvation Army TPK MoEd WDC Rural Trust 	Implementing
		Te Tari Awhina <ul style="list-style-type: none"> Coordinated care from co-located wellness providers. Single point of access for assistance for all recovery needs (building, insurance, wellness). 	Individuals, whānau and the community have easy access to wrap-around services and are well supported towards recovery.	<ul style="list-style-type: none"> Continuing reassessment of need for agencies to ensure appropriate services are offered. Emerging trends need to be actively monitored i.e. family violence, health issues, other social issues. Community expectations are not met. 	Long	<ul style="list-style-type: none"> BOPDHB Ngāti Awa Social Services Iwi groups EQC Legal / insurance advice Building Inspectors (WDC) 	Implementing
		Community connection <ul style="list-style-type: none"> Establishing links with community groups. 	Formal connections are established and maintained with community leaders. Communities and Recovery Group are informed.	<ul style="list-style-type: none"> Relationship management. Community expectations are not met. 	Long	<ul style="list-style-type: none"> Community Boards WDC DEIT Iwi 	Developing

		Donated goods <ul style="list-style-type: none"> • Coordination of donated goods 	Recovery team supports volunteers so that good quality donated goods are sourced and supplied to those in need.	<ul style="list-style-type: none"> • Supply of volunteers is exhausted. • Significant amounts of un-useable items. 	Medium	<ul style="list-style-type: none"> • Pou Whakaaro • St David's Presbyterian church • Rotary (Kopeopeo) • Te Teko (self-managed) 	Implementing
		Oversee and support the coordination of funding / grants <ul style="list-style-type: none"> • Appropriate funding streams are identified • Projects are prioritised and matched appropriately 	The best use of available funding is secured and delivered.	<ul style="list-style-type: none"> • Database maintenance. • Community expectations are not met. 	Medium	<ul style="list-style-type: none"> • Mayoral Relief Fund • Red Cross • Salvation Army 	Developing
		Housing needs <ul style="list-style-type: none"> • Temporary • Long term 	<ul style="list-style-type: none"> • Temporary accommodation needs are met • Guidance and support is provided for repairing and rebuilding healthy homes • Actions are identified to meet current and future housing needs. 	<ul style="list-style-type: none"> • Ensuring contact is made with more vulnerable • Increased pressure on individuals / whānau • Health and safety • Suitable land available for temporary accommodation • Insurance implications 	Long	<ul style="list-style-type: none"> • MBIE • Iwi • WDC • Insurance 	Developing

Community spirit, pride and resilience is strengthened.	Community development	Volunteer coordination management (health and safety)	Volunteers effectively provide recovery support.	<ul style="list-style-type: none"> • Volunteer fatigue • Health and safety risks managed • Volunteer skills are matched to activities 	Medium	<ul style="list-style-type: none"> • NAVA • Care groups to be established 	Developing
		Coordinate and deliver community activities and events <ul style="list-style-type: none"> • Work with clubs, schools & community groups 	Establishment of a community events and activities programme that enlivens flood affected communities, enhances community connections, and builds community resilience.	<ul style="list-style-type: none"> • Community expectations are not met. • Participation by all affected communities. • Ensuring affected communities have plans for continued support. • Inadequate funding 	Medium	<ul style="list-style-type: none"> • WDC • Funding agencies / DIA • EDIT • Community Board 	Developing
		Iwi engagement and recovery plans <ul style="list-style-type: none"> • Issues and actions to support iwi recovery 	Iwi are supported towards recovery.	<ul style="list-style-type: none"> • Iwi expectations are not met • Relationship management • Funding and resources are inadequate. 	Long	<ul style="list-style-type: none"> • Iwi • WDC • BOPRC 	Developing

Restoring the natural & rural environment

Outcome	<i>The natural environment is restored and enhanced and the primary sector is fully regenerated.</i>
Benefits to be delivered	<ol style="list-style-type: none"><i>1. The impact of the flood and its recovery does not leave lasting negative environmental effects on our land.</i><i>2. The primary sector is fully supported and functioning within two years.</i>
Key Performance Indicators (KPIs)	<p><i>KPI 1a: No long-term issues arising from the poor management of waste</i></p> <p><i>KPI 1b: Non-compliance with resource consents is less than 5%.</i></p> <p><i>KPI 1c: The percentage of useable land.</i></p> <p><i>KPI 2a: Outstanding rural needs are met.</i></p> <p><i>KPI2b: Productivity measures (GDP, Fonterra milk volumes, etc).</i></p>

Summary of impact on the natural and rural environment

Damage to the natural and rural environment has been widespread. Many farmers were impacted with farm damage, stock requiring movement and long-term farm management issues. Drainage and sewage flooding onto rural properties were also issues that needed addressing.

