# Auckland Civil Defence Emergency Management Group Plan

# WRITTEN FEEDBACK

**Date published:** **Wednesday, 06 September 2023**

Please note this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

The complete version of the feedback form is attached at the start of this document.

# Auckland Civil Defence Emergency Management Group Plan

Feedback must be received by **31 August 2023.**

**Help us create an Auckland that is resilient to disasters**

There are a lot of hazards which could affect Auckland, such as earthquakes, flooding, tsunami and many more. These hazards can affect all of us. It is important to be prepared for disasters to help us get through.

**Civil Defence Emergency Management Group Plan**

We are reviewing our Civil Defence Emergency Management Group Plan. The plan describes how we work with our partners and the community to prepare for, respond to, and recover from disasters. The plan also sets the direction for our work on Auckland's Civil Defence Emergency Management system. It outlines our mission and objectives, how we will achieve them, and how we will measure our performance.

**The plan's main focus areas**

Our mission is to strengthen the disaster resilience of Tāmaki Makaurau. We will do this by managing risks and supporting everybody to be ready to respond to and recover from emergencies. We will use the 4Rs of emergency management to guide us. They are:

- **reduction:** reducing the impact of hazards on our whānau, businesses and community
- **readiness:** having the skills, knowledge, plans, and tools before a disaster happens so we are prepared
- **response:** taking action to ensure the safety and wellbeing of people and places
- **recovery:** restoring sustainable wellbeing.

The Group Plan focuses on actions within the 4Rs, as well as partnership with mana whenua and mātāwaka, management and governance within the system, monitoring and evaluation and ensuring a robust understanding of hazards.

**What we want your feedback on**

We would like your feedback on our approach to building resilience in Auckland's Civil Defence and Emergency Management system over the next 5 years.

We strongly encourage you to read the draft Group Plan before answering any of the following questions.

We encourage you to give feedback online at akhaveyoursay.nz, or you can:

**Scan and Email your completed form to:**
stormrecoveryconsultation@aucklandcouncil.govt.nz@aucklandcouncil.govt.nz

**Post your completed form to:**
Storm Recovery Consultation – CDEM Group Plan
Auckland Council
Private Bag 92300, Victoria Street West

Auckland, 1142

**Your feedback** (all questions are optional)

### 1. Mana whenua and Mātāwaka partnership

We are committed to growing meaningful partnerships with mana whenua and mātāwaka through considered, collaborative engagement befitting a true partner. We plan to focus on:

- Coordinating with partners to expand delivery of our disaster resilience engagement programmes (Whakaoranga Marae, Whakaoranga Whānau and Kia Rite, Kia Mau) (Action 1)
- Securing representation of mana whenua and mātāwaka in the Incident Management Team and Coordinating Executive Group (Action 2).

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

- ☐ Agree
- ☐ Disagree
- ☐ Other
- ☐ I don't know

Tell us why

### 2. Risk reduction

Risk reduction involves analysing risks from hazards to life and property, taking steps to eliminate those risks if practicable, and, if not, reducing the magnitude of their impact and the likelihood of their occurrence to an acceptable level. We want to ensure:

SAMPLE

- Hazard risks are well understood, based on up-to-date evidence and communities, businesses and government organisations take reasonable steps to prevent and/or manage these risks, and
- Planning instruments for the built environment are informed by a robust understanding of current and expected future hazards and enable reduction.

We plan to do this by focusing on the following actions:

- Identify information gaps that affect our ability to manage natural hazard risks, and carry out a cross-council programme of hazard research to address the gaps and embed hazard considerations across council activity (Action 3)
- Work with partners to promote region-wide hazard information across multiple platforms to improve knowledge and understanding of hazards and warning and alerting tools. Platforms include social media, Geographic Information Systems (GIS), Land Information Memorandums (LIMs) and through local board response plans and community resilience planning processes (Action 4)
- Incorporate hazard and CDEM considerations into all Council Committee reports (Action 5)
- Undertake a review of the current regulatory and non-regulatory framework in relation to its effectiveness in risk reduction and implement required changes (Action 6)
- Collaborate with central government to design a clearer process for:
    - Implementing adaptation options including managed retreat as a method to reduce risk, and
    - Avoiding the establishment of developments in areas where the extent of hazard risk warrants such an approach (Action 7).

**What do you think of our proposed actions for reduction?**

- ☐ Agree
- ☐ Disagree
- ☐ Other
- ☐ I don't know

Tell us why

SAMPLE

## 3. Operational readiness

Readiness involves developing operational systems and capabilities before an emergency happens, including making arrangements with emergency services, lifeline utilities and other agencies, and supporting communities to be prepared. Operational readiness is achieved through planning, developing capability and capacity, exercising and testing. We want to ensure:

- Plans for emergency management in Auckland anticipate and assess a range of significant potential hazards and events and set out clear approaches to managing them
- People involved in Auckland's emergency management system have the capabilities they need to support effective response and recovery
- The right strategic and operational partnerships, equipment and assets and supporting systems are in place and ready to support response and recovery efforts.

We plan to do this by focusing on the following actions:

- Complete contingency plans, focused on high priority hazards (including flood hazard alerting options, and volcanic and tsunami) and complex events/impacts (including concurrent events and evacuations). Ensure plans are readily accessible, clearly communicated, exercised and well understood by staff and operational partners (Action 8)
- Contribute to national level plans and exercises on catastrophic nationwide and cross-regional event planning and support regional partners with emergency management planning (Action 9)
- Deliver a multi-agency training and exercising calendar on an ongoing basis. Ensure exercises are overseen by independent observers and appropriate agencies participate (Action 10)
- Provide emergency management training appropriate to roles and levels (Action 11)
- Develop and maintain a relationship management framework that outlines the purpose, method and frequency of engagement with key stakeholders (Action 12)
- Develop and implement a GIS strategy to enhance response GIS capabilities and strengthen situational awareness (Action 13).
- Develop and implement a needs assessment tool in partnership with the National Emergency Management Agency, and provide training for welfare function leads, ACES and call centre staff (Action 14).

**What do you think of our proposed actions for operational readiness?**

- ☐ Agree
- ☐ Disagree
- ☐ Other
- ☐ I don't know

Tell us why

SAMPLE

## 4. Community readiness

We are dedicated to ensuring that all Tāmaki Makaurau communities are informed, prepared and resilient to emergencies. Individual, community and business readiness is supported through the use of public awareness and community engagement activities that contribute to building disaster resilient communities. We want to fairly and equitably build resilient, adaptive and self-reliant whānau and communities who:

- Understand hazards
- Take action to reduce their local hazard risks
- Are prepared for residual risk and impacts, and
- Have strong, positive and inclusive social connections so they are able and willing to effectively support each other during and after an emergency.

We plan to do this by developing and delivering a community disaster resilience strategy to increase community awareness and preparedness for events that focuses on:

- Identifying and prioritising vulnerable communities that require additional support and embedding resilience into council plans that focus on these communities
- Identifying the most effective channels, messengers, and approaches for information and education campaigns, tailored to the needs of different audiences
- Working with partners and stakeholders to develop and deliver behaviour change programmes in the most effective and consistent way to reduce duplication of effort
- Working with local boards on resilience and response planning, to ensure roles and responsibilities and lines of communication are clear and to identify and ready optimal locations for Civil Defence Centres
- Supporting community resilience planning processes
- Supporting those communities who have the facility, capacity and capability to establish and run community emergency hubs (Action 15).

**What do you think of our proposed actions for community readiness?**

- ☐ Agree
- ☐ Disagree
- ☐ Other
- ☐ I don't know

Tell us why

SAMPLE

## 5. Response

Response describes the actions taken immediately before, during or directly after an emergency that save lives, protect property, and support communities to recover. Response ends when the response objectives have been met or a transition to recovery has occurred. We want to ensure:

- Operational processes for emergency response are aligned to Coordinated Incident Management Systems (CIMS), clearly articulated and fit for purpose, so they are effective and can be consistently and quickly applied to different scenarios. It is clear who is responsible for what in response
- Response structure reflects the size and scale of Auckland
- Aucklanders can access safe refuge spaces that are stocked with necessary supplies in emergency events
- Auckland's emergency management system can access the right people at the right time to support effective responses
- The model for communications in a response is clear and supports timely and effective delivery of information to decision-makers, the mayor and elected members, partners, and the public.

We plan to do this by focusing on the following actions:

- Maintain a robust Standard Operating Procedure (SOP) framework for the Duty Team and for response to ensure that the functions, roles and responsibilities set out in this plan are embedded into detailed operational procedures and understood by key parties (Action 16)
- Work with partners to determine a response structure that more effectively supports regional and local responses (Action 17)
- Maintain a prequalified schedule of Civil Defence Centres and shelters for local and regional emergency events that can be activated in response as required. Reflect CDCs in the Community Facilities Network Plan to support acquisition, maintenance and renewal of appropriate facilities. Include information on Community emergency hubs (where this is known) (Action 18)
- Identify and provision predesignated supply depots and means of transport (Action 19)
- Grow the capacity of response personnel by leveraging the skills and resources of the Council and Council Controlled Organisations (CCOs) to provide additional resourcing across all CIMS functions (Action 20)
- Carry out stocktake and gap analysis of response personnel workforce to identify current levels of active volunteers and their match to response needs, identify any gaps, and develop a volunteer response workforce plan to address needs for recruitment and retention (Action 21)
- Put in place and maintain a dedicated role within the AEM team to support response communications within council, its CCOs and elected members (Action 22)
- Maintain a broad range of communication channels and languages to reach the diverse Auckland population and ensure response communications channels such as the website and social media are up-to-date and functional. Support opportunities for third parties to share response communications through their channels (Action 23)
- Enhance communications capacity and capability (Action 24) by:

SAMPLE

- Enlisting and training a broader group of communications staff across the council group, including CCOs with expertise in media management and social media
- Implementing media training for Controller group and Public Information Management (PIM), council leaders who may have a role in communicating with the public during an emergency, and media awareness training for all AEM staff
- Working with partners to develop and deliver messaging in the most effective and consistent way.

**What do you think of our proposed actions for response?**

- ☐ Agree
- ☐ Disagree
- ☐ Other
- ☐ I don't know

Tell us why

## 6. Recovery

Recovery involves the coordinated efforts and processes used to bring about the immediate, medium-term, and long-term holistic regeneration and enhancement of a community following an emergency. We want to ensure communities are supported to recover from emergency events.

We plan to do this by focusing on the following actions:

- Continue to develop and refine preparations for recovery, applying lessons learned from previous recoveries and striving for best practice (Action 25), including:
  - Adapting and adopting Wellington Regional Emergency Management Office's (WREMO's) Recovery Operations Guide
  - Participating in opportunities to share experience and learnings with recovery practitioners across NZ
  - Strengthening the mandate for recovery through political engagement
  - Building general understanding of recovery through public communication.
- Recruit and maintain a pool of skilled recovery personnel across the Council group (Action 26)
- Proactively collaborate with other CDEM Groups to develop or contribute to the development of NEMA recovery specific training (Action 27).

**What do you think of our proposed actions for recovery?**

- ☐ Agree

SAMPLE

- ☐ Disagree
- ☐ Other
- ☐ I don't know

Tell us why

## 7. Management and Governance

A successful CDEM Group is one that has engaged and active leadership, understands its roles and responsibilities, and can direct and manage CDEM. We want to ensure strategic direction, roles and responsibilities are clear and understood.

We plan to do this by ensuring the roles and responsibilities contained within the Group Plan are reviewed and updated as appropriate, communicated and understood by the parties involved, and reflected in appropriate documentation (Action 28).

**What do you think of our proposed action for management and governance?**

- ☐ Agree
- ☐ Disagree
- ☐ Other
- ☐ I don't know

Tell us why

## 8. Monitoring and evaluation

Monitoring and evaluation are key elements of effective policy to ensure compliance with legal obligations, and to assess progress in achieving goals and objectives. Monitoring involves tracking progress against intended activity – 'did we do what we said we were going to do?' Evaluation is about measuring effectiveness of that activity – 'how effective were the actions we took it addressing the

SAMPLE

challenges faced, in order to meet objectives?' We want to ensure CDEM delivery in Auckland aligns with the Auckland CDEM Group Plan and reflects best practice.

We plan to do this by focusing on the following actions:

- Reporting to Coordinating Executive Group (CEG) and the CDEM Committee on (Action 29):
    - The annual Auckland Emergency Management (AEM) work programme, which demonstrates alignment with the Group Plan
    - An annual Group Plan monitoring and evaluation report, guided by the key deliverables, success measures and results set out in this plan
    - Bi-annual reporting by CEG working groups to demonstrate progress
    - Recovery plan implementation, including learnings on changes to a community following recovery.
- Post emergency response debriefs are carried out, with key findings and recommendations reported to CEG and the CDEM Committee and actions built into forward work plans (Action 30).

**What do you think of our proposed actions for monitoring and evaluation?**

- ☐ Agree
- ☐ Disagree
- ☐ Other
- ☐ I don't know

Tell us why

**Need more room? You can attach extra pages.**

SAMPLE

# Auckland Civil Defence Emergency Management Group Plan #1

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Upper Harbour

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Always better including everyone

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

It's commonsense

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

We need to be ready, which we weren't in the floods this year

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

We need each community to have equipment like generators,  say in the local hall and capacity for people sleeping there. Good idea to bring back 2way radios like we had in each library connected to CD.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Equipment is vital in communities, eg 2way radios, supplies, generators.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Vital part of recovery is communication in case mobile network out. Provide community communications channels outside of normal mobile networks.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

More training so that everyone from the mayor down knows what to do

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Need training and exercises that cover possible emergencies

# Auckland Civil Defence Emergency Management Group Plan #2

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Albert-Eden

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #3

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

As long as there is a balanced approach of multiculturism. We often put too much emphasis on Maori at the expense of other cultures. I do agree that consultation with local whenua is important but often over prioritized at the expense of other more important issues

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

I woukd emphasize here that it is important to learn lessons, retain knowledge, value skilled staff. It's about people as well as process.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Please don't forget future workforce capability through youth development with operational readiness.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Deep connections with the community is important but often underfunded due to the difficulties of metrics and measurements. Council needs to commit to this, supporting programs like YSAR.

Once again, nothing about future workforce capability innovation and technology, youth development. Where's the focus on the future - 20 years from now. Needs to be included ... ltp component.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

There should be a focus Amidst recovery, learning lessons, measuring SWOT, building capacity. The lesson learnt on recovery shoukd loop back into resilience if done properly.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

Should include partnerships, training across agencies.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Agree, but its not all about legal obligations, it's about breeding success and fostering innovation. Measurements and metrics should foster a culture of perpetual improvements and foster relationships and encourage innovation.

I think there are a lot of improvements that could be made to this plan. It's not very aspirational as a super city.

# Auckland Civil Defence Emergency Management Group Plan #4

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

No single group should be treated exclusively in democracy

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

This should already have been part of planning and consent processes!

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #5

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Kaipātiki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

Starting with trying to assess hazards is going to a 'ball of string' problem. We already know what basic hazards and types of responses we can have: flooding, storm damage, possible seismic issues, possible wild fires, hazardous material contamination through fire or freight accident - there it is, done for you. This plan needs to focus on resourcing emergency response plans in local communities when a community is affected by one of these issues. The approach proposed here is overly corporate in nature and will unlikely be completed by the time we have further emergencies - particularly flooding.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

### 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #6

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Papakura

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #7

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Henderson-Massey

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

All of us are affected equally. The majority of us are paying for all rescue and recovery so it should not focus separately on any race or area. 46% of Auckland's population were not born here and need special nuture as they are not necessarily familiar with services available and may not feel they deserve equal care.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Ideally we would be prepared. In reality we can only try to guess what may happen next. So Risk Reduction is number 1 or cancel the CDEM

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Having a team prepared and a plan should reduce some of the possible future hazardous events.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

We can not be reliant on 'teams'. We need to have community readiness. As has been proven this year. Many communities have had to totally support themselves due to no access.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

I think our teams responded amazingly well in the events this year. Being more prepared can only help more.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Really this is a bit unrealistic but definitely worthwhile. There are people unrecovered from the Christchurch earthquakes, Cyclone Gabrielle to name a snippet of events from which people are still affected. Bridges, food, helicopters, rescue centres .. etc - to sit unused for years? OR have places earmarked for readiness. White Island Rescue Teams have been prosecuted .. if that is how community get treated we have a lot to learn.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

I think the lot landing on the Mayor is almost irresponsible. The rest seems fairly logical. But one only starting point is narrow, especially if he/she is submerged somewhere.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

We will never get it perfect but evaluation, evaluation, evaluation. Not enough feedback in currently affected communities has been undertaken. The private citizens who helped in many unseen ways have been epic. Putting paths in place for this type of support is urgent.

# Auckland Civil Defence Emergency Management Group Plan #8

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

All people should be given equal opportunities not according to their colour or background. We all suffer in an adverse event and not according to race. The proposal is not only divisive but splits the ability for any community to address a problem diminishing the effectiveness. In the recent East Coast flooding a friend of ours was helping when TV came in to the kitchen & asked all non Maori to leave during the filming. This highlights the degree of bias & nonsense we are all suffering from.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Common sense.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

### 5. Response

**What do you think of our proposed actions for response?**

Other

**Tell us why**

Access to the right people at the right time is to late. You have to know who is relevant & appropriately skilled before an event with communications likely down this is top priority & time is critical.

### 6. Recovery

**What do you think of our proposed actions for recovery?**

I don't know

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #9

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Kaipātiki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

If the council was doing its job, special interest groups would not have to be consulted and/or accommodated.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

It only sounds like common sense to me. Its a pity that it was not adopted earlier by other councils.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

See previous answer.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

There is no definition of a community or the area it encompasses, therefore it sounds as if the council is just passing on the responsibility of a potential failure.

**5. Response**

**What do you think of our proposed actions for response?**

Other

**Tell us why**

It sounds good on paper, however, it begs the question, don't the plans already exist and should just require modifying/tweaking?

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

A stitch in time saves nine, so a recovery should not really be needed.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Get the mayor on the job, he seems to be the only one with the brains to get the whole council off of their backsides and doing the jobs they are paid for.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

**Tell us why**

So you don't trust people to do their jobs properly then?

# Auckland Civil Defence Emergency Management Group Plan #10

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Friends of Regional Parks**

**Local Board:** Albert-Eden

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

Necessary but only one of important priorities

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Also needs to include street communities - -down to this local level

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

Seems much is concentrated at a top level without focusing on local vulnerable communities

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Need greater volunteer involvement. Better use of park rangers and their volunteer networks

**5. Response**

**What do you think of our proposed actions for response?**

Other

**Tell us why**

As long as it can relate to the ordinary member of teh public. Schools need to be inclued and CD part of education

Better use of park rangers and their volunteer networks

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

Again its down to local communites and individuals.

Better use of park rangers and their volunteer networks

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #11

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Maungakiekie-Tāmaki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Marae have been so important to recovery and shelter after storms. I am glad that they will have a more official role, and I hope this means they get more funding and support from govt.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

I would also like to see less allowance of impermeable ground surfaces when Council approve new developments. Please also have a project to promote rainwater collection - eg subsidise water tanks. For new developments, encourage roof rainwater collections so that they can be used for flushing toilets.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #12

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Franklin

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

There are many groups within our society that are interested in this area. Focusing based on race is wrong.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

This seems to focus on prevention which in my experience creates huge bureaucracies when we would be better off focusing on mitigation and physically preparing for bad weather events.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Disagree

**Tell us why**

Again this sounds like a bureaucratic nightmare. Focus should be on improving communication across emergency services who in turn have clearly defined areas of responsibility.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

While I agree that Auckland council has a role to play in helping facilitate in this area. I would hate to see council waste large amounts of money on Auckland communities that wont help themselves.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

I don't know

**Tell us why**

I would like to know in what ways this would be actioned.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

I agree with the 2nd sentence but the 1st sounds like the council will decide on the communities "strategic direction" this has not gone well for my community lately.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

I am loathe to consent to council having more power to run our lives.

# Auckland Civil Defence Emergency Management Group Plan #13

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Aotea/Great Barrier

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Coastal protection

Strengthening of permanent structures to prevent the ingress of water, like breakwaters and dikes where the coast is challenged (monitor immersion frequency of roads, loss of sanddunes, etc.), as it will with rising seawater levels, tsunamis.

Strengthen structures to help the easy egress of water in case of floods. Look at 'low-lying' examples overseas.

Roading networks are established that focus on the availability of land access for all when coastal roads are inundated/have slipped away or when there are large fires.

Plan firebreaks in areas with an abundance of trees such as conservation land.

Ask for local support with monitoring and planning, as locals know where bottlenecks are. This also ensures a strong(er) understanding of local hazards.

Monitoring <> citizen science

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Helpful to have partnerships/people, equipment, assets and supporting systems communicated with the public on a regular basis, so that in an emergency the public is well informed.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Enable, encourage communities to reduce their hazards.

### 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

It is clear to all, including the public, who is responsible in local and regional response scenarios and where to go in different scenarios.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Make local (neighbourhood) plans for different scenarios.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

See responses above. Leadership is clear and engages with (small) local areas.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #14

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Maungakiekie-Tāmaki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

Just pick the best person for the job. Emergency management is not something everyone can do effectively. It also needs training. You need a strong voice at the top that makes decisions. Any partnerships will hinder the chain of command.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Seems effective.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

It's not the council's responsibility. People should keep an eye on metservice and make their own plans. The council shouldn't get involved. It will just cost money and people will rely on the council to tell them what to do.

**5. Response**

**What do you think of our proposed actions for response?**

Disagree

**Tell us why**

Again, it is not the council responsibility. We can look after ourselves

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Disagree

**Tell us why**

People need to sort out their own mess. It's nobody else's responsibility. The proposal will cost the ratepayers money. The very ratepayers that get stuck in and clean their own properties up

when they flood. I don’t want to pay for clean up of private property that’s not my own. Because the owner is too lazy.

### 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

### 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #15

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Devonport-Takapuna

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

No one race should have an advantage over another on commonly held real estate. We are one people

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

We have macrocarpa trees 100 years old that dangerous to life and limb. Independent arborists say they should come down your arborist say they are OK. They have already smashed fences and fallen onto public walkways. Location - Taharoto Park Takapuna

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

I don't know

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

#15



# Auckland Civil Defence Emergency Management Group Plan #16

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Albert-Eden

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Disagree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #17

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Devonport-Takapuna

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

This looks a bit like another level of complication where disaster management should be simple.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #18

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Albert-Eden

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

I do t understand the Maori ...why can't you also give the names in English ?

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

It is so important to acknowledge climate change and help reduce the risks

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Good ideas to deal with the unexpected

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

It is vital all Aucklanders are well informed and prepared

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Auckland needs this

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

A positive approach

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

A big I pry on the normally haphazard NZ approach

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

It seem,s a sensible plan

# Auckland Civil Defence Emergency Management Group Plan #19

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Upper Harbour

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

very good planning

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Trying to prevent is a good approach

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

The proposed approach is taking good prevention

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

It is good to have plan and system for supporting a effective response

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

To have recovery plan is important

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Yes very good

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

A good idea to have this system in place

# Auckland Civil Defence Emergency Management Group Plan #20

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Any constructive partnership is welcome. However, adding numbers from groups who are unproductive should be avoided

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

The basic effort should be towards improving vulnerable spots. Clogged water lines should be cleaned to ensure uninterrupted flow of water.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

To avoid loss to life and property the correct infrastructure needs to be in place. Effective management and leadership skills are a priority.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Educating residents on how to contribute towards preventing hazards and safeguarding their assets should be a priority

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

If the right infrastructure is in place the burden on other departments will ease

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Interesting view. However, implementation is another ball game

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Governance has to be effectively managed and the right measures implemented to ensure smooth transition

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

Evaluating is a time wasting route. Implementation is the key here.

# Auckland Civil Defence Emergency Management Group Plan #21

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Disability Connect Inc**

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Maori should be empowered.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

No inclusion of disabilities in any of the documents. We haven't been included or consulted with. Please leave no one behind.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Disagree

**Tell us why**

No inclusion of disabled people their family and whanau.  Focus is on mitigation of infrastructure with no thought of inclusion and accessibility. This is not world class disaster risk reduction. Please leave no one behind.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

Doesn't include disabilities.  We have been left out of infrastructure planning and disaster preparedness. This is not world class community preparedness for a disaster. Please leave no one behind and include disabled people from the start .  We represent 24% of the population based on the most recent disable survey in NZ.

**5. Response**

**What do you think of our proposed actions for response?**

Disagree

**Tell us why**

Previous plans were put of date and had not been reviewed by disabled people and their families. You must specify inclusion of disabled people and their whanau or we are left out.  We were lucky the last disaster wasn't of greater magnitude. Please leave no one behind and include disabled people in your planning from the beginning.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Disagree

**Tell us why**

Disabled people haven't been consulted from the start.  This is an absolute failure. in leading disaster reduction  You must specify inclusion of disabled people and their whanau or we are left out.  You need to be planning for  comms, accessible housing and inclusive recovery.  Can't see any of that here.  It is a fail.

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

No evidence of disabled people involved in leadership.  This is inconsistent with the NZ Disability Strategy, the UN Convention on the Rights of People with Disabilities and the UN's Sustainable Development Goals.  Having non disabled people telling disabled people what to do  to pre[are pr recover from an emergency is not empowering or appropriate in this day and age. Please clearly state how you are including disabled people in Emergency Management leadership and please don't default to the Auckland Council Disability Advisory Group, indicating a worthless tick box exercise at best.  There are organisations like cbm, CCS Disability, IHC and others with skills and expertise that Council simply doesn't have.  Put some budget into having leadership from people with disability experience and leadership in disaster recovery and reach out to organisations  who have what Council lacks.

**8. Monitoring and evaluation**

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

For reasons stated already.  How are you including disabled people in monitoring?  The feedback request form is inaccessible!  How can Council be trusted to monitor appropriately if it can't be

inclusive in consultation?  Please include disabled people and their representative organisations in leadership  and development of all processes.

# Auckland Civil Defence Emergency Management Group Plan #22

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Kaipātiki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

It was and is their land.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

We need to be ahead of the coming problems.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

This will enable communication of facts ahead of time to all residents, as all will be affected.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

This is an extremely important part. You need to take the people with you.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

If communications in advance are good, this will not come as a surprise.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

**Tell us why**

This speaks of hope and the future and people need this, not least for mental health.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Good leadership model crucial no matter the individuals in charge at any one time.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Common sense.

# Auckland Civil Defence Emergency Management Group Plan #23

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Henderson-Massey

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Representation and coordinating can only increase the chances of a more positive outcome.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

I believe that prevention is the first step to looking at the risk factors that are already there.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

A " response team approach surely must improve the strategies that are used in such potential disastrous occurrence

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Support at its very basic level is often the linch pin to begin support in the community.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Recovery is absolute.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

I don't know

**Tell us why**

Clear guidelines on recovering is best practice absolutely

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Having clear, precise and knowing who is in charge is essential

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

I agree but the statement still needs clarity

# Auckland Civil Defence Emergency Management Group Plan #24

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Māngere-Ōtāhuhu

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #25

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Whau

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Often reside in flood plans/ low lying areas

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

We need better coordination between help agencies

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Individual households need to feel supported and protected

**5. Response**

**What do you think of our proposed actions for response?**

**Tell us why**

As above

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

As long as it leads to improvement from previous responses

# Auckland Civil Defence Emergency Management Group Plan #26

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Devonport-Takapuna

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Disagree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Disagree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Disagree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #27

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitematā

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

Tis is f***ing racism, plain and simple. We all drifted up here at different times in the last 1000 years, and no agitating racist can tell me he's better than me. I foresee civil war very soon if this slide into officially sanctioned racism continues.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

"We plan to focus on ensuring:

...Communities, businesses and government organisations take reasonable steps to prevent and/or manage these risks"

Well how are you going to enforce that, short of legislation?

No doubt there will "need" to be more co-governance consultation hokum with demanding palms being crossed with silver...

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Disagree

**Tell us why**

'While good intentions:

- there is a rates crisis. This activity needs to be very limited in scope and of insignificant cost to the council and ratepayers.

- no doubt a bunch of money will be directed towards greasing the palms of the greedy racists.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

'And you forgot solving world peace.

-There is a rates crisis. This activity needs to be very limited in scope and of insignificant cost to the council and ratepayers.

- no doubt a bunch of money will be directed towards greasing the palms of the greedy racists.

### 5. Response

**What do you think of our proposed actions for response?**

Disagree

**Tell us why**

There is a rates crisis. This activity needs to be very limited in scope and of insignificant cost to the council and ratepayers.

No doubt a bunch of money will be directed towards greasing the palms of the greedy racists.

People can figure things out for themselves, without hearing from the Council. We are grown ups and we need you to stop spending ever more money.

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Disagree

**Tell us why**

"We also want to increase the pool of experienced recovery personnel."

There is a rates crisis. All activity needs to be very limited in scope and of insignificant cost to the council and ratepayers.

No doubt a bunch of money will be directed towards greasing the palms of the greedy racists.

People can figure things out for themselves, without hearing from the Council. We are grown ups and we need you to stop spending ever more money.

### 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

This is business as usual. No new initiatives or spending are needed.

There is a rates crisis. This activity needs to be very limited in scope and of insignificant cost to the council and ratepayers.

We need you to stop spending ever more money.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

This is business as usual. No new initiatives or spending are needed.

There is a rates crisis. This activity needs to be very limited in scope and of insignificant cost to the council and ratepayers.

We need you to stop spending ever more money.

# Auckland Civil Defence Emergency Management Group Plan #28

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Papakura

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Be inclusive

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Don't want to see anymore homes lost through avoidable interventions

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

We have no CD plan in Maraetai, our nearest ‘refuge’ was Waiuku. Local police organised a last minute haven for those displaced by cyclone.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

See previous comments

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Local CD teams imperative

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Nothing to disagree with here

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #29

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Ōtara-Papatoetoe

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Risk reduction approach would hopefully assist in mitigating flooding and adverse impacts to Aucklanders.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Operational readiness approach would hopefully assist in mitigating flooding and adverse impacts to Aucklanders as much as possible, although it may be bit tricky given the existing stormwater infrastructure has been designed previously and already built, and they may be undersized for the 10-year event due to changing weather/ climate change etc.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Community awareness of being prepared and well informed etc may save lives, and also, hopefully assist people in mitigating flood risks by being aware of overland flow paths etc. It may also help some in making a well-informed decision when buying properties in a flood zone, near rivers etc.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Prompt response, before, during and after a disaster is critical in saving lives and minimizing adverse impacts to people, properties and pets etc and community support would assist those in need. Please ensure to ask for assistance if additional manpower and equipment support is in place suitable for areas cut off by flooding to rescue the affected people, pets etc.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Critical to keep recruiting and training experienced personnel as they would be key people we rely on when disaster happens. Please keep adapting as the weather and rainfall, extent of flooding would keep changing with climate change and development.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

As above, the right strategy, timely clear decisions with a plan may save lives and reduce flood damage.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #30

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Cooperation with Maori is vital across many aspects of our society. Apart from the knowledge they have from ancestors, they are a significant element of our community.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

you nailed it with your statement of intent

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Again, you nailed it

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

ditto

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

It's not going to be easy to achieve, but it's a good plan

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

What can I say about something that's beyond my field of expertise but which seems sensible.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #31

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

I have never heard of them despite living in Auckland more than 20 years.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

It sounds like a good thing, but clearly opens up to lots of "consultation fees" which will just get pushed onto rate payers when one of the main issues are lack of maintenance expense in order to make budgets look good.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Church/religious/school groups are well placed for connecting with the community.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

You can also have a network of e.g. retired specialist volunteers that you can call upon for recovery.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

We pay you, we want to know you do the job.

# Auckland Civil Defence Emergency Management Group Plan #32

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Upper Harbour

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

No need to partner with them. Just political correctness and no real value at all!

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

This is driven by a false ideology and not based on real science

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

Based on a false narrative and ideology

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #33

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

The more inclusive it is the more success in implementation

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

I don't know

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Very good high level objectives but the devil is in the detail

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Very good high level objectives but the devil is in the detail

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Again Very good high level objectives but the devil is in the detail

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Again Very good high level objectives but the devil is in the detail

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Again Very good high level objectives but the devil is in the detail

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Again Very good high level objectives but the devil is in the detail

# Auckland Civil Defence Emergency Management Group Plan #34

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitematā

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #35

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

Sounds like more useless committees and meetings

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Disagree

**Tell us why**

Sounds like more waffle

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

Even more waffle.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Something with substance at last

**6. Recovery**

**What do you think of our proposed actions for recovery?**

I don't know

**Tell us why**

What on earth is a holistic approach?

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

Surely there is leadership of some sort already?

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

All these ideas do not actually do anything in reality. Just more admin and no action

# Auckland Civil Defence Emergency Management Group Plan #36

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitematā

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

Sometimes words sound fine and the results are not good. The devil is in the detail, as they say.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

Should this not already be in place? Why is it not?

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

This is basic common sense. Why is it not already in place?

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

Who is funding this? How will it be done? Fine words butter no parsnips.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Once again it seems like basic common sense. Why is it not in place already?

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

How will this be funded? If there are no funds, it is  pie in the sky.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

This is basic common sense.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

I am not sure about doing this for legal reasons.

# Auckland Civil Defence Emergency Management Group Plan #37

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Albert-Eden

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

they will become in time the dominant demographic and therefore the ones most in need and also those most likely to be able to help

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

well, lets take Mairangi Bay. I was born there when the streams were open and there were wetlands. Dumb decision to build over them (e.g. put the supermarket in the flood plain at the south end and the last block of shops ditto in the north end.

Also the idiots who destroyed the natural dunes and vegetation and built a solid wall and planted norfolk pines behind the foreshore.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

These are self-evident. Why write questions when you have given the answer you want. Are the authors simply looking for praise?

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

How are you defining communities? are you defining them geographically (e.g. the needs of those in the CBD differ from those in the Waikeres, South Auckland, West Auckland (Waitemata side) and North Shore or are you defining communities by ethnicity, religion, disabilty, educational achievement. The proposal is meaningless without exemplers.

### 5. Response

**What do you think of our proposed actions for response?**

I don't know

**Tell us why**

Unless the issue of mobility is addressed it is meaningless to plan relying on people, transport, stocks of necessities. Even last night (2 Aug 2023) there was gridlock in the city for no aparent reason. Yet when we have storms the bridge, major roads, rail and bus networks don't seem to cope. So how can the who get to where with the what?

### 6. Recovery

**What do you think of our proposed actions for recovery?**

**Tell us why**

Meaningless statement, showing the city is lacking leadership.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

See previous answer. Pointless looking toward politicians (local or central) and overpaid CEOs etc are useless (look at the turnover, they are more interested in golden handshakes than achieving anything.

You probably need to partner with business experts in companies such as Mainfrieght (transport), the Warehouse for storing essentials and so forth.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

This sounds like Work Safe. Just tick the boxes to ensure bureacratic compliance rather than commonsense (usually at variance).

# Auckland Civil Defence Emergency Management Group Plan #38

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Albert-Eden

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Treaty of Waitangi

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

With climate change and more rain we need to be able to eliminated risks from flooding and land slips

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

**Tell us why**

So important  the January floods highlighted many holes in communication between the Mayor and emergency agencies.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Very important to know what to do in our local communities

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Keep communities safe

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

A team approach  not just one person who has not the essential skills to do the job.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

This will help to prevent future loss of life,homes and business

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Yes regular monitoring  us important.

