

# 10th Annual Emergency Management Conference

22 & 23 February 2011, Duxton Hotel, Wellington

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**\$825!**  
(see backpage for details)

Ensuring good preparation, quick response and sustained recovery to disasters and emergencies

Endorsed by:



Ministry of Civil Defence  
& Emergency Management  
Te Rākau Whakamarumaru



**Ministerial Address:**

Hon John Carter, Minister of Civil Defence discussing the Canterbury earthquake and the value of preparedness



**International Address from:**

David Parsons, Chair, Water Sector Infrastructure Assurance Advisory Group, Australia

**Discuss key lessons arising from the Canterbury Earthquake, with presentations from:**

- Ministry of Civil Defence and Emergency Management
- GNS Science
- St John
- New Zealand Fire Rescue Service
- New Zealand Police
- University of Canterbury
- Canterbury CDEM Group
- And many more!

**Key insights from the Canterbury earthquake and important emergency management lessons:**

- The response – from both a local and national perspective
- Communicating in a disaster – rethinking the unthinkable
- The science behind the reality
- Panel discussion – conveying information to the public during an emergency
- Interactive roundtables discussing issues facing the emergency management sector

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# 10th Annual Emergency Management Conference

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## DAY 1 – 22 February 2011

8.30 Registration and coffee

### 9.00 **Opening remarks from the Chair**

**Clive Manley**, *Manager Civil Defence and Emergency Management, Auckland Council*

9.10

### **Ministerial Address: The Canterbury Earthquake - A reminder of the value of preparedness**

The Minister of Civil Defence, Hon John Carter will deliver a Ministerial Address and discuss the following in relation to the Canterbury earthquake.

- The foundations of resilience
- The Government's role in the response and recovery
- Where to now?

**Hon John Carter**, *Minister of Civil Defence*



### 9.40 **What happened in Canterbury? The science behind the reality**

Early morning on Saturday 4th September 2010 a devastating earthquake hit Canterbury; this session will delve into the science that underlies the earthquake and discuss the fault that led to the quake and why we did not know about it beforehand.

- The earth moved: what happened, why and where?
- Liquefaction and the behaviour of buildings and infrastructure

**Kelvin Berryman**, *Manager: Natural Hazards Research Platform, GNS Science*

10.30 Morning tea

### 10.50 **Keynote Address: The response – A local perspective**

This session will look at the response of the Canterbury region to the earthquake and how the people of Canterbury got through the shock of the earthquake and came out the other side.

**Bob Parker**, *Christchurch City Mayor*



### 11.40 **Panel Discussion: Conveying information to the public during an emergency**

This panel discussion will look at different peoples' experiences in the Canterbury earthquake, the impact that the quake had and how information was conveyed to the public. There will be a range of perspectives provided including those involved in the emergency response; the panel will be open for discussion and will welcome questions from the audience.

**Chris Haines**, *Regional Operations Manager, St John Area Commander Dan Coward*, *Area Manager, Christchurch Metro Area, New Zealand Fire Rescue Service*

**Superintendent Dave Cliff**, *Canterbury District*

*Commander, New Zealand Police*

**Dr Alistair Humphrey**, *Medical Officer of Health (Canterbury)*

**Lorelei Mason**, *ONE News Health Correspondent, TVNZ*

12.40 Lunch

### 1.30 **The response – The national perspective**

The National Controller will discuss the co-ordination of the national response to the Canterbury earthquake and look at lessons that could be applied to the management of major events in the future in other urban centres.

**David Coetzee**, *National Controller, Ministry of Civil Defence and Emergency Management*

### 2.20 **Communicating in a disaster - Rethinking the unthinkable**

Opening with widespread devastation in Haiti, 2010 was a year punctuated by earthquakes, volcanic eruptions, tsunami, fires and floods. Successive disasters highlighted the need for effective communication that keeps the public aware of response and recovery efforts but, as each new event unfolded, public participation in the communications process grew, at times overshadowing 'official channels'. This session will examine how those struck by a disaster may now react to messages, how 'peripheral' communicators influence that reaction, communication influences and technologies that can lead to conflict, response to messages under stress and why the communications process has to start long must start before disaster strikes.

**Catherine Arrow**, *Board Member, Global Alliance for Public Relations and Communication Management; Representative, PRINZ*

3.00 Afternoon tea

### 3.15 **International Address: Developing successful emergency management teams**

- Simulations and reality
- Teams for innovation
- War gaming – exercises aimed to actually experience what and how decisions will be made during crises and the role that they can play in facilitating recovery and response
- Exercises - what are they really for?

**David Parsons**, *Chair, Water Sector Infrastructure Assurance Advisory Group, Australia*



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“There can be no greater responsibility or greater reward, than assisting others to get through an emergency. I recommend you use this conference as a way of refreshing and perhaps expanding your knowledge and abilities so that you are better able to meet your responsibilities to the community in civil defence emergency management”

**John Hamilton**, Director, Ministry of Civil Defence & Emergency Management



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4.05

### Interactive roundtable discussions

Discuss key emergency management issues with other practitioners and learn from the experiences of your peers and our facilitators.

**Choose one of the following roundtables:**

#### Roundtable 1: The constant challenge to attract and retain volunteers

Volunteers are essential for emergency and disaster response and they need to be well trained and available to act; how can we attract more volunteers to the area and maintain them in the long term? What was the experience in Canterbury, during and after the earthquake? How do volunteers play their part in coordinated relief?