Rural impact

Approximately 5000 hectares of rural properties were impacted, including the need for:

- Re-grassing of farms – for individual farmers, this could be anywhere from 10-100 percent of their farms. Those directly affected by the stop-bank breach require 100 percent of their land to be re-grassed.
- Stock movement – transportation of approximately 5000 dairy cows to alternative grazing both within the region and as far afield as Taranaki took place. Stock that was moved out of the area will need longer term grazing solutions.
- Clean-up of properties – rural communities requested assistance with clearing trees, restoring fences, and cleaning up the debris that floated onto properties. Funding has been provided for Enhanced Taskforce Green to clean-up rural and open spaces.
- Long term farm management and planning – assistance with long-term planning needs, looking to manage feed over winter, stocking options and fertiliser.

Water drainage

Flooding resulted from the left stopbank breach at College Road tracked north-west towards the sewerage ponds of Soldiers Road. This then combined with water which over-flowed out of the Omeheu Canal next to the ponds. Bay of Plenty Regional Council Flood Response team set up pumps to drain the water from the area surrounding the sewerage ponds (the Omeheu pond) into the Omeheu Canal and from the Colebrook pond on the western side of the canal. Before the impacts of the pumping came about the silt laden Omeheu pond tracked southwards to Otakiri Road where it met a relatively clean overland flow of water from south of Otakiri Road that extended between Te Teko Road and Omeheu Canal.

The combination of these two waters extended over the western drain stopbank into Edgecumbe south, exceeding the capacity of the pump station there. Edgecumbe then slowly drained as the pumping progressed and the peak of the flood passed. Localised flooding in the town was finally removed via the sewer pumps which were activated for this purpose ahead of the return of the residents. Edgecumbe Soldiers Road beyond number 48, contained waste water and contaminated flood water. This was pumped out by Bay of Plenty Regional Council a few days later.

Contaminated land

In both Tāneatua and Edgecumbe sites, where Council sewage ponds were overtopped by external flood waters, adjacent private property has been contaminated. A plan has been created for the application of lime and grass seed in Tāneatua and Edgecumbe rural contaminated areas. The Tāneatua work is to be a priority. There are 2.5 hectares of affected land in Tāneatua and 68.5 hectares of affected land in Edgecumbe. Both ponds were overtopped by the flooded rivers and then could not discharge through consented outlets due to the excessive flows and extended period before these flood waters passed.

Issues for restoring the natural and rural environment

Some of the issues that may influence the recovery of the rural and natural environment include:

- Debt levels for farmers may be significant from loss of stock and/or crops.
- Some farmers may have sustained loss in production for a significant time period.
- Financial and other pressures may lead to the need for psycho-social support for farmers.
- The clean-up and support of owners of lifestyle blocks to ensure affected homeowners do not fall through the gaps or urban and rural support.
- Longer term projects to address erosion, biosecurity and biodiversity issues.
- Remedial works adequately consider the appropriate management of cultural sites.

Key projects for short-term recovery needs

Key projects to ensure immediate recovery needs are being met have been developed.

Enhanced Task Force Green

Funding has been provided for Task Force Green workers to clean-up rural and open spaces. This may include clean-up of debris, fencing and fallen trees.

Rural Support Trust

The Rural Support Trust has been pivotal in working with rural communities and individual farmers to provide information and good access to quality and timely advice and support to assist farmers to become fully functional as soon as possible.

The following table illustrates the range of natural environment recovery actions, along with expected outcomes, timing and responsibilities.

Actions to restore the natural and rural environment

Objectives	Priority	Recovery actions	Expected outputs & impacts	Implications / opportunities & risks	Timing	Lead agencies	Status
The impact of the flood and its recovery does not leave long lasting environmental effects on our land or the quality or quantity of our water	Restoration of catchment	Rivers scheme management – Rangitāiki and Whakatāne	Remedial works on the river schemes protect the community from future events	<ul style="list-style-type: none"> • Environmental effects from remedial works • Funding implications • Public concerns about future risks to property and life • Implications for infrastructure and other services • Implications for affected landowners 	Long	<ul style="list-style-type: none"> • BOPRC • WDC • Taskforce Green 	Development
		Management of land including land contaminated through the event	Any soil contamination (sewage, chemicals, fuels, silt, offal pits and dumps) with long term negative effects on human health or land use activities is eliminated.	<ul style="list-style-type: none"> • Public health concerns • Health and Safety • Cultural concerns • Education of affected land owners • Environmental compliance and consents 	Medium	• BOPRC	Implementation
		Clean-up of contamination from overflow of oxidation ponds	Public health is protected and any contamination is assessed and managed appropriately.	<ul style="list-style-type: none"> • Public health concerns • Health and Safety • Environmental effects 	Medium	• WDC	Development