# Auckland Civil Defence Emergency Management Group Plan #39

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

Cut the slogans and touchy-feely stuff and just say what you want to do. Try edging issyes and concepts - not avoidance by slaganeering

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

You need to do a lug better on governance - you need to own up to issues and not allow process to interrupt getting work done

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #40

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Ōrākei

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

What qualifications are required by participants? How are they selected?

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

What are these planning instruments? Plain English would help here.

Awareness and action are obviously helpful

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #41

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitematā

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

It is important to honor The Tiriti o Waitangi.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

It makes me feel safe.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

**Tell us why**

I think it is very important to do.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

It is a great idea.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Excellent communication model.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

I like the idea of extra experienced recovery personnel.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Seems like lessons were learned from the Auckland Floods.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #42

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Aotea/Great Barrier

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

I think it is critical to have not just SOCIAL connections but more robust telecommunications in remote areas. Rural first responders could have mobile phones that use satellite technology as this becomes available. Recent tragedies on a popular (and in summer, crowded) beach on Great Barrier Island reinforce this, when the ambulance could not be summoned for two kids under a collapsed sand dune. Also many people have no phone line and no mobile reception so they cannot use a personal health alarm, like St Johns. We would need to get and pay monthly fees for an EPIRB or Garmin satellite communicator - in my case 400 metres from the main road and the busy beach of Medlands on Great Barrier. This makes staying on Great Barrier much less safe and less sustainable (and more expensive) when you are older.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

WIth consideration of improving comms in remote areas.

Yes great to encourage survival kits etc, we have them.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

I agree but there are a lot of costs to being a first responder on a remote island, where fuel is terrifically expensive. There needs to be consideration of helping with costs of attending the workshops and training etc

### 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

### 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #43

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Papakura

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Public consultation is a step in the right direction. Partnership is very good.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

We must learn from history,work to make safety a priority.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Surely we were caught out recently. Don't let us not be prepared in the future.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Public need education in these issues.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

This is good stuff. Valuable indeed.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Recovery would be a huge step forward.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Again lessons must be learned.  This is positive.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Input gives an educated signal to professional  help.

# Auckland Civil Defence Emergency Management Group Plan #44

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Franklin

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

I don't know

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

I don't know

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

I don't know

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

I don't know

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

I don't know

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #45

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Albert-Eden

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

Not sure if the relevance

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Sounds pretty logical and you would assume that this would already be in place and happening

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Currently ever think is reactive so no one is prepared and then everyone panics and needs the same stuff and their isn’t enough supply so being prepared and having basics reduced the  strain and reactive nature

**5. Response**

**What do you think of our proposed actions for response?**

I don't know

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

Also needs to be regularly updated and reviewed to make sure it is still relevant

# Auckland Civil Defence Emergency Management Group Plan #46

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Upper Harbour

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

It's important to involve everyone from the community.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Having regular emergency drills to ensure that the teams are upto to date with current tactics and they are ready.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Investing in resilient telecommunications.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #47

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Outside Auckland

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #48

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

We need decisions immediately, without 4 or 5 different levels or groups to be consulted first

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Should already be in place. Not the first emergency we've had

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Should already be in place. Not the first time we've been through this

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

So long as governance is shared equally across the board

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #49

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Kaipātiki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

More needs to be done to protect the homes that are at risk. They don't deserve to suffer through no fault of their own.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

You were caught napping in the January flood disaster and the response has been. I thing short of terrible so just learn from your mistakes and do a lot better...but let's hope there is not another event like January 27!

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Exactly the same response as previous. Learn from past mistakes and please don't repeat then

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

The response needs to be centred around getting people back in their home, getting them sorted a lot sooner than you have done from the January flooding. The emergency post flood response was acceptable but taken up by so few. Spent time and money on making sure the process of rebuilding and making everyone safe again is faster in the future

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

You need more people doing the big jobs. Creating a well being team to phone displaced red stickered home owners to talk about their feelings is an incredible waste of money when 6.5 months on you don’t have enough people to be available to assess properties and give proper guidance and answers. People don’t need a hug over the phone they need to get geotechnical reports done 5.5 months ago and be able to move on!

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Just please make sure you have the right people on bus, sitting on the right seats and the bus going in the right direction. Currently the post flood recovery process is slow and disappointing. Please please improve on this with better people who action things much faster

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

Less talking, more doing!

# Auckland Civil Defence Emergency Management Group Plan #50

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

They are an important partner/stakeholder so need to be involved.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Identifying the hazards and risks around the region and monitoring them is a key requirement.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Structuring under the CIMS framework and developing local solutions makes sense.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Empowering yet helping community response/resilience groups to provide some local requirements eg emergency shelter is good for the period before other agencies can respond.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

As long as local emergency shelters etc are pre-stocked as they aren't currently.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

It is logical to cascade down from the national systems to the local but the community groups seem to be outside of the structure so a bit on their own to make their own decisions which could lead to conflicting actions. Eg in the flood the local CRGs were arranging shelters (Hubs) to open but council duplicated this in opening council facilities instead. The pre-planned community ones were in better locations than the flood prone council site.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #51

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Albert-Eden

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

Appoint the people who are experienced, qualified and best at the job.

Do not make appointments or partnerships or anything like that based on race, tribsl affiliation or bloodlines.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

Focus on response.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #52

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Ōrākei

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Any supplies that are perishable or have a shelf life should be regularly audited and any approached expiration should be donated to charities or support services to redistribute

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #53

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Ōrākei

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

There is no need for Māori involvement

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

It sounds sound

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Disagree

**Tell us why**

No details

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

No detail

**5. Response**

**What do you think of our proposed actions for response?**

Disagree

**Tell us why**

No detail

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Disagree

**Tell us why**

Do not hire more people

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Support is appropriate

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

No detail

# Auckland Civil Defence Emergency Management Group Plan #54

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Kaipātiki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #55

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Disagree

**Tell us why**

The cuurent system does NOT allow for sufficient delegation of authority in an emergency situation where communication may be difficult or impossible. Some emergency facilities were almost unused

while others who needed their resources were unable to obtain access due to lack of authority and no delegation. THIS IS CRITICAL for future emergencies.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Disagree

**Tell us why**

Too rigid! In an emergency flexibility is paramount. Those on the scene should be more able to make decisions without constsnt consultation in an emergency. The idea is to help those in need not to create a system that cannot work when communications break down.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

See above! Inflexible and it will NOT work in a genuine emergency as it did not for the cyclone.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

But see above

# Auckland Civil Defence Emergency Management Group Plan #56

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitākere Ranges

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #57

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

It's their land and they should have a big part in how we care for it.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

It's common sense.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Again this is common sense.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

While communicating your plans is important I think you can rely on existing communication channels to communicate your message. The media is reasonably effective at sharing your message- leverage that instead of funding a huge advertising campaign.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

I mostly agree but I think you should spend tine communicating the importance of insurance for businesses especially to avoid huge bail outs for those who  should have planned for themselves

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

This should be a voted in role nominated by the people

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

As long as you're committed to taking immediate action based on the findings.

# Auckland Civil Defence Emergency Management Group Plan #58

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Papakura

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #59

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Maungakiekie-Tāmaki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #60

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Franklin

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

In the event of an emergency the prime objectives should be getting help to those affected quickly. No obstructions and it should be one people not bi-partisan.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Hazard risks understood is the key. Ensuring that people review their risk factor is the KEY. A multi cultural approach is require with communication. Utilise groups to advise their members in the tongue they understand and have a BUDDY system of knowledgeable volunteers that can help them. Plenty of retired people with the knowledge to help, don't need to spend millions on Consultants. Increase Civil defense community connection.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Simple what do you need to know and have ready if it were to happen next week to you.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Positive plan. But how and when are you going to do it. Best people to have on your action group would be local Fire Brigade members. Not Council staff or Polititions.

### 5. Response

**What do you think of our proposed actions for response?**

Disagree

**Tell us why**

Disagree with the last item. Decision makers should be the Mayor and an experienced qualified team. Again no amateurs.

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Utilise the time of Experienced Recovery  personnel in preperation , in training local teams based around fire stations. To create a core of locals for rapid response to assist Emergency teams, expand Civil Defence. These peopl can help advise actual needs and what resources they already have.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

You need a fast professional response.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Make sure it is effective and doesn't become to Bureaucratic. Timing is the key

# Auckland Civil Defence Emergency Management Group Plan #61

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Ōrākei

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

their is more than 1 race of people in auckland and what ever is planned everyone should be included not individual groups,that is not democracy.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

the more information we have the more of the understanding to mitigate the risk.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

fail to plan plan to fail,i always stood by this methodology

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

the only time rates payers feel involved is when the y get the rates bills,this is for everything not just this issue.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

total shamble from our last emergency and people where blaming the mayor,people get paid good money to make sure we are ready for such events and it was well shown they where not up to the job and me personally would have gone through every department and sacked the heads of that department.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

how abot less surveys and more on the ground action.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

event like we had should have been practiced and local people engaged so they ca understand their role,the council  couldn't even answer emergency phone calls,0 out of 10 and make sure each council department understand their roles.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

the council needs to updates its game and not bury their heads in the sand and get ready for every season/day possible crises,not just weather but other disasters,like rail,earthquake,etc and the worse thing is to apologize afterwards.

# Auckland Civil Defence Emergency Management Group Plan #62

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

I believe all New Zealanders should have equal opportunity to access support and in a disaster, race, religion, colour or creed should have no bearing. All information should be in multicultural formats

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Rational, preventative and protective of our growing community

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Appropriate resources spread out where the risk is.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Communities are made up of different groups of people, it's important to ensure all areas within the community are informed, engaged and embraced

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Though you do have a lot of work to do on your communication.  During an emergency it was impossible to get through to the council and 111 call centres where a half hour wait at times, they where not advised on where refuge centres where and what was available there or how people where expected to get to them if they had no transport.

They also needed to know what was available (food, Bedding, pet friendly, social workers, places to register where they are so family and friends know they are safe, income support representation, advice on how to claim insurance, how to safely manage the cleanup ... And the list goes on)

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Good plan, there needs to be a central place where people can be connected, those with houses or rooms for those who are suddenly homeless.  A place where people can offer their time or resources, eg. A digger driver willing to clear driveways, an arborist willing to assist with tree removal.  A bunch of students willing to sweep mud out of homes.  There also needs to be public recognition for these people.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

Policy should support best practice but shouldn't cost a million dollars to put in place when that million dollars could be used for equipment or resources.

# Auckland Civil Defence Emergency Management Group Plan #63

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Henderson-Massey

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Disagree

**Tell us why**

this is a central govt function

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

the writing doesn't give any solid plan- its very hig level FLUFF

**5. Response**

**What do you think of our proposed actions for response?**

Disagree

**Tell us why**

i cant believe this- this should already be in place- the Auckland council bureaucracy has gone so FAT & DEAF- its very out of touch- we saw in the recent floods

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Disagree

**Tell us why**

same as above

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

another group formed-  or a committee- when will this madness end- this shouldn't be a political decision-

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #64

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitematā

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

All people should be treated the same depending on need. No racist bias.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Where better to start, state the obvious!!

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

What is the point of this question, it states the obvious.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

What is the point of this question, it states the obvious.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

What is the point of this question, it states the obvious.  But could be tricky to provide bunkers all over Auckland with xxx? places and food for xxx? people and protection from floods, EMF attack, volcano erruption, EV fires, etc.  A who;e new industry could start up with hundreds of council employees preparing for the unexpected who knows what!!

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Disagree

**Tell us why**

Recovery personnel should be usual staff re-purposed as the need arises, like fire-wardens in a building.  Like say parking staff, planners, engineers, they can all come out and assume a temporary recovery role.  Presently the public do this for free while the council staff pontificate.

### 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

The current leadership should train for this, we do not need another level of management, it should come from the CEO directly.

### 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Of course, however the council don't monitor anything, not even blocked drains or pot holes, so that would be a new activity.

# Auckland Civil Defence Emergency Management Group Plan #65

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Upper Harbour

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

how much will it cost, inducements?

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

I don't know

**Tell us why**

all depends upon a common sense approach and if spending more money on committees or consultants

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

clear and sensible approach

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

That sounds all very well and good, but you need short instructive information to reach all communities within  Auckland

**5. Response**

**What do you think of our proposed actions for response?**

Other

**Tell us why**

Keep things simple, good leadership, clear and concise instructions (how many models and extra staff do you need at horrendous costs)

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

So far I am not impressed by the above, you should utilise and support present emergency services ie fire brigade, police,  hospitals and the armed forces coordinated by one authority.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

another waste of money concentrate and expand upon as services as above

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

overcomplicated

# Auckland Civil Defence Emergency Management Group Plan #66

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Whau

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #67

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Franklin

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

Are Maori or Pacific islanders more affected by flooding than non-Maori? More racism is not a logical solution to resolving racial imbalances.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

Risks are well understood but regulations reduce individuals abilities to mitigate, ie rules preventing cleaning out of vegetation and rubbish in waterways.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Need to organise a better way of contacting necessary experts.  As an experienced Structural Engineer was unable to contact necessary coordinators to provide needed services, this should be developed before next incident.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Need to organise a better way of contacting necessary experts.  As an experienced Structural Engineer I was unable to contact necessary coordinators to provide needed services, this should be developed before next incident.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

should already be part of council planning and oversight

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

would help if questions dont require knowledge of council acronyms, CDEM.

# Auckland Civil Defence Emergency Management Group Plan #68

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Maungakiekie-Tāmaki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

Need more information on what it means,

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Off course we all need to be informed what our obligations are and they are equally spread.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

We all need information about equally sharing in responsibilities

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

We all need to be equally responsible for our own back yard.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Agree so long as it does not take ages  to sort out the jargon.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

I don't know

**Tell us why**

I think we have enough workers at council. So long as they are not academics and pencil pushers. I mean manual workers  doing the  hard yards.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

Sounds like focus is too top heavy already.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

A lot of talking hold up progress in  my view

# Auckland Civil Defence Emergency Management Group Plan #69

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Upper Harbour

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

ensuring community readiness is vital

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

It looks comprehensive

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

I agree with the proposed approach. Hopefully you will be able to increase experienced recovery personnel

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Very important

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #70

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Common sense would assume that this was the case already. Being able to build in waterways/rivers and catchment areas is mindboggling! How was this able to happen? It doesn't matter which agency or commissioners allowed this, we do not need this sort of property development, the developers sell and then it's the poor residents to deal with the consequences of inadequate planning process and money-making developers.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

In my view the biggest problem/ incompetence with the cyclone/flooding events was that the phone activation txts were not activated hours earlier. Waiting for the Mayor to announce a state of emergency is only an administration tick box exercise, not notifiying people of danger and situation. Also the multipule emails and phone numbers you need to remember in order find stuff out - crazy. There should be one Nation wide phone number and website for all information. The hearld was the best place for information, the council website was not. The reality is that those phone activations are key, then after that its 111 for help if you can get through.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

From my experience, the community does support everyone as best they can at the time. What is missing is a predetermined location if safe to go. Once again these should be consistent across the country eg: local school etc. The flooding areas are predominantly out west and norwest there needs to be more options at both ends in between Hellensville and Waimauku.

## 5. Response

**What do you think of our proposed actions for response?**

Other

**Tell us why**

In my view the biggest problem/ incompetence with the cyclone/flooding events was that the phone activation txts were not activated hours earlier. Waiting for the Mayor to announce a state of emergency is only an administration tick box exercise, not notifiying people of danger and situation. Also the multiple emails and phone numbers you need to remember in order find stuff out - crazy. There should be one Nationwide phone number and website for all information. The Hearld was the best place for information, the council or emergency website was not. The reality

is that those phone activations are key, then after that its 111 for help if you can get through. From my experience, the community does support everyone as best they can at the time. What is missing is a predetermined location if safe to go. Once again these should be consistent across the country eg: local school etc. The flooding areas are predominantly out west and norwest (been happening for years) there needs to be more options at both ends in between Hellensville and Waimauku.

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Disagree

**Tell us why**

This should happen as part of the existing team within council, with the lessons learnt. Central government should be coordinating the larger picture. I am not happy to be paying twice for the same information/resource.

### 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

This should be happening anyway - we have been paying for a CDEM team for years, the question is why would this be a 'proposed' approach?

### 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

This should be happening anyway - we have been paying for a CDEM team for years, the question is why would this be a 'proposed' approach?

# Auckland Civil Defence Emergency Management Group Plan #71

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Franklin

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Its good to include them why wouldn't it be

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

You need to prodict what is going to happen and fix everything before it does

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Well the recent floods showed you have no idea what your doing

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

The community is ready it's rhe council and AT which isn't

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

There was no warning at all in the last flood so best you look at that so people don't die

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Employ the correct people and get the job done

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Well noone rook charge last time

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Start fixing everything instead of trying to save money the roads are a joke and the drains are never cleaned this lead to have the problem

# Auckland Civil Defence Emergency Management Group Plan #72

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

Not sure how this benefits.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Need more Tsunami warnings on more beaches

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Tsunamis are a hazard but we don't have any warning system. Last time we had an early morning Tsunami warning my family was the only one that bothered to evacuate the house.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Yes agree. Flooding problems like happened in January.  We had no idea where we could evacuate to if required to do so. As it was it eventuated it was the local Stanmore Bay Leisure Centre which is at sea level and next door to a creek.  Not helpful.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Yes agree, see answer to Question 5. Would be helpful if coastal areas on Hibiscus Coast know where to go and have adequate warning systems - not just for the rich in Orewa.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

Depends where the Management is coming from.  If it is from Auckland City - they hardly know where Whangaparaoa is.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #73

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitākere Ranges

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

get all involved and help eachother to solve the issue

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

we have enough information to determine where the issue areas are, so do something about it now

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

always good to be prepared but better to avoid the need to use

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

we are one

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

we did not do our homework , a disaster could not be avoided

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Disagree

**Tell us why**

prevention is the game

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

more high paid staff?????????????

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

make sure these people are just not taken the money but actifely do something

# Auckland Civil Defence Emergency Management Group Plan #74

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #75

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitākere Ranges

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Marae played a central organising role in the January floods, and are naturally well placed to support this type of response. They need adequate support to do this however and to be brought into the organising conversations.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

A significant effort should be put into ensuring that Council is able to activate its own network sufficiently. We have a huge workforce of very skilled people, and systems should be put into place to coordinate them, as that was a real gap during the events earlier in the year. I think we missed out on deploying people, or that people were deployed to the wrong areas outside of their skillset or their community. An example is that we had people from Manukau or Puhoi travelling to Piha to support the response efforts, when they could have been deployed within their own communities. Travelling for long distances through quite difficult conditions (particularly with the ongoing heavy rainfall we experienced), could have put them in harm's way or with the inability to return home. I had many colleagues in West Auckland say that they had registered interest but never been contacted. This isn't a criticism of the response in Jan, as I know everyone was doing their best, but it is something we can definitely learn from and refine.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Many communities already have strong support systems and networks - it will be important to work in partnership with these communities, as opposed to be seen to be telling them what to do. The Council does not have the best reputation generally, and following the last storm response - so a partnership approach is essential to getting the support of local communities. We should be asking what they think they need, how they would like to see services provided, how we could support existing community orgs or services (e.g. the surf life saving hubs at Piha, which acted as the central meeting point for those displaced or without power) - how can we strengthen their ability to respond.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #76

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

All people groups should be heard and understood todelivefr what they need and how that delivery is best done.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Sounds good

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Sounds good

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #77

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Maungakiekie-Tāmaki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

Just seems to be another top heavy advisors team.  More committees and more money

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

See above

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

I don't know

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

Please see my response above

# Auckland Civil Defence Emergency Management Group Plan #78

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Maungakiekie-Tāmaki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #79

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Devonport-Takapuna

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

Because you don't explain those Maori words, nor their meaning, nor who is behind them. Or whether there are some all powerful, infallible managers to implement the goals.

Sure, allow the mana whenua to have their say.

However it would likely be a shambles if they were in charge.

To critique, there are very few successful Maori managers, they have tribal behaviours, and many are unfriendly activists.

It would be difficult in NZ to find Maoris with in-depth knowledge of 3-waters, technical engineering, science, modern cities, ecosystems, environmentalism, sewage networks and treatment systems, stormwater etc However some know a little, or would be associated with their work as contractors, or have had history passed on from elders.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

Councils don't understand - Councils are unable to force changes in community behaviours.

Councils are not a military force.

For instance, would gang communities, anarchist type people, misfits, dysfunctional communities and those with social problems have regard (or the time) for Council risk reduction goals..?? NOOO WAY..!

Town Planners  (who rule, and make most decisions within Councils) have severe blind spots with regard to infrastructure. Particularly drainage.

Planners tend to approve developments with weak, often unworkable conditions.

Consent and forget - this happens too often.

Councils continue to approve urban sprawl developments. These ensure risk reduction is impossible in many cases.

Thus more stormwater runoff is pushed downhill (albeit with minor SW mitigation) with serious impacts - disregarded by Council.

Most of the people involved in developments don't understand simple catchment hydrology, and get bogged down in academic argument.

Also - rainwater harvesting in a high rainfall city must become a mainstream practice, although NOTE this will have limitations during extreme events.

There is nothing that Council can do to resolve extreme rain events such as Gabrielle Jan 2023.

The City is too built up. There is no real environmentalism. Councils do not promote environmental behaviours. WILL THEY ONE DAY..?

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

Council is probably too bureaucratic to organise such an approach, but it might be possible, and an area for improvement.

Council workforce appears very unionised, very few staff have the motivation to really sort things out.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

While those living in hazard areas will definitely be aware, there are others are paving more land within their sites to worsen problems in the hazard areas.

Ditto wth urban Sprawl. Increased impervious surfaces.

A huge part of the problem is motor vehicles, far too many, and the continuous paving of cities to cater for increased numbers vehicles

And there are many naive people in Auckland communities who don't have a clue.

### 5. Response

**What do you think of our proposed actions for response?**

I don't know

**Tell us why**

Sounds bureaucratic

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

I doubt whether Council has the resources to handle recovery. Council does not seem to be an energetic organisation.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

Hard to say, Council Management and Governance is very cosy setup. Unconvinced they have the motivation, or will do the extra required.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

Never been tested.

Aren't  most staff are 'at home' these days..?

How does that work..?

# Auckland Civil Defence Emergency Management Group Plan #80

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

More cost with no benefits

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Stop building on flood plains and slip prone areas

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Common sense

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

People need to be responsible for themselves

**5. Response**

**What do you think of our proposed actions for response?**

Disagree

**Tell us why**

Auckland Council should not be involved. Civil defence should be the government responsibility

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Disagree

**Tell us why**

Too many layers of people doing the same thing

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Govt organised

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

Too expensive

# Auckland Civil Defence Emergency Management Group Plan #81

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Increased knowledge base

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Pre=planning is always good

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

The challenge will be taking the community with you on the journey

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Need to retain flexibility to deal with the unexpected/unforseen

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Need to confirm the cpability for the role that people are assigned to

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Legal obligations should not over rule common sense in an emergency

# Auckland Civil Defence Emergency Management Group Plan #82

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Maungakiekie-Tāmaki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

Great but does this risk alienating and excluding other parts of our community?

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

Do you believe that normal citizens are capable of understanding the 130 page document?

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

I do not understand the approach after reading the document.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

Is there anything that  caters for our growing population of older people?

**5. Response**

**What do you think of our proposed actions for response?**

Other

**Tell us why**

Do you believe that normal citizens are capable of understanding the 130 page document?

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

"We also want to increase the pool of experienced recovery personnel" - sounds good but a dream with no plan or accountability.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

How do you plan to communicate with our diverse population?

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

Pretty much impossible to understand, measure results, or enforce accountability.

# Auckland Civil Defence Emergency Management Group Plan #83

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

We need to work together as a city. Marae were used as Civil Defence headquarters during Cyclone Gabrielle.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

It is important not only to assess risks but that action be taken regularly to mitigate the risks by clearing drains and streams and checking on progress.

It is too late to be doing this maintenance work in the midst of a cyclone.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

I volunteered with Civil Defence (CD)during Cyclone Gabriel.  There was no need for the large numbers involved in CD in the Howick/ Pakuranga area and some of the food, goods and people could have gone to other CD centers sooner to help out there.

The senior citizens in Council Housing were pleased to have a visit from me and receive a food parcel CD gave away perishable food locally rather than share it with another CD centre . The tenants were not affected by floods or slips.

The Mayor of Auckland admitted that he did not respond well to cyclone Gabrielle and the communication chain was poor.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

New Zealand used to have a civil defence network in place with trained volunteers in place, as Australia does now. There is no need to " reinvent the wheel" as the previous model could be put in place again. It is very important that communities in Auckland share Civil Defence resources with each other so that the greatest needs can be met and nothing is wasted.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Civil Defence needs to have trained Incident Management staff in place for each community. They could be volunteers who have incident management training and experience through their employment or recreational pursuits.

In Howick where I was a volunteer, one of the Civil Defence Incident Controllers had no experience and actually stated that we would be ready for next time while Cyclone Gabrielle raged outside! This is not the right sort of person.

The initial site for Howick/ Pakuranga Civil Defence was the Howick Recreation Centre which was not fit for purpose as it was undergoing renovation work. There was some confusion as to where volunteers were to assemble. A risk was created by additional volunteers being asked to drive in to the CD center during the cyclone, when in fact no members of the public in the CD area were affected by flooding or slips. Volunteers could have remained on call.

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

As above, preparations and training for recovery need to be taking place now, not when the next major weather event arrives.

### 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

There needs to be an effective communication chain with checks made regularly to ensure that it is up to date and all staff are trained for their roles.

### 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

This is stating the obvious. It so important that everyone is following the same plan and is not going to opt out for personal reasons when an emergency arises.

# Auckland Civil Defence Emergency Management Group Plan #84

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Franklin

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

Engaging Māori should not be your focus. The focus should be on direction and improvement to disaster response along with establishing preventative measures and implementing these to benefit all Aucklanders. Every Aucklander is provided the same opportunity to elect representatives who as far as I can see are multicultural and represent a variety of backgrounds. To then 'engage Māori' over and above this is simply adding a further layer of expenditure, bureaucracy and consultation for zero gain. It's box ticking and if this is the focus then the council has failed at it's job already.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

You are focusing on the hazards. I expect this to be a given and really the statements above say very little. Where's the action. What will you be doing? Will you consult with communities who have already been affected? Those who actually live in and know the areas? I would suggest the

council consent team needs a serious overhaul from a future prevention perspective. The locations they allow future housing to be built and development are questionable.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Great. But you have overlooked communication

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

Sounds like Kumbaya.

### 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Exactly what is expected. The proof is in actually doing it though. Much easier said than done of course as every emergency will differ.

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

Sorry it’s not clear what you are monitoring and evaluating

# Auckland Civil Defence Emergency Management Group Plan #85

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Whau

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Not everyone is 100% fluent in Te Reo. As a courtesy and a convenience, a brief translation of technical terms would be good.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Who could object?

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Knee deep in this outpouring of splendiferous gallimaufry  I felt  the lack, until now, of the word "holistic".

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #86

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Kaipātiki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

We should all be one people and everybody should have the same say

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Please stop AT spending money on speed bumps and use that money on the issue

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

**Tell us why**

**5. Response**

**What do you think of our proposed actions for response?**

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #87

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitākere Ranges

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #88

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Whau

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Inclusive input especiallyfrom the Consumer and providers are very important so pathways of action are clear.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Hazard risks identified in communities alloe an identifiable and pragmatic response clearly planed and with contributing agencey input means a much more efficent relief action plan

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

planned assessmant with determined response acknowledging localised resources means an efficent pre and post event plan is understood

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Communiy readiness is crucial in protecting people and assets alike. Locals will understnad that communities needs and known risk factors can be managed or observed for reporting. socialresponses are crucial for community co operation with resources of local and govt agencies.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Response is critical to both protct and then save lives and property, an inclusive respone is needed, and perhaps a Mayoral Inter-agencey response Vehicle and and Team can be deployed as required when this is needed.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Recovery phase must have equipment and resourceto satisfy the community lead for all life supporting aspects

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Overall strategic command must have the statutory authority to ensure education and training is provided to the level required to mamage an emergencey

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

great planning initiative.

# Auckland Civil Defence Emergency Management Group Plan #89

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Henderson-Massey

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Involvement

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Futureproof now so council doesn't incur deferred maintenance, look at Osaka Tokyo model and Korea underground cathedrals store water similar climate to Auckland engineers required, need Watercare onboard with funding

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Managing things is preparedness.  Need to get Watercare onboard with  funding, communication is key.  + Weather and tidal  watch for spring king tides

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

We need a new  community action group set up to clean streams this isn't being done by council, why not? This needs to be added to scheduled maintenance with aims or community pd workers. We are being told it is being done but no action.  All care no responsibility, rate payers pay rates for this.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

It sounds tremendous but how will you communicate this to the public, televised, in schools, open days, before another massive events happens.  I am an advocate but we need the mayor, community board and community group involvement.  We need action and a larger visible voice from civid defence.  We need televised announcements or phone alerts in case of typhoons, earthquakes, king tides, national disasters.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

I agree develop a group now. We are a small island which could be hit with a typhoon. Preparedness is everything.

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

So we need the  essential vital groups on land, sea and air but also we need awake management, out mayor let us down.  The environmental prime minister need to be brought on board in these key events.

**8. Monitoring and evaluation**

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

It's futureproof Auckland, please look at all historical  flooding events within 100 years. If we get the infrastructure right now we won't be paying later.

# Auckland Civil Defence Emergency Management Group Plan #90

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Maungakiekie-Tāmaki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Obligated to under Te Tiriti

many Marae are community hubs that quickly mobilise in adversity and are well connected to their communities

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Sensible to mitigate impact

All sectors have a role to play, including businesses

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Critical thieve actions are undertaken in partnership with Māori to ensure responsiveness to maori

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Strongly support locallly led responses.  Needs to be led out by local boards or from community hubs eg. Marae, Pacific Churches

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Clear coordinated communicated response critical whilst maintaining local levels of responsiveness.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Long term view of recovery important and locally led responses are critical

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

We know further events will happen, with increasing regularity so experienced community focused leadership is important.  Be great to see a co-leadership/governance model in place

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Best practice nationally and globally should be regularly considered. A learning mindset constantly seeking to improve is needed

# Auckland Civil Defence Emergency Management Group Plan #91

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

Segregation in risk management not healthy . One people one policy.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Stop high density builds in fragile areas until infrastructure is updated and in place

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Employing the right people with the appropriate skills, irrespective of political affiliation or ethnicity should be a primary goal

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Communication vital

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

Political posturing often gets in the way of doing the right thing.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #92

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Kaipātiki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Well, it makes sense. Also the kaitiaki role is increasingly important in the face of other shorter term demands.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

I don't know

**Tell us why**

It seems very general - what specifically will happen apart from making plans. Are these not already in place?

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

Goodness - were we not already prepared? For the cyclone maybe not but still … It seemed not so much the plans but actioning the plans, regularly, like fire drills, to be prepared.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

I think we know the hazards. It’s a knitted together response system that we need

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

We can’t argue with that. I guess we might have thought the plan was already in place

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Specifics? And the experience of those recovering from the storm & cyclone are salutary - are these experiences to be taken into account? Timeliness is the key factor.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Of course

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Review practice is key to effective operation. As always it’s the balance between action & talking about the action.

# Auckland Civil Defence Emergency Management Group Plan #93

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #94

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Papakura

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Be prepared, plan ready to roll out... give us the plan and what to listen/ out for...

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Have confidence the Team will come up with the BEST plan they can. I am not an engineer or any nursing qualifications, but pitch in and help, I sure will

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

I am a home owner, and get annoyed at the people who don't keep their road gutters clear, if everyone looked after their own frontage, less water flooding by the grill outlets.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Everyone needs to take SOME responsibility... have own family plan for house and outdoors, like move trampolines, outdoor furniture etc.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

best plan for NZ, Govt can't do it all..... When told to stay home-then STAY home, told to evacuate... then... Evacuate.. fast... have a back pack with essentials in.. when 1st warning is issued.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Get people to register NOW... what they can do to help/assist.  Like, would love to be at the evac facility to help people with bedding or admin, listing names etc

### 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Agree, as I don't know where to start or solve the problem. I thank you all for your expertise in whatever field you are in.

### 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Goes without saying, everything out in the open, and all groups, talking to each other...NOW...

# Auckland Civil Defence Emergency Management Group Plan #95

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

We are all Aucklanders and partners in this problem. Stop insulting Maori by treating them different. I am sure they are as human as rest of us.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Encourage individuals home owners to have rain water tanks on their premises. They can be emptied into storm water drains during dry spells.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Sounds like a good plan.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

This should be a civic duty. Start civics as a subject in primary schools instead of sex education!

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Shouldn't go overboard. Will waste a lot of resources. Next 4 years we may have a draught and next year you may have to ask Aucklanders to reduce water consumption.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

That's what's expected of a good council. Unfortunately in the past the council has been too busy with the treaty!

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Good management and good governance is what I pay rates for.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Required if the plan has to succeed.

# Auckland Civil Defence Emergency Management Group Plan #96

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Generally speaking from what I've observed Māori have a much longer term view and sensitivity toward the environment. Their plan is usually strongly in favour of preservation for future generations.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

Even volcanologists admit they can't predict eruptions. Earthquakes happen outside of human control. Tsunamis come and go according to depth of quake.

Risk management is ridiculous. Until approximately 20 yrs ago there was a condition called common sense. All risk management of natural disasters does is blow out costs of almost every undertaking.

Take a read of the prophesies in the Holy Bible. You will see that there's a lot more ahead of us as man's stewardship of creation continues to run amuck.  All the risk management in the world is going to make very little difference.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

We've been doing that for all of my lifetime. It worked well until the change of local govt in 2022 when Taamaki Makaurau voted in a Mayor who appeared somewhat undiplomatic..It appeared to me that bureaucrats did their best to drop him in it. The delay in response caused a lot of damage to folks person & property.

So go ahead and reinvent the wheel that already exists.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Agree and disagree

we've done that at community level for centuries already.  Aotearoa has been built on communities that support each other.

If you moved out of your urban towers and took a page out of the rural Auckland way of doing things you'd learn quite a bit.

Once more you're just reinventing the wheel.

As for including whanau level  that to me is govt dabbling in an area of society that's outside your jurisdiction. Next you will be telling me how to live my life.  Keep out of family and stop meddling.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

The previous comments apply to this too.

Auckland is too big to succeed or  just the right size to fail.

Some responses need to be citywide, others need to be divided into regions so they can be more efficiently managed just like they used to be prior to the ridiculous decision to become one super city in which many of us had no desire to be part of.

Make sure small community initiatives are included like the amazing resources offered by faith based organisations eg food banks within communities .

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Agree

Of course we need more personnel.

The population has increased and is increasing.

St John Ambulance is a good case in point to mention only one group. St John needs a whole lot more resourcing.

So do regional GP services. Where are the plans for another general hospital.?

How about scrapping some of the ridiculous risk management demands and stop being the heavy handed big brother following emergencies. Let people on their own properties use common sense instead of dictating what people can and cannot do

disagree

It’s time statistics were released showing how many lives have been saved by the risk management industry. I bet it’s not very different to the days prior to all the added costs the risk management now inflicts on the Kiwi population.

