

# **2018 Brian FM South Island CDEM Conference**

Emphasising the value that  
navigators play in recovery, as  
part of local communities

Flo Joyce  
Candi Callaghan  
Chris Wilson

# Navigators

Post earthquake service based on partnership between NGOs, Government Depts., Local Councils and Community.

Help those affected to connect to available help and services:-

- assess needs

- develop recovery plan

- support and assist

My Experience

Flo Joyce

# Flo Joyce

Health and Social Services with Te Piki Oranga

Focus on Seddon and surrounding area

Networking with other organisations and making referrals as required

Overall wellbeing of whanau critical to recovery

Food, warmth and safety key initial concerns

Door to door assessments accompanied by builder

Help plan next steps

Follow up where necessary

My Experience

Candi Callaghan

# Candi Callaghan

Employed by PHO

Local knowledge both with the people and the area (Ward School secretary)

Focus on the Ward and Flaxbourne community

Initial home visits to identify winter warmth issues

Identifying those whanau in need

Provision and advice to support networks

Having a familiarity within the community already builds a trusting relationship from the start

Regular interaction within the community, and just being there!

My Experience

Chris Wilson

# Chris Wilson

Employed by PHO

Local knowledge as Secretary East Coast Community Organisation

Focus on Kekerengu and Clarence areas

Severely impacted by loss of SH1 access south

Gain trust of community.....confidentiality

Had assisted with delivery of MPI EQRF

Providing a focal point for recovery communications

Coming to terms with significant change and interruption



# Navigator Experiences and Learnings

Knowledge of and trust from the community is key

Door to door visits are essential.....people reluctant to come for help. All households visited and 280 logged and monitored via a specially created PHO database

Community events, social interaction and information sharing key to getting across recovery messages

Importance of cross agency sharing and security of information

Generally weak knowledge of EQ insurance process initially, but of the logged cases it looks like >90% are now settled.

Needs were diverse but all caused by disruption to life as normal.....some more severe than others. (examples - school, jobs/business, family, health)

# Navigator Experiences and Learnings

Having funded help in key areas is a great help in recovery

- winter warmth

- community medical/welfare clinics

- find and fix immediate damage help

- RAS advice with EQ claims

- help with understanding and checking EQ assessments

- access to trades available to carry out immediate and longer term repairs

Need for temporary housing did not materialise as people found own local solutions

Support continuing with identified cases where outstanding issues remain with recovery - insurance, rebuild, health and stress