		Cultural sites <ul style="list-style-type: none"> Any remedial works adequately consider cultural sites 	<ul style="list-style-type: none"> Appropriate kaupapa for archaeology (wāhi tapu and kōiwi) is used with respect to iwi and hapū of our district. 	<ul style="list-style-type: none"> Protocols are in place and are used to manage wāhi tapu and kōiwi) Damage to unknown sites Time delays for restoration projects Cost escalation Potentially different protocols for different iwi (iwi engagement is crucial) Environmental compliance and consents 	Medium	<ul style="list-style-type: none"> BOPRC Iwi WDC 	Developing
		Restoration of biodiversity sites	Biodiversity sites identified in the WDC schedule and BOPRC policy impacted by floods are assessed and repaired.	<ul style="list-style-type: none"> Cultural impacts Prioritisation and resources Environmental compliance and consents 	Long	<ul style="list-style-type: none"> BOPRC WDC Iwi DOC 	Developing
		Biosecurity Management	There are no new incursions of pests, plants or animal species resulting from the event; the spread of alligator weed is minimised; and there are no outbreaks of TB in affected stock.	<ul style="list-style-type: none"> Further damage to agriculture and horticulture production Economic impact Reputational damage Education and support to rural sector of risks and appropriate management practices 	Medium	<ul style="list-style-type: none"> BOPRC Federated Farmers Fonterra Rural Support Trust 	Implementation
		Regeneration and enhancement of open spaces and reserves	Places and open spaces provide a safe and healthy environment for community enjoyment.	<ul style="list-style-type: none"> Health and safety relating to contaminated silt in public areas and playgrounds. Playgrounds /reserves repaired 	Short	<ul style="list-style-type: none"> WDC 	Implementation
		Enhanced Taskforce Green (ETFG) <ul style="list-style-type: none"> WDC engaged with Work & Income to arrange ETFG workers & supervisors to assist recovery 	Enhanced Taskforce Green work programme is in place to assist with clean-up and recovery.	<ul style="list-style-type: none"> Health & safety for workers Time and resources 	Medium	<ul style="list-style-type: none"> ETFG Work & Income WDC Rural Support Trust 	

	Land use management	Quality advice provided to rural community to support restoration of land management practices.	Rural community is well informed and have good access to quality and timely advice.	<ul style="list-style-type: none"> • Lack of skilled people to provide adequate service • Lack of coordination • Reputational risks 	Long	<ul style="list-style-type: none"> • BOPRC • Rural Support Trust 	Developing
		Contribution to external research projects	External research projects are supported to ensure they have knowledge of recovery projects and that research supports recovery objectives.	<ul style="list-style-type: none"> • Time and resource • Affected communities suffer survey fatigue 		<ul style="list-style-type: none"> • NRER 	Developing

Rebuilding the built environment

Outcome *Housing, infrastructure, facilities and services are rebuilt and both our rural and urban communities feel safe in the advent of another severe weather event.*

Benefits to be delivered

1. Homes are rebuilt and reoccupied by Christmas 2017.
2. Infrastructure and services are restored.
3. Stopbank repairs are completed and protect the community from future severe weather events.

Key Performance Indicators (KPIs)

KPI 1a: Number of liveable homes complete by Christmas.

KPI 1b: At least 80% of affected families/whanau have moved back into their homes by Christmas 2017.

KPI 2a: Edgecumbe's storm and sewage systems are maintained and enhanced.

KPI 2b: The District's reticulated water services provide safe potable drinking water to communities.

KPI 2c: All roads in the District are repaired and reopened.

KPI 2d: Roads susceptible to storm damage have mitigation measures in place to reduce the risk of road damage in the future.

KPI 2e: Phone, internet and electricity services are restored and, where possible, enhanced.

KPI 3a: Community perceptions of life and property safety relating to river control measures.

KPI 3b: Risk assessment to property and life is less than 10^{-4} , to meet the typically adopted international interpretation of level of tolerable risk.?????

Summary of Environment

Housing, stopbanks, commercial properties, three water infrastructure and other infrastructural assets and services all experienced substantial impacts during the flood events that will have lasting impacts on the built environment.

Flood affected homes

Building inspectors from Whakatāne, Auckland and the wider Bay of Plenty descended on Edgecumbe to carry out phase 2 of the Flooding Rapid Assessments on all properties in the township and some of the surrounding rural area that were affected by flood water. The results of this are set out in the Table ?

Table ?: Housing assessments results

	White	Yellow	Red
Edgecumbe	219	248	14
Wider District	6	12	0

The phase two Rapid Assessments involved ascertaining the approximate level of damage to a building. This is broken down into; no damage, 0-10%, 11-30%, 31-60% and 61-100% damage categories. Inputs to these assessments include the level of water inside the house, the level of silt deposits, the level of structural damage, damage to water supply, damage to plumbing and drainage, and any damage to electrical and gas systems. The last aspect is whether there needs to be restricted access to the building until further assessments are undertaken, or whether it is safe for habitation.