But one thing for sure: it has crushed the Kiwi can-do attitude.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

It goes without saying

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

It all depends. See previous comments

# Auckland Civil Defence Emergency Management Group Plan #97

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #98

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #99

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Maungakiekie-Tāmaki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

I want to support 'measured' input from Mana whenua. Not the full on co-covenance proposed in other forums.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

I have been affected by flooding. Both Council and Watercare are involved .. however, no one seems to want to say who will

take the lead. I'm bereft!

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

And all areas likely to be affected have equal access to the necessary support capabilities ?

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

It does sound lovely .. Auckland is built around the Harbours. Providing adequate stormwater drainage shouldn't be mission

impossible.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Great

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

No problem but, deal to the risks first .. move the ambulance to the cliff top.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

How to act in an emergency needs to be moved lower so that skilled people can react much quicker.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Coordinated might need to decentralise as well.

# Auckland Civil Defence Emergency Management Group Plan #100

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Ōrākei

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

All Aucklanders should be able to contribute equally.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #101

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Henderson-Massey

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

mana whenua and something, but no English translation?

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

Too much interference, nanny state, climate change alarmism

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Disagree

**Tell us why**

Your suggestions are vague and open to various interpretations

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

Word salad describing nothing of real substance

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Surely, the above would already be in place? hard to believe it is not.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

It sounds like additional roles and hirings that are unnecessary as surely the already swollen local council can assign above jobs to existing roles?

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

Unnecessary additional red tape, no thanks

# Auckland Civil Defence Emergency Management Group Plan #102

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Hobsonville Community Trust and Hobsonville Emergency Response Group**

**Local Board:** Upper Harbour

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Community organisations and community centres/emergency hubs need a lot more support and resourcing. In an emergency, it is us on the ground that often know our communities and people best and that often understand what solutions will actually work. For most of us though, this readiness work is on top of our normal jobs both time and cost wise and so we need as much support, resourcing, training and investment as possible, before emergencies strike. To date it seems that the priority has been on Council staff and AEM, and even that has been too limited, much more investment though needs to be made in community readiness.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

You need though to work more WITH community hubs and shelters, not leave them on their own, or treat them as second class. Often we are the first or best port of call for our communities as they already know us. So work with us, don't take over a hub and turn it into a CDC and then push out the community staff and volunteers that our residents know and feel safe with.

In a response, community-led hubs/shelters should be communicated with as a priority, not an after thought. We need all relevant information in timely manner, ideally in advance as much as possible.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

It would appear that many countries and cities are well ahead of our resourcing and planning. Let's learn from them and learn from their learnings. Espcecially from how they work with and communicate to communities.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

AEM needs massive investment and scaling up. It needs to be resourced not just for itself, but also to resource us at a community level

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #103

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Henderson-Massey

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Because we need inclusive decisions made for sustainability and conservation of the resources.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

You need to here the affects current issues have and on whom in order to consider the best options for hazard reduction that doesn't drastically impact existing businesses and Communities.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

We have such a wide geographical area for the Auckland region which needs to have suitable strategies in place for every incentive of it. The locals know the people better, have existing relationships and are boots on the ground who understand what is needed.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

United in a disaster enables individuals, communities and organizations to respond as one unit. The same resources, the same instructions and accountability for roles being performed.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

This is a vital component of any emergency situation  - having an equipped, safe and resourced temporary space to protect those in need.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Accountability and transparency which is translated to communities and organizations builds trust in responses and instructions during emergency situations. The knowledge that all are being taken into account acknowledges the importance of all the people in Auckland, not just the wealthy.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Management needs to include existing resources available e.g. Māori organizations, in order to understand and manage all the people; who can access resources & are accountable for reporting back to the appropriate people.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

This needs to be extended to the community organizations as well because they work in communities more and know their needs.

# Auckland Civil Defence Emergency Management Group Plan #104

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Whau

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

Without prejudice, whatever the method may be, I'd like to know the process by which Tangata Whenua choose their representatives.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

There are agencies, some of which are public agencies, which judge a risk as tolerable when they are not the ones who carry the risk, eg flood. Because water care do not have to take responsibility for flood-damaged homes, of course they can decide that the risk is tolerable within their limited balance-sheet. All risks, private and public should be sheeted home to the agency making the decision. If they have no skin in the game why should they invest.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

In a world where communications have become constant and all-pervasive we have become increasingly dependent. When all we had was the radio, or nothing, we were more resilient because there was very little to fail. If we, and the emergency services, are to be reliant on modern communications then these channels should have much more reliability. eg 111 calls, cellphone tower longevity.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

The hazards and harm therefrom differ widely and wildly. Responses hitherto seem to have been too generalised, when we already know there are specific locations and demographics which are at greatly elevated risk.

Sadly we are still using the term "natural disaster" when not only are these events predictable but are actually caused by intentional planning decisions in the past.

### 5. Response

**What do you think of our proposed actions for response?**

Other

**Tell us why**

The plan seems sound but the actual decisions on the ground are going in the opposite direction , eg access by emergency services being impeded without any consultation.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

Here and in the Hawks Bay and in the Christchurch earthquake as well, I have been appalled at how long it takes government agencies to respond to legal and financial problems. Why was rates relief not confirmed overnight? It's easy to see that it may take months to build a bridge but legal and financial problems need only a stroke of the pen. Why can no on kick the insurance companies into line?

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

Some thought that the mayor responded too late in declaring a state of emergency. Why is the mayor even asked? The mayor works at the governance level. Emergencies should be handled by those with the tools for the job responding immediately albeit under policies set long before by local government.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

The evaluation process should cast a wide net. All input should be sought and none censored; there should not be an official line. There are too many overlapping interests to be condensed into a single retrospective view. The White Island tragedy is being prosecuted by "Worksafe" but who is going to prosecute them?

# Auckland Civil Defence Emergency Management Group Plan #105

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Ōtara-Papatoetoe

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Increased support

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

This will minimise the excessive, infill housing where we are creating more and more houses but not enough infrastructure to support this including roading? Example where one house stood there are now 6 and there are 6 new car park spaces or any new drains etc?

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Improve response and recovery plans are needed with the growing severity of weather and other events for the largest city in Aotearoa

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Growing that awareness of littering that blocks our drains and causes flooding because people do not dispose of waste appropriately. I drop my children off to school and notice the rubbish the caretaker deals with every morning outside the front gates which isn't the schools rubbish!

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Best practice can include relocating and already identifying areas that should no longer be used for housing etc

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Ka pai

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

As with any plans they are only as good as the implementation and review of them. We want to know that systems are improving always and everyone is aiming to do their best

# Auckland Civil Defence Emergency Management Group Plan #106

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Kaipātiki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

Hi John, I went through this link and couldn't actually see the Plan to read before filling this out! (But wanted to make some comments about linking in with planning and consents teams about promoting non-centralised services.)

But you might be able to add a link to the plan somewhere even someone like me can find it easily? :-)

https://akhaveyoursay.aucklandcouncil.govt.nz/cdem-group-plan

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

I don't know

**Tell us why**

Be awesome if we could not build in flood plains (e.g., Wairau valley) and have a planned retreat approach for sea level rise.

LOVED how Greenslade Park - bunding that park and turning it into a detention pond. Northcote State Housing area didn't flood, and it was very likely helped or prevented by Greenslade. We also saw this in Sydney Park while living there - we saw a large rainfall event and the whole park turned into a large series of ponds we could walk around. There are a number of parks we could do this with. We could also use this to improve the number of wetlands we have. (Wetlands are an endangered habitat type and sequester carbon.)

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

I don't know

**Tell us why**

And have no opinion on this as it's outside my area of expertise.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

After the Christchurch earthquake, people had no water or electricity for at least a week in places. The electricity is inconvenient but, even with children, manageable with extra clothing, hot water bottles and camp stove. But water is essential.

In Auckland, we have both water supply issues AND stormwater disposal issues + sewage overflows due to the network being under capacity and people illegally connecting their stormwater into it. Which is a ridiculous position to be in.

On the other hand, it is REALLY hard to collect one's roof water. I have been advised by every architect I have spoken to NOT to collect my roof water due to difficulties getting it consented.

It SHOULD be easier and cheaper and faster for me to get a consent if I am managing my stormwater sustainably. The default should be that I collect the roofwater (via a first flush diversion), pop it through a 120 micron - 1 micron- UV filter, shower / drink it, recycle the shower water through a grey water treatment unit, then discharge that into the reticulated sewer. It would (a) reduce stormwater run off, (b) reduce my household take on the reticulated drinking water

supply (which could delay the time needed for a greater pipe from Waikato, (c) reduce my impact on the reticulated sewer system (as I'm only discharging my sewage, not my greywater).

Disclaimer: I haven't actually read the plan. But I doubt decentralised services are in it.

## 5. Response

**What do you think of our proposed actions for response?**

I don't know

**Tell us why**

You could link in with things like scout groups. In our group, we have tents etc. Collectively these could make a difference.

But I LOVED how you opened up the recreation centres as emergency shelters during the Auckland storms. Fantastic use of a resource.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

I don't know

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

But please brief them on the connection between consenting / building / educating developers & architects and people's ability to manage water on their property.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #107

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitākere Ranges

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #108

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Manurewa

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

I don't know

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

I don't know

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

I don't know

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Although now retired I was the CEO of Lifeline for more than 7 years and a member of the Emergency Management Team - Welfare - for that time. Lifeline was and is a 24/7 NZ based international charity in bound telephone based and Face to Face counselling service of 50 + years standing. In addition to English and European languages based Lifeline also operated Chinese Lifeline - speaking both Cantonese and Mandarin - Refuge Line - Asian, Pacific and Middle East languages, Mensline, Kidsline, Mental Health Line, ITs Not Okay Line, Justice Department Helpline, Problem Gambling Helpline, Suicide Prevention and Intervention and Community Services. Overall about 600 staff - 90% volunteers, NZQA qualified counselling staff handling about 19,000 calls from across NZ per month. I interacted with Lifeline in Australia that are a pivotal part of the recovery teams following bush fires and flooding.

While the majority were /are volunteers they were the leaders academically in their chosen professions.  E.g heads of DHB mental health units, consulting psychologists.

My question is why have not move community based groups been listed as a resource?  SPCA, animal welfare, Lifeline etc just because they are volunteers does not equate to being anything other than totally professional, competent and highly experienced willing to offer their time and experience for the benefit of others.  I am positive there are many community groups willing and able, professionally qualified and experienced able to  assist. Lifeline being an International and NZ based group can call upon the services of other members located out of Auckland as required. Working across regional boundaries can be essential to a speedy recovery.

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

**8. Monitoring and evaluation**

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #109

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Maungakiekie-Tāmaki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

I don't know what mana whenua and Matawaka partnership mean and I don't think that it's appropriate in New Zealand to give one group a greater voice than others. New Zealand is a democracy where all adults are entitled to vote and have a say in the governing of the nation. I don't even know who these people are so I don't agree that they should be given any more say than I am given.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

I can give you evidence. I lived next to the Oakley Creek for 4 years and watched the impact of housing development on that creek. With the current consents for building, developers are removing top soil from the land and building multi-unit townhouses and apartments, leaving virtually no grassy areas for rain to enter the soil. When it rains, where does the water go? Into the storm water system. Where does that storm water system go? Some of it goes into the Oakley

Creek and I've witnessed first hand the impact on the surrounding vegetation. In fact, I've planted and weeded there & have see fist hand the destruction from this year's weather events.

Councils building strategies need a real overhaul with input from more environmental, scientific & community groups. I also believe Central government should be held to account for over ruling at times Council strategies and regulations.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

It's common sense!  What happened this year?

Some years back I applied to join the Civil Defense in Auckland, wanting to support emergency preparedness. At the time, they weren't accepting new recruits so I'm now working with the Community Patrols and no longer available to CD.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

I think  it's too vague: What hazards? Be more definitive!

What action would you or anyone else take to reduce the hazard???

Right now we don't seem to be able to offset the hazards of young men with guns or ram raiders. Everyone would agree that we don't need these events happening in our communities, but how do we stop them? Easier said than done.

Have strong,positive and inclusive social connections. Most of us have mobile phones, TVs and computers but does that build s, p and inclusive social connections. Not really! Actually, to build social connection, I suggest we turn off the power, so that people have to leave their homes and actually talk to each other!

People have to want this and it happens best when there IS an emergency and we loose something that's valuable to us. I think listening to the communities that have experienced loss in 2023 will give us keys as to how we can find this for ourselves. But use existing community connections like churches, clubs, sports clubs, medical facilities to facilitate these connections.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

If you make a plan, YOU will feel more confident to deal with an emergency, and that's important!

Currently I don't know any safe refuge places and would rely upon my own church community to support and be supported in a CD emergency. I think you should utilize the groups and community spaces that already exist: find out where they are and what they have to offer. Look for specific skills in the community & build connection with those folk. make sure that instructions are given in the languages of the main people groups in any area. Use your local Boards to connect with their areas.

This isn't just about having a good plan. It's about the lives of my family and yours. Is it robust enough to save the ones you care about?

**6. Recovery**

**What do you think of our proposed actions for recovery?**

**Tell us why**

Talk to Christchurch and find out what they learned and where they made mistakes in their recovery from the 2011 earthquake. Learn from their mistakes!

Wellington is sitting on a major earthquake fault & should be the best prepared city in NZ do deal with any CD emergency. What can we learn from them?

Auckland is unique and has it's own set of challenges, including it's sprawl and narrow access points. In a certain type of emergency the best way to get out of the city could be by water. Have we prepared for that?

I'm not confident that we're prepared in NZ for a Tsunami which is more likely to hit the BOP than Auckland, but how well are we equipped to support them, should a major event occur? We'd expect them to come our aid and we should be prepared to go tho their aid.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

I love Wayne Brown and Desley Simpson but what if something happens to them suddenly and they're no longer able to lead a response. There should be people in place, able to pick up their key roles and take over.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

This isn't just about meeting legal obligations or pleasing the public. It's about saving lives. It's about protecting property. That's why it's so important that you talk in person to the people affected by this year's weather events. I was shocked that Carmel Sepiloni took 6 months to visit the people of Bethel's Beach & waited until an election campaign was imminent.Do you think she'll be getting my vote?

# Auckland Civil Defence Emergency Management Group Plan #110

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

To the extent that the council position allows and no extra burden on rates payers

# Auckland Civil Defence Emergency Management Group Plan #111

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

Take care inestablishing appropriate mana whenua e.g. in Rodney there no longer appears to be consultation with Ngatiwai which has the oldest and most extensive mana whenua in this area. Only Ngati Manuhiri seems to be consulted although they are based in Rotorua and their mana whenua claim is small and very recent. There are other iwi with long association with this area. I am not sure of the value of separating groups this way in the event of an emergency.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

Hopelessly inadequate and ineffectual words while continuing to allow building in areas which are at immediate risk from tidal surges and land instability.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

This is fine as long as communities are allowed to take the lead role and not be overuled by Civil Defence from outside their area.  There is plenty of evidence that Civil Defence is inneffective and even damaging in a real emergency.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Communities are always best able to deal with emergencies as they know their neighbours and resources

### 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Subject to my earlier comments.  I am not sure how this would deal with civil unrest in the event of a widespread emergency.

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

Needs much more detail.  Who are these recovery personnel?

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

Omce again too vague. This not a plan.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

Clearly you have no idea what this involves.

# Auckland Civil Defence Emergency Management Group Plan #112

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Henderson-Massey

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

THERE IS NO NEED TO HAVE A PARTNERSHIP ALL THAT HAPPENS IS IT WILL COST MORE MONEY.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

I don't know

**Tell us why**

TO MAKE FUTURE DISSASTER PREMINITIANS ARE DIFFICULT TO PREDICT.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

TO HAVE A PLAN IN AN EMERGENCY IS PARRAMOUNT.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

POTENTIAL HAZARDS SHOULD BE RECTIFIED OR MONITORED.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

COMMUNICATION AND EMERGENCY CENTERS ARE OF UTMOST IMPORTANCE ALSO ORGANAZATION FROM THOSE IN CHARGE.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

IT'S GOOD AS LONG AS THERE IS NO BUREAUCRATIC INFLUENCE INVOLVED

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

IT MAKES SENSE.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

COMMUNICATION IS VITAL IF THE PROPOSED PLAN IS GOING TO SUCCEED.

# Auckland Civil Defence Emergency Management Group Plan #113

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

I don't know

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #114

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Devonport-Takapuna

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

reason is unclear

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

I don't know

**Tell us why**

reason is unclear

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #115

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Ōrākei

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

The Mayor and council have to make decisions that work for everyone- sometimes very quickly.

Committees and consultations drag out the implement of these programmes

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

Again. Too slow for preparedness to happen

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

Promote Civil Defence in each community. They can reach out once plans are in place

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #116

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #117

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Papakura

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #118

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Māngere-Ōtāhuhu

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Because if January showed us anything it was the Maori, Mana whenua and Matawaka, that were supporting those affected. Springing into action, organising boats and people to carry out children, pets, belongings. Pop up food, clothing, blanket donation centres locally - they are no use to in Massey to someone who lives in South Auckland and who's car is underwater. Action is required not consultation when a disaster initially strikes - there is plenty of time after the initial couple of hours or days for korero. Maori around me just threw their doors open for whanau members who were flooded out put up tent villages, crammed in garages wherever. Those in each community are more likely to know the problem areas and what their community need. ACD have a larger picture to take care of and were NOT fast enough to act.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Hazards should be clearly stated on LIM reports. Developers are businessmen so as long as they also have responsibilities like the new home purchaser fine. I believe ACD should have more authority when it comes to issuing building consents to minimise future hazards occuring.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

I don't know

**Tell us why**

It sounds alot like upper management fluff - You need to be clearer about your intentions and expected outcomes. For instance advertising where it is in each suburb that people can go to in an emergency. Whether it's the local Marae, school, church aquatic centre.... each suburb needs one and each one needs to be equipped with generators, drinking water and someone to greet those coming through the doors 24/7 - my suggestion would be that you nominally pay someone 5hrs-10hrs a week all year long on the proviso that when hazards occur they accept they will be on site till the last victim leaves. That local can also coordinate with local food banks and charities that have blankets, bedding, clothing whatever - they probably have a phone tree of helpers they can activate with a few phonecalls. Part of their wages could ensure that they are visible at local libraries or malls or churches wherever engaging with the community to explain where to go etc. Having a large scale overview of the perfect scenario is one thing but boots on the ground is the indicator of success to the average person. January showed us that ADC were hesitant to make decisions and that they were extremely slow when they did - if you get completely wound up in office politics you forget the immediate requirements. Flood happening - send out the generators and supplies to each community hub, activate your local (and trust they will deal with the hub requirements), you guys then need to check roading, transport, transport alternatives for the masses, loss of life etc etc I would happily work for ADC but as a boots on person, office politics are too slow and ineffectual in an emergency if the leader at the top isn't confident.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Refer my previous answer they way you do this is through a local liasion with a quality phone tree of all local charitable and medical facilities. They will know the best place to stand up the

evacuation centres. They will know the risks in their area and which people might need transport to an evacuation centre. They should be given access to multiple pop up gazebos for pets etc. They will be the one's that will knock on the old people's doors to ensure they know (especially since not everyone is facebook & twitter). They would also know the local community leaders who are able to act as translators etc.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

It sounds good in theory - my only point would be again that you need to ensure you have a suburb by suburb strategy - looking at Auckland as a whole doesn't have the pensioner without a car and no active buses or trains get themselves to the other side of the city for a sandbag or a refuge.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Increasing the pool of personnel is a brilliant idea - just remember that boots on the ground are an excellent defence & support system even if they don't have a qualification after their name - in this type of scenario lived experience is more beneficial. I also think that you should be interviewing/engaging with victims immediately - during the event start getting stories from those were affected so you can begin piecing together the correct scenario of what went wrong so you know what needs to be fixed, removed, reconsidered for future events. Asking for our input 6mths later is not that helpful....

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

Although when it all goes wrong it is comforting to have one name to curse out. During an emergency we don't care about the man at the top. We aren't interested in having one person paraded on camera that doesn't help. If you need one in charge of power lines, one of streams, one of evacuation centres blah blah blah so be it, but they are the most irrelevant really there needs to be teams and team leaders under them who can activate boots on the ground. I recognise that there weren't clearly definated roles and responsibilities in January and consequently your whole division looked like overpaid dummies. But if you take your ego out of the teams and team leaders with figure out what they need. All the top of the food chain needs to do is communicate communicate communicate - if we have another disaster without news footage of your people standing in the rain with us or dropping off food parcels or clearing drains with spades all your planning will be for nothing. The leader needs to have a good team under him who have authority to activate their subordinates without his personal touch.  The leader does this by ensuring his team have all the knowledge including costings for errors weighed up again cost of loss of life - green buttoning in error is just like a fire alarm, yes there may be a cost to it but it is minimal and will certainly give good insights into whether we are actually ready. Of #1 priority though will be the mental well being of every person who sees you out and about ready to assist when we are scared - priceless

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

Managerial Fluff. You need to communicate clearly. By monitoring are we talking sensors in drains or people physically eyeballing known hazards? Are you receiving prompt correct information from Council about businesses creating hazards...too much fluff in this answer

# Auckland Civil Defence Emergency Management Group Plan #119

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

During the first flood in Kumeu in 2021 I tried finding information on what was going on in my area that was flooding and I couldn't get any help at all. It ended up being just neighbours helping neighbours. We had zero support from anyone else.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

There is currently a proposal to build a new road through a flood plain. Incredible considering how much worse the flooding could get as our climate warms. I feel like much more thought needs to be put into where and how our new communities are being built in the first place.

### 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Some kind of response would be much better than the zero response we've had in our area. It's all been community led here. Luckily we have a couple of great community leaders as the leaders at Council level have let us down so far.

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

As long as valuable time and money is spent more on doing rather than pen-pushing.

# Auckland Civil Defence Emergency Management Group Plan #120

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

I feel we are all one people.

We should not be divided into ethnic groups. We need to work together and live together in harmony tolerating celebrating and treasuriing our differences not allowing them to divide us causing racial tension envy and hatred.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

We need to be prepared to save lives homes and places of work and leisure and preserving our beautiful city.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

It's preservation and avoiding waste and disaster

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Teamwork lightens the load and makes us all work together for the greater good

### 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Protection Preservation Readiness

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Will guarantee a quicker recovery and a return to normal.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Organisation clarity of durection

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

The idea is right not enough information to judge how it will be done.

# Auckland Civil Defence Emergency Management Group Plan #121

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Puketāpapa

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Inclusiveness and partnership is important for Reducing the impact and increasing Readiness to face the challenge

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Reduction of the impact of any untoward incident is only possible if community is educated and leaders have analysed the risks and possible effects.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Leaders should take effective steps towards the mental and physical preparedness for any emergency.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Community need to be included in the Emergency Readiness. Leaders can target various community organisations including churches, mosques, temples, senior citizens etc to reach the community and prepare them for any emergency.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

We need a dedicated team of volunteers, who are given training, to meet the recovery requirements.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Management and Leadership need to devise a strategy to establish strong relationship with community organisations towards meeting the 4 + 1 Rs.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

We need a pool of appropriately qualified advisors and volunteers to work towards meeting the 4 R's objectives.

# Auckland Civil Defence Emergency Management Group Plan #122

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waiheke

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

you should be doing this for all sectors of the community

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

these are only plans - what about some action

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

you should be ready now - what is the existing situation?

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

why hasn't this been done years ago?

**5. Response**

**What do you think of our proposed actions for response?**

Other

**Tell us why**

Don't you know about the existing processes, systems and refuge spaces and what happens in a communication breakdown

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Disagree

**Tell us why**

looks good on paper, how will it work in practice

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

decisions have to be made on the spot not from a control centre

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

another load of bureaucrat-speak

# Auckland Civil Defence Emergency Management Group Plan #123

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

With respect,all residents should be treated equally; everyone pays rates and uses Council controlled facilities

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

Dialogue with groundworks practioners in particular to fully understand trends and risks is important for planning

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Well done. Selecting correct partnerships is totally important.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Particularly important to talk with people from the specific area / areas affected.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Please be sure to take advice from experienced emergency managers.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Again, past experience adds enormously to good outcomes.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Well done

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #124

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitākere Ranges

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

It honours the Treaty of Waitangi.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

All good businesses should monitor risks, makes logical sense.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Excellent plan.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Facebook is best way to reach community - we often find information there before it's made public.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Sounds good.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

Increasing the pool of knowledgeable people sounds logical, but also expensive. I worry about all the chiefs making decisions & if that impacts funds going to actual recovery.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

Again, is this the right use of funds. Would rather that money goes in infrastructure to support rural communities. Such as storm water management, better cellphone coverage and back up generators.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

Money better spent on fixing roads, and above mentioned infrastructure. We already know what we need.

# Auckland Civil Defence Emergency Management Group Plan #125

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Albert-Eden

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

A council is elected in a democracy and the decisions should be based on this democracy and not on the decisions of minority parties. Otherwise parties should only be used to supply advice or expertise. It is not a partnership.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Analysis of the problem and a risk analysis is a key component before making any decisions.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Having plans in place before events ensures quick and efficient responses when needed.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Same as previous comment

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Same as previous response.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Recovery plans after an event are an essential component of a good plan and effective response.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Clear responsibilities is an essential component of an effective plan being actioned in a timely manner.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Monitoring is essential for making improvements.

# Auckland Civil Defence Emergency Management Group Plan #126

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

Don't know about these organisations

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Got to do something forward.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Got to be better organised than last time.

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #127

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Albert-Eden

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

All Aucklanders should have the same .

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

Some of this is absolutely meaningless. Just words that can be interpreted multiple ways. More control needs to be put back on construction. How long can a building have a roof but no spouting sending rain water cascading to their neighbours sections. Stop the concreting of entire sections so their ground water does not ALL end up on the neighbouring properties.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

I don't know

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

I don't know

**Tell us why**

The use of Maori names has gone too far. Most Aucklanders can't remember them.

English names are required for tourists as well.

**5. Response**

**What do you think of our proposed actions for response?**

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Disagree

**Tell us why**

There is no proposed approach mentioned.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

No approaches mentioned

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

Just words

# Auckland Civil Defence Emergency Management Group Plan #128

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Te Tiriti o Waitangi means we honour Pākehā ways and Māori ways of being and doing. If Māori voice is not currently being heard then yes this is important.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

What is an acceptable level? I caution this approach as the acceptable level was to build houses in Kumeu on flood plains. That is not acceptable. I think awareness of risk needs to be greater, if you choose to build here what the impacts are for you and for your community. I.e. new subdivisions create more surface water, should they then be charged more rates to manage the water flow?

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

You need to add communication lines from the community leads. During the crisis I had one person to call regarding Kumeu and Muriwai needs. And the public council number. It delayed information, had no plan B and puts pressure on that one person.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

A key problem is empowering communities to reduce local risk. Kumeu have been asking for years for permission to clean their river and council always said no.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Sounds ideal but probably never a reality. But hey aim high! One thing that wasn't factored was the event hitting Auckland and another part of NZ. That really chagned our available resources.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Long term is so important. Long term needs trained people not community. Some places in Auckland are rurual so don't have such a support system around them. How can you get support systems to stay long term in rural locations?

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #129

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

This is still all based on "Kiwi #8 wire ingenuity" which doesn't compare to the wide wealth of our partner OECD countries with similar seismic, weather, & topographical issues, such as Japan, Norway, Sweden, Chile or Argentina - all of whom we need to recruit from & pay heed to their decades (and centuries, even) of better built environmental experiences & responses.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

All of this needs to be fasttracked, including getting cutting edge response tech i.e. S&R drones, jetpacks (British medics are already using them to respond to Highland events), heavier lift helicopters under AKL CDEM control that can fly in worse weather but during normal times are leased out to commercial customers making a return on the outlay to maintain them for the region, as well as emergency trailers (see Eight Days of Hope shower, laundry, and emergency response trailers for examples) & rigs which are outfitted to drive through/over standard obstacles in an emergency. This could also mean buying a small fleet of UNIMOG's that help ensure no area is unreachable for rebuild, clearing creeks/waterways, and responses when necessary.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

We need a quarterly updated resource list of translators who can broadcast emergency messages on dedicated AM channels which get repeated over the Council's CDEM website with top-of-the-page links to available languages. We also need mass-purchase discounts on emergency supplies - such as coordinating each local board to take deposits on a Family First Aid & Emergency Kit, approaching vendors to source them at the best price, and then allowing everyone who had placed deposits to finish paying the cost and then doing one mass order for all of AKL, rather than expecting people to fork out hundreds to the likes of Mitre 10, Bunnings, or the AA for them all on their own during a cost of living crisis. We should also pass zoning regulations requiring intensive housing areas (apartment complexes, sprawling townhouse developments, etc.) to have Emergency plans & maps for all new residents, ensuring they are provided at move-in by landlords/real-estate agents and also copies online.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Having designated "high ground" refuges needs to take note of Finland's emergency management system they've been using for decades, including how to keep long-dated foods stocked, then rotated into foodbanks & shelters when they're within 6 months of their use-by, as well as in how they test their readiness and keep locals volunteer ready to man it themselves.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

This is a generic response for recovery thinking, and must include truly different built structures moving forward. Aerial tramways and freight capable cargo cable cars, like they use in large scale mines that can move freight containers, need to be established to take pressure off road networks, be built more cheaply than any roading projects as well, while ensuring that in adverse weather people and goods can still move. This would also include CDEM, Ambulance, and Fire modules which can be dismounted upon arrival at stations so they can access areas cut off from road networks.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Career CDEM professionals should be placed in charge, not any elected persons, in natural & other emergency situations. Our CDEM team must make connections and participate in professional exchanges with USGIS, US Army Corp of Engineers, Japanese CDEM, etc. to stay alert & learn up-to-date international best practice.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #130

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

All member of the community should be consulted

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

We need to be prepared for all future weather events .

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

It is important this does not turn into a talk fest. If money becomes a problem we need to have a targeted rate assessment.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

It is called planning

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

This is what councils should be doing . Not running parties in the park.

# Auckland Civil Defence Emergency Management Group Plan #131

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitākere Ranges

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

In theory the response seems ok. In reality it appears there are unnecessary & ongoing delays in decision making & accountability. I think most residents want to start hearing when some reparative action is actually going to start happening.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

As above. Theory is sound; action will be telling.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

Is there resourcing in the current budget to achieve this?

**5. Response**

**What do you think of our proposed actions for response?**

Other

**Tell us why**

Is there financial resourcing for this to occur?

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

See above comment

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

See above comment

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

As with above comments, the theory of these initiatives becoming useful reality rely on adequate council funding. Is there a commitment from council to fund these adequately?

# Auckland Civil Defence Emergency Management Group Plan #132

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Manurewa

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

the existing systems are better and just needs some improvements and updation, Let us not increase bureaucracy by working with more partners

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

We need to take a pro active approach by always informing people on TV, radio and the internet and by spreading information brochures about the risks of earthquakes , volcanoes and floods and how to protect themselves. We live on the Pacific Ring of Fire so we must always be prepared in advance

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Yes we need to anticipate potential disaster events and be pro active and also learn from experts overseas. For example from earthquake and volcanic experts from Japan USA and Chile

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Very good ideas to create resilient adaptive and self reliant families and groups who have knowledge and information to support each other in the period before before official help comes from government agencies after a disaster occur.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Yes this is good. Aucklanders must know they can access safe refugee places with food and other necessary supplies.( including basic medicines and supplies for kids and elderly ) The model for communications must be clear so that up-

to -date information is provided to those affected by the disaster in a timely manner. Also, most experienced personnel are able to arrive quickly

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Yes. I agree that recovery is crucial for the holistic regeneration and enhancement of a community following an emergency. They need to feel hope the future and not feel totally demoralised.

Increasing the pool of experienced recovery personnel is a great idea.Also, they need to update their skills by attending professional development courses on disaster and emergency management, health and safety and other relevant courses. More people in the community need first aid certification.

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Yes, very crucial that civil defence senior management and other personnel understand clearly the strategic direction, their roles and their responsibilities

In this way they can respond quickly to a disaster event without losing valuable time. Lives will be saved this way.

Yes I agree that pro active, engaged and active leadership that can direct and manage CDEM is crucial. In this way, they can inspire and motivate the staff below them.

**8. Monitoring and evaluation**

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Setting specific, measurable, achievable, relevant, and timely (SMART) objectives/goals is a good method to plan the steps to meet the long-term goals. It helps develop ideas to action. KPI is key performance indicator, a quantifiable measure of performance over time for a specific objective.

KPIs provide targets for teams to aim  for milestones to gauge progress, and insights that help people across the organisation make better decisions.

Monitoring and evaluation of the SMART and KPI methods is important to make sure they stay relevant and effective

# Auckland Civil Defence Emergency Management Group Plan #133

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

Civil Defense matters should be inclusive. All people affected need to be included

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

Government should always be involved.

Even if is just advisory or support role

One would expect hazard management to be part of all development

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Being prepared gives the community confidence.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

All communities need to be prepared

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

At present this is not happening, Proposed is good but it is not happening

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

It is important to have trained and volunteers ready for any emergency.

On a level of SAR , coastguard.

We know what is neede but this is not happening, there is disjointed leadership

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

We are currently lacking good leadership and management. But not happening

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

An important part for an effective outcome

# Auckland Civil Defence Emergency Management Group Plan #134

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Ōrākei

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

We need to be focusing on the bigger picture. Not just “local communities” as we have been for the last century. We must think big picture including small communities sure but BIG picture. Looking into groups and departments from multiple communities and areas throughout all of Auckland and giving resources and support.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Definitely, this would have been useful for the city if this was done sooner... MAYBE the entire area wouldn’t have been flooded if upgrades were made after being assessed beforehand.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Governments are governments, greed, corruption, money, power. All take lead before public opinion so this won't change even if I say a single word. 15-20 million towards gear and equipment for SAR and other groups. I would have liked 20-50 million but New Zealand doesn't have that sort of budget.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Auckland emergency services need more training within the disaster spectrum. From flooding reliefs to just small things it needs a refurbish.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #135

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

New Zealand is a multi ethnic country. Maori hold a special place due to the fact that they were early settlers of this land and have a treaty agreement with the government. It is critically important that the emergency management system should take account of all significant ethnicities present in the country and should ensure that information is presented in a way that it is clear, not confusing and easily understandable for the highest possible proportion of the population.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

Agree with the above - plus - "Information on hazard risks is readily available to the general public and is clearly presented". Providing such information in too much detail - for individual properties, public spaces and roads, for example, would be a huge, expensive and impractical

task.  Property owners, for example, should be responsible for ascertaining hazard risks pertaining their own properties, except, of course, in extreme cases/situations.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

Agreed.  However, ad hoc and inconsistent use of Maori language terms as above - "whanau" and "Tamaki Makaurau" for example, is going to confuse a significant proportion of the population. This can be managed in critical areas such as emergency management by including both Maori and English language terms (whanau/family or Tamaki Makaurau/Auckland for example) or by clear Government policy in the use of Maori language terms in critical areas.

