

Meeting notes for the meeting of the CERA Community Forum
Thursday 20 February 2014, 6:00pm
Canterbury Club, Cambridge Terrace

Present:

Community Forum members:

Weng Kei Chen, Leanne Curtis, Ruth Jones, Tom McBrearty, Lesley Murdoch, Jocelyn Papprell, Faye Parfitt, Patricia Siataga, Brian Vieceli, John Wong

Apologies

Richard Ballantyne, Leah Carr, Gill Cox, Martin Evans, Wendy Gilchrist, Trevor McIntyre, John Peet, Rachel Vogan, Darren Wright
Hon Amy Adams, Associate Minister for Canterbury Earthquake Recovery

Chair

Tom McBrearty

In Attendance

Michelle Mitchell, Deputy Chief Executive, Social and Cultural Recovery, CERA
[REDACTED], Advisor, Ministerial and Executive Services, CERA

Withheld under 9(2)(a)

Agenda

1. Notes of previous meeting

Moved

That, subject to the amendments discussed below, the meeting notes from 30 January 2014 meeting be confirmed as an accurate record.

Carried

Matters arising

Withheld under 9(2)(f)(iv)

[REDACTED]

2. Find the 900 – CanCERN (Leanne Curtis)

Leanne Curtis gave a presentation on CanCERN's 'Find the 900' campaign. This is a collaborative project which aims to provide temporary construction fixes to vulnerable properties before winter 2014. Leanne's PowerPoint presentation is attached to these meeting notes as **Attachment A**.

- As well as facilitating temporary housing repairs, collecting good, clear data is considered an important outcome of the campaign.
- It was acknowledged that complicated issues may arise throughout the campaign, for example, landlords that have settled with their insurance companies but have not yet completed repairs.
- The matter of the programme not being equipped to handle residents' mental health issues was discussed. It was noted that this would be a coordinated programme with social services and where mental health was flagged as an issue it would be followed up by a qualified person.
- Leanne requested that the Forum members inform their networks about the campaign and noted that a link to the website will be on the next CanCERN newsletter.
- Should Forum members wish to present about the campaign to their networks, Leanne noted that they are welcome to use her PowerPoint presentation and can contact her directly for this.

3. CanCERN "In the know" website (Leanne Curtis)

Leanne Curtis gave a presentation on CanCERN's new 'In the Know' website. The PowerPoint presentation is attached to these meeting notes as **Attachment B**.

- The website will go live at the end of February and will be officially launched on 7 March 2014.
- It was noted that this website will have better search filters and users will get a quicker response than with the previous website.
- Leanne asked the Forum members to inform their networks about the website.
- Should Forum members wish to provide info on the website to their networks, Leanne noted that they are welcome to use her PowerPoint presentation and can contact her directly for this.

4. Open discussion

- The Chair posed the question 'What is the Community Forum's current role and what role will it have in the future; what is the next step?'
 - It was acknowledged that the Forum is comprised of much experience and that it could be a useful local resource in the future.
 - It was queried whether the Forum should be working with the Christchurch City Council given the dissolution of the Canterbury Earthquake Recovery Act 2011 in 2016.
- The Forum discussed the impact of recent media coverage on earthquake recovery.
 - It was noted that some recent inaccurate media coverage has been potentially destabilising to the Christchurch business community.
 - The Forum discussed what it could do about media reporting. It was agreed that a meeting between media experts and local media representatives may need to occur.

Withheld under 9(2)(f)(iv)

- [REDACTED]

[Redacted]

[Redacted] Withheld under 9(2)(f)(iv)
[Redacted]
[Redacted]
[Redacted]

Next Meeting – 6 March 2014

Meeting closed 7:50pm

Released under the Official Information Act 1982

FIND THE 900

A collaborative solution

WHO ARE THE POTENTIAL PARTNERS?

- ▶ CanCERN – lead organisation
- ▶ Christchurch City Council
- ▶ CERA
- ▶ Insurance Council NZ and insurers
- ▶ EQC
- ▶ Red Cross
- ▶ Community Energy Action
- ▶ Canterbury Earthquake Appeal Trust
- ▶ Tindall Foundation
- ▶ Canterbury Community Trust

OBJECTIVES

- ▶ To find the 900 households and affect temporary repairs to ensure their homes are weather-tight, safe and sanitary before winter 2014.
- ▶ To ensure the information that comes out of objective 1 that is not about weather-tightness, sanitation and safety is collated and acted upon.
- ▶ To gather consistent data for the purposes of informing planning and policy regarding ongoing coordinated pastoral care and removing impediments to “unstick” the “stuck”.