Some data was captured via Survey123 on site during phase two Rapid Assessments by Building Control Officers. Not all Building Control Officers captured information consistently and forms were completed to varying degrees. Additionally, not all Building Control Officers had electronic access to Survey123. In lieu of this, hard copy forms were filled out, and entered in Survey123 at a later date. There were issues with the capture and transfer of data. Data verification is currently being undertaken by Council's GIS team.

The Recovery Office is working with the owners of the 14 red stickered houses in Edgecumbe to facilitate safe access for assessors, such as EQC and insurance providers. The Bay of Plenty Regional Council has indicated that it is interested in purchasing some of the red-stickered properties to allow stopbank improvements to be undertaken. The Recovery Office has appointed a facilitator to work with the owners of red-stickered properties on an individual basis.

Debris / Waste Management

Solid waste management is one of the most significant, evolving issues particularly as Edgecumbe is progressively cleaned up. The waste management system is continually changing methodology to meet the needs of the community and to ensure Health and Safety is complied with, and traffic management doesn't become an issue. The clean-up has begun, with a four stage approach for cleaning up Edgecumbe.

EQC is undertaking a clean-up of both insured and uninsured properties in Edgecumbe that were badly affected by debris and silt from the flooding event.

Infrastructure

Numerous roads were closed as a result of the damage sustained during ex-Cyclones Debbie and Cook cutting off lifelines to some remote rural communities for more than a week. Preliminary assessments indicate that special purpose roads suffered \$11.2million worth of damage over the course of the two events.

Boil water notices were issued for some reticulated water supplies during the response phase.

Power outages were experienced across the District.

Stop Banks

A section of flood wall along the Rangitāiki River at College Road, Edgecumbe breached in the early hours of morning on 6 April 2017. Emergency repairs were carried out some days after the breach.

Since then all stopbanks that provide protection to communities have been repaired. There is an expectation that the College Road temporary stopbank will provide flood protection for an event that has a 1% chance of occurring in any given year. Urgent design work is being undertaken to look at options for permanent flood protection works. Furthermore, the Rangitāiki Floodway entrance has been lowered to further reduce flows in the Rangitāiki River at Edgecumbe in the 1% AEP flood. The lowering works have been stabilised with a comprehensive structural stabilisation to mitigate down-cutting erosion risks of the floodway entrance. The Rewatu Road 1% AEP inclusive 500mm freeboard was significantly overtopped by the Whakatāne River in the

first flood event. This was a very large flood, well above the 1% AEP size. Damage that occurred to this stopbank on the landward side (downstream of the overtopping) has been repaired. There are no expected vulnerable points on the stopbanks, except for those vulnerable to erosion. Bay of Plenty Regional Council Rivers & Drainage staff carried out detailed inspections of the stopbanks and river systems.

There are two areas of erosion on the Rangitāiki River true left bank upstream of Edgecumbe. The first one is at the “Hunia” Bend upstream of Edgecumbe on the left bank and this has eroded to around 10 metres from the stopbank. Outflows at this point could reach Edgecumbe. Access to this site is difficult and a road to the site was built during the floods. This erosion was partially repaired with a rock lining during the second storm (Cyclone Cook) to mitigate the risk and the risk has been mitigated. Similarly there is an area of erosion slightly upstream of the “Hunia” site and work has commenced on mitigating this risk. Rock riprap lining works were also installed during the second storm on the Whakatāne River true left bank at the “Board Mills” site to mitigate any threats to the stopbanks.

Matahina Dam

TrustPower have advised that a detailed inspection of the Matahina Dam has been carried out by staff from TrustPower together with Riley Consultants Ltd (specialist Dam Consultants). This has shown there is no damage to the Matahina Dam. Works to armour the riverbank at the Waikirikiri Marae, Rūātoki occurred. Erosion at this site had progressed to the lawn in front of the Marae. Again this is due to the very large flood event sustained. The Whirinaki and Upper Rangitāiki Rivers (and possibly other streams) have changed course. Options for remediation works will need to be assessed.

Issues for rebuilding the built environment

Issues for rebuilding affected communities include:

- Health and safety concerns with clean-up and waste management, for example, asbestos and methamphetamine from building materials.
- Pest eradication in areas that have been uninhabited due to significant damage.
- Security issues for those areas that remain uninhabitable.
- Supply of volunteers to assist with clean-up of properties and rebuild for those that are uninsured.
- Supply of contractors and materials.

Key projects for short-term recovery needs

Key projects for rebuilding include silt and debris clean-up by EQC, temporary housing and the Liveable Homes Project.

Silt and Debris Clean up

EQC is the lead agency making progress on cleaning properties in the Edgecumbe township that were badly affected by debris and silt from flooding.