### 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Use of other resources such as the military and international support in extreme events should be addressed, even at his level.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

As above - needs more detail, even at this level.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #136

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Upper Harbour

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

However focus on experts and co-operation sounds a good approach

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

I don't know

**Tell us why**

I have no idea what the approach has been before 2023 - so don't have a feel for what changes are suggested to ensure a better outcome. These plans are very high level - I have no idea what specifically is planned for Oteha Stream which failed to cope in January resulting in a number of homes being flooded and yellow stickered. Although some work has been undertaken to clean out the stream there are still large trees fallen across the stream which will not simply be washed away in time but, could cause further blockages.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

I don't know

**Tell us why**

I have no idea what the approach has been before 2023 - so don't have a feel for what changes are suggested to ensure a better outcome. These plans are very high level - I have no idea what specifically is planned for Oteha Stream which failed to cope in January resulting in a number of homes being flooded and yellow stickered. Although some work has been undertaken to clean out the stream there are still large trees fallen across the stream which will not simply be washed away in time but, could cause further blockages.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

I don't know

**Tell us why**

I have no idea what the approach has been before 2023 - so don't have a feel for what changes are suggested to ensure a better outcome. These plans are very high level - I have no idea what specifically is planned for Oteha Stream which failed to cope in January resulting in a number of homes being flooded and yellow stickered. Although some work has been undertaken to clean out the stream there are still large trees fallen across the stream which will not simply be washed away in time but, could cause further blockages.

### 5. Response

**What do you think of our proposed actions for response?**

I don't know

**Tell us why**

I have no idea what the approach has been before 2023 - so don't have a feel for what changes are suggested to ensure a better outcome. These plans are very high level - I have no idea what specifically is planned for Oteha Stream which failed to cope in January resulting in a number of

homes being flooded and yellow stickered. Although some work has been undertaken to clean out the stream there are still large trees fallen across the stream which will not simply be washed away in time but, could cause further blockages.

### 6. Recovery

**What do you think of our proposed actions for recovery?**

I don't know

**Tell us why**

I have no idea what the approach has been before 2023 - so don't have a feel for what changes are suggested to ensure a better outcome. These plans are very high level - I have no idea what specifically is planned for Oteha Stream which failed to cope in January resulting in a number of homes being flooded and yellow stickered. Although some work has been undertaken to clean out the stream there are still large trees fallen across the stream which will not simply be washed away in time but, could cause further blockages.

### 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

I have no idea what the approach has been before 2023 - so don't have a feel for what changes are suggested to ensure a better outcome. These plans are very high level - I have no idea what specifically is planned for Oteha Stream which failed to cope in January resulting in a number of homes being flooded and yellow stickered. Although some work has been undertaken to clean out the stream there are still large trees fallen across the stream which will not simply be washed away in time but, could cause further blockages.

### 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

I don't know how this differs from past years. About ten years ago the bottom of Syracuse was flooding in heavy rain and manhole covers were popping off in the reserve. When I went on the council website and identified where the storm water drains were, and that a large pipe was almost completely blocked I was advised the system was that this drain was checked annually. This clearly had not been happening for many years. It took some years of following up with the council, but thankfully this drain was fully clear in January 2023. I guess I'm unclear how the monitoring being proposed now will actually be better than the annual checks per the previous plan which didn't in fact happen.

# Auckland Civil Defence Emergency Management Group Plan #137

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Asian Family Services**

**Local Board:** Waitematā

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Despite AFS's agreement on the proposed approach for community readiness, we insist on closer partnership with Asian and ethnic communities. This involves translating information and resources into multiple languages and enhancing our capacity to support these communities. Asian Family Services assisted during this year's early Auckland flood, highlighting problems faced by the Asian population. Although the council's contact number was translated into several languages, it wasn't properly marketed, and no language support was provided over the phone. Even without funding from emergency support services, agencies like ours continue to help, even during weekends, using our own resources. However, our efforts have gone unheard and unacknowledged. The AME must improve in assisting Asian and ethnic communities to prepare, particularly considering many are migrants. Common advice, such as seeking relatives or extended family, is often impractical, and language barriers create reluctance in contacting government services. The AEM should identify and address these barriers to better prepare these communities for emergencies

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Communication must be conducted in multiple languages and actively engage with ethnic media. Collaboration with these media outlets is essential not only during emergencies but also as part of regular business operations (BAU). Waiting until a crisis occurs is not an effective approach

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

The recovery approach needs to actively involve Asian and ethnic communities. While I understand that capacity has often been an issue, it would be prudent to identify key elements that will ensure the recovery approach is inclusive for Asian and ethnic communities.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

I would like to see the AEM involve a culturally diverse population in management and governance. This ensures that thinking, direction, and responsibilities are inclusive. By including diverse perspectives, blind spots related to the needs of Asian and ethnic communities can be identified and addressed early on at the decision-making tables

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

The evaluation must take into consideration the voices of Asian and ethnic communities, especially collaborating with agencies to ensure that it reaches hard-to-reach communities

# Auckland Civil Defence Emergency Management Group Plan #138

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #139

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Papakura

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Hazard identification, communication, and planning (e.g. avoiding development in higher risk areas) is essential to avoid making issues worse.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Partnering with experts is important so that there is enough knowledge and man power when an event hits to respond to critical areas and events. A wide network will be needed, and a communications plan for getting those experta in to action (safely)

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Disagree

**Tell us why**

Putting the emphasis onto communities does not feel responsible. Yohr average homeowner cannot be expected to understand these hazarda even with education. It takes years of understanding and expertise to understand what a hazard is, what it looks and feels like, and what best actions to take are. Experts too often make assumptions about what people know and we do so at their perril.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

All of this. Please. Especially comms improvments.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

This feels too non-specific and it is unclear where funding would appear from. Including recovery in med to long term in ACs plan gives a false sense of what is practical and what communities can expect. Focus on the short term for this policy, it is what is important for civil defence and emergency response. Recovery should be separate (and appears to be included in other plans out for consultation).

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #140

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Orere Community and Boating Cub**

**Local Board:** Franklin

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Both objectives are good and supported.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

OCBC consider risk reduction should be a dedicated joint undertaking between AC and the community in order for the community to better understand their roles in the both initial exercise and ongoing basis

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

Appreciating the scope of CDEM activity in the Auckland region, it is still scary to see the many levels involved in decision making and fear these may actually delay action when required. Simplification of the seemingly long chain process (and how it is detailed and promulgated) could produce swifter response and recovery pohases.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #141

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Royal Forest and Bird Protection Society of New Zealand Inc.**

**Local Board:** Regional organisation

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

Please see the attached feedback.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

Please see the attached feedback.

## 5. Response

**What do you think of our proposed actions for response?**

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

**Tell us why**

# Submission on Auckland Civil Defence Emergency Management Group Plan.

Forest & Bird
TE REO O TE TAIAO | Giving Nature a Voice
Royal Forest and Bird Protection Society of New Zealand Inc.

34A Charlotte Street, Eden Terrace
Auckland 1021
www.forestandbird.org.nz

23 August 2023

To: Auckland Emergency Management

- Submitted online

1. **Submitter details**
   Royal Forest and Bird protection Society of New Zealand Inc. (Forest & Bird)

   Contact Name: [redacted] (Regional Conservation Manager)
   Contact Email [redacted]
   Contact Phone: [redacted]

**Introduction**

Forest & Bird is New Zealand's largest and longest-serving independent conservation organisation, with over 100,000 members and supporters. Its mission is to be a voice for nature, on land, in fresh water, and at sea, on behalf of its members and supporters. Volunteers in 50 branches throughout New Zealand carry out community conservation projects and advocate for nature. Forest & Bird has nine branches and three major projects in the Auckland region alone.

Forest & Bird advocates for policy development and law reform, and represents nature in the Environment Court, at Environmental Protection Authority boards of inquiry, and in council planning processes. Nearly a century after establishment, we are still working just as hard for the protection and restoration of our wildlife and wild places.

Our strategic priorities

In 2019, Forest & Bird adopted a Strategic Plan with a purpose of protecting and restoring nature in a climate crisis. We have adopted goals in five domains:

- Climate safety – Ensuring our country does everything we can to keep the climate safe for all life on earth. Mitigating the impact of climate change will be at the heart of everything we do.
- Economy that supports nature – Encouraging communities to appreciate nature for its intrinsic and life-giving values. Recognising our long-term economy is dependent on a healthy environment.
- Vibrant landscapes – Advocating for stable healthy ecosystems full of native animals and plants.
- Energised water, rivers, and wetlands – Ensuring our rivers and streams run clean, are healthy, and are teeming with life.
- Oceans alive – protecting and restoring marine life and ecosystems

Forest & Bird has particular interest in CDEM activities as the influence they have towards Council planning and policy can have significant impacts relating to conservation, resource management and infrastructure. This in-tern has a large bearing on the achievement of our priorities and the protection and restoration of nature more broadly.

**Nature-Based Solutions**

Recognizing that as well as being vitally important for its own sake, nature is an asset that provides society with services that we cannot afford to lose. There are many benefits, known as 'ecosystem services' provided by a well-functioning natural environment and the indigenous biodiversity within. Ecosystem services are a great way to relate the presence and health of biodiversity to our built and rural environments and the people which inhabit them. Following the devastating events experienced in early 2023, we need this plan to reflect the urgency needed to work with, not against, nature. The foundational philosophy and implementation of this plan must reflect a purpose that looks after our natural world, so it can look after us, in turn giving effect to kaitiakitanga and increasing the regions resilience.

Nature-based solutions are defined in the National Adaption Plan as "Solutions that are inspired and supported by nature and are cost effective, and at the same time provide environmental, social and economic benefits and help build resilience. Such solutions bring more, and more diverse, nature and natural features (e.g., vegetation and water features) and processes into cities, landscapes and seascapes, through locally adapted, resource-efficient and systemic interventions".

This approach has been adopted overseas under various names and implemented with huge success. Actions have focused generally on restoring the ability of the natural environment to absorb and slowly release water – creating win-win situations where landscapes natural resilience to floods and droughts is restored through making room for rivers[1] to flood safely (restoring river health at the same time), restoring wetlands as the natural 'sponges' and 'kidneys' of the landscape[2], and permanently reforesting hillsides to reduce flood flows, hold soil, and reduce erosion.

In the context of infrastructure, nature-based solutions may include the following:

- Daylighting streams and making room for them to flood safely
- Making room for rivers to flood safely
- Permeable paths
- Urban forests
- Green roofs
- Green corridors
- Rain gardens
- Swales
- Floodable parks
- Wetland restoration

While it is important to integrate more healthy green spaces/nature-based solutions throughout our land, such as those listed above, it is also crucial that we protect and enhance those already present. It is estimated that nature-based solutions can provide 37% of the mitigation until 2030 to achieve the targets of the Paris Agreement[3]. The opportunity nature-based solutions provide Tāmaki Makaurau Auckland must not be overlooked.

<u>Room for Rivers</u>

Constraining waterways with stopbanks and concrete has given communities a false sense of security – that it's safe to build homes and businesses right up to the edges. But constraining a waterway increases the depth of the water when it floods, so when a stopbank fails or is overtopped, the damage is much greater.

Constraining waterways also changes their natural form, reduces groundwater recharge, and destroys wetlands and other habitat for native fish and birds. Numerous rivers across Aotearoa have

[1] https://www.forestandbird.org.nz/sites/default/files/2022-11/F%26B_Room-For-Rivers_Report_online_0.pdf
[2] https://www.forestandbird.org.nz/sites/default/files/2022-02/Every%20Wetland%20Counts%20brochure_1.pdf
[3] https://www.worldbank.org/en/news/feature/2022/05/19/what-you-need-to-know-about-nature-based-solutions-to-climate-change#:~:text=Nature%2Dbased%20solutions%20are%20actions well%2Dbeing%20and%20biodiversity%20benefits

been straightened and constrained, with thousands of hectares of river and wetland habitat destroyed in the process.

Making room for rivers allows the land adjacent to rivers to flood safely, while providing for a whole range of other benefits such as riparian planting, wetland restoration and carbon sequestration, increased groundwater recharge, habitat restoration for native fish and birds, and more recreation opportunities for people.

It also offers opportunities to restore lost connections between mana whenua with their local rivers.

**Comments on Reduction**

The CDEM Group Plan and wider Council plans create direction for how society interacts with nature throughout Tāmaki Makaurau Auckland.

Our feedback below is focused on nature-based solutions. Along with the many benefits previously discussed, we believe the understanding and implementation of nature-based solutions being included in CDEM work plans is a vital in both mitigating and adapting to hazards associated with climate change.

| Action | Comment |
|---|---|
| 3 | Include assessment of the understanding of Council, Council Controlled Organisations and the public relating to nature-based solutions, aligning to the National Adaption Plan. This will ensure society is enabled to implement nature-based solutions on varying scales (from household to regional[4]). |
| 4 | Ensure information/education has a focus on how people can better work with nature (via nature-based solutions) to reduce risk to people and property. This is both cost effective and has a multitude of benefits as previously explained, while directly linking to the success measures and results. |
| 5 & 6 | We support this as it is crucial that decision makers are well informed regarding hazard risk. |
| 7 | We support this as it will better enable the implementation of nature-based solutions. |

Rather than referring to nature-based solutions in all actions in the table above, it may be more appropriate to create a new action directly referring to the understanding, integration and implementation of nature-based solutions in CDEM planning and work streams. Including nature-based solutions in this plan will allow Auckland CDEM to align to the National Adaption Plan and incoming legislation, such as that focused on managed retreat.

Thank you for considering Forest & Bird's feedback. We are happy to further discuss.

[redacted] – Regional Conservation Manager.

[redacted]

[4] https://helenclark.foundation/publications-and-medias/sponge-cities/

# Auckland Civil Defence Emergency Management Group Plan #142

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Albert-Eden

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

As agreed to with Te Tiriti, we should always have a partnership approach. Marae also offer amazing refuges during disaster.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

I agree AND I want to see emission reduction included as part of reducing the hazard of severe weather events. One of the fastest ways we can reduce emissions in our region is to make it safer for people to cycle for their transport, and to support modeshift. Managing the risks should include a focus on reducing emissions.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Operational readiness should also include a network of safe, connected places to ride a bike. Bikes are important transport modes for resilience. During disasters fewer people in cars means fewer traffic jams, leaving the roads more available for emergency services. Trails between small towns in the region (such as through Franklin) can also provide other ways to leave and access the area if the roads are blocked. Bikes can be diverse transport tools as they are not fuel reliant, and they can move over rugged terrain, which has enabled emergency services to reach isolated locations. Emergency services, such as first aid responders, should be equipped with cargo bikes so that they are prepared and able to respond for these types of situations.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Community readiness includes having "strong, positive and inclusive social connections so they are able and willing to effectively support each other during and after an emergency." I agree, community cohesion is super important for being ready for, and responding to, disasters. A key way to build community cohesion is to have more people riding bikes locally for their transport! People walking and riding bikes make eye contact more, and are more likely to say hello as they go by. This builds natural networks through the community, which leads to people feeling safer, and supporting each other more. Quieter streets (eg. fewer cars) also has been proven to enable people to make more social connections with each other, as they are more likely to hang out in the (more pleasant) street space, naturally leading them to get to know their neighbours. Community readiness should also include supporting a yearly cargo bike trial style event, such as the disaster relief trials in Portland. These trials train community members to equip their cargo bikes with the main things they might need during a disaster, so that they are prepared to help their communities during extreme events. Community readiness should should also include a network of safe, connected places to ride a bike. Bikes are important transport modes for resilience, and if people are able to grow their skills and confidence on bikes now, they will be more ready to use their bikes if a disaster makes roads unpassable. Bikes are also more resilient transport modes as they do not reliant on fuel, and they can be crucial transport modes (and mobility aids) for some people who find walking painful or difficult.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Ensure also that there are ways to access safe refuges safely by bike; not everyone owns a car, and it's likely that during an emergency roads will become a giant traffic jam anyway. Bikes can slip through smaller spaces and go around obstacles, they are more resilient transport modes as they do not need fuel, and some people who find walking hard can easily cycle. People who use bikes should also have safe pathways to connect to the safe refuges.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

During recovery there are also opportunities to prioritise people walking and cycling while roads are being cleared. These moments can provide a window to trial having a street open for people but partially closed for cars. If the result is a safer street without significantly impacting emergency services or access for disabled peoples, the street could be redesigned to incorporate modal filters once it has been cleared.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #143

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**DROWNING PREVENTION AUCKLAND**

**Local Board:** Waitematā

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

Letter attached

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

**Tell us why**

### 5. Response

**What do you think of our proposed actions for response?**

Other

**Tell us why**

Letter attached

### 6. Recovery

**What do you think of our proposed actions for recovery?**

**Tell us why**

### 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

#143

Auckland Council

Attention: Auckland Emergency Management

aeminfo@aucklandcouncil.govt.nz

28 August 2023

To the Auckland Civil Defence Emergency Management team

Thank you for the opportunity to provide our input and expertise to the Auckland Civil Defence Emergency Management consultation.

Drowning Prevention Auckland (DPA) has a mission of preventing drowning through education, research, and advocacy. Through our preventative intervention approach, we provide drowning prevention education initiatives which are responsive and meet the needs of our diverse population in Auckland. We work collaboratively with many groups and provide both leadership and advocacy for the Auckland aquatic sector as well as facilitating and executing delivery across education, community, and workplace groups.

Cyclone Gabrielle, in February 2023, resulted in six drowning fatalities throughout New Zealand, three in Tāmaki Makaurau/Auckland (WSNZ, 2023). Our observation of behaviours during this unprecedented weather event was that we were lucky that this loss of life wasn't higher.

We would like to positively acknowledge this focus from Auckland Council as international events do show that flooding is becoming more prevalent (Sindall et al., 2022), and communities need to be prepared with knowledge about swift water, how to prepare for a storm disaster like this and what could be in a grab bag to assist and increase their chances of survival. These preventive measures are best supported by Council driven safety and resilience measures that reduce the likelihood and prevalence of swift water.

This submission responds to the Civil Defence Emergency Management documents from a drowning prevention perspective, to minimise preventable loss of life through drowning in any further flooding and aquatic-based emergency events.

#143

Readiness Te Whakaritenga

DPA notes the lack of aquatic-based training for CDEM staff mentioned under *Developing Capability and Capacity Te Whakawhanake i te Āheinga me te Raukaha* (CDEM Group). As many emergencies involve water DPA sees this as an essential inclusion. In addition, during the 2023 Auckland Anniversary floods many emergency personnel observed were not wearing lifejackets. Surf lifeguards are trained and taught to only undertake rescues with appropriate flotation and equipment. Emergency personnel such as from Police and Hato Hone St John would benefit from aquatic-based training and resources to ensure their safety when entering water during emergencies.

DPA believes we have a role to play in providing expertise to both the multi-agency training and exercising calendar and providing emergency management training appropriate to roles and levels (*Operational Readiness Action Plan Te Mahere Mahi Whakaritenga ā-Whakahaere - Under operational readiness action plan (10) and (11)*). DPA recommends we are an appropriate agency to be included. DPA already provides professional aquatic-based learning for staff within Auckland Council in areas such as Parks and Recreation and Watercare.

We urge your consideration to address the lack of aquatic-based training and safety for emergency personnel within the Civil Defence and Emergency Management Plan.

Drowning Prevention Auckland is interested in working in partnership with Auckland Council, Emergency Management organisations, mana whenua, and other stakeholders to achieve a safer Tāmaki Makaurau/Auckland.

Ngā mihi

[redacted]

[redacted]

Chief Executive

[redacted]

Research & Impact Manager

Sindall, R., Mecrow, T., Queiroga, A. C., Boyer, C., Koon, W., & Peden, A. E. (2022). Drowning risk and climate change: a state-of-the-art review. *Injury prevention*, *28*(2), 185-191.

Water Safety New Zealand. (2023). *Drowning Insights*. https://www.watersafetynz.org/drowning-insights

# Auckland Civil Defence Emergency Management Group Plan #144

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

I don't believe it is neccessary to have a representation of mana whenua and mātāwaka in the Incident Management Team and Coordinating Executive Group. The people in these positions should be the best people for the job - not a particular race.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

More information needs to be given to the local community.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Previously Civil Defense was handled by volunteers with a paid oversear from the Council. It was then altered to be managed by paid Council staff. This does not appear to have worked. I suggest you return to the model of 25 years ago, with people who want to help their community doing regular training and supporting their own areas.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

This should already be happening. Perhaps engage with local Neighbourhood Support groups to get the message out more.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Again this was what the volunteers practiced monthly years ago.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

This should not be an extra cost. It should be part of the Councils programme & bring in volunteers .

### 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

Hasn't worked to date. Go back to volunteers who WANT to help not paid staff who don't want to work out of hours

### 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

This needs to be community run with Council support, not Council run.

# Auckland Civil Defence Emergency Management Group Plan #145

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** I don't know

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

I think it's a great way we are all safe and be protected in an environment that we all are protected from natural arm. This is also treating the Maori community as tangata whenua.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

As a teacher, it is not just our responsibility to protect the tamariki from the natural disasters. But it is not limited to natural disasters. It is also worth while to protect the communities form aman-made hazards.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

The training programmes for different organisations are crucial for emergency management to ensure the safety of the community in all aspects

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

This applies ot whanau, communities and the early childhood education services.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

This kind of emergency management system should be accessible for eveyone in the community.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Relevant training for the community members should be easily accecisble

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Commnication with the commnity members are required to be more easily accessible.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Communication should be more effective and the government should listen to the general public.

# Auckland Civil Defence Emergency Management Group Plan #146

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Aotea/Great Barrier

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

2 heads better than one.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #147

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Albert-Eden

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #148

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

I am opposed to co-government

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #149

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitematā

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Civil Defence must be predicated on cooperation and inclusion otherwise it won't work effectively.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Planning instruments for the built environment require a robust understanding of hazards - current and future - as specified above. It's essential that we don't take short cuts in planning and execution which leave future generations with a mess.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

I agree with the above - but also feel that there is plenty of resource in every community which could be harnessed before events occur.  For example, each area could have a store where food and other items are kept to be used in event of a disaster. A person or several who are active in the community at other times could be in charge of this - and be trained up with regular (three monthly?) training sessions which link them to the Council personnel in charge. That way communities would not be left to wait for supplies to be shipped in when they are, for example, cut off from contact by flooding etc.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

See above - connectedness will not happen in an emergency unless it is

activated and practised in calm times.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

How could you not agree? It's the putting of these principles into practice that is the test.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Again, I think there should be links into a wide range of community organisations who are already active in their community on a daily, weekly basis - they know their communities and can make things happen much more quickly.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #150

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitākere Ranges

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

Relevant but why is this the 1st question on your survey. Engagement with emergency response is the essential priority.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

Hazard risks are on the upside and may not be well understood as metrics and data evolve in the rapidly changing climatic situation, Actively engage with promoting managed retreat.

A lot of risks may not be fixable at a sustainable community cost.

Stop consents in areas at risk, particularly coastal / tidal.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Agree

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

### 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

### 6. Recovery

**What do you think of our proposed actions for recovery?**

I don't know

**Tell us why**

Please be objective. What processes.  Cancel obligations and funds are limited.  to review it consenting process and prevent development in areas which are not sustainable

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

This seems rather  bureaucratic. Assume this is already happening.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

Not clear. Be specific specific what are you monitoring and why?

# Auckland Civil Defence Emergency Management Group Plan #151

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Milford Residents Association Inc**

**Local Board:** Devonport-Takapuna

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Iwi have shown repeatedly over many years that they have the experience, the facilities and the tremendous desire to help people in times of need. Marae are the logical places for refuge in a disaster, being experienced in providing shelter, food and general help. Others in the community could be organised and trained to assist at marae in times like this.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

I don't know

**Tell us why**

These aims are excellent. However, we would question whether they will actually be put into practice (planning instruments) and strongly believe that hazard risks and preparedness by communities, etc, have to occur through a professionalised civil defence group who are first responders and who lead and train a dedicated team of civil defence volunteers. Actual

community volunteers and organisations cannot be relied on except as assistants to the professional civil defence people.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

I don't know

**Tell us why**

All sounds good in theory. Unfortunately, the events of January 2023 showed that your organisation was disorganised to the extreme. Based also on your over-long and impenetrable consultation document to the extent that much was meaningless to the average member of the wider community, it sounds as if your idea of a plan is just a lot of words and nothing else. We look forward to being proven wrong.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

I don't know

**Tell us why**

As above, all fine in theory.  The recent event experience and your consultation document suggest this will not translate into meaningful action. In our view, community organisations can only be used as supervised assistants to trained civil defence personnel. They are not the right groups to be foisted with responsibility for any form of first responder activity. Milford Residents Assn did step up to (1) inform our community of where they could get help (in the absence of anything from Auckland Council) and (2) set up a community centre in our local (non-Council) hall so the community could drop off groceries and food vouchers. We are highly critical of the response from AEM in the January floods. Our report is attached.

### 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

See our comments above about working with iwi and marae.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Agree with a professionalised approach to hazard and risk assessment and especially to civil defence responsibilities. This has been missing in recent years.

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

Fine in theory. Any community organisation involvement has to acknowledge that these groups are volunteers and their very existence is fragile. They cannot be relied on in any emergency and cannot be left to lead any type of response. This must be done by professional trained civil defence staff and volunteers. Any preparatory work with communities should be lead by dedicated civil defence staff and not delegated to random facilitators who are not civil defence trained.

**8. Monitoring and evaluation**

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

MILFORD RESIDENTS ASSOCIATION

MILFORD RESIDENTS ASSOCIATION INC.
RESPONSE TO 27 JAN 2023 FLOODS
REPORT TO DEVONPORT-TAKAPUNA LOCAL BOARD

Milford Residents Association thanks the Devonport-Takapuna Local Board for the opportunity to summarise our Association's response to the extensive local flooding on 27 January 2023 and reflect on improvements for future emergency responses. We thank the Board for instigating this workshop which we view as a collegial opportunity to better understand what might be expected of 'the community' and what should be expected of our local authority/emergency management structure.

*The event – Friday 27 January 2023*
During the late afternoon/evening of this day, Milford people at home monitored the safety of their own homes and checked in with family, friends and neighbours. Posts on social media including Milford Locals showed the Wairau stream waters filled to the road bridges then overflowing its banks, flooded motorways. At low tide, the upper Wairau estuary with filled with flowing brown water from bank to bank and the boats in the Milford Marina were sitting high on water that was 30cm above the piers. Flooding of homes at low points occurred that evening to houses right along the Wairau and its tributaries. Waters began to recede late in the evening. Immediate help and reassurance was given to those badly affected by family, neighbours and random passers by.

*Saturday and Sunday*
People tended to follow advice and stay at home. However the beach and streets revealed badly damaged homes, with people starting to clean up. By Sunday, piles of rubbish lined those roads badly affected by flooding: Nile, Waterloo, Alma and Shakespeare Roads, Woodbridge Lane, and others. Speaking to one householder, a friend, in Alma Road, he had arranged somewhere else to stay and was cleaning out his flooded home but found passers by 'just having a look' an irritation.

*Milford Residents Assn Responses – Email communications*
It became clear to Debbie Dunsford that in the absence of cohesive communication from Council/Civil Defence, MRA needed to provide local people with basic information about the overall situation, what what they should do if flooded and what help was available to them. Ad hoc pieces of information were arriving from a variety of sources to MRA's email address but most residents would not receive these directly. On Sunday evening, Debbie collated this

information into an email to our list of 880 (attached). We summarised the relevant facts while maintaining a positive tone. The major item was the fact that raw sewage was being diverted into the Wairau Stream and this would continue due to the damage to the pump station's control equipment. We were very impressed by the on-the-ground actions of local board members and Councillor Richard Hills who personally filled the gaps in information and on-the-ground assistance, especially during the first 48 hours.

Of particular use were DTLB Board Chair Toni van Tonder's email about rubbish disposal and waiving of tip fees other posts from Terence Harpur and Peter Allen about sewage contamination of the creek and where to find regular civil defence updates. Councillor Richard Hills' long email on 29 January brought together a large amount of general information. Links to these were included in the MRA email and the text was also posted to the Milford Locals fb group (3,400 members). We continued to email members regularly over the next week as new information came to hand and as we developed our own pop-up community centre.

*MILFORD POP-UP COMMUNITY CENTRE, 30 Jan – 10 Feb*

- By early Monday, 30 January, it was clear this had been a once in a lifetime event and damage in Auckland was on a scale never seen before and right across the city. Norma Bott suggested that we open up the local Milford Senior Citizens Club hall as a central place people could drop in to ask questions or have a coffee and a chat. Visitors could drop off food, vouchers and household linens for those who needed them. Norma contacted Paulene Prince, President of the Milford Senior Citizens Club (MSCC), who immediately agreed. That morning the hall was set up as a pop-up community centre. Our committee member, Heather Masefield, ensured there were always hot drinks and baking available to visitors, as well as being part of all the other activities happening during the week.

- An email to members and Milford Locals Facebook group announcement said we would receive non-perishable groceries and household linens for distribution to local people affected by the floods. A sub-page of Milford Locals, Milford 2023 Flood Support, was set up solely for communications with people volunteering to help (222 members). The next five days were spent receiving, sorting and distributing goods dropped off at the Hall. People brought supermarket vouchers which we realised were the most useful item, although they also brought clothes which we had not asked for. Some volunteers felt we could not turn clothes away if people offered them. People who had lost all or some of their possessions arrived to try and find clothing/bedding/food to tide them over until they could sort themselves out, although these were relatively few in number. Many affected families had moved out of their flooded homes to family and friends, often not in Milford itself. We were very aware of the diversity of people and households flooded; there were many groups of young flatters, families with English as a second language, older people living alone, couples and families.

- Volunteers as well as donations started to arrive immediately after emails and posts went out on Monday, 30 Jan. We received linen, food, clothes, vouchers, baby car

seats, high chairs, although it was from Tuesday that the scale of donations at the hall took off.

- By the end of Tuesday 31 Jan, we were receiving more than we could handle and made an initial delivery of food to the Sunnynook Community Centre.

- Wednesday, 1 February. The donations of second-hand clothes were on an overwhelming scale. We also noted that people needing items found it difficult to identify specific clothes or shoes that were suitable for them and we were going to be left with most of the clothing.

- We announced we could only accept groceries and vouchers going forward. A large curtain-wall truck was organised - donated at no cost by local Milford residents - to take about 60% of the linen and most of the clothes to the well-organised Mangere Recreation Centre, South Auckland. This tipped our operation towards food and vouchers and we were able to think about the logistics of distribution.

- The Hall was only available to us for five days, up until Friday 3 February, as it was required from Saturday for regular bookings. The owner of the business premises at 1A Shakespeare Road, which was empty awaiting renovation, generously allowed us to move there for the next week free of charge.

- On Friday morning, there was a meeting with MRA people (Norma, Debbie, Heather) and the main volunteers to discuss how distribution should happen. Agreed to pack mixed grocery bags for families and couples, load into a trailer and door knock homes in the flooded streets and give out groceries and vouchers. Volunteers from Forrest Hill School Mums facebook group packed the grocery bags and helped shift goods to the new site at 1A Shakespeare Road. Volunteers from the Milford Dads facebook group delivered the grocery bags and vouchers on Saturday, 4 February. 122 parcels were distributed to households, along with a gift/supermarket voucher (see schedule). MRA included a two-page summary of basic information for flooded households in each bag. Note: it would be another week before Auckland Council produced its branded ‘What to do if you are flooded’ sheets in a number of languages. These were very welcome but they beg the question of what the emergency management group had been doing for the past 2, 3 or 5 years.

- The balance of the clothes, linen and food was moved to the new premises and people came in throughout the next week until it was closed on Friday, 10 March. At the end of our stay at 1A Shakespeare Road the balance of the goods remaining were delivered to St Vincent de Paul, Onewa Road and to a depot in Porana Road, Glenfield, for distribution to the community. Non-useable items were taken to the rubbish transfer station.

*OUTCOMES FROM THIS COMMUNITY PROJECT:*

*POSITIVES*

The heart and soul of the Milford community is strong. The generosity, hard work and sincerity of those who volunteered and/or donated was humbling. The centre filled a huge need in the community to give assistance to people affected.

We were able to distribute food bags and vouchers directly to affected households. This was a week after the event but still represented a community gesture the recipients appreciated very much. It showed that others cared and they were not overlooked.

Milford Residents Assn, with Milford Senior Citizens Club, recognised a need for a central place in the community for people to come together in a time of crisis and uncertainty. This was only possible because of Norma Bott's leadership and the relationship she had built with the Senior Citizens in recent years as a member of their committee. When she reached out to the Club, they trusted her and immediately said yes. MRA's email and facebook networks meant it quickly reached many local households who responded magnificently to the call for help. Personal connections within the Milford community meant that, when we asked for particular help, e.g. a truck to transport donated clothes, the use of premises for a week, people responded immediately and generously to our need.

Our local elected members and a councillor recognised the gaps in information and on the ground and acted quickly to help meet the major needs of flooded households. The local board's provision of skips for rubbish and waiving of tipping fees alleviated a significant worry for stressed people at this time.

*NEGATIVES*

Disorganisation of and simply not enough local emergency services and the administration side of Council was very evident, to the point of absence in Milford in the first days. That our association and individual elected representatives stepped into this gap simply highlights the shortcomings of the regional organisation as a whole.

The lack of any first response from groups we regularly see assisting during floods in other parts of the country, e.g. NZ Red Cross, was notable. These are groups with expertise in dealing with shell-shocked people who have experienced devastating damage to their homes. Apparently, they had not been contracted by Auckland Council to be involved in any way. Why not? Who had been contracted in their place or was the 'community' expected to carry out this response from first principles and without any training or experience in this type of work?

There was a noticeable lack of police and fire department response teams in the neighbourhood in spite of Milford experiencing very significant flooding. Why was the Army not called out sooner?

*LOOKING TO THE FUTURE – AUCKLAND NEEDS TO DO BETTER*

We fully support an enquiry into:

- how emergency management in the Auckland region is organised,
- what training structures are in place,
- whether units of professionally-trained personnel to assist local efforts on the ground exists and
- which community groups were expected to step up as first responders. Did they know this was expected of them and what training had they received.

The evidence of the Anniversary Weekend experience is that the present structures are inadequate, even non-existent, and the event must be used as a learning tool for any further emergencies.

*WHAT IS EXPECTED OF WHOM?*

MRA's view is that it is *not* the responsibility of a local residents association to provide a co-ordinated first response in such situations. Local people and by extension community groups like MRA do expect to provide help and comfort locally to affected family, friends and neighbours. As we have seen, they will respond magnificently when the need arises. However, most residents associations are run by just a handful of people, usually in older age groups, who are already pressured to do more than they ever anticipated. To overlay an expectation that they will swing into providing community-wide assistance in a crisis without any training or professional assistance is not just unrealistic but doomed to fail.

There has to be a fully-trained response team available to react to whatever situation arises. While community organisations will undoubtedly play their part and rise to the occasion, this has to be done under the direction of experts with whom local groups already have a strong relationship. In other words, there is a designated civil defence structure on the ground in local communities. We refer the Board to a recent paper published on The Conversation which sets out how the Australians discovered this necessity in their own floods in 2022, https://theconversation.com/what-australia-learned-from-recent-devastating-floods-and-how-new-zealand-can-apply-those-lessons-now-200078 and attached.

MRA as an organisation sees one of its roles as disseminating information to its members. However, this is handled by one person who has the interest to analyse the information being received and the skills to repackage it concisely into what is relevant to Milford people. We regularly receive emails from members thanking us for these communications, especially at times of uncertainty (Covid-19 pandemic, 2023 floods).

We did condense information and email/facebook Milford people regularly during the week of the floods. These communications also drove the community response to the pop-up centre operation. But, what if that person was sick or not available at the time? It would be difficult for another committee member to first gather the information together and then pass it on in coherent form. It may simply not be possible to do so. What if Milford Residents Assn simply ceases to exist? How can Auckland Council rely on such tenuous and completely unacknowledged communication links?