FINDING

GIS Database – 4000 flat land properties

Media & Marketing Campaign – self referral

Community Networks & Referrals

Doorknocks – targeted and community-led

Released under the Official Information Act 1982

TRIAGE & ASSESSMENT

Central Database – CanCERN hosted

CEA phone triage

Contractor assessment – damage & fix strategy

Pastoral – collecting & disseminating support information

'FIX IT' FUNDING STREAMS

Insurer/EQC – insured & earthquake damage

CEA – vulnerable & CEA criteria

Red Cross – vulnerable & earthquake damage

CEAT - uninsured

FIXING PATHWAYS

Contractor temporary fix

CEA referral

Insurer/EQC referral

Pastoral referral

COMMUNITY NETWORKS – YOUR ROLE


- ▶ Push the campaign messaging
- ▶ Make the referrals
- ▶ Identify two-way referral opportunities

Released under the Official Information Act 1982



Working together to make it easier for people to get the information they need.


The aim



1. Provide residents with clear resident-centric information
2. Provide a process that allows residents to have written accountability of responses - transparency


Released under the Official Information Act 1982

Working together to better communicate with residents



- A single place to ask questions and access information.
- A way for us to all understand and respond to issues together faster.
- Aiming to increase certainty and over time reduce the number of questions needing to be asked.
- New website and promotion starting at the end of February/beginning of March.

Think Tank objectives



- Articulate resident questions for agencies to better understand.
- Ensure the solutions/responses offered are consistent with the question (and its intent).
- Contribute to the strategic direction, development and success of the process.

Many agencies and people working together



Think Tank

- Brian Parker and Leanne Curtis, CanCERN
- Bob Henderson, Community worker
- Chris Greengrass, Waimakariri ESC
- Nicki Goss, Manager - ESC
- Carmel Jaggar, TC3 Group
- Linda Rutland, Port Hills
- Helen Gatonyi, Tenancy Protection Association

Community leaders and groups

Recovery agencies

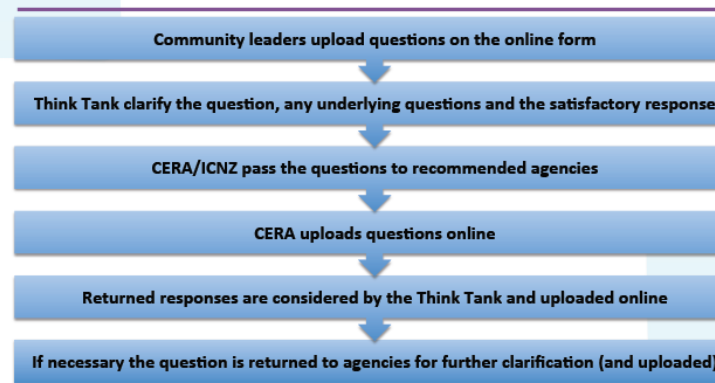
- CERA
- ICNZ
- EQC
- Councils
- MBIE
- SCIRT

We're improving the process



- A new website that is easier to use.
- A campaign to make sure people know about the process and use it if they need to.
- Working together with agencies to speed up responses to questions.

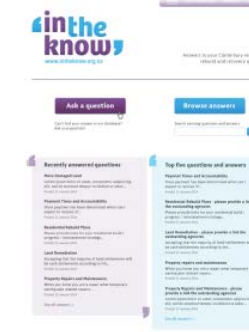
The process



Easier to use website



- Designed for the resident.
- Search by agency, date, topic.
- Submit question and read existing information on one site.
- Back end makes it faster for agencies to read and respond to questions.



Released under the Official Information Act 1982

Online form



Answers to your Community residential
requests and recovery questions

Ask a question

Fields marked with * are required

Your name:

If you are part of a group, please tell us your website or business or community group.

Your contact details (optional):

Your email address:

Please enter a valid email address

Your question:

We will only use your contact details if we need to ask you about your question. We will give your personal details to another agency.

Submit

Easier to find information



- Highly promoted name.
- Easier to find and navigate website.
- Quarterly hard copies with wide distribution e.g. libraries and service centres, cafes and supermarkets.
- More engagement with each other to make it work for everyone.

Posting responses



1. You'll be able to log in to read questions and post responses yourself.
2. We'll then review and make it live.
3. This is much quicker and simpler!

Promotion



- Radio
- Print
- Posters, postcards
- Bus backs
- Online
- Social media
- Social networks
- You!

We need your help



LISTEN and upload questions.

SHARE updates and responses.

DIRECT your network to the responses.

ENCOURAGE people to submit questions.

TALK with us and let us know how to improve the process so it works for residents – and you!

Released under the Official Information Act 1982