On 9 May 2017, Hon Gerry Brownless and Lead Minister for Edgecumbe, Anne Tolley, announced that they directed EQC to take the lead to clean up all affected properties in the township, including those homeowners who do not have insurance.

Temporary housing

MBIE is coordinating and taking registrations for finding suitable temporary accommodation / housing for those individuals and whānau with flood affected properties. For those without insurance cover, MSD may be able to provide financial assistance.

The Whakatāne District Council and MBIE are establishing temporary portacabins on resident's properties while houses are being repaired and at the Whakatāne Holiday Park for those that are unable to be located on homeowner sites.

Liveable Homes Project

The Whakatāne District Recovery team is working with community funding agencies, the construction industry, Te Rūnanga o Ngāti Awa, NAVA – the Ngati Awa Volunteer Army, volunteers and other project partners to bring together a work programme which will aim to get people who do not have the means required to repair their flood-damaged properties to get back into their homes. The LHP also has wider benefits for all flood-affected homes, regardless of their financial situation. There will be free-of-charge building inspections, Code of Compliance certificates and underfloor insulation for all flood-affected houses.

Around 50 families and individuals need help to restore their homes to a liveable standard, because they are unable to fund the repair work needed to make their homes liveable again. With such a high level of need and deprivation, the community is 'at risk' of not being able to fully recover from the April floods. A future Edgecumbe impacted by derelict housing, increased health problems and other social issues would not be desirable.

Community funding agencies are being asked to support the LHP, which aims to restore homes to a standard which will allow them to be reoccupied. To make a difference, total funds required are around \$1,750,000.

The following table illustrates the range of built environment recovery actions, along with expected outcomes, timing and responsibilities.

Recovery Actions

Objectives	Priority	Recovery actions	Expected outputs & impacts	Implications / opportunities & risks	Timing	Lead agencies	Status
Families / whānau are back in their homes	Housing	Temporary housing	Temporary homes are established to house families with short-term housing needs.	<ul style="list-style-type: none"> • Suitable land availability • Confirming numbers of families needing temporary housing • Resource consents • Supply of temporary houses e.g. portacombs • Diversity of offerings to suit family circumstances 	Short	<ul style="list-style-type: none"> • MBIE • WDC • Iwi 	Development
		Clean-up of silt and damaged contents <ul style="list-style-type: none"> • Silt removal • Damaged household contents / waste • Waste management processes • Site management 	All silt and debris removed and appropriately disposed of (including silt on those properties with no EQC insurance and household contents for those without insurance)	<ul style="list-style-type: none"> • Timely support from central government through EQC for a holistic approach to clean-up. • Microbiological contamination from silt (process in place) • Assessment of chemical contaminants (Edgcombe Township) • Waste management – ensuring adequate placement of skip bins to avoid rubbish on streets. • Public concern around assistance offered to non-insured homes. • Processes in place for contaminated materials from houses e.g. asbestos / methamphetamine • Coordination with Liveable Homes project. 	Short	<ul style="list-style-type: none"> • EQC • WDC • Insurance Council • Worksafe 	Implementation

		Liveable Homes Project <ul style="list-style-type: none"> • Damaged materials • Waste management processes • Site management 	Repairable flood damaged homes are striped out & re-fitted to a liveable standard (including those property owners without the means) by Christmas.	<ul style="list-style-type: none"> • Council liability (quality of work) • Legal considerations • Health & safety • Security issues • Insufficient funds • Sufficient tradespeople and volunteers to assist • Public concern around assistance offered to non-insured homes. • Coordination with the clean-up project. • Appropriate infrastructure and works services in place to support recovery (e.g. portaloos, containers, equipment) • Processes in place for contaminated materials from houses e.g. asbestos / methamphetamine • Psycho-social support for home owners 	Medium	<ul style="list-style-type: none"> • WDC • Funding partners • Volunteers • Iwi 	Development
		Red-stickered houses	All red stickered properties are supported by a case manager to assess future options.	<ul style="list-style-type: none"> • Access and manage health & safety issues for home owners /agencies entering homes and areas. • Psycho-social support for home owners • Consistent and timely information • Security issues • Insurance implications • Pest eradication • Stop bank repairs will have significant implications for these houses. 	Medium	<ul style="list-style-type: none"> • WDC • BOPRC • MBIE 	Development
		Resilience in housing	Resilient housing options for those affected are provided.	<ul style="list-style-type: none"> • Financial implications • Public concerns about future • Reputational damage • Legal implications 	Long	<ul style="list-style-type: none"> • Civil Defence • BOPRC 	Development