Websites, social media and email newsletters – there is a powerful place for each of these media to convey information. However, when Debbie tried to gather information together, she found it difficult to find basic advice on the emergency management website. Information was scattered and poorly signposted. This has to be the bedrock of basic information and easily found from home pages (Auckland Council and Emergency Management).

Social media is a powerful source of seeing what is happening on the ground right now but we believe it does not fill the role of providing basic and unchanging information. On Facebook, helpful information is posted one minute and replaced with some inane question or observation the next. We understand Emergency Management was giving advice through Twitter but believe this to be a platform not used very much by older age groups and subject to the failings outlined above. In a power outage, device batteries may not be able to be recharged. RNZ National is an important medium for breaking information and advice and this should be reinforced to the public.

*Facilities*

The absence of any Council facilities in Milford is an ongoing weakness for the area. There should be a designated area in Milford/Forrest Hill which is known to become a resource centre for victims in an emergency. Of course, this requires sufficient amenities (space, kitchen, toilet, showers) and trained staff availability.

*Elderly and vulnerable people*

Milford/Forrest Hill has a high proportion of older and elderly people, including pensioner flats and three large retirement villages/rest homes. Many older people also live alone, sometimes with family living overseas. While friends and neighbours can help in the first instance, older people often need ongoing assistance to ensure all their needs are met so they maintain their independence after such a crisis. This is a sensitive matter which needs further thought.

*FINAL REFLECTIONS*

A decade ago, when MRA was involved in Milford Mairangi Bay Community Emergency Response planning, we would receive specific guidance by email ahead of any event. We distributed these recommendations to prepare for bad weather and received many emails from members thanking us for doing so. This group and direct communications from Civil Defence Mairangi Bay were discontinued five or more years ago and, in our view, have been replaced by nothing other than an expectation that the 'community' would manage in a crisis.

Milford Residents Assn has been cast as problematic for not engaging with the Board's emergency resilience project conducted by ANCAD. Our committee members did not have the time or inclination to be facilitated in a brochure-creating exercise. We resented the allocation of a large sum of money for what would be a lot of time and talk but a minimal outcome. We believe the concept was flawed from the outset. A project focused simply at the local board level would be just words on the page and would not be translated into effective action in the absence of a commitment at Council level to establish a trained civil defence force with strong local relationships. These teams would include volunteers but they should be specially recruited as younger people who are fit and have a special interest in playing a role in

emergency situations. We believe the 2023 floods have shown the need for a cadre of trained locally-based civil defence personnel.

We also disagree with the implicit expectation that our residents association is 'responsible' that is, 'obliged' to provide an emergency response. We are a group of volunteers already pressurised to contribute far beyond what we thought we signed up for as Milford Residents committee members. The emergency resilience project seemed to us to simply assume we would organise a local response without any professional assistance, training or support. We reject that assumption totally. We did act to fill the gaps during the crisis this January as an association, its committee members and as a community. However, we responded on our own terms and organised to help people in our own way. We still do not believe it is our role to go door knocking with a clipboard because what could we offer those in distress? We have no training, no official position. We would have had no information and no assurances to give and could simply be getting in the way.

The 27 January floods have shown that the decision, however long ago, to dismantle a trained, community civil defence force was deeply flawed. This needs to be reinstated, with a strong focus on building local resources, personnel and relationships.

Milford Residents Association Inc
21 March 2023

*Appendices in one document*
Appendix 1 – Milford Pop-up Centre numbers and acknowledgements
Appendix 1A – Information page from MRA that accompanied food parcels
Appendix 2 – MRA Emails to members: A River of Rain 29/1/2023, 30/1/2023, 30/1/2023, 31/1/2023, 2/2/2023
Appendix 3 – Iftekhar Ahmed, 'What Australia learned from recent devastating floods – and how New Zealand can apply those lessons now', *The Conversation*, 20 Feb 2023.

**Tell us why**

No comment.

# Auckland Civil Defence Emergency Management Group Plan #152

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitematā

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #153

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Piha Ratepayers and Residents Association Inc.**

**Local Board:** Waitākere Ranges

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

This is an unnecessary and fiscally wasteful application of Maori inclusion. Apart from that, the text is un-comprehendible due to it's Maori content without translation !!

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

Auckland Council has failed to undertake this work in the past after having committed to do so in writing and publishing the commitment. Why should we think anything will change ??

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

Auckland Emergency Management has been in place for many years under various titles.  That did not work when we had a disaster !!  Why should we believe that anything will change ??

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

We agree because the Piha community fully understands and has in place the  four bullet point goals.

However, we have been let down and actively discouraged by Auckland Council in some of our efforts.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

This was the role of Auckland Emergent Management before the floods and Cyclone Gabrielle, but was never put in place despite assurances to the contrary.

Another failure by Auckland Council Emergency Management will surely end up in a court case.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

We have now been waiting six months for significant appropriate action from Auckland Council Emergency Management.  This is disgraceful.

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

This is exactly what Auckland Emergency Management told us they has in place before the flooding and Cyclone Gabrielle.

Hopefully, this is not once again a publication of empty words.

**8. Monitoring and evaluation**

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

We agree with what you say, but past experience tells us that this will not happen.

# Auckland Civil Defence Emergency Management Group Plan #154

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitākere Ranges

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

Unclear how this will actually benefit the emergency management, potential adverse effect on effectiveness.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

I don't know

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Should have a plan prepared in case of emergencies to assist the vulnerable in the community, especially if communication should become disrupted.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

I don't know

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

I am not confident in the ability of CDEM after the performance in the flood event and i'm not sure how to assess the level of competence currently or at any given time to know what can be expected during the next disaster.

# Auckland Civil Defence Emergency Management Group Plan #155

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Maungakiekie-Tāmaki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

During the Anniversary Day floods, it was dumb that marae were not involved straight off as evacuation sites and sites to support people. There are plenty of them around Auckland with a great deal of experience at providing for people and it seemed odd and stupid that there weren't arrangements to do so in a civil defence emergency. I always understood that one of the principles of emergency management was to avoid doing new stuff as much as possible. These marae already have physical facilities, systems, processes and people in place to support others. Therefore, it's much easier to stand them up in an emergency than a site which is only designated for that kind of use in a response and which doesn't have an active community supporting it. For the response you need the physical place AND the people to go with it - that is strengthening already existing community groups to do more rather than trying to stand something up from scratch as part of a response.

While I think the idea of involving mana whenua and mātāwaka in the Incident Management Team and Coordinating Executive Group has merit and want their voices to be heard and for them to be able to participate if they want to, I'm concerned that it could be Council abrogating its responsibility to Maori in Auckland to Maori representatives when Council should be serving Maori along with every other ethnic group in Auckland.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

## 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

The people involved in Auckland's emergency management system are much more than the people employed by Auckland Council with CDEM response responsibilities. I couldn't agree more with the comment in the draft plan that you need to build relationships before an event. Having been part of this while working in central government, the way those relationships are built and maintained is through the business as usual bureaucratic practice of multiple meetings and enforced working together of multiple government departments to deliver whatever our collective chief executives & Ministers had decided they wanted us to deliver. While there were regular exercises through the national exercise programme to test how agencies worked together, the real work of relationship building and developing an understanding of other agencies' capability and capacity and what how agencies could work together and what they needed from one another came from the business of usual day to day interagency cooperation (and lack of cooperation). I don't see this clearly in your plan. I can't see Auckland Transport & NZTA & ATEED & Police in there when the lack of coordination with them was a huge issue during the Anniversary Day floods. I would have expected there to be some kind of risk assessment and planning done by those agencies (and whoever else you need) with a strong line of communication to the private event management company around the Elton John concert. If there wasn't, you should be doing this kind of thing as a matter of course. And when you do that over and over again, you know each other, and each other's agencies' quirks and capabilities and you can work at being a little bit better each time, even if there's not a flood.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

The main thing for me is that the strong, positive and inclusive social connections we want Aucklanders to have with each other are not seen solely through a CDEM lens. It's part of wider Council's role and is achieved through a whole heap of different things. The CDEM lens and relative risk should be considered as part of that - so when Council is thinking about anything which impacts on the wellbeing and connectivity of the Auckland community it also thinks of its community building & maintaining function as part of CDEM preparedness. That is, when you're thinking of cutting community group grants, and access to libraries & community facilities, and festivals, it also impacts on our CDEM readiness.

## 5. Response

**What do you think of our proposed actions for response?**

Other

**Tell us why**

I think your agencies are too limited. You talk about CEG partners. It's silly to differentiate among the different kinds of members. You're missing NZTA which was obviously missing in action during the Anniversary Day floods - possibility others given the lessons identified post the floods.

I do wonder if there's not a better way than maintaining a pile of sites with tinned food, pasta & blankets. Is there not some way to be able to draw on supermarkets & other food suppliers if you need to?

## 6. Recovery

**What do you think of our proposed actions for recovery?**

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

Auckland seems to be missing the role which DPMC plays in coordinating across government in business as usual - everything before the response which is what creates the conditions to be able to respond. If Auckland Council CDEM is the NEMA equivalent, that's only one part and the rest isn't there. Auckland Council is an unusual creature in local government in terms of its reach and size and the size of the population it serves. So structures which might work for every other council in the country do not necessarily work for Auckland. Auckland Council should be leading a joined up programme of work about making Auckland agencies (local & central government & anyone else you can coopt) work together to manage and reduce risk across Auckland. I'm not suggesting you want to set up the equivalent of a DPMC, but that there's a gap in your arrangements made bigger I think because Auckland council is so big. There should be a something you could think of emulating from state governments overseas or from other large local bodies.

I noted earlier that there should have been some kind of joined up risk assessment of the Elton John concert to enable it to be managed well - if one was done it was obviously very poorly . It's a long time ago now, but the received wisdom from the Rugby World Cup in 2011 was that the closest that came to disaster was opening night in Auckland where it was luck & good vibes that nobody was seriously hurt in the mess and mass of people around Britomart and the fan zone which appeared to be a result of poor coordination and planning within Auckland by the agencies involved. Auckland Council should not on one hand say that it is big enough and capable enough to manage and coordinate what's going on locally in Auckland and then do a terrible job and not learn from its mistakes. If its not Council's role to bring the agencies together and coordinate across Auckland, then it needs to be somebody else's and Auckland Council needs to point at which central government agency does that and get them to do it. I can see there are some agency groupings in Auckland, but they don't look like they achieve much or are focussed on operational delivery.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Disagree

**Tell us why**

You have an Auditor General's report, the external report after the Anniversary Day Floods, presumably a slow time internally produced report on lessons learned from the Floods & Cyclone Gabrielle and prior weather events as well as the group plan. Your monitoring and evaluation needs to consider all those - including the bits of them which don't specifically align with just the

CDEM part of Council. The central government after action reports of exercises and events are usually very environmentally friendly - as in they're can mostly recycled from the previous one because little actually changes. What you have there looks like bog standard monitoring and evaluation which is liable to generate activity but change little. You've got what appears to have been a dysfunctional CDEM part of the council as well as dysfunction in how Council as well as the wider list of agencies in Auckland work together in a response, and presumably therefore in everyday life. People died. Science says that extreme weather events are only going to get more frequent and more extreme. You need to do much better. So your monitoring and evaluation arrangements need to take this into account and be more than the business as usual approach you propose if you've got any chance of success.

My off the cuff suggestion is for the government body in conjunction with central government agree 10 specific things you are going to do - I'd suggest the 10 greatest hits of the recommendations from relevant reports. Then they should be reported on to the governing body and relevant Minister. There's a Minister for Auckland - use them to hold central government to account. And get someone who's not in Auckland Council CDEM to do the assessment and the reporting. It's entirely possible for bureaucrats to fudge such things so you want someone independent. It could just be a different disconnected part of Council rather than consultants. Or give it to someone in central government to do and let them provide the resource.

You need culture change in Council and across the other agencies in Auckland. That's hard, slow and long. The best example of seen of a review which led to this is the Commission of Inquiry into Police Conduct which identified a range of recommendations and had the Police report publicly on them to the Auditor General (and interested public) quarterly for a decade.
https://www.police.govt.nz/about-us/nz-police/commission-inquiry

**Auckland Council Draft CDEM Group Plan Additional Comment**

This is a postscript to my submission, but also the reason why I submitted in the first place.

It appears that CDEM plans across the country do not do a very good job of assessing the risk from terrorism, at least in part because they do not have the information necessary to be able to make that assessment.

This was observed by the Royal Commission into the Terrorist Attack on the Christchurch Mosques which wrote in its chapter on information sharing

*The national security system involves wider groups of Public sector agencies, local government and civil society than those on the distribution list for assessment products on terrorism threats in New Zealand. Those agencies and groups require information to be able to inform their own plans and activity. An example is Civil Defence and Emergency Management groups, which are required to identify, assess and manage all relevant hazards and risks.[143] The statutory definition of "emergency" is not limited to natural hazards,[144] which means these groups are required to develop and implement Civil Defence Emergency Management plans for the risk from terrorism.[145] Most of these plans assess the threat and risk from terrorism. Nothing we saw indicates that these plans were consistently informed by the Combined Threat Assessment Group assessments or the terrorism risk profile in the National Risk Register (see Part 8, chapter 3).*
(https://christchurchattack.royalcommission.nz/the-report/part-8-assessing-the-counter-terrorism-effort/information-sharing/)

This was carried through to the Royal Commission's recommendations

*Public sector agencies involved in the counter-terrorism effort should consider whether they need more staff who have security clearance to access highly classified information. Agencies should ensure that their security cleared staff are able to easily access facilities and information management and technology systems to be able to review relevant highly classified information as required. This, however, should not be undertaken in place of shifting the Public sector mindset to see the need to know principle as enabling. Rather, it should be undertaken in conjunction with that shift in mindset to ensure that information is able to be shared and accessed more effectively. Special attention should also be given to the need to know principle as it applies to local government including the emergency management structures at the local and regional level.*

***Recommendation 9***

*We recommend that the Government:*

***Direct** the new national intelligence and security agency (Recommendation 2), and in the interim the Department of the Prime Minister and Cabinet, to improve intelligence and security information sharing practices, including:*

1. *driving a change in approach to the need to know principle across relevant Public sector agencies, with special attention given to local government including the emergency management structures at the local and regional level, to ensure it enables rather than just restricts information sharing; and*

(https://christchurchattack.royalcommission.nz/the-report/findings-and-recommendations/chapter-2-recommendations-to-improve-new-zealands-counter-terrorism-effort/)

The change in approach to the need to know principle to which it refers is about trying to encourage national security agencies to think about who else needs to know the information they hold and to share it accordingly rather than using "need to know" as an excuse not to share information. This is the relevant bit from the Royal Commission report

***"Need to know"***

*38*

*Once a person has a relevant national security clearance and access to a secure physical space and network, the "need to know" principle applies. This principle means that a person should only share classified information with others who hold the right level of national security clearance and who need it to do their work. It also means that the risk associated with sharing information is borne by the person sharing it.*

*39*

*We would like to see Public sector agencies who produce classified information thinking hard about what "need to know" means for the information they hold and share for the purposes of the counter-terrorism effort. Our sense is that Public sector agencies are thinking about it in more restrictive terms – as a rationale for not sharing information. But the "need to know" principle is consistent with a positive or enabling mindset, which encourages Public sector agencies to think of what information they hold that other Public sector agencies might benefit from.*

*40*

*Deciding whether someone else or another Public sector agency "needs to know" information requires an appreciation of what that person and Public sector agency does in the counter-terrorism effort and how that information might be useful to them. This includes not just the counter-terrorism agencies, but also those involved in the wider counter-terrorism effort, including, local government who have a role to play. We are not confident that this knowledge and perspective is widespread in the relatively insular agencies that produce most highly classified information.*

(https://christchurchattack.royalcommission.nz/the-report/part-8-assessing-the-counter-terrorism-effort/information-sharing/)

You'll note that local government and the development of CDEM plans are referred to specifically in the report. It's not clear from the draft CDEM plan whether your risk assessment process was informed by the national security system's best assessment of how it expects the terrorism, civil unrest and cyber threats and risks to the country to evolve over the period the plan covers. My impression from reading it would be that it is not. It should be. You should expect that information to be provided to you in a usable form. Police representation in your risk assessment process is no substitute. If you do not have it, you should ask for it.

I see that you've chosen not to show your assessment of the likelihood and consequence of the risks you identify, and just give the final risk rating. This is a change from your past plans and is not as

transparent. It's hard to contribute to your terrorism risk assessment without being able to see that basic information.

Your draft plan was published before NZSIS released their 2023 assessment of the security threat environment (https://www.nzsis.govt.nz/assets/NZSIS-Documents/New-Zealands-Security-Threat-Environment-2023.pdf). That assessment reiterates that the national terrorism threat level has been assessed as being low since November 2022. Prior to that, it was medium. In my experience, when central government agencies prepare risk assessments for major events, as a contingency, they prepare for the threat level to be one higher than the current assessment. Given the length of time the group plan covers, you should consider doing the same.

The NZSIS assessment unhelpfully only covers this year, but it does say that it expects next year's one to have added layers of complexity.

It's entirely possible that central government has a risk register which includes the risk from terrorism at a national level, rather than just the threat. You should ask. (I'm not saying this because I know there is one, but because the Royal Commission report refers to there having been one so its not unreasonable to suppose that it might have been updated).

While you refer in the draft plan to there being mechanisms to responding to changes in the assessed risk, it's not clear how real they are. Following the Christchurch terrorist attack the national threat level sat at medium until November 2022 (possibly with a short time at high in the immediate aftermath) after having been at low or very low in the years prior to the attack. Apart from in the immediate aftermath of the attack, there does not appear to have been any public facing reflection should have been a step change in the terrorism risk in Auckland from Auckland council. In which case, based on past performance, why should we assume that the assessed risk (and subsequent change to work plans and priorities) would change if the terrorism threat level were to change? If there is indeed no mechanism to deal with a change in the threat level, then you should consider planning based on a plausible range of threat levels over the period the CDEM plan covers.

Writing this I'm wondering if you're wondering what you could even do and if you should be doing anything as it's easy to think of terrorism and violent extremism as something which is a central government responsibility. The work of identifying & managing potential terrorists is. But there's a whole pile of stuff council can do in developing the kind of social environment in which terrorists are less likely to form, and where there is enough trust in authorities in general that people who might be concerned about someone turning to violence of any kind reach out for help. There're also things council can do about making its facilities and events harder targets for a violent attack as well as having plans in case there is one and ensuring that it's included in the exercises you do in Auckland.

Council obviously has many priorities and a limited budget. While there's loads of stuff you could do, it doesn't mean you should necessarily. Despite how this may read, I'm not trying to advocate for a particular solution or response. My concern is that you're basing your risk assessment on incomplete and poor information. You need to have the best assessment of the terrorism risk in Auckland you possibly can so you can make informed decisions about how to allocate that budget and other resources. That needs information central government holds, and from what I can infer from reading your report, has not provided you. This appears to hold equally for the cyber risk.

Some final bullet point comments in no particular order:

- Your risk reduction action plans seem all about natural hazards, and it should include human derived hazards as well. And have a lead in council for this.
- The National Cyber Security Centre is the lead response agency for cyber attacks rather than Police (https://www.beehive.govt.nz/release/government-strengthens-cyber-security, https://www.dpmc.govt.nz/sites/default/files/2021-08/New%20Zealands%20Cyber%20Security%20Emergency%20Response%20Plan.pdf)
- Your language around cyber-attacks reads as being a bit off. Something can fall over because it's pushed or because it was poorly constructed. The cyber people talk about a cyber security emergency and define it by what it disrupts and the impact rather than the cause. (https://www.dpmc.govt.nz/sites/default/files/2021-08/New%20Zealands%20Cyber%20Security%20Emergency%20Response%20Plan.pdf). It could be a cyber attack, or it could just be a badly designed and/or maintained system falling over for whatever reason. Your wording around cyber criminals causing cyber attacks is off too – it could be foreign governments, which isn't what you normally think of when you think of cyber criminals.
- Given the previous two points appear to indicate that you didn't have anyone involved in the preparation of this document and potentially therefore the assessment of the cyber risk who know much about cyber security.
- Your definition of terrorism "Terrorism events involve the use of force or violence against people and property to further a cause through intimidation of governance and the general population" says "governance" when I think you mean "governments".
- Your characterisation of support to the lead agency in a national security response is not quite right. For the civil unrest etc description you write "AEM supports the NZ Police in during times of civil unrest. . ." Police might be the lead agency, but the reason there has to be one lead agency is because it's a multi agency effort. What AEM is supporting is that multi agency effort, not Police specifically, or only Police, or even through Police to that multi agency effort. And surely that's Auckland Council providing the support rather than just AEM? But with AEM being the lead within Auckland Council?
- I'd have the same comment wherever you talk about just providing support or assisting the lead agency eg "AEM assists the Ministry for Primary Industries where welfare and logisitcal support is required, such as emergency water supplies". [Note the spelling mistake there is yours – that was a copy & paste]. You're not assisting MPI specifically, you're contributing to a multi-agency response which MPI leads. Also, this only talks about the assistance provided by AEM, when surely council has a much wider role around responding to a drought than this and that is Council's contribution to the multi agency national effort rather than just what AEM can do?

Finally, thank you for reading this and for giving me the opportunity to submit. I'm sorry it's not shorter or more carefully constructed but I'm writing with limited time and also with limited knowledge of council structures and ways of working. Forgive me any errors as a result of that. I'm happy to answer any questions about the submission or talk more generally about the issues I've raised.

# Auckland Civil Defence Emergency Management Group Plan #156

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Māngere-Ōtāhuhu

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

In Table 8 in the draft plan, I note that Companion Animals are included in Social Environment, and Impacts to iconic flora and fauna species is included in Natural Environment. I would encourage the inclusion of Production (farm) animals and rural sector to be considered in Social and potentially economic environment. Commercial farming may not be a major industry in Auckland but there are still considerable numbers of farm animals in Auckland, and also those on lifestyle blocks that lean towards production rather than companions.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Is there anywhere that would be suitable to include the Tamaki makaurau Auckland Reigonal Animal wefare emergency management plan?: https://www.mpi.govt.nz/dmsdocument/53457-Auckland-Animal-Welfare-Plan

This is a huge piece of readiness work in the animal welfare space which is important to consider in readiness.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Other

**Tell us why**

Animals are an integral part of Auckland communities and families. In the Draft Group Plan, I would recommend having the line about animal welfare as it's own bullet point rather than as a part of protection of natural and physical resources. Furthermore, I recommend in the first bullet point to consider amending it so that it says; safety and wellbeing of people and their animals. We know that human welfare is very dependent on animal welfare, and in other parts of the document human and animals are mentioned together which is good to see.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #157

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Waitematā

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Mana Whenua often have marae that can be used to house people, as we have seen in past events. The partnership would be good, but it needs to be properly resourced - we should not expect hapu to drop everything to help the wider community in a disaster.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Cargo bikes & trikes / commuter bikes with panniers are excellent vehicles for disaster response. There should be a fleet of cargo bikes/trikes deployed around the region that can be used to transport vital goods and supplies. Bicycles can go where motor vehicles can't, and often cannot in a disaster.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Cargo bikes and trikes can assist with community readiness. There are a number of cargo bikes/trikes in the region in various households - efforts need to be made to understand where these are, and to knit owners into a response readiness network that can be deployed in the event of an emergency.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Cargo bikes & trikes / commuter bikes with panniers are excellent tools in providing an effective response to an emergency. They can be deployed quickly, and can travel long distances over varied terrain - motor vehicles often cannot access the same distance, or are often stymied by terrain.  Deploy a fleet of maintained cargo bikes across the region for emergency response.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Cargo bikes & trikes / commuter bikes with panniers will be a very effective tool in recovery as they can operate across different terrain and are not constrained by the need for fuel (aside from fueling the cyclist).

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

There needs to be standard set of monitoring evaluations, and methods for identifying areas for improvement. A system is only as good as its last monitoring activity.

# Auckland Civil Defence Emergency Management Group Plan #158

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Good to have various approaches to get the best result

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

A proven methodology for risk management.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Untied we stand divided we fall.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Communities are very aware of what has happened and possibly how it happened so it is important to equip them to get on with it.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

No good having a great plan if the personal implementing aren't clear on why and how. They should also be involved in forming the strategic direction so there is ownership and everybody is onboard.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #159

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Rodney

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

It is important to understand the historical and manu whenua knowledge of areas in terms of learning from the past to prepare for the future. It is also important to understand ALL the different cultural requirements in terms of disaster response to ensure that it is effective.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Disagree

**Tell us why**

The issue we have is that the local authority is not investing adequately in quantifying , managing and in particular communicating risks to communities. This seems to be missing from the focus points above.

There is no mention of opportunities, where improving one aspect will reduce risk on another. For example building wetlands in the upper catchment will reduce floods int he lower catchment Providing a standby generator in higher risk communities to power essential assets like cell

towers, a community hall to power cellphones, cooking, and in some cases like sewage pumps to stop contamination.

There is no mention of striving for "fail-safe" infrastructure to minimise damage. The Christchurch and Waimakariri sewage discharge system continued to operate after all earthquake events as they were designed to do. PE pipe outperformed all other types in these earthquakes and the Gisborne floods many years ago. This was despite the pipes moving. There are many many more ways of future proofing or making our infrastructure fail-safe.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

There seems to be an overall lack of togetherness between the utilities, roading, water, power . comms and health . There needs to be better high level and committed coordination.

All of the community infrastructure features are interlinked in one way or the other so all must work together.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

The risks need to be better communicated together with simply ways to reduce individual landowner risks. Escape pathways need to be well known.

### 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

One wonders why the use of satellites as a backup for land based  comms and knowledge gathering systems is not more widely used. Why can't we have a button on everyone's phone that the can push to advise of immediate issues during an emergency situation. Namely it can only be activated on a trigger by civil defense to turn on the system.

Can AI technology allow for the modelling of a series of possible events or cascade of events to help understand wider geospatial impacts?

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

It seems the largest issue people face after grief is yet more grief in dealing with their insurance companies. There needs to be much clearer support and guidelines and probably legislation in managing how insurance companies react and to force them to response within a reasonable time period not like months or years.

In many cases the design repairs could be standardised based on knowledge of similar solutions, at least for temporary situations. Bailey bridges are a case in point, but they need to be reality available and the foundation piers able to be placed at short notice even if design is OTT

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

See previous comments regarding the various agencies. It would be good to reduce the number of different agencies within governance one has to deal with.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

This seems to be very vague and directionless as the statements are obvious without any detail of how this will be achieved in practice.

# Auckland Civil Defence Emergency Management Group Plan #160

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Komiti Marae Orākei Trust of Ōrākei Marae.**

**Local Board:** Ōrākei

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Inclusivity leads to more informed decision making and how it will impact on those groups who are usually disadvantaged socially, economically.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Must plan better so we are not building on flood plains, on cliff edges and near the sea, streams, creeks, waterways etc.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Keep Marae informed across Tāmaki with wānanga, workshops and comms.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

However, are there likely to be alarm systems near our most popular beaches?

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Keep Marae throughout Tāmaki fully informed.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #161

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Albert-Eden

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

Jan 26 flood demonstrated that iwi could mover quicker and in a more responsive manner than centralised systems through established whānau and community networks. They should have been at the table already.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

To a point this is not active enough- robust is an overused word. Elaborate what determines robust. This does not address past shortcomings to preparedness and functional delivery.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Again to point but again how will it be different from the past decade of operational readiness.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

To point but again where is the assurance that will not have a repeat of 26 Jan.

**6. Recovery**

**What do you think of our proposed actions for recovery?**

I don't know

**Tell us why**

I wasn’t directly affected there are people who better place to inform the recovery approach.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

When it comes to a crisis the person/s leading in planning and preparedness etc are not necessarily the best.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #162

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Howick

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

The proposed approach sounds good to me, but I think the opinions of mana whenua and mātāwaka should be more important on this question.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

I think this is a sensible overall approach. I think it is very important that as part of the 'steps to prevent and/or manage', the role of preventative actions that can address a number of risks - like pursuing emissions reductions to limit the worst effects of climate change - is prioritised. I think it's essential that, at the same time as preparing for more frequent, intense, and variable impacts from the natural environment, we also do everything in our power to mitigate the driving forces of climate change so that those impacts can be reduced or prevented.

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

I think the proposed approach is generally good, and am very glad to see the focus on community resilience and connections. Where possible, I would love to see the importance of community connectedness for disaster resilience feeding into the implementation of a wide range of initiatives that make it easier for all of us to know our neighbours and local communities. For example, making neighbourhoods safer to walk and bike in, and for children to play in, so that we have more chances to meet each other in person. And, supporting community and cultural events.

### 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

I think the response plan is reasonable.

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

I am most interested in how recovery can support improved resilience and wellbeing, making sure that community connections are strengthened, nature is restored, and any damage to the built environment can become an opportunity to build better for the future.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

The proposed response looks sensible to me.

# Auckland Civil Defence Emergency Management Group Plan #163

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Kaipātiki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

our best chance to reduce instances of extreme weather is to reduce emissions; and supporting people to switch to bikes is a key way to reduce emissions!

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

cargo bike trials would assist with readiness, response, and recovery

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

community cohesion is important for response and recovery; and more people on bikes builds community cohesion!

**5. Response**

**What do you think of our proposed actions for response?**

Other

**Tell us why**

a more diverse transport system including safe options for getting around by bike, will have a better, more agile response during emergencies. It would speed up recovery as well

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

a more diverse transport system including safe options for getting around by bike, will have a better, more agile response during emergencies. It would speed up recovery as well

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #164

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** I don't know

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

I agree. But this must be a meaningful representation. CEG partners don't have much steer over Auckland Council as it is so you must ensure the terms of reference for the CEG are facilitating contribution.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Note that asking communities to be prepared if there aren't any multi-agency hazard and response specific plans in place isn't appropriate. How can communities be prepared for their own evacuation if the CDEM partners haven't come together to plan for, prepare for, exercise, and improve processes for evacuation on a multi-agency level?

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

I agree, but wasn't this in the current Group Plan? This needs to be followed through on.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

Yes, but as per my comments above - you must ensure the CDEM group have proper plans within agencies (and across multi-agencies) to be prepared for emergencies before you can expect communities to be ready. What are the community being asked to be ready for? What are AEM and the CDEM group doing to ensure they are prepared to support the community in the first place?

### 5. Response

**What do you think of our proposed actions for response?**

Other

**Tell us why**

Response personnel are not just trained but have experience in leading and responding to incidents (and not just in an exercise simulation experience - real life, actual, experience in responding to incidents). Where is this showing that leadership have a strong grasp of legislation and their powers in a response?

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Disagree

**Tell us why**

"We want to ensure strategic direction, roles and responsibilities are clear and understood" "We plan to focus on supporting engaged and active leadership that can direct and manage CDEM".

this really is the bare minimum... This should be understood before appointments are even made. If you can't direct and manage CDEM, why are you in the position of directing and managing CDEM? This needs to go further than just the absolute bare minimum expectation for management and governance.

**8. Monitoring and evaluation**

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Again, this was in the current CDEM plan. Will this actually be followed up on?

# Auckland Civil Defence Emergency Management Group Plan #165

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Federated Farmers NZ**

**Local Board:** Regional organisation

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Other

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

#165

# SUBMISSION

**TELEPHONE** 0800 327 646 I **WEBSITE** WWW.FEDFARM.ORG.NZ

To: Auckland Council

Date: August 31

Submission on: Auckland Civil Defence Emergency Management Group Plan

Submission by: Auckland Federated Farmers


[redacted]
AUCKLAND PROVINCIAL PRESIDENT
Federated Farmers of New Zealand
**M** [redacted]
**E** [redacted]

Address for service: [redacted]
SENIOR POLICY ADVISOR
Federated Farmers of New Zealand
**M** [redacted]
**E** [redacted]


## 1. INTRODUCTION

1.1. Auckland Federated Farmers of New Zealand (**Federated Farmers**) appreciates this opportunity to submit on Auckland Council's Auckland Civil Defence Emergency Management Group Plan consultation document.

1.2. We acknowledge any submissions from individual members of Federated Farmers.

1.3. The Auckland province of Federated Farmers has approximately 425 active members, who are also your rural ratepayers.

1.4. Federated Farmers is conscious that there may be significant 'consultation fatigue' out in the community, following the annual plan consultation process and 18 months' worth of significant central government proposals.

1.5. Our members do not want their busy silence to be misconstrued as disinterest in the proposed CDEM Group Plan. Given the challenging regulatory and economic environment we are currently in, we acknowledge this may result in a low response rate from the farming community.

1.6. Federated Farmers acknowledges the importance of adverse events management and the unique challenge involved with New Zealand's biggest urban centre. The focus of this submission however will relate to the rural setting, where many of our members, farmers and farming communities are based.

1.7. While Auckland is New Zealand's biggest urban hub, it also hosts a considerable population outside of these areas with a mix of activities that contribute significantly to New Zealand. Auckland Council acknowledges this within the consultation document, giving the following figures:

- Agriculture in the region includes over 2,000ha of grain and more than 9,000ha of horticultural land.
- Sheep, dairy, deer, and beef are farmed within the region, with over 240,000 cattle across an excess of 150,000 ha of farmland.

1.8. Federated Farmers is committed to ensuring the support and recovery of our members in an adverse event, this has been a core consideration when drafting this submission. The requests within this submission align with the work being done in this space, including but not limited to, work around banking, tax obligations, stock feed and the direct clean-up work being undertaken by the Farmy Army.

1.9. Farming families and rural businesses have strong local connections and networks and in general, families and businesses based in rural areas have experience with adverse events and continue to display resilience and the capacity to endure and respond. Significant adverse events such as storms and flooding, heavy snowfall, and earthquakes can, however, have particularly severe and unique impacts on rural communities which can easily become isolated for extended periods of time (with no road access, no power, and no way of communicating with the outside world).

1.10. What we are looking for nationally to provide for a consistent adverse events response is the following:

- Required understanding of rural (including farming/farming communities) at all levels of response.
- Recognition and collaboration with key rural representative groups. In the Auckland context this is the Rural Advisory Panel (RAP).
- Recognition of the importance of rural issues such as isolation, infrastructure vulnerability and animal welfare.
- Key organisation/participants are covered, with a clear structure outlined with roles and responsibilities.

**2. GENERAL COMMENTS**

2.1. Federated Farmers supports much of the work already done by the Auckland Council in the current draft CDEM group plan. While our impression on the document and proposed plan is generally positive, we have taken the opportunity to suggest further additions and clarifications related to rural townships, farming and farming communities.

2.2. The plan already captures some of the challenges that rural populations face, however these things should be expanded.

2.3. Further, we consider that the development of local Community Resilience Plans is critical to ensuring an appropriate and timely response to a disaster or emergency.

2.4. The plan currently provides insufficient information for local communities on what Auckland Emergency Management will do in an emergency. Including the role of elected members in an emergency, and what support will be provided by the Council to local communities in an emergency.

2.5. Federated farmers requests that work plans and operational processes that include this level of detail be progressed and from part of the framework.

2.6. Local boards will form a key part of the response and need to be adequately covered in the plan and be supported in preparation and execution of their functions to ensure better outcomes for these communities.

2.7. On page 50, Local board response plans are mentioned. To provide clarity of the roles and responsibility here, this should be expanded to include the purpose of and process of developing these.

2.8. A key issue we are facing is that members of the public don't understand what they should do or where they should go in an emergency. In the past people knew to go to a local dedicated civil defence emergency shelter if there was a disaster and they needed help. This is no longer the case and should be accounted for within the plan.

2.9. In some communities mana whenua marae and iwi organisations provide significant community support during adverse events. We suggest that where this occurs, the Council fund mana whenua marae at a level that enables marae to be functional Community Emergency Hubs during emergencies.

2.10. In areas outside the urban areas of Auckland, local facilities often have more than one function, however with the Council's departmental structure based on function rather than geography, this means departments consider facilities solely with their departmental 'lens', rather than considering all the functions of facilities in isolated locations. We suggest cross-department collaboration is needed so that 'emergency response' is not considered in isolation when looking at facilities.

2.11. Rural halls can be safe places for communities to set up their own local community response centres. However, members have expressed concern that the Council does not adequately fund rural halls as Community Emergency Hubs.

2.12. Some boundaries for important services, including for Fire and Emergency, New Zealand Police, St Johns do not align with council boundaries. This is particularly evident in the Franklin Local Board-Waikato District Council area. This needs to be understood, documented and contacts kept up to date in all work plans and operating procedures.

## 3. RURAL VOICE (INCLUDING FARMING AND FARMING COMMUNITIES)

3.1. While there are mentions of some of the groups involved in this space, Federated Farmers recommends this forms a key part of the plan. rural voice is essential to ensure better outcomes for people outside of urban centres.

3.2. The inclusion of the Rural Support Trusts and the specified Rural Advisory Groups (Northland Adverse Events Team and the Waikato Primary industry Cluster groups) on page 50 is key here. Federated Farmers consider the Rural Advisory Panel (RAP) to be the best group to be included at a minimum. While there are additional benefits to including other rural groups, the RAP in most circumstances across the country has shown to have some of the best representation, and a has a wide reach.

## 4. ISOLATION

4.1. While Isolation is mentioned on page 19 in the Rural Auckland Te Tuawhenua o Tāmaki Makaurau section in the context of spreading fire we request that this is expanded further. Isolation is a much larger issue and can occur during virtually any adverse event.

4.2. Isolation, while key to people in the rural and farming landscape, extends to all people who could be cut off during a crisis. It is key that the plan covers who is responsible and how these people will be reached. This will also need to be reflected in the local board plans.

4.3. In many rural areas there is vulnerable infrastructure, including unreliable internet and mobile connectivity, often reliant on electrical supply. If the power is down, there will need to be alternative measures to get messaging through.

4.4. Slips and rivers can easily box people in and cut off key routes, there need to be consideration to these vulnerabilities within the framework. For example, rural populations need to be enabled restore key routes e.g., by removing dirt and fallen trees from roads.

## 5. ANIMAL WELFARE

5.1. Animal welfare is briefly mentioned on page 50 and page 61 but should be expanded as the lives of livestock, working animals, and pets are critical to both livelihood and wellbeing.

5.2. A farmer will check on their animals at the risk of their own safety. The same goes for pet owners. For this reason, it needs more recognition within the framework. People need to be clear on what can and can't be done in these circumstances. They are often stressful conditions with tough decisions that need to be made.

5.3. Examples of things that need to be considered are, injured animals that need to be put down, removing slips so that animal feed can be transported to isolated animals or going into a dangerous environment to rescue the family dog.

5.4. Federated Farmers suggests the framework covers welfare services for both people and animals.

Federated Farmers thanks Auckland Council for considering our submission.

**About Federated Farmers**

Federated Farmers is a not-for-profit primary sector policy and advocacy organisation that represents the majority of farming businesses in New Zealand. Federated Farmers has a long and proud history of representing the interests of New Zealand's farmers.

The Federation aims to add value to its members' farming businesses. Our key strategic outcomes include the need for New Zealand to provide an economic and social environment within which:

- Our members may operate their business in a fair and flexible commercial environment;
- Our members' families and their staff have access to services essential to the needs of the rural community; and
- Our members adopt responsible management and environmental practices.

This submission is representative of member views and reflect the fact that local government plans, policies and spending impact on our member's daily lives as farmers and members of local communities.

# Auckland Civil Defence Emergency Management Group Plan #166

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Equal Justice Project**

**Local Board:** Regional organisation

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

**5. Response**

**What do you think of our proposed actions for response?**

Other

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

#166

Auckland Council
Attn: CDEM Group Plan
Private Bag 92300
Auckland 1142

**SUBMISSION TO THE CIVIL DEFENCE AND EMERGENCY MANAGEMENT GROUP PLAN**

**Introduction**

The Equal Justice Project ('EJP') welcomes the opportunity to provide this feedback to the Auckland Council Civil Defence Emergency Management Group Plan ('Draft CDEM Group Plan').

As noted in the Draft CDEM Group Plan, Auckland Council is reviewing its Civil Defence Emergency Management Group Plan. The plan describes how Auckland Council works with its partners and the community to prepare for, respond to, and recover from disasters. The plan also sets the direction for Auckland's Civil Defence Emergency Management system. It outlines: the mission and objectives; how these will be achieved, and how Auckland Council will measure its performance. As a consequence, Auckland Council is seeking feedback on its approach to building resilience in Auckland's Civil Defence and Emergency Management system over the next five years.

The EJP is a non-partisan pro bono charity that utilises law students' legal training and knowledge to advocate for change, including the promotion of effective climate action in Auckland.

By way of an initial introduction, following the release of the third Intergovernmental Panel on Climate Change (IPCC) on 4 April 2022, the UN Secretary-General said that:

> "We are on a fast track to climate disaster. Major cities underwater. Unprecedented heatwaves. Terrifying storms. Widespread water shortages. The extinction of a million species of plants and animals. This is not fiction or exaggeration. It is what science tells us will result from our current energy policies. We are on a pathway to global warming of more than double the 1.5°C limit agreed on in Paris. Some Government and business leaders are saying one thing, but doing another. Simply put, they are lying. And the results will be catastrophic. This is a climate emergency."

More recently, the Intergovernmental Panel on Climate Change (IPCC), in their Sixth Assessment Report, released on March 20, 2023 at the Panel's 58th Session, declared that:

"Global warming is more likely than not to reach 1.5°C between 2021 and 2040 even under the very low GHG emission scenarios (SSP1-1.9), and likely or very likely to exceed 1.5°C under higher emissions scenarios. Many adaptation options have medium or high feasibility up to 1.5°C (medium to high confidence, depending on option), but hard limits to adaptation have already been reached in some ecosystems and the effectiveness of adaptation to reduce climate risk will decrease with increasing warming (high confidence)."

Auckland Council declared a climate emergency in 2019, with commitments to provide government leadership and incorporate climate change considerations into all work programmes and decisions.

Under Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan, the Council adopted a goal to reduce net emissions by 50% by 2030, while aiming for net zero emissions by 2050.

Importantly, from the EJP perspective, Te Tāruke-ā-Tāwhiri acknowledges that: "Climate change also creates intergenerational inequity. If we do not act, we risk leaving a significantly different and less habitable world to our children and our children's children." As a consequence, Te Tāruke-ā-Tāwhiri highlights the importance of Te Reo Rangatahi: the rangatahi voice as being unique and critical in addressing climate change.

Central Government declared a climate emergency on 2 December 2020.

**Our Feedback re climate change and the CDEM:**

We note that the Draft CDEM Group Plan makes numerous references to the threats and issues from climate change. We would like to highlight the following but also believe the tracked changes we suggest should be incorporated into the Final CDEM Group Plan.

> "As recent events have shown, the effects of climate change will are likely to increase threats to indigenous species and ecosystems through storm damage, landslips and the spread of invasive species. Aquatic ecosystems will are likely to suffer from increased flooding, erosion, and sedimentation. The native species and ecosystems of Auckland are also at serious risk from biosecurity threats." (page 15)
>
> "Risk and climate change Te tūraru me te huringa āhuarangi
>
> The impacts of climate change will change the way we experience disasters both directly and indirectly. Weather-related natural hazards (e.g. severe widespread storm, drought, severe thunderstorm) or those compounded by the weather (e.g. landslides) will may become more frequent and intense, and sea-level rise will may expose more communities to coastal hazards (e.g. tsunami, storm surge). The changing climate will may also impact our adaptive capacity and create challenges for recovery from disasters (e.g. more frequent nuisance flooding will may cause long-term management challenges).
>
> While not directly incorporated into the risk calculation, the 5 year reassessment cycle will allow us to incorporate the latest science and understanding of the changing climate into our scenarios and severity determination. The granular assessment of elements across the four environments will also allow the identification of which parts of our communities are particularly vulnerable to multiple hazards, including those hazards sensitive to the impacts of climate change.
>
> Auckland Council takes a long-term view of climate change through Te Tāruke-ā Tāwhiri Auckland's Climate Plan. Additionally, all decisions put before Auckland Council committees, including the CDEM Committee must outline their climate change implications or impact. This encourages both mid-to long-term impacts of climate change to be considered in Auckland CDEM work programmes and plans." (page 31)."
>
> "Strategies and plans Ngā Rautaki me ngā Mahere
>
> Strategies and plans apply the research and set out the approach to risk management in a range of settings ...
>
> *Te Tāruke-ā-Tāwhiri Auckland's Climate Plan*
>
> The climate is changing, and with it, the way our communities experience disasters will change too. Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan is the Auckland Council roadmap to a zero-emissions, resilient and healthier region that is better connected to our environment and able to thrive in the face of ongoing change and disruption. Within the plan are strategies to better understand the influence of the changing climate on our hazard landscape and it describes how the plan will interface with the Natural Hazards Risk Management Action Plan and the activities of AEM in reducing or managing hazard risk to our communities." (page 39)."
>
> "What we need to focus on Hei aronga mā tātou
>
> Climate change is increasing the frequency and severity of weather-related hazards. Local hazard modelling and risk assessments need to be regularly reviewed as climate change

> assumptions evolve and new data becomes available. Our risk assessments need to remain up to date to inform natural and built environment planning and decision-making to reduce and manage risks and prepare ourselves to respond to and recover from events effectively. These challenges are not Auckland-specific; they will present issues for much of New Zealand. National policy on risk reduction and climate adaptation options would support a safer built environment, with flow on effects for the safety of people." (page 42).

We note the statement on page 31: "While not directly incorporated into the risk calculation, the 5 year reassessment cycle will allow us to incorporate the latest science and understanding of the changing climate into our scenarios and severity determination." We ask why Auckland Council's understanding of the changing climate has not been directly incorporated into the risk calculation.

**National Adaption Plan:**

In the draft CDEM Group Plan, the role of the central government in policy development has been briefly referenced on page 103. As a general submission for the Draft CDEM Group Plan, the EJP recommends that the Council incorporates and acts consistently with New Zealand's National Adaption Plan in terms of response, recovery and the long-term monitoring of the impact of climate change events. We recommend that the CDEM Group Plan explicitly recognise the National Adaption Plan and have specific processes to monitor and evaluate its compliance with the National Adaption Plan and make appropriate adjustments according to future developments in the policy.

The plan presents New Zealand's long-term strategy for climate change adaptation and will be reviewed every six years by conducting a risk assessment. It offers a guideline on how national and local governments can better work together to build resilient communities through housing, infrastructure and the economy. As New Zealand's biggest city with the highest population count and density, it is important to coordinate efforts with the central government, given the scale of the resilience-building effort.

The National Adaptation Plan was created in 2022 and assesses the impacts of climate change on individuals and communities and outlines the options available for people in Aotearoa to adapt. This aligns with the UN-recommended practise under the UN Framework Convention on Climate Change and the Paris Agreement.

Chapter 9 of the National Adaptation Plan recognises that you is a distinct community with different needs, interests and backgrounds. As part of the objective to help communities build adaptive capacity, focussing on different youth perspectives is vital to reduce inequity. EJP emphasises the need to recognise the different backgrounds and cultures of Auckland's diverse youth community and their potential to build resilience in their communities.

> **International Case Studies on Adaption and Climate Resilience: In Schools and Education Settings**

In the draft CDEM Group Plan, CDEM Group has stated its commitment to growing meaningful partnership with mana whenua and matawaka. The plan specifically recognises kia rite, kia mau as an educational program supporting rangatahi in preparedness and disaster resilience that incorporates tikanga Maori. EJP recognises and supports this commitment and wants to further draw the Council's attention to international education cases prepared and analysed by the Global Centre of Adaption, Centre for Environment Education and Foundation for Environment Education. Based on 15 case studies across the Americas, Africa, Europe and Asia-Pacific, the report proposes relevant recommendations on how to better improve educational programes to recognise the diverse needs of youth and the leading role that youth can play in building climate resilience. Auckland is a super city that spans across the Hauraki Gulf and the home to youth from many different cultures and backgrounds. As a result, youth in different location may experience different climate related risks in

the future, a responsive, localised approach is necessary. EJP recommends the council to continue to improve its educational arrangements in line with the findings in the report at page 41 and 42, particularly the following:

- Adaptation education needs to be contextualized to address local climate change impacts that learners can easily connect with
- Local, traditional and indigenous knowledge is vital to adapt to the various impacts of climate change.

- Children and young people can learn from each other's experiences and share best practices to replicate successful climate adaptation projects.
- The significant impacts of climate change on livelihoods make knowledge of alternative employment opportunities critical, particularly for young people
- Although schools can implement small-scale projects, dedicated financial support is required for further replication, wider reach, and to ensure the projects' sustainability.

**Our Detailed Feedback**

We include below more detailed feedback on your specific questions.

***Mana whenua and Mātawaka partnership***

*Auckland Council is committed to growing meaningful partnerships with mana whenua and mātāwaka through considered, collaborative engagement befitting a true partner. Auckland Council plan to focus on: · Coordinating with partners to expand delivery of our disaster resilience engagement programmes (Whakaoranga Marae, Whakaoranga Whānau and Kia Rite, Kia Mau); and · Securing representation of mana whenua and mātāwaka in the Incident Management Team and Coordinating Executive Group.*

*1. What do you think of our proposed approach for partnership with mana whenua and mātāwaka?*

We support Auckland Council's commitment to growing meaningful partnerships with mana whenua and mātāwaka.

As noted above, importantly, from the EJP perspective, Te Tāruke-ā-Tāwhiri acknowledges that: "Climate change also creates intergenerational inequity. If we do not act, we risk leaving a significantly different and less habitable world to our children and our children's children." As a consequence, Te Tāruke-ā-Tāwhiri highlights the importance of Te Reo Rangatahi: the rangatahi voice as being unique and critical in addressing climate change.

The Draft CDEM Group Plan also notes that: "Thirty-one per cent of Māori in Tāmaki Makaurau are aged 0-14 years, compared to only 18 percent for the same age group belonging to all other ethnicities. Auckland Māori represent a prominent portion of Auckland's future population, workforce and creative potential." (page 12).

We believe, therefore, that intergenerational inequity is extremely important for Māori.

We welcome *Kia Rite, Kia Mau.* As the Draft CDEM Group Plan notes on page 35, the Kia Rite, Kia Mau programme was developed to support tamariki and rangatahi in preparedness and disaster resilience, incorporating tikanga Māori. It has a focus on three key areas to support learning objectives: Ngā Atua Māori - Māori gods: guardians of the natural environment (the five Atua in the programme represent the key hazards in Tāmaki Makaurau);

- Kōrero mō ngā aweawenga: Impacts – understanding the potential impacts of an emergency can help people get through (the programme uses kōrero in groups to discuss what could be done in emergency situations);

- Ngā tikanga whakarite mō te mōrearea: Preparedness – discussion of how to prepare yourself and your whānau for an event. We acknowledge that the programme is delivered in schools and kura, and provides a range of engaging resources, such as a whānau readiness plan (hangaia he mahere) that can be used to share the learning at home.

***Reduction***

*Risk reduction involves analysing risks from hazards to life and property, taking steps to eliminate those risks if practicable, and, if not, reducing the magnitude of their impact and the likelihood of their occurrence to an acceptable level. We plan to focus on ensuring: · Hazard risks are well understood, based on up-to-date evidence · Communities, businesses and government organisations take reasonable steps to prevent and/or manage these risks, and Page 4 of 8 · Planning instruments for the built environment are informed by a robust understanding of current and expected future hazards and enable reduction.*

*2. What do you think about our proposed approach for reduction?*

We note that the Draft CDEM Group Plan sets out strategies and plans, including mention of the 'National' level of plan at page 40. We note that an important plan at a national level is *'Urutau, ka taurikura: Kia tū pakaru a Aotearoa i ngā huringa āhuarangi: Adapt and thrive: Building a climate-resilient New Zealand'* (National Adaptation Plan) (2022) that includes actions related to emergency management.

We ask that the actions in the National Adaptation Plan concerning emergency management be considered as part of the Draft CDEM Group Plan. This might be incorporated, for example, into the Risk Reduction Action Plan Te Mahere Mahi Whakaiti Tūraru.

***Operational readiness***

*Readiness involves developing operational systems and capabilities before an emergency happens, including making arrangements with emergency services, lifeline utilities and other agencies, and supporting communities to be prepared. Operational readiness is achieved through planning, developing capability and capacity, exercising and testing. We plan to focus on ensuring: - Plans for emergency management in Auckland anticipate and assess a range of significant potential hazards and events and set out clear approaches to managing them - People involved in Auckland's emergency management system have the capabilities they need to support effective response and recovery - The right strategic and operational partnerships, equipment and assets and supporting systems are in place and ready to support response and recovery efforts.*

*3. What do you think of our proposed approach for operational readiness?*

The EJP would like to emphasise here the need for operational readiness to recognise the needs of rangatahi/youth.

**Utilization of student groups:**

As a subsection of this need for youth-centric operational readiness, we recommend the Council works with the student population to create a volunteer network. In the wake of the 2011 Christchurch earthquakes the Student Volunteer Army was formed and provided valuable aid in the post-earthquake recovery. Although this was clearly an effective and commendable effort from the student population, the initiative originally began through social media after the first earthquake. The established volunteer network had a sufficiently greater scale and capacity to mobilize when the subsequent quake hit. The EJP believes that this work of the Volunteer Student Army helps to illustrate the students high degree of willingness to contribute to the community during civil emergencies. It also highlights the success of student-based volunteer network mobilization.

The University of Auckland currently has the Auckland Student Volunteer Army who undertake post disaster clean-up and other community relief efforts, this has included post-flood clean up in Auckland earlier this year. The need for such community relief will increase as the effects of climate change are felt by the Auckland community. The EJP recommends working with the SVA and building this pre-existing volunteer base into Auckland's emergency management plan.

The EJP believes that this pre-planned utilization of student led groups would be a valuable contribution to the operational readiness component of Auckland Councils Civil Defence and Emergency Management Group Plan.

***Community readiness***

*We are dedicated to ensuring that all Tāmaki Makaurau communities are informed, prepared and resilient to emergencies. Individual, community and business readiness is supported through the use of public awareness and community engagement activities that contribute to building disaster resilient communities. We want to fairly and equitably build resilient, adaptive and self-reliant whānau and communities who: · Understand hazards · Take action to reduce their local hazard risks · Are prepared for residual risk and impacts, and · Have strong, positive and inclusive social connections so they are able and willing to effectively support each other during and after an emergency.*

*4. What do you think of our proposed approach for supporting community readiness?*

Again, the EJP would like to emphasise here the need for community readiness to recognise the needs of rangatahi/youth.

In this regard, we acknowledge at page 58 of the Draft CDEM Group Plan, that the range of initiatives you have recently co-created include: educational ones for youth (Guides and Scouts badges, Kia Rite Kia Mau) and the photo on page 59. We encourage you to create more.

As an organisation consisting of Auckland law students, the EJP would like to highlight the lack of consideration of the needs of University students. We acknowledge the plans recognition of the central business districts population fluctuation being tied to "university timetables" (page 26) but highlight the need for targeted resources for the student population, particularly addressing the needs of the international student community; information and education distributed through university accommodation would help address the needs of this vulnerable and heavily diverse student community.

In this context we would live to highlight the Ministry of Education's targeted information for school aged children "Planning and Preparing for Emergencies: Practical Information and Guidance for Schools and Early Learning Services". This targeted Government information largely addresses the needs of school aged children, the lack of a comparable guide for New Zealand universities speaks volumes about the need to focus on and address specifically the emergency needs of the university student population; this highlights the need for greater consideration of university students within the Councils CDEM plan.

***Response***

*Response describes the actions taken immediately before, during or directly after an emergency that save lives, protect property, and support communities to recover. Response ends when the response objectives have been met or a transition to recovery has occurred. We plan to focus on ensuring: - Operational processes for emergency response are aligned to Coordinated Incident Management Systems (CIMS), clearly articulated and fit for purpose, so they are effective and can be consistently and quickly applied to different scenarios. It is clear who is responsible for what in response - Response structure reflects the size and scale of Auckland - Aucklanders can access safe refuge spaces that are stocked with necessary supplies in emergency events Page 6 of 8 - Auckland's emergency management system can access the right people at the right time to support effective responses - The model for communications in a response is clear and supports timely and effective delivery of information to decision-makers, the mayor and elected members, partners, and the public.*

*5. What do you think of our proposed approach for supporting effective response?*

Again, the EJP would like to emphasise that the response must recognise the needs of rangatahi/youth (for example, including the needs of rangatahi/youth in the design and equipping of Community Emergency Hubs).

***Recovery***

*Recovery involves the coordinated efforts and processes used to bring about the immediate, medium-term, and long-term holistic regeneration and enhancement of a community following an emergency. We want to ensure communities are supported to recover from emergency events by continuing to develop and refine preparations for recovery, applying lessons learned and striving for best practice. We also want to increase the pool of experienced recovery personnel.*

*6. What do you think of our proposed approach for supporting recovery?*

Again, the EJP would like to emphasise here the need to specifically recognise rangatahi/youth in the 'Community Values' and 'Community Priorities' on page 77 of the Draft CDEM Group Plan.

While we agree that the community must be at the centre of recovery, we emphasise again that regard should be had to rangatahi/youth in developing community values and priorities.

The development of a Recovery Plan should regard the needs of rangatahi/youth.

***Management and Governance***

*We want to ensure strategic direction, roles, and responsibilities are clear and understood. We plan to focus on supporting engaged and active leadership that can direct and manage CDEM.*

*7. What do you think of our proposed approach for supporting effective management and governance?*

The EJP support your proposed approach for supporting effective management and governance.

***Monitoring and evaluation***

*Monitoring and evaluation are key elements of effective policy to ensure compliance with legal obligations, and to assess progress in achieving goals and objectives. We plan to focus on ensuring CDEM delivery in Auckland aligns with the Auckland CDEM Group Plan and reflects best practice.*

*8. What do you think of our proposed approach for supporting effective monitoring and evaluation of CDEM activity in Auckland?*

We note that Te Tāruke-ā-Tāwhiri: Auckland's Climate Plan (page 79) includes a number of 'Built Environment indicators' including an indicator 'Number of buildings located in a hazard zone'. The source of this indicator is 'Auckland Emergency Management' with the frequency of reporting being annual. The current direction of this indicator is unknown.

We are unsure how this indicator aligns with the Draft CDEM Group Plan.

**Conclusions**

The EJP welcomes the opportunity to submit this to the Auckland Council Civil Defence Emergency Management Group Plan.

We wish to be heard at any hearings.

Yours sincerely, [redacted]

# Auckland Civil Defence Emergency Management Group Plan #167

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Ōrākei

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

I don't know

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

Insufficient focus on the lifeline utilities. Training should include them (even if it needs to be funded by council). Contingency plans should be co-authored by lifeline utilities, and should be signed off/endorsed by them.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

### 5. Response

**What do you think of our proposed actions for response?**

Other

**Tell us why**

The five-deep list has proven inadequate. The lists need to be longer, and the role needs to be built into the position description for the person on the list so it is seen as a core part of their job. There needs to be a set amount of time spent each month keeping up-to-date with SOPs, training etc, and if that isn't met then the five-deep list should be amended.

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Disagree

**Tell us why**

For recovery to be effective it needs to follow business-as-usual processes, enhanced to allow for the additional work (and prioritisation) needed. Therefore the recovery section should focus on enhancing business-as-usual tools like cross-organisation project information sharing tools, GIS, Forward Works Viewer etc so that these enablers are in place and being used prior to the event,

and only need to be scaled up (rather than started from scratch). These tools and processes need to function across the CDEM Group, the lifeline utilities, and central government agencies.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

There's an error in the CEG membership table (Table 3, page 88). It suggests that the Auckland Lifelines Coordinator is a co-opted voting member. It should say the Auckland Lifelines Group Chair.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #168

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Devonport Peninsula Emergency Preparedness Group**

**Local Board:** Devonport-Takapuna

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

see attached doc

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Other

**Tell us why**

see attached doc

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

see attached

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

see attached doc

## 5. Response

**What do you think of our proposed actions for response?**

Other

**Tell us why**

see attached doc

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

see attached doc

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

see attached

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

see attached doc

**Feedback from Devonport Peninsula Emergency Support Group**

1. What do you think of our proposed approach for partnership with mana whenua and mātāwaka?

The Devonport Bayswater and Belmont Emergency Preparedness group agrees that Iwi Marae's play an invaluable role in the preparation and planning in the Auckland Civil Defence Management Group Plan.
However, the local community grassroots civil defence groups must also be included as an integrated and wider coordination of disaster coordinated initiatives and plans. An Emergency Management Plan should have space for each community across Tamaki Makaurau to become local centralized hubs and places of safety

2. What do you think about our proposed approach for reduction?
The Auckland Civil Defence Emergency management Group Plan's focus on reduction is valid and must become an active plan.

A) analysing risks from hazards to life and property
The Auckland Council Geo Maps were released some time ago, and these outlines the area that were flood plains, flood prone and were in the coastal inundation zone. Most residents were not informed that these maps were available and the significance of the zones. These maps are important to residents and there should be a comprehensive campaign to inform residents of their existence.
There are many Auckland Council reports that have been written about coastal inundation, climate change, sea level rising. These reports should be made available in our public libraries and this information shared through access to library websites. Informing the public is a key role in good Council governance.
Overall there needs to be a greater awareness as to who is doing what and where. There should be a collaboration between all services and all initiatives to strengthen our communities

B ) Communities, businesses and government organisations take reasonable steps to prevent
and/or manage these risks.
Our Devonport, Bayswater and Belmont community group seeks to be involved in providing reasonable preparedness measures and help the community manage these risks. Our community group is meeting with the Auckland North-West Community Emergency Network of grassroots resident associations. This initiative is important as any disaster will rely heavily on communities being able to shoulder initial local responses.

C) Planning instruments for the built environment are informed by a robust understanding of
current and expected future hazards and enable reduction.

We are waiting on the release of the Council's infrastructure report which is due early next year. Council is reporting back on the impact of the flooding and areas prone to slippages, and a review of the new intensification proposals across Tamaki Makaurau

3. What do you think of our proposed approach for operational readiness?

Readiness involves developing operational systems and capabilities before an emergency happens
including making arrangements with emergency services, lifeline utilities and other agencies
supporting communities to be prepared. Operational readiness is achieved through planning, developing capability and capacity, exercising and testing.

These are essential goals and form the backbone of a capable emergency response. However, Auckland Emergency management is underfunded and understaffed. Council must address the issue of resourcing. We have witnesses AEM doing a great job in a past Kumeu weather event, but now they must be enabled to work in a situation that spreads across the region.
The guiding document for this Have Your Say process does not address the need for community groups to be a useful adjunct to Emergency Planning

4. What do you think of our proposed approach for supporting community readiness?
The strategy for supporting community readiness has not been developed. Only in pages 69-70 are volunteers briefly acknowledged. The Group Plan Consultation Document is describing the operations network, and that is valid, but community groups are not seen as an integral part of the plan.

5. What do you think of our proposed approach for supporting effective response?

Auckland's emergency management system can access the right people at the right time.
to support effective responses. The Group Plan is yet to identify the community groups that will support communities in the 3-5 day period when the professional services

However, we support and respect the Group Plan outline of the integral structure that AEM operates. During the February floods our local support group was acting in a vacuum and unaware of the operational capability of AEM. This knowledge should be shared as trust in the Auckland Council flood response was undermined in this period. The NZ Herald had little understanding of the actions undertaken by AEM.
The public need to be informed of the outline of the network and this will deepen public awareness and trust:

‘AEM facilitates the Emergency Operations Network within the Auckland region. The meetings are held within three regions; north-west, central, and south-east. They are aforum for building relationships between emergency services and allied response.The Auckland Welfare Coordination Group (AWCG) consists of welfare service agencies and organisations that provide welfare to affected people and animals during
an emergency. The AWCG, chaired by the Auckland Group Welfare Manager, plans andcoordinates the delivery of welfare services by the council and welfare agencies priorto, during and after an emergency.
The Auckland Welfare Coordination Group (AWCG) consists of welfare service agencies and organisations that provide welfare to affected people and animals during an emergency. The AWCG, chaired by the Auckland Group Welfare Manager, plans and coordinates the delivery of welfare services by the council and welfare agencies prior to, during and after an emergency.’

6. What do you think of our proposed approach for supporting recovery?

The Group Plan provides a comprehensive and cohesive over-view. The Plan is an integrated strategy in line with Civil Defence Act, National disaster Reslience Sategy and Civil Defence Emergency management and aligns with NEWA procedures. However the missing element is the ability of AEM to build disaster resilience using a community-led empowerment model and an evidence -based approach.

7. What do you think of our proposed approach for supporting effective management and
governance?
As Above

8. What do you think of our proposed approach for supporting effective monitoring and evaluation of CDEM activity in Auckland?

Underlying the effectiveness of monitoring is the ability of Auckland Council to manage storm water, wastewater and associated infrastructure planning, and investing in these services. Current infrastructure facilities are not able to cope with the expected increase in severe storm events. Auckland Council’s ability to identify the impact of intensification issues needs to be robust and understood.

Do you wish to be heard in support of your submission at a public hearing?

**YES the Devonport Peninsula Emergency Support Group wishes to be heard at a public hearing**

[redacted]

**Secretary**
**Devonport Peninsula Emergency Support Group**

# Auckland Civil Defence Emergency Management Group Plan #169

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**New Zealand Telecommunications Forum**

**Local Board:** Regional organisation

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Important to understand the interoperability between critical infrastructure providers and coordinated reporting through SCEs.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

**TCF Submission to Auckland Council**

**Auckland Civil Defence Emergency Management Group Plan**

**31 August 2023**

---

## A. Introduction

a. Thank you for the opportunity to have our say on the Auckland Council's Auckland Civil Defence Emergency Management Group Plan (the Plan).

b. This submission is provided by the New Zealand Telecommunications Forum (TCF). The TCF is the telecommunications sector's industry body which plays a vital role in bringing together the telecommunications industry and key stakeholders to resolve regulatory, technical and policy issues for the benefit of the sector and consumers. TCF member companies represent 95 percent of New Zealand telecommunications customers.

c. The TCF also administers the Telecommunications Sector Coordinating Entity (SCE) the Telecommunications Emergency Forum (TEF). The TEF coordinates the sector during a regional event or state of emergency to ensure the continuation of telecommunication services. The TEF interacts with the National Emergency Management Agency (NEMA), CDEM Groups, Regional Lifelines and other SCEs.

## B. Comments on the Plan

a. This submission is focussed on the information drafted under section 3 'Auckland's Environments, Built Environments', with the purpose of providing up-to-date and accurate information regarding Telecommunications for the Plan.

b. Key changes within the telecommunications environment are that modern landline services are typically delivered using fibre and wireless access technologies and the

service is provided from highly resilient centralised data centres, effectively by-passing the local exchange. The implication being that – as customers are served from these newer technologies – few lines are connected to local exchange equipment that can operate in isolation.

c. Conversely, more and more customers are using mobile networks for their communication needs and these are increasingly resilient. Mobile operators currently support 111 roaming (111 calls will be carried over alternative networks if the customers home network is unavailable) and we are in the process of deploying the new highly resilient public safety network with Government.

d. On page 20 of the Plan, we suggest the following amendments:

*Communications Ngā ara whakawhitiwhiti kōrero*

*Communications in Auckland consist of fixed line, cellular and broadcast networks. Local exchanges pair connections with customers through roadside cabinets operated by Chorus. Exchanges are located in strengthened buildings and are equipped with battery backup and fixed diesel generators. Small rural exchanges are equipped with battery backup and a generator plug. Some ~~If an~~ exchanges ~~becomes isolated from the nationwide network of exchanges, it~~ will continue to operate in local mode for legacy landlines, meaning that local phones will be able to call other local phones from the same network, but this is increasingly less common as customers migrate to new technologies such as fibre.-Cell sites that provide local coverage are also equipped with battery backup and are connected to exchanges through fibre~~, copper,~~ or microwave radio connections. Mobile emergency 111 call roaming means that, if an end-user cannot connect to their mobile service provider in an emergency, the 111 call will be carried by another network to emergency services. Further, operators are deploying a new highly secure and highly resilient Public Safety Network that will be used by New Zealand's frontline emergency responders.*

*The sector is evolving rapidly, with the introduction of new technology (including fibre and satellite) and the reduction in availability of older technology (such as copper wired services).*

e. The TCF recommends that any requests for information on Telecommunications from Auckland Council for the purposes of reporting on resilience of infrastructure, vulnerability assessments, reporting during a localised or national state of emergency is coordinated through the TCF and the TEF. Standardised reporting templates are being developed by the TEF to be used by all telecommunications

providers this will assist to ensure that reporting of telecommunications failure and outages are managed efficiently and accurately.

C. The TCF is available to answer any questions that either Auckland Council or Auckland Emergency Management might have on the views set out in this submission or on the TEF generally, please contact either:

[redacted]
TCF CEO
[redacted]

[redacted]
TCF Programme Manager
[redacted]

END

# Auckland Civil Defence Emergency Management Group Plan #170

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Upper Harbour

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Agree

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

in the event of a disaster roads might be impasable or conjested however walking and cucling is very relaible for of transport and very affective in the event of disasster

Cargo bike trials should be considered for response and reciver

We need a wide arrange of transport options in the event of disater relying entirely on motor vechiles is a disaster waiting to ahppen. We need safe options for getting around by bike

We need safe options to walk or cycle as these are zero emission options and we need to reduce/eliminate emissions to prevent ever worsning climate/weather disasters due to climage change caused by emissions

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Other

**Tell us why**

See answer to question 3

### 5. Response

**What do you think of our proposed actions for response?**

Other

**Tell us why**

See answer to question 3

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

See answer to question 3

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #171

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Kaipātiki

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Other

**Tell us why**

I agree but it's specifically important to also include tangata whaikaha Māori / whānau hauā in here too, seek them out, their voices won't get heard otherwise and the intersectional impacts for disabled Māori are very under-recognised. I say this as disabled Pākehā who knows the emergency response area for the disability community a bit and even I hardly see anything--and I know how rough it already is for disabled Pākehā let alone Māori.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

One note, info for understanding risk needs to be Accessible to the disability community. For example, I am a blind screen reader user, I looked at Auckland Council's flood viewer the other day and I can't access that at all, as it is a map, and there is no alternative system seemingly. Put in my address but I can't find out anything about the flood risk.

So, we need access for screen reader users, access in plain alnaguage in EAsy Read, info in NZSL, face-to-face hui, a range of ways

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Other

**Tell us why**

agreed broadly but want to add that one of those areas of strategic partnership Needs to be with the disability community and sector. It's not enough to see the disability communities as response receipients. We already are responding but there needs to be the communication and relationships there at a high level.

With the close involvement of disability community and sector, build and maintain a database of disability community and sector organisations and well-connected individuals, and ensure that active outreach to the community via this channel as well as two-way communication into the CIMS system is well-facilitated.