Infrastructure and services are restored and enhance community resilience		Waste management	Clean up of private property waste and maintaining road reserve. Waste is disposed of efficiently and to the appropriate waste streams. Reponsive to demolition and construction needs	<ul style="list-style-type: none"> Public health concerns (asbestos, contaminated waste and chemicals) Health and safety for workers / volunteers – safe handling og hazardous materials. Preserve the safety of streetscape (dumping of materials) 	Medium	<ul style="list-style-type: none"> WDC Envirowaste 	
	Infrastructure	Roading network <ul style="list-style-type: none"> network restored protected from future natural disasters 	Safe public access is re-established to the isolated communities of Te Whāiti, Minginui, Ruatāhuna and the route between Murupara and Waikaremoana.	<ul style="list-style-type: none"> Health & safety risks associated with temporary access provided by Timberlands and public sharing roads with logging trucks. Sustainability issue – some roads susceptible to high rainfall & decreasing NZTA funds for SPR roads available. Opportunity for collaborative project with Tūhoe, WDC & Wairoa District Council for Te Urewera road. Farming issue with road closures and inability to move stock. Impact on economic development / businesses in the area. 	Medium	<ul style="list-style-type: none"> WDC Iwi (Tūhoe, Ngāti Whare, Ngāti Manawa) NZTA Timberlands 	Implementation
		Roading and public safety Temporary road and footpath installed to ensure public safety in Edgumbe until stopbank decisions are made.	Safe roading and footpaths are provided to College Road users.	<ul style="list-style-type: none"> Road Safety - particularly for those children travelling to and from schools. 	Short	<ul style="list-style-type: none"> WDC 	Implementation
		Supply of temporary infrastructure <ul style="list-style-type: none"> Portaloos Storage 	Portaloos are in place to support volunteers of Liveable Homes Project.	<ul style="list-style-type: none"> Security issues Confirming demand and adequate supply and servicing 	Short	<ul style="list-style-type: none"> WDC 	Implementation

		Three waters <ul style="list-style-type: none"> • Wastewater • Water supply • Stormwater 	All three water infrastructure services are repaired and working at the optimal level.	<ul style="list-style-type: none"> • Silt build-up in manholes and cesspits • Uncertainty around state of infrastructure assets near/under red stickered homes (assessment underway and repairs will be undertaken) • Wider concerns regarding sewer infrastructure efficacy. 	Short	<ul style="list-style-type: none"> • WDC 	Development
		Other services <ul style="list-style-type: none"> • Power • Telephone • internet 	Other services are restored and/or enhanced (free wifi areas in Edgecumbe).	<ul style="list-style-type: none"> • Uncertainty around state of infrastructure assets near/under red stickered homes (assessment underway) 	Short	<ul style="list-style-type: none"> • Spark • Horizon 	Implementation
		Stopbank improvements	Flood mitigation measures are in place improving public safety and community resilience.	<ul style="list-style-type: none"> • Significant implications for housing, roading and other infrastructure and services (telephone, electricity). • Public concerns about future safety. • Reputational damage. • Land and property requirement. • Integrated approach needed with housing and infrastructure 	Long	<ul style="list-style-type: none"> • BOPRC 	Development
	Places and open spaces	Community facilities and assets	Community facilities and assets are restored to good working order e.g. halls, public toilets,	<ul style="list-style-type: none"> • Health and safety 	Short	<ul style="list-style-type: none"> • WDC 	Implementation

Regenerating the economic environment

Outcome	<i>Sustainable business activity is re-established, and where possible, enhanced.</i>
Benefits to be delivered	<ol style="list-style-type: none"><i>Support is targeted to help restore businesses and to provide certainty around business and employment continuity.</i><i>Opportunities for future economic growth and resilience are fully explored and implemented.</i>
Key Performance Indicators (KPIs)	<p>KPI 1a: Outstanding business needs are met.</p> <p>KPI 1b: Edgecumbe Mall is regenerated and operating at full capacity.</p> <p>KPI 1c: Funding is granted to businesses in need and monitoring shows increased performance.</p> <p>KPI 1d: Employment rates.</p> <p>KPI 2a: Development opportunities.</p> <p>KPI 2b: Median income for affected areas.</p> <p>KPI 2c: Productivity measures (GDP, etc)</p>

Summary of Environment

Over 70 businesses were disrupted due to flooding, including all businesses in Edgecumbe. The Riverslea Mall in Edgecumbe township has 12 tenants that aren't currently able to reopen. A number of small businesses have no insurance and aren't sure of viability going forward.

Many businesses were up and trading again as of 18 April 2017. The biggest issue is the welfare of employers and employees; how they are getting paid in the coming weeks and months. An emerging issue is that local Edgecumbe and Whakatāne businesses are claiming to be overlooked in favour of outside businesses for insurance jobs on houses.

Fonterra was disrupted and was unable to take milk for a short period and diverted milk to other factories for processing. The Fonterra site itself was utilised as a hub for residents and businesses as part of the wider clean-up effort. Fonterra also operated on skeleton staff as a large number of their staff have homes that have been red or yellow stickered.