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Need to partner with the disability community and sector, including Māori and Pasifika organisations and providers, so that it is the people who are closest to our communities who are delivering that training. Otherwise it will seem very top down and it won't land. Too easy to tell people who don't possibly have the means to just evacuate or just stockpile resources to do those things and furhter alienate them and damange trust.

### 5. Response

**What do you think of our proposed actions for response?**

Other

**Tell us why**

Prioritise capacity-building for disabled people and advocacy organisations with strong disability community ties, whānau, disability service providers including Māori and Pasifika providers, occupational therapists, health providers and others with highly-networked, lived experience and specialist knowledge of our community.

This is necessary because disabled people will best trust those they know and also because these orgs and service providers have the means of actually reaching disabled people. In addition, they have the specialiset knowledge to provider a more effective first response, especially where people need particular disability or accessibility-related supports which those without the knowledge simply would not know where to connect them with or how to facilitate.

Do not rely on a registry  system alone but a registry system for organisations may be helpful as one of a suite of tools.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Other

**Tell us why**

I sort of agree but I find it a little bit strange that there's no overarching framework around Disaster risk Management as is standard to have internationally. I feel like there's this loop where the bad thing we were Ridiculously under prepared for happens, and then were scrambling to recover, recover, recover. If we could put maybe 10 times more resources into the prevention side, and reframe the entire response so that's really prominent, I think that would be very helpful. I know it's something that would need to happen at central government as well ideally, but I do think it's something that Auckland can lead with regardless.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Other

**Tell us why**

The leadership across both management and governance of CDEM needs to be as diverse as Auckland is. anything less is not going to set the priority and directions in a way that reaches into communities. Critical in particular to have Māori meaningfully represented at the highest decision-making levels.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Other

**Tell us why**

Evaluation needs to reach out to the most impacted communties to ask what they think and close The loop by incorporating their feedback. The disability community is one of those communities. I don't know that we've ever been reached out to to see how CDEM is doing.

# Auckland Civil Defence Emergency Management Group Plan #172

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Albert-Eden

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

This is an unfair use of the taxpayers money which should be funded through channels other than the Auckland Council. It will slow things down, be overly bureaucratic and is undemocratic. Auckland Council's role is to represent the people of Auckland regardless of race, creed, sex etc. The process of consultation with the many varied interest groups needs to be coordinated and paid for at a national, charitable, and special interest group level.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

I don't know

**Tell us why**

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

I don't know

**Tell us why**

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

I don't know

**Tell us why**

## 5. Response

**What do you think of our proposed actions for response?**

I don't know

**Tell us why**

## 6. Recovery

**What do you think of our proposed actions for recovery?**

I don't know

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

# Auckland Civil Defence Emergency Management Group Plan #173

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Devonport-Takapuna

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

It will only slow things down, not practical, a waste of taxpayer's money. All New Zealanders have the right to be treated equally. 'Maorization' is totally unfair to the majority of the population. The focus should be on solving real problems and making the country safer for all of us.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

it makes sense

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

it seems right

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

I don't know

**Tell us why**

If you ask a question please write it in English so everyone can understand. Using maori words, especially without translation, is offensive to other 150+ nationalities of NZ. We are living in New Zealand and not in a Maoriland. English is our common language,  you cannot force the majority of the country to learn language on which only 5%  of even Maoris speak. In recent couple of years it's impossible to read any papers from Council without having difficulty of understanding. And it makes the rest of us feel threatened and humiliated. We all have our our native tongues.

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

I don't know

**Tell us why**

I am worried that management and governance will be democratic and reflect of all of equally without preferences for Maori

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

I don't know

**Tell us why**

I agree if it's NOT Maori based approach, but a DEMOCRATIC one.

# Auckland Civil Defence Emergency Management Group Plan #174

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Whaikaha- Ministry of Disabled People**

**Local Board:** Regional organisation

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

**Tell us why**

See attachment

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

**Tell us why**

See attchment

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

**Tell us why**

See attchment

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

**Tell us why**

See attachment

**5. Response**

**What do you think of our proposed actions for response?**

**Tell us why**

see attachment

**6. Recovery**

**What do you think of our proposed actions for recovery?**

**Tell us why**

See attachment

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

**Tell us why**

see attachment

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

**Tell us why**

See attachment

#174

# Auckland Civil Defence Emergency Management Group Plan

Feedback must be received by **31 August 2023.**

**Help us create an Auckland that is resilient to disasters**

There are a lot of hazards which could affect Auckland, such as earthquakes, flooding, tsunami and many more. These hazards can affect all of us. It is important to be prepared for disasters to help us get through.

**Civil Defence Emergency Management Group Plan**

We are reviewing our Civil Defence Emergency Management Group Plan. The plan describes how we work with our partners and the community to prepare for, respond to, and recover from disasters. The plan also sets the direction for our work on Auckland's Civil Defence Emergency Management system. It outlines our mission and objectives, how we will achieve them, and how we will measure our performance.

**The plan's focus areas**

Our mission is to strengthen the disaster resilience of Tāmaki Makaurau. We will do this by managing risks and supporting everybody to be ready to respond to and recover from emergencies. We will use the 4Rs of emergency management to guide us. They are:

- **reduction:** reducing the impact of hazards on our whānau, businesses and community
- **readiness:** having the skills, knowledge, plans, and tools before a disaster happens so we are prepared
- **response:** taking action to ensure the safety and wellbeing of people and places
- **recovery:** restoring sustainable wellbeing.

The Group Plan focuses on actions within the 4Rs, as well as partnership with mana whenua and mātāwaka, management and governance within the system, monitoring and evaluation and ensuring a robust understanding of hazards.

**What we want your feedback on**

We would like your feedback on our approach to building resilience in Auckland's Civil Defence and Emergency Management system over the next 5 years.

We strongly encourage you to read the draft Group Plan before answering any of the following questions.

You do not have to use this form to provide feedback on the draft Group Plan. Written submissions in any format will be accepted.

# #174

We encourage you to give feedback online at akhaveyoursay.nz, or you can:

**Scan and Email your completed form to:**
stormrecoveryconsultation@aucklandcouncil.govt.nz

**Post your completed form to:**

Auckland Council
Attention: CDEM Group Plan
Freepost Authority 190153
Private Bag 92300, Victoria Street West
Auckland, 1142

## Your details

**Your name and feedback will be included in public documents. All other personal details will be kept private.**

First name: [redacted] Last name: [redacted]

Email address or postal address: [redacted]

Your local board:

Is your feedback on behalf of an organisation or business? (If yes, this confirms you have authority to submit on the organisation's behalf)

☑ Yes ☐ No Name of organisation/business: Whaikaha - Ministry of Disabled People

**Important privacy information**

The personal information that you provide in this form will be held and protected by Auckland Council in accordance with our privacy policy (available at **aucklandcouncil.govt.nz/privacy** and at our libraries and service centres) and with the Privacy Act 1993. The privacy policy explains how we can use and share your personal information in relation to any interaction you have with the council, and how you can access and correct that information. You should familiarise yourself with this policy before submitting this form.

**These questions are optional but will help us understand which groups of the community are engaging with us.**

What gender are you?

☐ Male ☐ Female ☐ Another gender (please specify): _____

What age group do you belong to?

☐ Under 15 ☐ 15-17 ☐ 18-24 ☐ 25-34 ☐ 35-44
☐ 45-54 ☐ 55-64 ☐ 65-74 ☐ 75+

Which ethnic group(s) do you feel you belong to? (Please select as many as apply)

☐ Pākehā/NZ European ☐ Other European ☐ Māori
☐ Cook Islands Māori ☐ Samoan ☐ Tongan
☐ Indian ☐ Chinese ☐ Southeast Asian
☐ Other (please specify): _____

**Would you like to subscribe to any of the following (tick all that apply):**

☐ People's Panel – to take part in council surveys

- [ ] Our Auckland – your weekly guide to what's happening in Auckland
- [ ] Auckland Conversations - free public events, offering ideas, inspiration and action for world-class cities

You can also visit AK Have Your Say at akhaveyoursay.nz to find out about, or register to receive regular updates on, consultation activities happening across Auckland

**Your feedback** (all questions are optional)

**Mana whenua and Mātāwaka partnership**

We are committed to growing meaningful partnerships with mana whenua and mātāwaka through considered, collaborative engagement befitting a true partner. We plan to focus on:

- Coordinating with partners to expand delivery of our disaster resilience engagement programmes (Whakaoranga Marae, Whakaoranga Whānau and Kia Rite, Kia Mau)
- Securing representation of mana whenua and mātāwaka in the Incident Management Team and Coordinating Executive Group.

**1. What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

- [ ] Agree
- [ ] Disagree
- [ ] Other
- [ ] I don't know

Tell us why

**Reduction**

Risk reduction involves analysing risks from hazards to life and property, taking steps to eliminate those risks if practicable, and, if not, reducing the magnitude of their impact and the likelihood of their occurrence to an acceptable level.  We plan to focus on ensuring:

- Hazard risks are well understood, based on up-to-date evidence
- Communities, businesses and government organisations take reasonable steps to prevent and/or manage these risks, and

- Planning instruments for the built environment are informed by a robust understanding of current and expected future hazards and enable reduction.

**2. What do you think about our proposed approach for reduction?**

- ☐ Agree
- ☐ Disagree
- ☐ Other
- ☐ I don't know

Tell us why

**Operational readiness**

Readiness involves developing operational systems and capabilities before an emergency happens, including making arrangements with emergency services, lifeline utilities and other agencies, and supporting communities to be prepared. Operational readiness is achieved through planning, developing capability and capacity, exercising and testing. We plan to focus on ensuring:

- Plans for emergency management in Auckland anticipate and assess a range of significant potential hazards and events and set out clear approaches to managing them
- People involved in Auckland's emergency management system have the capabilities they need to support effective response and recovery
- The right strategic and operational partnerships, equipment and assets and supporting systems are in place and ready to support response and recovery efforts.

**3. What do you think of our proposed approach for operational readiness?**

- ☐ Agree
- ☐ Disagree
- ☐ Other
- ☐ I don't know

Tell us why

**Community readiness**

We are dedicated to ensuring that all Tāmaki Makaurau communities are informed, prepared and resilient to emergencies. Individual, community and business readiness is supported through the use of public awareness and community engagement activities that contribute to building disaster resilient communities. We want to fairly and equitably build resilient, adaptive and self-reliant whānau and communities who:

- Understand hazards
- Take action to reduce their local hazard risks
- Are prepared for residual risk and impacts, and
- Have strong, positive and inclusive social connections so they are able and willing to effectively support each other during and after an emergency.

**4. What do you think of our proposed approach for supporting community readiness?**

- ☐ Agree
- ☐ Disagree
- ☐ Other
- ☐ I don't know

Tell us why

**Response**

Response describes the actions taken immediately before, during or directly after an emergency that save lives, protect property, and support communities to recover. Response ends when the response objectives have been met or a transition to recovery has occurred. We plan to focus on ensuring:

- Operational processes for emergency response are aligned to Coordinated Incident Management Systems (CIMS), clearly articulated and fit for purpose, so they are effective and can be consistently and quickly applied to different scenarios. It is clear who is responsible for what in response
- Response structure reflects the size and scale of Auckland
- Aucklanders can access safe refuge spaces that are stocked with necessary supplies in emergency events

- Auckland's emergency management system can access the right people at the right time to support effective responses
- The model for communications in a response is clear and supports timely and effective delivery of information to decision-makers, the mayor and elected members, partners, and the public.

**5. What do you think of our proposed approach for supporting effective response?**

- ☐ Agree
- ☐ Disagree
- ☐ Other
- ☐ I don't know

Tell us why

**Recovery**

Recovery involves the coordinated efforts and processes used to bring about the immediate, medium-term, and long-term holistic regeneration and enhancement of a community following an emergency. We want to ensure communities are supported to recover from emergency events by continuing to develop and refine preparations for recovery, applying lessons learned and striving for best practice. We also want to increase the pool of experienced recovery personnel.

**6. What do you think of our proposed approach for supporting recovery?**

- ☐ Agree
- ☐ Disagree
- ☐ Other
- ☐ I don't know

Tell us why

**Management and Governance**

We want to ensure strategic direction, roles and responsibilities are clear and understood. We plan to focus on supporting engaged and active leadership that can direct and manage CDEM.

**7. What do you think of our proposed approach for supporting effective management and governance?**

- [ ] Agree
- [ ] Disagree
- [ ] Other
- [ ] I don't know

Tell us why

**Monitoring and evaluation**

Monitoring and evaluation are key elements of effective policy to ensure compliance with legal obligations, and to assess progress in achieving goals and objectives. We plan to focus on ensuring CDEM delivery in Auckland aligns with the Auckland CDEM Group Plan and reflects best practice.

**8. What do you think of our proposed approach for supporting effective monitoring and evaluation of CDEM activity in Auckland?**

- [ ] Agree
- [ ] Disagree
- [ ] Other
- [ ] I don't know

Tell us why

# #174

**Do you wish to be heard in support of your submission at a public hearing?**

- [ ] Yes
- [ ] No

**Need more room? You can attach extra pages.**

# Auckland CDEM Group Plan Review

Whaikaha thanks Auckland Emergency Management for the opportunity to provide feedback to the Auckland CDEM Group Plan.

*Overarching feedback*

- There are clear recognitions for equity issues regarding some priority populations, however we believe the document's inclusivity could be enhanced with more comprehensive references to the equitable needs of priority populations, such as disabled people.
- Many of the additional challenges some disabled people face daily are the same as other priority populations. For example, accessibility issues (to information or physical environments) transcend group boundaries, isolation/social inclusion issues or the cost of living. Reference to these groups could be embedded throughout the document:
    - For example, CDEM Consideration statements at the end of each section could explicitly reference the impacts these areas will have on priority populations.
    - CDEM Action plans could include specific objectives and actions that will address the needs of priority populations.
- This could be enhanced by a stronger summary statement about the equitable issues these groups face being included in the social environment section (page 11) with a reference that all priority populations will be considered in the following sections.
    - For example, "The equitable disparities and impacts faced by priority populations, including Māori, Pacific Peoples, Disabled People, Older Adults, Rural, Refugees and Low-Socio Economic will be considered in all environments and contexts within this plan."
- We would recommend further examples of how these groups will be included for example:
    - we have noted there is no reference to tāngata whaikaha Māori or tāngata turi within the document and it would be good to have the view of mana whenua on this and we understand there are a range of views on this matter.
    - No mention of any capability training for "cultural" safety for the responders to appropriately engage with the diverse population of Auckland. For this purpose, cultural refers to the inclusiveness and responsiveness required to engage with any priority population.
    - There are several areas where accessibility Engagement/community readiness seems to focus on online or social media – raising issues of

DRAFT

accessibility for many priority groups that are digitally excluded. What about hard copies and radio?

- We would also like to know which Emergency Management groups such as Auckland Emergency Management (AEM) or Auckland Lifelines Group have disability representatives or how they engage with the disability sector - individuals, community, providers etc.
- We would also ask if the Auckland CDEM has considered if this document will be made accessible in alternate formats such as easy read or audio.

*Specific feedback within the document*

| Page | Section | Comment | Suggested alternative |
|---|---|---|---|
| 9 | Implementation – 6th paragraph | Who you collaborate with and are supported by should include disability providers such as Needs Assessment Service Coordination (NASC) organisations or Disability Provider Organisations as these organisations have the greatest line of sight on disabled people and their needs. NASCs were integral to gathering and sharing information about disabled people receiving funded services. | Add "disability organisations" to the list |
| 12 | Superdiversity – 5th paragraph | The section notes lower than average rates of disabled people but does not mention this group faces significant equity challenges. Our concern is that without raising the equity issues when referencing the | "Although the rate is lower than the national average, disabled people generally experience the lowest metrics of social cohesion and equity amongst the population. The additional daily challenges disabled |

DRAFT

| | | | |
|---|---|---|---|
| | | numbers of disabled people, the group may not be given an appropriate prioritisation. | people face will impact their ability to prepare for, cope with and recover from the effects of emergencies" |
| 13 | CDEM considerations Hei whakaarotanga mā CDEM | The diversity in culture, linguistics and socio-economics etc mean that accessibility should be a key consideration – for example this could be physical accessibility challenges or relating to access to information when preparing, or responding. | Suggest adding a line that reflects all these considerations can impact accessibility which can impact all people, but will have a greater impact on those priority groups (Māori, Pacific peoples, disabled people, low socioeconomic, rural etc.) |
| 15 | Native Species and ecosystems – 3rd paragraph | Preserving natural ecosystems is important for the health and wellbeing of the residents and visitors. | Suggest including "providing recreational opportunities and supporting the health and wellbeing for residents and visitors alike. |
| 18 | Urban Auckland | There is no comment on the accessibility of these buildings – new builds need to consider accessibility issues, but there will be a stock of older buildings before these rules were in place. | Universal design principles need to be incorporated into all aspects of the built environment. New social housing should include a minimum percentage (suggest 25%) that are designed to be fully accessible. |
| 19 | Electricity and gas | No mention of the impact on priority populations. | Would suggest a line referencing the impact this would have on vulnerable groups reliant on electricity/gas – live saving/preserving medical equipment. |

DRAFT

| | | | |
|---|---|---|---|
| 22 | Auckland Lifelines Group | How does the ALG engage with priority populations and consider the impacts on them? | A line on how the ALG engages with other critical community sectors would be helpful. |
| 24 | Considerations statements | Auckland CDEM should consider the impacts these areas have on priority populations. | |
| 27 | Key facts | No priority population metrics. | It would be good to include some metrics on priority populations in the Auckland region. |
| 34 | Mana whenua | No mention of tāngata whaikaha Māori or tāngata turi in this section. | It would be good to engage with Mana Whenua and ask if they consider tāngata whaikaha Māori and tāngata turi included in this section and if they have a view on whether the groups would benefit from a more explicit mention in the section. |
| 38 | Reduction section | Where are disabled people or other priority populations represented in the reduction work? | Link any stakeholder engagement or explicitly state how community reference groups are engaged in the reduction. |
| 42 | What we need to focus on | Potential opportunity to raise priority populations – as what works for them will often work for the greater populace. | Priority populations may confront many of the same challenges, despite coming from a different context. Recognising and addressing these shared issues ensures the likelihood of more equitable and enduring |

DRAFT

| | | | |
|---|---|---|---|
| | | | solutions for these people. |
| 45 | Readiness | Does the emergency management planning include disabled people in their groups? | Suggest the reference to response and recovery partners be expanded to note mana whenua and priority populations representation. |
| 46 | Developing capability and capacity | Are disabled people involved in the planning, training or exercises? Are any other priority groups? | |
| 50 | What we need to focus on | No mention of the people that would be impacted and best served by being involved in the planning processes. | Suggest – nation-wide catastrophic planning includes consideration of how Auckland could provide support to those priority populations most at risk from emergency events. |
| 50 | Auckland Regional Leadership Group | How connected is this group across the public service? The Regional Public Service approach is being implemented across NZ, the link with local government is vital. | Suggest strengthening the reference to 'includes both central and local government' to reference working within the regional public service approach.<br>The Auckland based Whaikaha Group Manager should be a member of this Group. |
| 55 | Community readiness | Good to see NZSL referenced, but what about other accessible formats.<br>General social media/online focus – what about hard copies or radio for | Suggest changing to "developing and delivering accessible public education material in accessible formats that meet community and |

DRAFT

| | | | |
|---|---|---|---|
| | | accessibility for older people or pacific peoples or disabled? | leadership needs before emergencies |
| 58 | Relationship or population based | "People with disabilities" | In NZ we tend to use the Disability Strategy Language which is "disabled people" or "tāngata whaikaha" |
| 60 | Community readiness plan - Action | "Identifying the most effective channels, messengers and approaches" | Consider the use of "accessible" rather than or as well as "effective".<br>"Accessible" refers to the quality of being easy to find/use. Effectiveness refers to the degree in which is achieves its objective/purpose. |
| 64/65 | Culturally and linguistically diverse populations | Is it intended that this includes disabled people? If not disability communities need recognition as these communities will have some unique needs and challenges. | |
| 72 and 75 | Communication | Communication needs to be in accessible formats including radio and print during the response phase. There is a significant digital divide where disabled people are over-represented, but by no means the only population groups with lower access to digital communication. | |
| 77 | Advisory panels | Does the Auckland Council have a | |

DRAFT

| | | | |
|---|---|---|---|
| | | disability advisory panel? | |
| 81 | Engagement | No mention of who the community is, will this always look to include priority populations like disabled people, pacific peoples, Māori, older persons etc – something that reflects Auckland's diversity. | Suggest a statement reflecting the diversity of communities and priority populations represented by and within those communities. |
| 82 | Reporting | What about reporting to the community? | |
| 84 | Recovery action plan | No mention of any community reference groups or accessible formats for public information | the Recovery action plan could include "develop a community working/reference group" ahead of time to represent these groups.<br>Include reference to public communication being in accessible formats. |
| 90 | Reference to the Mayor as he | | All reference to a position use a gender neutral term, or always state the title. |
| 116 | Social environment | No mention of access to disability supports | Access to disability supports |

DRAFT

# Auckland Civil Defence Emergency Management Group Plan #175

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Local Board:** Hibiscus and Bays

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

Disagree

**Tell us why**

Don't know what they are & PC B/S

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

This is a good start

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

This is a good start, but action is needed - not just talking & endless expensive consultations.

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

A good start - again action not endless huis & community consultants

**5. Response**

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Again action not just talking

**6. Recovery**

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Good ideas will they actually translate into action?

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Good start - clarity is needed, strong clear lines of command & plenty of action.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Good idea but could involve expensive consultants. Please keep these to a minimum.

# Auckland Civil Defence Emergency Management Group Plan #176

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Bike Auckland**

**Local Board:** Regional organisation

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

**Tell us why**

See attached

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

**Tell us why**

See attached

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

**Tell us why**

See attached

**5. Response**

**What do you think of our proposed actions for response?**

**Tell us why**

See attached

**6. Recovery**

**What do you think of our proposed actions for recovery?**

**Tell us why**

See attached

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

**Tell us why**

#176

# Auckland Civil Defence Emergency Management Group Plan

**Bike Auckland Ltd.**
Bike Auckland is a registered charity based in Tāmaki Makaurau Auckland whose aim is to make the region a better place to ride a bicycle. We advocate on behalf of people who currently cycle as well as people who want to, and who would choose to if it were safe and accessible. Our main focus is on safe access to cycling as a form of transport; for children and those who don't drive to have more independence; for lower income households to not have to pay for the high cost of owning a car; for all to have the choice to have active, healthy transport that is great for mental wellbeing, and to live in alignment with our environmental values.

Bike Auckland as an organisation possesses considerable expert transport knowledge and represents a diverse membership and subscriber base. We make this submission on behalf of our audience of 23,000 who live and work all across the Tāmaki Makaurau Auckland region.

Throughout this submission "cycles" and "bikes" are used interchangeably, to represent the diverse array of cycles (trikes, reclining bikes, trishaws, cargo bikes, e-bikes etc.) and (for simplicity) includes micro-mobility (e.g. scooters, e-scooters, powered wheelchairs etc).

## Our feedback

**Reduction**:
As climate change will mean more severe weather events more often, reducing emissions should be part of any plan for reduction. For Tāmaki Makaurau Auckland, transport is a significant source of carbon emissions (45%, 79.9% of which is from light vehicles).Not only are bikes incredibly resilient and mobile transport modes for most disaster situations, they are also crucial as a low emissions form of transport. We know that one of the biggest deterrents to cycling for transport is feeling unsafe; so, to reduce our transport emissions we need a safe and connected cycle network. This can be done fast and affordably by giving residential streets, town centres, and areas around schools permanent 30km/ph speed limits, using modal filters to stop rat-running, and putting in pop up protected cycleways along arterials, with raised pedestrian crossings to connect the network up.

**Readiness**:
We strongly encourage Auckland Council to investigate funding a regular event such as Portland's Cargo-bike Disaster Relief Trials. These events equip community members with the tools they need to help their communities during times of crises; utilising the cargo bike as a tool for carrying medical supplies, food, or people as needed. We've already seen a switch to cargo-bikes as delivery vehicles - perhaps companies like Urgent Couriers would even get involved in an event like this, and train their staff to be prepared to use their bikes for emergencies. Bike Hubs would also provide an avenue to connect with communities that will already have bikes and be interested to participate.
A regular event can be fun, build community cohesion, as well as educating the community about how to be prepared. They also showcase how resilient bikes are, and that they can be used to carry a diverse array of things, which can help others in the community to make the switch to cycling for transport.

Emergency services personnel should also be trained and prepared to use cargo bikes for emergency situations - we've already seen in Aotearoa that bikes can be used to reach cut off communities and provide them with aid.

During the severe rainfall earlier in the year, the motor traffic became gridlocked. Buses were at a standstill behind all of the cars, and passengers were stranded for hours waiting to be picked up. Emergency services struggled to get through. During this time, people cycling and using micro-mobility were able to get home in relatively the same amount of time. Bikes are space efficient and can go around obstacles. They don't form traffic jams the way cars do. More people cycling and using micro-mobility will lead to a more resilient transport network, which is less likely to be gridlocked during emergencies, and more able to let emergency services through to where they are needed. Rolling out a safe cycle network would encourage more people to cycle, meaning fewer cars on the road, making our transport system more equipped to deal with disaster situations.

A safe cycle network would also mean more people would have the skills and confidence to use a bike if needed during a disaster situation (eg. if something is blocking most of a road but can be cycled around, or if the fuel supply is damaged).

**Response:**
As above, cargo bikes can form a key part of response (both when used by community members and when used by emergency services)

**Recovery:**
One of the key things that helps communities to “bounce back” from emergency situations is community cohesion; that is, the natural connections in a community that people make from seeing the same faces around and saying hello. Research shows that people are more likely to make eye contact and to say hello when they are walking and cycling. They are also more likely to hang out in the street space and meet their neighbours if the road is quiet and feels safe; both things that can be achieved by encouraging (making it safe for) more people to ride bikes for transport. Community cohesion and building community networks should be a core part of making sure we are prepared for, and able to respond to, emergency situations.

Rebuilding a feeling of control and connectedness can also be done through group rides to pick up and drop off donations for affected community members (using cargo bikes and bike trailers), or to collect and clear debris (where safe). Riding a bike is great for mental wellness, and taking action to support the community is key to reducing stress, and strengthening community cohesion.

We support a partnership approach to this plan, in honour of Te Tiriti, and note that marae form crucial community spaces during emergencies.

Read more about how bikes can be used in emergency situations here:
https://www.bikeauckland.org.nz/a-resilient-transport-system-bikes-and-emergencies/

Ngā mihi nui,
The Bike Auckland team

# Auckland Civil Defence Emergency Management Group Plan #177

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Blind Citizens NZ**

**Local Board:** Regional organisation

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

**Tell us why**

See attached

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

**Tell us why**

See attached

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

**Tell us why**

See attached

**5. Response**

**What do you think of our proposed actions for response?**

**Tell us why**

See attached

**6. Recovery**

**What do you think of our proposed actions for recovery?**

**Tell us why**

See attached

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

**Tell us why**

#177



A #1217 blind BIT OF difference

Blind Citizens NZ

31 August2023

Auckland Council
Email
Aklakhaveyoursay@aucklandcouncil.govt.nz

Auckland Branch
Email [redacted]

# Submission from Auckland Branch Blind Citizens NZ re
Auckland civil Defence and Emergency Management Group Plan.

## Introducing the Auckland Branch of Blind Citizens NZ

1. Founded in 1945, Blind Citizens NZ is the oldest disability consumer advocacy group – disabled people's organisation – in New Zealand. We write on behalf of blind, deafblind and vision impaired members of the Auckland Branch. Our members want to thrive in an inclusive Auckland. We appreciate the opportunity to make this submission.

2. New Zealand signed the United Nations Convention on the Rights of Persons with Disabilities (Disability Convention) in 2007 and ratified it in 2008. The purpose of the Disability Convention is to promote, protect, and ensure universal human rights and fundamental freedoms for disabled people, and promote respect for their dignity. It recognises the right of disabled people to make free and informed decisions about their own lives. It sets out in practical terms how the rights of disabled people can be realised. All rights discussed in the Disability Convention are also established in current New Zealand law. Local government, including Auckland Council and its council-controlled organisations, is bound to honour the Disability Convention.

3. The Disability Convention articles most relevant to our submission are:
- Article 4.3 Involving disabled people and our organisations in decisions that affect us;
- Article 9: Accessibility;
- Article 11: situations of risk and humanitarian emergencies;
- Article 19: Living independently and being included in the community;
- Article 20: Personal mobility;

4. The New Zealand Government policies and strategies which are relevant to this submission include:
- New Zealand Disability Strategy 2016-2026:
  Outcome 3 - Health and wellbeing;
  Outcome 5 – Accessibility;
  Outcome 7 – choice and control.

5. We strongly support the submission made by the Disabled Persons assembly (DPA).

## The Submission

6. The severe weather events that hit Auckland in the early quarter of the year clearly demonstrate the need for a planned and co-ordinated response to such events. We will discuss some of these issues below to illustrate the need

for co-ordinated and planned responses, preventative measures and targeted engagement with blind and disabled people and our organisations.

7. Disabled people are over concentrated in the statistics for poverty, poor housing and social isolation, an therefore were amongst the worst effected and least able to mitigate the effects.
8. Blind people are unable to drive, so had , flood damaged goods left on their properties.
9. Other disabled people were left without support as their disability support staff were unable to get to them. The co-ordinating body for disability support services Tikura Trust was unable to cope with the demand for emergency housing and alternative support.
10. The lack of accessible emergency housing in Auckland was all to apparent, with disabled people remaining in dangerous situations because they had no where else they were able to go.
11. When planning for managed retreat from flood-prone low lying areas it is imperative that blind and disabled people are actively engaged in such consultation and planning.
12. We understand the reasons why community-led disaster management resilience is necessary, but not all people have the same levels of resilience. Knowing what to do in an emergency isn't the same as being able to do it independently. We urge Auckland Council to work with disabled people and our organisations to produce and distribute targeted material, workshops and advice on what to do In emergency planning, preparedness and response. urge Auckland Council to work with disabled people and our organisations to produce and distribute targeted material, workshops and advice on what to do in a disaster. Examples of This targeted advice include: using local an national radio to provide advice to blind people, and production of material in accessible formats. This is imperative as flooding and other extreme weather events are going to happen more often.
13. In 2018 members of the Auckland Branch Committee of Blind Citizens NZ worked with Emergency Management staff of Auckland council to devise a workshop tailored to blind, deafblind and vision impaired people. The workshop was hosted by the Branch and over 30 people turned up to take part in the practical tailored exercises. This is the sort of initiative that needs to be widespread if disabled Aucklanders are to be prepared for storms and other severe weather events.
14. Auckland emergency Management need to ensure that those assisting people in disaster response and readiness know how to support and communicate with disabled people. They also need to have information on disability service providers and Tikura Trust to ensure disabled people get the support and services they need.
15. Emergency Centres need to be accessible and inclusive. Of Course, Disabled people need to be able to get into Emergency Centres, but they also need to have their disability and support needs met while sheltering there.
16. We strongly urge Council to work with disabled people and our organisations across the region to set up a targeted information and notification system specifically for disabled people. Such a system would push information to disabled people who registered for it by text message, social messaging and email.

17. The new five year plan needs to have specific measures to monitor how Auckland Civil Defence and Emergency Management are meeting their duties to disabled people. Such measures could include:
    • disability groups worked with,
    • tailored workshops and advice prepared for disabled people,
    • numbers of disabled people registered for the targeted advice and notification system.

## Conclusion

18. The Auckland Branch of Blind citizens NZ is largely supportive of the initiatives and proposals outlined in this consultation. However, we urge council to be aware that a one-size-fits-all approach to severe weather events will not work and it will be blind and disabled people who are put at risk or die as a result of poor planning and support. We urge council to ensure that targeted advice, material and workshops are prepared and devised for the disabled and blind communities; and that Auckland emergency Management ensure that Emergency Centres are accessible and inclusive and that they have up-to-date lists of disability support services. The new Plan should include measures for monitoring working with disability organisations and targeted tailored disability advice and material.

# Auckland Civil Defence Emergency Management Group Plan #178

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Disabled Persons Assembly (NZ) Inc**

**Local Board:** Regional organisation

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

**Tell us why**

See attachment

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

**Tell us why**

See attachment

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

**Tell us why**

See attachment

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

**Tell us why**

See attachment

**5. Response**

**What do you think of our proposed actions for response?**

**Tell us why**

See attachment

**6. Recovery**

**What do you think of our proposed actions for recovery?**

**Tell us why**

See attachment

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

**Tell us why**

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

**Tell us why**

#178




Disabled Persons Assembly NZ

August 2023

To Auckland Council

Please find attached DPA's submission on Civil Defence Emergency Management Group Plan

For any further inquiries, please contact:

[redacted]

Kaituhotuho Kaupapa Here ā Rohe - Regional Policy Advisor (Local Government)

policy@dpa.org.nz

# Introducing Disabled Persons Assembly NZ

**We work on systemic change for the equity of disabled people**

Disabled Persons Assembly NZ (DPA) is a not-for-profit pan-impairment Disabled People's Organisation run by and for disabled people.

**We recognise:**

- Māori as Tangata Whenua and Te Tiriti o Waitangi as the founding document of Aotearoa New Zealand;
- disabled people as experts on their own lives;
- the Social Model of Disability as the guiding principle for interpreting disability and impairment;
- the United Nations Convention on the Rights of Persons with Disabilities as the basis for disabled people's relationship with the State;
- the New Zealand Disability Strategy as Government agencies' guide on disability issues; and
- the Enabling Good Lives Principles, Whāia Te Ao Mārama: Māori Disability Action Plan, and Faiva Ora: National Pasifika Disability Disability Plan as avenues to disabled people gaining greater choice and control over their lives and supports.

**We drive systemic change through:**

- **Leadership:** reflecting the collective voice of disabled people, locally, nationally and internationally.
- **Information and advice:** informing and advising on policies impacting on the lives of disabled people.
- **Advocacy:** supporting disabled people to have a voice, including a collective voice, in society.
- **Monitoring:** monitoring and giving feedback on existing laws, policies and practices about and relevant to disabled people.

## UN Convention on the Rights of Persons with Disabilities

DPA was influential in creating the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD),[1] a foundational document for disabled people which New Zealand has signed and ratified, confirming that disabled people must have the same human rights as everyone else. All state bodies in New Zealand, including local and regional government, have a responsibility to uphold the principles and articles of this convention. There are a number of UNCRPD articles particularly relevant to this submission, including:

- **Article 3 – General principles**
- **Article 9 – Accessibility**
- **Article 11 – Situations of risk and humanitarian emergencies**
- **Article 19 – Living independently and being included in the community**
- **Article 20 – Personal mobility**

### New Zealand Disability Strategy 2016-2026

Since ratifying the UNCRPD, the New Zealand Government has established a Disability Strategy[2] to guide the work of government agencies on disability issues. The vision is that New Zealand be a non-disabling society, where disabled people have equal opportunity to achieve their goals and aspirations, and that all of New Zealand works together to make this happen. It identifies eight outcome areas contributing to achieving this vision. There are a number of Strategy outcomes particularly relevant to this submission, including:

- **Outcome 5 – Accessibility**
- **Objective 8 - Leadership**

## The Submission

#### Introduction

DPA welcomes the opportunity to feedback on the Auckland Council's Civil Defence Emergency Management (CDEM) Plan 2023.