Businesses in Ruatāhuna were also disrupted due to roads being closed for a period of time. The extent of impact on businesses in other affected areas is still being assessed.

Issues for regenerating the economy

Issues for regenerating the economy of affected communities include:

- Only 50% of customers are present in Edgecumbe as many are still displaced;
- A number of uninsured residential properties have been affected (approximately 16%);
- Limited business interruption insurance is held by business owners;
- Getting clearance for Riverslea Mall to open or providing temporary location for businesses;
- Marketing Edgecumbe as 'open for business';

- Staff fatigue following the clean-up and getting businesses up and running; and
- Delays in accessing the Government's business support fund and/or not meeting the criteria.
- Regenerating and revitalising Edgecumbe's town centre.

Key projects for short-term recovery needs

A key project for business recovery has been set up from the Government's business support funding package. Other projects under the economy environment are summarised in the following table.

Whakatāne Business Recovery Grants (BRGP)

The Ministry of Business, Innovation and Employment has provided a grant to Whakatāne District Council and the Eastern Bay of Plenty Chamber of Commerce to assist Whakatāne District businesses which have suffered sustained disruption as a result of the April 2017 flooding and storm-related disasters to get 'up and running' again.

The BRGP has been established to assist those businesses most in need. The BRGP is intended to help businesses which do not operate in the primary industries and so that they have the potential to successfully recover. The scope of the relief funding grants will only be available to businesses that are located within the Whakatāne District and can show that they have suffered significant and sustained losses caused by the storm events. Businesses have to meet a set of criteria in order to be eligible to apply.

Recovery Actions

Objectives	Priority	Recovery actions	Expected outputs & impacts	Implications / opportunities & risks	Timing	Lead agencies	Status
Support provides certainty around businesses and employment continuity.	Business needs assessment	Survey business needs	Short, medium and long term business needs are identified and the impact of the event on business and the economy is understood.	<ul style="list-style-type: none"> Business owners frustrated with uncertainty about recovery processes. Business owners expectations are not met 	Short (1 month)	<ul style="list-style-type: none"> Chamber of Commerce 	Implemented
		Assistance provided <ul style="list-style-type: none"> Follow-up on all business surveys in terms of assistance requests are complete. 	Business owners receive immediate assistance to rebuild business activity.	<ul style="list-style-type: none"> Lack of resources, time and skills to provide the level of support needed. 	Short (within 2 months of event)	<ul style="list-style-type: none"> Chamber of Commerce 	Developing
	Rural economy	Business Case Development	Business case development is supported for rural economic recovery.	<ul style="list-style-type: none"> Long term impact on rural economic activity Resource and time to prepare Funding not secured for rural economic activity 	Short (within 2 months of event)	<ul style="list-style-type: none"> Rural Taskforce MBIE 	Developing
	Assistance and facilitation	Business support <ul style="list-style-type: none"> Advice Networking training 	Businesses are supported to re-establish business activity.	<ul style="list-style-type: none"> Long term impact on economic activity Lack of take-up by business owners 	Medium (6 months)	<ul style="list-style-type: none"> Chamber of Commerce 	Developing
		Provision of funding <ul style="list-style-type: none"> Funding provided to business owners 	Businesses receive funding assistance to help re-establish business activity.	<ul style="list-style-type: none"> Expectations around available funding are not met. 	Medium (6 months)	<ul style="list-style-type: none"> MBIE 	Developing

Opportunities for future economic growth and resilience are	Sustainable business growth	<p>Identify and implement opportunities to support sustainable business growth.</p> <ul style="list-style-type: none"> • Edgecumbe Mall development opportunities • Roothing development opportunities. 	Long term economic impacts resulting from the event are minimised and sustainable business growth is re-established.	<ul style="list-style-type: none"> • Alignment with Regional Growth Strategy • Resources reallocated from other projects 	Long (6-12 months)	<ul style="list-style-type: none"> • Toi EDA • MBIE • WDC • Chamber of Commerce 	Developing
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Influencing factors

Other factors that may influence recovery efforts include:

- Budgets and timeframes for both Whakatāne District and Regional Council Long Term Planning
- Central government election timeframes and budget announcements (May)
- Potential to link with Whakatāne District Council's Ki Mua Project for recovery purposes in affected communities.
- Notice of transition period and the Recovery Managers ability to use powers provided in the CDEM Act 2002.

Governance

Structure

Insert structure once it has been agreed. There's one that shows the link through to MCDEM and also the National Recovery Office for national support where needed.

Co-ordination and Inter-Agency Collaboration

The recovery will involve a wide range of central, regional and local agencies and government departments.

Clear roles, responsibilities and accountabilities will be established, including the sharing of information and data across the public sector.

The various agencies will be co-located to ensure connectedness and will use existing corporate service systems where possible.

The private sector is also critical to the success of this recovery, and key private sector stakeholders will be engaged throughout the recovery activities.

Decision-making and recording

Particularly during the early stages of recovery, there is a risk that quick decisions are made that focus on short-term needs at the expense of long-term objectives. Balancing the short-term needs of the community with achieving long-term sustained resilience can be challenging. There is also the risk that public money isn't invested wisely if long-term objectives aren't considered.

Key decision-making factors will be identified to support effective and timely decision making. Decisions and advice will be based on evidence where possible, and all decisions will be documented.

In developing the decision-making factors we will consider:

- How priorities will be determined?
- What are immediate, short, medium and long term priorities?
- How can the recovery outcomes inform the priorities?
- How are vulnerable populations prioritised?
- What priorities will require working with partners and what is their view of priorities?

- How will funding impact priorities?

Planning / Project Management

Monitoring and Reporting

A set of key performance indicators will be used to monitor recovery and use to prioritise areas and issues, as well as specific at risk groups.

Up-to-date property data, including maps for the repair/redevelopment of facilities will be retrieved regularly.

Data will be published regularly and in a range of formats e.g. infographics and comparative data against pre-disaster baselines as a gauge of recovery progress.

Monitoring measures and indicators will be adapted over time to ensure they are relevant, and reflect the changing nature of the recovery activities.

Evaluation

How will you evaluate the data/information to make decisions or adapt recovery activities to meet the changing needs?

Financial Management

Considerations:

- *Understand funding / grants / policies that will apply e.g. Mayor relief fund, MoH funding for navigators, MPI for adverse events (if declared), MSD for emergency housing, other response and recovery costs (60:40), special policy for land use planning, and the requirements/records needed to claim.*
- *Whether you're going to apply for advanced payment on your future claim.*
- *Advocate for multi-year funding to stage a phased recovery approach.*
- *Regularly engage with the Treasury and Audit NZ to build a strong relationship.*

Information Management

Information management is a challenge during recovery, due to the need to bring together information from a wide variety of sources, and collate information in a way that informs decision-making. Information requirements during recovery usually comprise:

- welfare needs and residential building assessments at a property scale
- public and commercial building damage assessments
- lifelines utilities damage assessments, which often apply to multiple infrastructure providers, and
- environmental damage assessments.

Robust information management processes will be established and used throughout the recovery. Wherever possible these will be based on the processes used during response to ensure continuity of information.

Recovery GIS Project

The Recovery GIS Project will deliver a robust, data rich, and accurate Recovery GIS system that meets the present and future needs of Whakatāne District Council while ensuring that data flow and data management is ahead of the wave.

A centralised GIS system is being developed. The system will provide means to disseminate appropriate information to targeted users. Council users will have access to pre-defined relevant datasets, subsets of this information may be available to external clients via a form of security. The system will also include an easy to operate map viewer with analytical tools and report builder. A key function needed will be the ability to create and capture data in the field. The Recovery GIS system will ensure that this is handled via a number of web map apps that have been used and tested in the past.

Communication

Public information is key during the recovery effort. Effective communication with our communities will help to build confidence in the ability of the council to lead the recovery, with in turn will give our communities the confidence to invest in their own recovery.

Close engagement with the communities is critical when making decisions regarding restoring and regenerating the area to ensure that it meets community needs.

Every agency involved in the recovery process must ensure that there is a common message to the community and that confusion is minimised to the public to reduce stress and anxiety. A range of communication channels will be used, and technical information will be conveyed simply. Information will be communicated regularly, in multiple languages as required by the community and as early as possible.

Communication of timeframes of recovery activities will be broad rather than specific to manage expectations.

Community Engagement

Local staff will be employed to engage with the affected communities using methods of communication appropriate to the specific community.

Opportunities will be actively provided for meaningful involvement in decision-making by communities. Similarly, opportunities for the communities to ask questions of technical experts and senior officials will be planned.

Psychosocial considerations will be taken into account when planning community engagements.

Existing community networks will be used wherever possible, and over time the focus will shift from larger groups to smaller groups with more complex and/or specific needs.

Some affected communities have indicated they wish to lead, plan and implement community recovery. In these cases, the Recovery Office will provide support as needed.

The Recovery Office will have local presence at Te Tari Awhina Community Hub to ensure we remain closely connected with the Edgecumbe community.

Risks

What are the risks/issues to the recovery that need to be managed?

A risk register will be developed to identify and monitor existing and identify emerging risks

Exit Strategy

An exit strategy will be developed for activities (with the responsible agency) in each environment that includes:

1. Assistance required in the long term; and
2. A transition to business as usual so as to manage long-term recovery; and
3. Planning and reporting in the long term; and
4. The management of public information and communications; and
5. Opportunities for communities to discuss unresolved issues and to continue to participate in their recovery; and
6. Changes to organisational arrangements, including the need for recovery task groups; and
7. Debriefing and reviewing.