DPA believes that this plan is timely given the Auckland Anniversary Weekend and Cyclone Gabrielle weather events earlier this year.

Alongside others in the community, DPA were very concerned and disappointed about Council's poor response to the Auckland Anniversary Weekend flooding events. The failures around not declaring a state of emergency and issuing warning notifications quickly enough have been well highlighted.

We hope that this plan will seek to address those failures to ensure that they never happen again.

DPA, in the immediate aftermath of the Auckland Anniversary Weekend flooding events and before Gabrielle struck, reached out to our members in the region to ascertain what their experiences had been like.

The feedback gleaned from these efforts included that while many disabled people were resilient and had withstood the floods well, others had not as we heard stories about the impact that weather-enforced homelessness had on disabled people, especially given the lack of accessible housing. We also heard that there was some difficulty accessing support especially when it came to assisting with property clean ups and disruption of disability support services and activities.

We note that the new Whaikaha – Ministry of Disabled People initiated a response aimed at Auckland's disabled community over both storm events by providing essential information and a coordinated response with disability organisations and service providers during these periods. The availability of funding from central government aimed at disabled people and their whānau and disability organisations also assisted during the clean-up and recovery period.

However, these storms reinforced the need from a civil defence perspective for timely information in accessible formats, good support systems, assistance to disabled people and their whānau in planning for disasters, and the ability to have well organised disability support systems and structures in the recovery phase are very important.

In our submission we call for closer collaboration between Council CDEM and Auckland's disabled community through the establishment of a partnership in which disabled people are fully represented in all planning and response processes. We also call for emergency preparedness and responsiveness programmes to be made fully accessible to disabled people, provide more resources to enable disabled Aucklanders to become better prepared for disaster events and ensure that recovery programmes and processes fully address the needs of disabled people in emergencies.

DPA would also like to highlight that disabled people are at higher risk of being de-prioritised for support and assistance during civil emergencies. This has been the case both domestically and globally and is why the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) Article 11 calls for all signatories (including New Zealand) to recognise that disabled people have the right to the same level of protection as other people.

This is why local and central government – in this case Auckland CDEM – have a duty to ensure the safety of disabled people in times of risk and emergency.

Our submission covers the five main questions asked in the submission form and associated main document about partnership with mana whenua and mātāwaka, hazard reduction, operational readiness, community readiness and response.

### Partnership with mana whenua and mātāwaka

DPA strongly supports the CDEM Plan's requirement for a Te Tiriti-based relationship to be built with mana whenua and mātāwaka throughout Tāmaki Makaurau.

It is important when doing this to recognise the needs of Tangata Whaikaha disabled Māori who are inter-sectionally disadvantaged due to experiencing the barriers of systemic racism, ablism, and of disproportionately living in lower socioeconomic communities.

The needs of tangata whaikaha need to be fully accounted for in all CDEM emergency management plans and response processes.

This can best be achieved through working directly with Tangata Whaikaha Māori, their relevant iwi, hapu and whānau and representative organisations.

**Recommendation 1:** that CDEM and Council work in partnership with Tangata Whaikaha – Disabled Māori in all emergency management planning and response processes.

### Hazard reduction

DPA welcomes any measures which would seek to reduce the risks from natural and climatic hazards as suggested in the planning document.

As outlined in the CDEM plan, five yearly assessments of hazards are important but, wherever possible, these should also be undertaken annually, especially when it comes to hazards concerning flooding, sea level rise and earthquake/volcanic eruption risks.

DPA recognises that only so much can reasonably be done to contain and manage hazards by both CDEM and other relevant stakeholders. We believe that while it is reasonable that communities, businesses and government organisations take reasonable steps to prevent and/or manage these risks themselves, it is important that both central and local government funding be utilised to support these activities throughout the Auckland region.

Through central and local government funding, communities and businesses can be supported to undertake essential works to manage risks like updating drainage and sewerage systems to minimise flooding, make buildings earthquake and storm proof and improve communications infrastructure between CDEM and the communities it serves.

All work aimed at reducing risks to the natural and built environment from emergency events should ensure full accessibility for everyone to them, including for disabled people to, i.e., public buildings, parks, reserves, riverbeds, lake and beach fronts, housing and community spaces is retained and even improved because of any remediation work.

DPA believes that disabled people should be involved in the co-design and planning of any remedial work programmes which are designed to reduce climatic and natural hazard risks and in developing the planning instruments for the built environment which will be required to do so.

| |
|---|
| **Recommendation 2:** that all work aimed at reducing risks to the natural and built environment makes all spaces fully accessible to everyone, including disabled people. |
| **Recommendation 3:** that disabled people be involved in the co-design and planning of any remedial work programmes which are designed to reduce hazards and in developing the planning instruments for the built environment. |

## Operational readiness

The operational readiness of Auckland CDEM must be more efficient and responsive in all civil emergencies going forward.

While DPA shares the view of many people that Auckland's CDEM and Council leadership's responsiveness were much improved by the time Cyclone Gabrielle struck in February, there is an absolute need to continually exercise and test all CDEM capabilities and capacities, including communications, with relevant stakeholders.

DPA welcomes CDEM's plans for emergency management in Auckland to anticipate and assess a range of potential hazards and events and set out clear management approaches to address each contingency.

DPA supports the proposal in the CDEM plan for people involved in Auckland's emergency management system to have the capabilities they need to support effective response and recovery. We believe this capability building should extend to disability responsiveness and awareness training for all CDEM staff and volunteers across the region.

This training should include how best CDEM should communicate with and support disabled people to plan for emergencies and then provide active support and accessible communications during emergencies.

To undertake these and other tasks, CDEM should consider appointing a Disability Responsiveness Advisor/Trainer to its team who would act as a focal point of contact between the agency and Auckland's disabled community. Any appointee should preferably self-identify as a disabled person and have good links to the region's disabled community and disability organisations.

DPA believes that the Responsiveness Advisor role should sit within the CDEM executive management team so that a disabled community perspective can be fed into all emergency response planning and during times of emergency.

DPA also recommends that CDEM employ staff and volunteers who are truly reflective and representative of the many communities who live in the region, be they Māori, Pasifika, ethnic, rainbow, disabled, rangatahi/youth, and older people to ensure that underrepresented groups become part of growing the agency's presence in all of Auckland's diverse communities.

| |
|---|
| **Recommendation 4:** that disability responsiveness and awareness training for all CDEM staff and volunteers should form part of ongoing capability and capacity building. |
| **Recommendation 5:** that CDEM appoint a Disability Responsiveness Advisor/Trainer to its team with their main role being to build relationships between the agency and the disabled community and would sit within the CDEM Executive Management Team. |
| **Recommendation 6:** that CDEM recruit and build a diverse volunteer and paid workforce which represents all of Auckland's communities including representation from Māori, Pasifika, ethnic, rainbow, disabled, rangatahi/youth and older people's communities. |

DPA supports the plan's proposals to have the right strategic and operational partnerships, equipment and assets and supporting systems in place. These strategic and operational partnerships should include with the disabled community and disability organisations.

Assets and equipment should be stored in strategic locations throughout Auckland for ready deployment and be fully accessible for disabled people to use in the event of emergencies, i.e., inflatable boats/craft and other transport options in terms of accessible mobility vans.

| |
|---|
| **Recommendation 7:** that CDEM build strategic partnerships and relationships with the disabled community and disability organisations. |
| **Recommendation 8:** that CDEM assets and equipment be stored in strategic locations throughout Auckland for ready deployment and that they be accessible to disabled people (with assistance) in the event of an emergency, i.e., inflatable boats/craft and accessible mobility vans. |

### Community readiness

DPA welcomes CDEM's commitment to ensuring that all Tāmaki Makaurau communities are informed, prepared and resilient to emergencies.

DPA supports the use of public awareness and community engagement activities that will contribute to these goals. However, there is a need for programmes to be specifically targeted and accessible to demographic groups including disabled people.

For the disabled community, this will mean having CDEM working in a co-design partnership alongside disabled people to develop community readiness and responsiveness programmes aimed at D/deaf and disabled communities to help the disabled community prepare for emergencies.

These programmes should be co-delivered by CDEM in partnership with disabled people and disability organisations.

**Recommendation 9:** that CDEM work in partnership with disabled people to develop and deliver community preparedness and responsiveness programmes aimed at the disabled communities of Auckland.

Disability organisations, including disability service providers, Whaikaha – Ministry of Disabled People and Disabled People's Organisations (DPOs) including DPA should be utilised by CDEM to provide information and support to the disabled community in times of emergency.

DPA believes that information and resources about civil defence emergencies and risks/hazards should be made fully available by CDEM and Council in accessible formats including New Zealand Sign Language (NZSL), Braille, Large Print, Easy Read and audio to any D/deaf or disabled person who requests them.

**Recommendation 10:** that information and resources about civil defence emergencies is made available in accessible formats including NZSL, Braille, Large Print, Easy Read and audio.

## Response

DPA favours a strengthening of the response that CDEM and Auckland Council can mount in future emergencies. The Coordinated Incident Management System (CIMS) should not only be clearly articulated and fit for purpose but rigorously tested in non-emergency periods to ensure that it can work effectively when it needs to.

DPA absolutely supports the provision by CDEM of emergency alerts and information in accessible formats including NZSL.

These emergency alerts should be available via the Auckland Council or CDEM websites, text and email link and on mainstream media (especially NZSL interpretations which have been very usefully provided at media conferences held by CDEM in the recent past).

**Recommendation 11:** that CDEM provides emergency alerts and information in accessible formats including NZSL, both online (via website, text and email alert) and on mainstream media channels.

DPA supports the concept proposed in the planning document for Aucklanders to have access to safe refuge spaces in emergencies.

DPA affirms the need for key emergency refuge spaces/evacuation/welfare centres to be fully accessible to disabled people in terms of ensuring that they are physically accessible and usable by people with mobility impairments (i.e., wheelchair/mobility aid users), have accessible toilet, cleaning and showering facilities (including wet floor showers and railed toilets), visual fire alarms, quite spaces provided for neurodiverse and people with mental distress (and those who just want a quiet space) to go to as well as adequate lighting and security.

**Recommendation 12:** that CDEM ensures that key refuge spaces in Auckland are accessible and user friendly for disabled people.

DPA believes that evacuation processes should be made accessible to disabled people by CDEM in terms of, for example, providing free mobility taxi and accessible bus services to transport disabled people to safer refuge in times of emergency (if time permits), as well as inflatable rafts and other rescue equipment worked by well-trained staff and volunteers who understand the needs of disabled people, amongst others.

**Recommendation 13:** that CDEM make evacuation processes accessible to disabled people and work with the disabled community to do so.

### Recovery

DPA supports the concept of recovery outlined in the CDEM Plan as being the need to use coordinated efforts to regenerate communities after an emergency is over by

learning lessons and applying them as well as enhancing preparations for any future events.

DPA believes that CDEM needs to work with social agencies, including disability organisations and disabled people themselves, in identifying recovery needs and ensuring that resources and support are pooled from both central and local government as well as communities to ensure that disabled people are supported with clean-up activities, finding food, clothing and accessible accommodation and have whatever personal supports they usually have or may require due to the emergency.

**Recommendation 14:** that CDEM work with disabled people and disability organisations to identify the recovery needs of disabled people and the disabled community in the aftermath of emergencies.

As mentioned earlier in this submission, finding accessible housing can be an issue for disabled people whose own accessible homes are damaged or become unliveable following an emergency.

DPA believes that Auckland Council working with both disabled people and central government should come up with solutions to ensure that disabled people can be re-housed in accessible accommodation (preferably emergency or temporary accommodation) until they can return to their own homes.

If homes are deemed unable to be moved back into then disabled people should be re-housed with support from central government and/or iwi and hapu as soon as practicable.

**Recommendation 15:** that Auckland Council work with both disabled people and government to ensure that disabled people can be re-housed in accessible accommodation until they can return to their own homes or permanently re-housed in accessible housing within the shortest possible timeframe if homes are deemed unliveable.

# Auckland Civil Defence Emergency Management Group Plan #179

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Police**

**Local Board:** Regional organisation

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Discussed with Supt Gemmell, nil issues on behalf of Police and supportive of the Group plan

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Discussed with Supt Gemmell, nil issues on behalf of Police and supportive of the Group plan

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Discussed with Supt Gemmell, nil issues on behalf of Police and supportive of the Group plan

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Discussed with Supt Gemmell, nil issues on behalf of Police and supportive of the Group plan

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Discussed with Supt Gemmell, nil issues on behalf of Police and supportive of the Group plan

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Discussed with Supt Gemmell, nil issues on behalf of Police and supportive of the Group plan

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Discussed with Supt Gemmell, nil issues on behalf of Police and supportive of the Group plan

**From:** MAEA-BROWN, John [redacted]
**Sent:** Thursday, August 31, 2023 12:12 PM
**To:** Kristen Spooner [redacted]
**Cc** [redacted] <[redacted]
**Subject:** RE: [EXTERNAL] RE: Draft CDEM Group Plan - Public notification

Hi Kristen,
Discussed with Supt Gemmell, nil issues on behalf of Police and supportive of the Group plan
Anything else let me know
Thank you
JB
Snr Sgt JMW893
TM Emergency Operations / Partnerships
Auckland City Hub / ECC
**M** [redacted] **E** [redacted]

**From:** Kristen Spooner
**Sent:** Monday, August 28, 2023 1:26 PM

[redacted]

# Auckland Civil Defence Emergency Management Group Plan #180

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Fire Emergency NZ**

**Local Board:** Regional organisation

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

**Tell us why**

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

Confirming FENZ is supportive of the draft CDEM Group Plan.

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

Confirming FENZ is supportive of the draft CDEM Group Plan.

## 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Confirming FENZ is supportive of the draft CDEM Group Plan.

## 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Confirming FENZ is supportive of the draft CDEM Group Plan.

## 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

Confirming FENZ is supportive of the draft CDEM Group Plan.

## 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

Confirming FENZ is supportive of the draft CDEM Group Plan.

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

Confirming FENZ is supportive of the draft CDEM Group Plan.

**From:** Mosby, Brad <Brad.Mosby@fireandemergency.nz>
**Sent:** Thursday, August 31, 2023 11:00 AM
**To:** Kristen Spooner <kristen.spooner@aucklandcouncil.govt.nz>
**Cc:** Henwood, Wipari <Wipari.Henwood@fireandemergency.nz>; Bone, Maurice <Maurice.Bone@fireandemergency.nz>
**Subject:** RE: Draft CDEM Group Plan - Public notification

Kia ora Kristen,

Confirming FENZ is supportive of the draft CDEM Group Plan.

Ngā mihi.

Brad Mosby
District Manager - Kaiwhakahaere Takiwā
Counties Manukau District
15A Lambie Drive, Papatoetoe 2104
Mobile: (0276) 000444
Email: brad.mosby@fireandemergency.nz

[redacted]

# Auckland Civil Defence Emergency Management Group Plan #181

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Te Kotahi a Tāmaki Marae**

**Local Board:** Regional organisation

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

**Tell us why**

Whakaoranga Marae, Whakaoranga Whānau – That the words in the model also capture Whakamana ngā marae under whakawhanaungatana, so that council staff understand the importance of this relationship, and have a model to support that understanding. In terms of marae supporting response, it is vital that marae are seen as the taonga that they are, that kaimahi understand this and that marae are not seen as a 'service provider' by Council staff. Marae are more than the standard definition of a community emergency hubs, even though they can provide support to the community in a similar way, they have added value of manaakitanga, spiritual aspects, promote indigeneity of Aotearoa, and offer a more homely experience. Therefore marae should not be made to fit into a box of a definition that does not capture the kawa, tikanga, and mana of marae, and would recommend that Marae have its own name and support resources for our model, rather than made to fit into a community emergency hub.

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

Agree

**Tell us why**

### 3. Operational readiness

**What do you think of our proposed actions for operational readiness?**

Agree

**Tell us why**

### 4. Community readiness

**What do you think of our proposed actions for community readiness?**

Agree

**Tell us why**

Support the need for individual and community readiness plans, would recommend more resource into Marae Preparedness training and response.

### 5. Response

**What do you think of our proposed actions for response?**

Agree

**Tell us why**

Response planning – support the need for local Response plans given the size and scale of Tāmaki.

Response communications – lines of communication before and during emergency Response, between the emergency coordination centre, marae and iwi organisations need to be clear so that there is no doubling up and people's mana is upheld. This should be clearly set out in a terms of reference document between Te Kotahi a Tāmaki, Auckland Council and Auckland emergency Management so we are all clear on our roles prior, post and during an emergency. Capacity – suggest additional resourcing in Auckland Emergency Management to support engagement work with mana whenua and mātāwaka. Also suggest that Auckland have local board emergency

operations centres on a smaller scale setup rather than the one EOC for the entire Auckland area, to allow better emergency response.

### 6. Recovery

**What do you think of our proposed actions for recovery?**

Agree

**Tell us why**

### 7. Management and Governance

**What do you think of our proposed action for management and governance?**

Agree

**Tell us why**

### 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

Agree

**Tell us why**

**From:** [redacted]>
**Sent:** Thursday, August 24, 2023 4:01 PM
**To:** [redacted]
**Subject:** RE: Draft CDEM Group Plan

Thanks Kiristen

I have made a couple of edits, just to articulate what I meant better, but you did a great job capturing the korero thank you.

Ngā mihi
Lorraine

TE KOTAHI A TĀMAKI MARAE COLLECTIVE

**Lorraine Byers**
Tūhoe, Ngāti Awa, Ngāti Hine
KAIWHAKAHAERE
M: 021 02014882
E: Lorraine.byers@tekotahiatamaki.nz

DISCLAIMER: This e-mail (including attachments) may contain information which is confidential or legally privileged and may not reflect Te Kotahi a Tamaki (TKAT) view. TKAT is not responsible for changes made to this email after we've sent it. If you have received this e-mail by mistake, please reply immediately and delete both messages. Kia ora ra.

[redacted]
**Sent:** Thursday, August 24, 2023 2:48 PM
[redacted]
**Subject:** Draft CDEM Group Plan

Kia ora Lorraine (please also pass on to Karepe),

Thank you again for your time yesterday. We really appreciate it. I've made a note of your comments below. Please let me know if you feel this is a true reflection of your feedback, or if there is anything you would like to change or add.

- Overall - Supportive of the strategy – seems straight forward.
- Whakaoranga Marae, Whakaoranga Whānau – That the words in the model also capture Whakamana ngā marae under whakawhanaungatana, so that council staff understand the importance of this relationship, and have a model to support that understanding. In terms of marae supporting response, it is vital that marae are seen as the taonga that they are, that kaimahi understand this and that marae are not seen as a 'service provider' by Council staff. Marae are more than the standard definition of a community emergency hubs, even though they can provide support to the community in a similar way, they have added value of manaakitanga, spiritual aspects, promote indigeneity of Aotearoa, and offer a more homely experience. Therefore marae should not be made to fit into a box of a definition that does

not capture the kawa, tikanga, and mana of marae, and would recommend that Marae have its own name and support resources for our model, rather than made to fit into a community emergency hub.
- Kia Rite, Kia Mau – a wonderful resource that should be rolled out nationally. Support the 'train the trainer' approach.
- Community readiness – support the need for individual and community readiness plans, would recommend more resource into Marae Preparedness training and response.
- Response planning – support the need for local response plans given the size and scale of Tāmaki.
- Response communications – lines of communication before and during emergency response, between the emergency coordination centre, marae and iwi organisations need to be clear so that there is no doubling up and people's mana is upheld. This should be clearly set out in a terms of reference document between Te Kotahi a Tāmaki, Auckland Council and Auckland Emergency Management so we are all clear on our roles prior, post and during an emergency.
- Capacity – suggest additional resourcing in Auckland Emergency Management to support engagement work with mana whenua and mātāwaka. Also suggest that Auckland have local board emergency operations centres on a smaller scale setup rather than the one EOC for the entire Auckland area, to allow better emergency response.

Ngā mihi,

**Kristen Spooner**
Principal Advisor, Strategy and Planning | Te Kaitohutohu Matua mō te Rautaki me te Whakamahere
Auckland Emergency Management | Tokonga Mate Ohotata o Tāmaki Makaurau
027 331 2474| aucklandemergencymanagement.org.nz
Level 1 South, Bledisloe House, 24 Wellesley Street, Auckland 1010

# Auckland Civil Defence Emergency Management Group Plan #182

Note: this version of the feedback form has been created for the purpose of publishing submissions. As such, contact and demographic information has been removed and handwritten submissions have been transcribed.

**Kaipātiki Project EcoHub**

**Local Board:** Regional organisation

**Your feedback**

**1. Mana whenua and Mātāwaka partnership**

**What do you think of our proposed approach for partnership with mana whenua and mātāwaka?**

**Tell us why**

See attachment

**2. Risk reduction**

**What do you think of our proposed actions for reduction?**

**Tell us why**

See attachment

**3. Operational readiness**

**What do you think of our proposed actions for operational readiness?**

**Tell us why**

See attachment

**4. Community readiness**

**What do you think of our proposed actions for community readiness?**

**Tell us why**

See attachment

**5. Response**

**What do you think of our proposed actions for response?**

**Tell us why**

See attachment

**6. Recovery**

**What do you think of our proposed actions for recovery?**

**Tell us why**

See attachment

**7. Management and Governance**

**What do you think of our proposed action for management and governance?**

**Tell us why**

See attachment

## 8. Monitoring and evaluation

**What do you think of our proposed actions for monitoring and evaluation?**

**Tell us why**

See attachment

Kaipātiki Project
share in nature's revival

**Storm Recovery & Resilience**

**Kaipātiki community organisations- 31 August 2023**

Tēnā koutou katoa
Ko Janet Cole tōku ingoa
Kaiwhakahere - Kaipātiki Project EcoHub te mahi
No Te Raki Pae Whenua -based on the North Shore.
Kei roto Te Henga, Bethells – out west- e noho ana.
My experiences of the climate emergency we experienced around Anniversary weekend was initially out west, focused on family, neighbours and my immediate community, people trapped at the beach in the valley by slips, no power, internet or phone, families rescued in the dead of night by rubber boat. I remember sitting on an RT at the top of a bluff with the storm raging straight up the cliff – I could see the damage, and see people's houses flooded, but we couldn't get through to help, and nor could emergency services. We had to relay information through to Emergency Services, so they could plan helicopter visits and deliveries.

After that first day or two, my focus turned to my second home of Kaipātiki, where I grew up and work in community, and bring those stories to you as part of this consultation. I am also informed by my professional background working in community sustainable catchment management and engagement planning, including a programme where there was a planned buyout programme of houses in floodplains.

**Our key message: Climate resilience = community resilience + environmental resilience**

1. **Thank you for the opportunity** to reflect and to contribute to capturing our region's experience and designing a better system.
2. **We would like to share the experience of the community anchor organisations in the Kaipātiki Local Board area and more broadly across Auckland's North, which has shown up gaps, but has also created space for innovative responses that worked so well and can be the basis for better risk management/ reduction, as well as response and recovery.**
3. **This submission draws on the experience and contribution of 10 community anchor organisations:**
   - the community houses/ centres from Highbury, Glenfield, Beach Haven, Birkdale and Bayview, the Kaipātiki Facilities Community Trust (our local board's community development partner), Kaipātiki Project (North Shore Environment Hub), Hearts & Minds (North Shore community mental health), Awataha Marae, Localised Community Recycling & Inorganic Hub; and Pest Free Kaipātiki; and
   - **the engagement during the emergency with a huge network** - local Councillor Richard Hills, Local Board Chair John Gillon and Deputy Chair Danielle Grant, other North local board members, Council staff, local MP Shanan Halbert, AEM, Community Connections, Parks, ANCAD, Harbour Sport, Albany Community Hub, North Shore Māori Committee, De Paull House, the Pacific Forum, Asian Family Services, Te Puni Kōkiri, and Devonport Community House.

17 Lauderdale Road, Birkdale
Tāmaki Makaurau Auckland 0626
09 482 1172
kaipatiki.org.nz

4. **We acknowledge the parallel and related Recovery Plan consultation, and our contribution relates to both.**
5. **We support the overall approach outlined in Make Space for Water and prioritising it for budget through the Long-Term Plan.**
6. As community anchor organisations and networks, we ask that Healthy Waters and Emergency Management **place communities and their organisations at the centre of the planning process and outcomes.** Right up front, the consultation document describes those with a role in supporting the region's recovery yet does not mention the community sector or community anchor organisations. This approach needs to change in all considerations in the Recovery Plan and Make Room for Water eg we welcome the establishment of the Recovery office but ask why the Community Recovery piece has only recently emerged.
7. We would like to see the same attention to detail for business applied to community. Eg **BAU- Business as Usual- we need to talk about Community as Usual. If we're talking about Business Continuity, let's also focus on Community Continuity-** the services we provide to connect people, and enable them to thrive**.**




8. We acknowledge first response must build on Emergency Response models of Command and Control – linear decision-making designed to be most efficient in task completion. However, the best of community means **No one gets left behind**. We are already out there building community resilience. We are inclusive and we are very good at what we do. We support the Healthy Waters approach but would ask please don't replicate what we are already doing using community-led models. We can deliver in partnership, but we can't do it without resources and communication. **Bring the brave champions of system change, innovation and problem-solving of the community sector to the table for early-stage planning and appropriate engagement. Then devolve the responsibility to community organisations, along with the resources needed to get the job done.**
9. **Let's do the scenario planning together to test better and joined up responses over time** between emergency response and community response – first 12 hours, next 24 hours, 48 hours, a week etc – to find out which combination works best for different scenarios, document and share further afield.

10. **Let's look to the community response planning already being used successfully in some communities eg Emergency Response Group models previously supported to be set up.** These models do not duplicate the role of AEM or emergency response agencies, they complement and ensure communications channels are open for emergencies because so much of the planning and risk reduction has already been done.
11. Our final point on this is- **we are already doing it well in some places- locally and through regional networks**; **let's share the learnings, build on what we've now learnt and increase the momentum.** In Northcote, the collaboration between Healthy Waters, Eke Panuku, Kainga Ora, Kaipātiki Local Board, Kaipātiki Project, Kaipātiki Community Facilities Trust and others has been very successful working to deliver what is effectively a Making Room for Water programme. Ngā manawhenua o Tamaki Makaurau have led a design process to create the mauri indicator framework Take Mauri Take Hono which acts as the korowai for the integrated programme outcomes, now known as **Te Ara Awataha**. **The area which once would have been flooded houses, distraught families and destroyed ecosystems, this year is being held up as an example of what works.**

https://youtu.be/HWv3lfkgbGU?si=sR3MBVSlrY1xScVb (YouTube- Māori TV)

https://northcotedevelopment.co.nz/news/greenslade-reserve-does-its-job-in-aucklands-floods/

https://isthmus.co.nz/thinking/northcotes-landscape-infrastructure-in-action/

**Applying these principles offers a way to be effective, joined up and build community resilience and environmental resilience as a way to create climate resilience.**

***What was our experience?***

12. Yes, the overall crisis response was slow, badly coordinated and barely communicated.
13. Messaging from that point on was poor – people were left to their own devices and largely prepared as well as they could within their means.
14. **The frustration through it all was the lack of a widely shared plan that could be understood and rallied behind. This created huge workloads for everyone just doing their best through trial and error. If there was a plan, it was too high-level and centrally-focused to be of value.**

*"There was a lack of leadership to deliver on a plan. I was shocked to find that there didn't seem to be a plan from Council as to what should take place in an emergency like the one we experienced. There was a sense of making it up as we went along."*

*"The main point from me was the lack of communication and connection in Kaipatiki initially, then it seemed like we were plugging gaps and not knowing who was leading responses and who the decision-makers were. We needed strong & knowledgeable leaders within our area who were looking at, or knew the small details while taking in big picture."*

15. Our community anchor organisations, including those owned by Council, were not contacted directly to inform us we were not to open during the State of Emergency (we chose not to in order to avoid any confusion and to help keep people off the roads or taking unnecessary trips).
16. Parts of our area were very badly affected, with the Northern busway flooded, houses in whole street sides all flooded, and drownings meaning distraught families in shock. Slips across walking tracks and into streams prompted parks to close. Those worst affected were often those who needed to go to community support centres but couldn't get there because

their car had been flooded. Any organisation with a van was called on to help ferry people or damaged carpets and food.

17. As the scale of impact became public, donations flooded in to the point the tap had to be turned off within a few days, as the community response was intense, although well intended.
18. **Awataha Marae did a fantastic job as our initial central place where people could go in person to get support, food, clothing and advice. It was all hands on deck.**
19. **Localised did a fantastic job**, turning their trucks which could not operate in flooded areas, to work **collecting and distributing goods**, and using their warehouse as a point of sorting and collection, including for whole household lots for those who were being rehoused.
20. **The Kaipātiki Community Broker played a crucial role connecting and relaying information when community was being excluded from decision-making; helping us to prioritise support.**
21. **KLB Chair & Deputy Chair, our Councillor and our MP worked together and with our communities as a tireless team providing the leadership absent from elsewhere.**
22. **Once a community information centre was set up in Birkenhead War Memorial, community organisations supported with staff volunteers and deliveries.**
23. **The lack of a coordinated Wellbeing response** by major agencies was a sad reflection of the under-funding in this area for many years – Worksafe, the Mental Health Foundation, and others were unhelpfully silent while our own Hearts & Minds people were run off their feet. There continues to be unacknowledged trauma from these events and a risk this is untreated and will create long-term impacts, contributing further to delayed recovery.

***So what have we learnt, now what's possible?***

24. **Organising based on current Local Board structures and relationships** would support a return to a locally-led response, with a plan that is based on high-quality engagement, and is well-communicated to the community and adequately funded. A core organising team model eg Leisure Mgr, Community Broker, Local Board rep, Cr, MP, community houses rep, community development organisation, community Envirohub etc
25. **The same scenario planning, scenario rehearsals and testing that goes on within EM circles needs to be rolled out across communities to test our local and neighbourhood plans**.
26. **Locally-led:** What worked? Let's build on that. In Kaipātiki Local Board, we had about 100 people on a Teams meeting in the second week after the cyclone. With no other communication planning in place or means to get the information out to groups and agencies, we ad libbed with the systems we had to ensure we were on the same page. Can we be supported to host a workshop to bring the groups and individuals together who came together by Teams at the time - to pool knowledge and resources, and create an outcomes-focused robust plan. This could include documenting what happened, timing, amazing resources and systems generated- what worked, and what else would be good for next time.
27. **Strengths-based:** How do we better support Emergency Management, marae, community orgs to be able to respond? Who do we liaise with in Emergency Management? Council Community Connections? AEM? What is the Local Board's role? Councillors? MPs?
28. How do we **communicate at different scales effectively** (floodwaters don't stop at political boundaries). How do we liaise across local boards across the north and northwest? Would a neighbourhood scale approach work better? Could we do a neighbourhood mapping exercise under AEM umbrella to support a strengths-based approach?

29. **Safety net**- How do we ensure our most vulnerable people are supported/ prioritised in any response plan?
30. How do we apply an **appropriate lens** eg how do we support Māori orgs to support Māori community? How do we support ethnic community orgs to support ethnic communities? Pacifica? Accessibility lens? Elder lens?
31. **Central resource kete**: Could we set up a central place for templated docs and resources?
32. **What does environmental resilience look like?** The actions listed in the Making space for Water document seem to lack ambition, be business as usual and rely a lot on community and individuals**.** It was disappointing to see that the suggestions are mostly focused on "more of the same but better or bigger". **To make the necessary changes in our infrastructure and living environments we will need to be ambitious, thinking long term and have a high degree of coordination amongst key stakeholders.**
33. **We will also need regulatory change**, ensuring all the central and local government changes work together towards the integrated outcomes we need.

Nāku noa, nā

*Collated by*
Janet Cole
Manager, Kaipātiki Project EnviroHub

**Informed by reflections and input from the following:**

**Kaipātiki Project:**

*"Formed in 1998 in Auckland's North, Kaipātiki Project acknowledges the rights and interests of nature, place and people using a whole living systems approach. Our work is to support and engage our community in regenerative environment and sustainable living activities that enhance skills and creativity, and build a sense of pride across Kaipātiki and the wider North networks and communities. Our programmes include native plant nurseries, food and soil resilience, community compost hubs, Zero Waste Hub, and environmental education delivered in schools, communities, reserves, streams, and coastal margins in Auckland's North. These programmes are critical to empower our communities to implement climate actions that aim to reduce greenhouse gas emissions, achieve a greater balance and reciprocity between the carbon emitted and the carbon that our environment can sequester, and support renewed and regenerated ecosystems and communities. Embracing Te Ao Māori, we partner with mana whenua and mataawaka Māori to understand how mātauranga iwi/ hapū can improve environmental outcomes for the area, to help restore the Taiao, whenua, awa, and moana."*

**Bayview Community Centre:**

*"The Bayview Community Centre operates seven days a week, with our office being open from Monday to Friday, and staff on hand during weekends to support community events. However, if our community-based developments, events, and groups were subjected to a 50% cut, our operations would be severely impacted. Our Centre is built around providing a welcoming space for the community to explore new hobbies, engage in working bees, and participate in wellbeing groups, creative groups, exercise, church, dance, and more. One of our most successful programmes is the 'Craft Mob', which has been well attended for years and helps improve the wellbeing of community members, welcomes newcomers, fosters creativity, and promotes a sense of belonging."*

**Beach Haven Birkdale Community Project:**

*"The Birkdale Beach Haven Community Project spans two community houses in low income areas on the North Shore. The facilities are available to the public seven days a week and a dedicated team of staff and volunteers ensure quality programming and events are provided for and with our culturally diverse community. Long-standing and essential programmes such as 'Community Eats', run from Beach Haven House, address the dire food insecurity in the area — this is a programme that has been called upon to scale-up during the Covid pandemic and more recently the disastrous weather events. Since becoming New Zealand's first community house in the 1970s, Birkdale Community House has provided classes, initiatives and space hire across a myriad of sectors as well as a loved community holiday programme."*

**Glenfield Community Centre:**

*"In the recent Cyclone Gabrielle disaster, it was facilities like GCC that stepped up to the challenges and who were agile and flexible enough to respond to real need in real time."*

**Highbury House:**

*"We have worked incredibly hard over the last 7 years to have a community house that is responsive to the wants and needs of our neighbourhood, to be proactive and a connector for people and with other organisations."*

**Hearts and Minds:**

*"Since 1990 H & M has received funds from Council and appreciated their funding support ensures the continuance of our community development work:*

- *H & M provides the community-based wellbeing hub in Northcote;*
- *We undertook and published research on 'The Impact of Northcote's Urban Regeneration on Community Wellbeing';*
- *We publish and provide the 'Support Services Directory' for North Shore, Waitakere and Rodney online and bi-annually publishes the hard copy (free to community organisations);*
- *We ensure people are connected to appropriate support for their family / whānau needs via our information and navigation service;*
- *We are a member of the strong cohesive community network within KLB; and*
- *We are a Community Touchstone in Northcote."*

**Pest-free Kaipātiki:**

*"Pest Free Kaipātiki helps to provide resources, expertise and events to help enable our community to connect with one another and create a flourishing natural environment. PFK helps enable volunteer efforts that are a vastly more cost-effective way of achieving the outcomes produced than alternative methods, as well as providing additional indirect benefits that would not otherwise be achieved, such as strengthened neighbourhood connections."*

**Kaipātiki Community Facilities Trust:**

*"The lead community partner with the Kaipātiki Local Board."*