**Facilitated by: Murray Sinclair**, Manager, Civil Defence & Emergency Management, Christchurch City Council

#### Roundtable 2: The use of powers and the different roles undertaken in emergencies

In a declared emergency extensive legal powers are conferred on the Civil Defence Controllers and the Medical Officer of Health. These powers include closure of buildings, requisition of premises, cordons and quarantine; failure to comply can result in fines or imprisonment. The use of these powers has implications for other agencies and substantially affects the lives of those in a declared emergency beyond the immediate effects of the emergency itself. Both the Medical Officer of Health and Civil Defence Controllers invoked powers during the Canterbury Earthquake; this roundtable will look at the benefits and impacts of compulsory powers in an emergency and the wider implications of the use of these powers.

**Facilitated by: Dr Alistair Humphrey**, Medical Officer of Health (Canterbury)

#### Roundtable 3: Undertaking practical exercises to simulate disaster situations

The use of practical exercises to simulate disaster simulations can help prepare both those involved in emergency response and the public in better understanding what to do in an emergency. What benefits do practical exercises have over theory? Do we conduct too much theory and not enough practical simulations?

**Facilitated by: Sharyn Devereux-Blum**, Director, Devereux-Blum Training & Development Ltd

#### Roundtable 4: Ensuring effective coordination and communication in the face of disaster

During an emergency it is essential that what is happening is clearly communicated to people and the appropriate agencies coordinate their response. What were your experiences in the Canterbury earthquake or in other situations where coordination and clear communication were key?

**Facilitated by: Paul Blum**, Director, Devereux-Blum Training & Development Ltd

5.00

End of day one & networking drinks

## DAY 2 – 23 February 2011

9.00

### Opening remarks from the Chair

**Clive Manley**, Manager Civil Defence and Emergency Management, Auckland Council

9.05

### Case Study: Post emergency response to the 2009 L'Aquila earthquake in Italy

The earthquake which devastated L'Aquila in Italy in 2009 has provided a number of lessons about earthquake recovery and brought forward some new ways of thinking.

- The rebuilding process – the benefits and disadvantages of prolonging the time spent in temporary accommodations in order to quickly rebuild homes that are of high quality and are earthquake safe
- Coordination of different agencies and organisations in the post emergency response
- Emergency management of lifelines – lessons learnt which will help future recovery efforts
- Issues involved in waste and debris management after the disaster
- A comparison of the L'Aquila earthquake to the Canterbury earthquake

**Sonia Giovinazzi**, Research Fellow, University of Canterbury

9.50

### Case Study: Multi-agency coordination and integrating out-of-town staff during the Canterbury earthquake

The Canterbury earthquake required a coordinated response as multiple agencies such as Environment Canterbury, Christchurch City, Selwyn District and Waimakariri Councils, Fire, Police, NZDF, MSD and partner social service organisations had to work both individually and collectively to manage the response to the quake in a highly effective manner.

- Rapid activation of the Canterbury Regional Emergency Coordination Centre – how was this possible?
- What happens when principal hazard risks are not sufficiently taken into account in choosing coordination facility locations?
- Lessons learnt from working with other agencies in a significant coordinated response
- The role of the National Crisis Management Centre and staff from across the country coming to assist
- The influence of 'adaptive management' – a potential disaster in the making?
- Moving from the initial response to the recovery phase – the need for continued co-operation and co-ordination

**Jon Mitchell**, Manager, Regional Emergency Management Office, Canterbury CDEM Group

10.40

Morning tea

10.55 **An overview of the Canterbury recovery process – What has been going on since September 2010?**

This session will discuss the Canterbury recovery process and look at the work involved in assessing buildings evaluation systems, reconciling response as well as BAU expectations and requirements.

- The use of cordons and barricades in securing at risk areas
- The use of statutory powers and their application regarding dangerous buildings
- An overview of the basic lessons learnt so far

11.40 **The role and challenges for EQC – The Canterbury experience**

The Canterbury earthquake has seen the EQC being pushed to the limit as they process the thousands of claims from residents. This session will look at how they have gone in processing claims, how damage was assessed as well as what they learnt throughout the process that they can use in the future.

12.30 Lunch

**Quick Fire 25s**

The following Quick Fire Sessions are designed to keep you energised and raring for more after lunch.

1.15 **Case Study: What made Canterbury different from Chile?**

Despite huge differences between the earthquakes in Chile and Canterbury there are surprising similar lessons that can be learnt from both events which are also reinforced by the differences between the two disasters.

- What levels of awareness and preparation were in place before each earthquake?
- From a structural engineering point of view, what lessons were learnt in Chile and how similar are these to those learnt in Canterbury despite the different scale of events?
- How were lifelines affected and how did the utilities respond in Chile compared with Canterbury?

**Noel Evans, MIPENZ, Chartered Professional Engineer, MNZSEE, Relationship Manager, Opus International Consultants Ltd**

1.40 **The role of social media in the Canterbury cleanup**

Canterbury University student Sam Johnson mobilised thousands of students in Canterbury to help out in the clean up after the earthquake through the use of Facebook. Students travelled to stricken areas, helping shovel silt out of people's properties, move furniture from damaged houses and help residents clean up. This session will look at how the volunteer movement was started, how Facebook was used as a means to get people involved, the work that the students undertook and look at how important volunteering is in times of need.

**Sam Johnson, Student, University of Canterbury; Member, Riccarton-Wigram Community Board**

2.05 **Integrated land use planning**

The Canterbury earthquake highlighted the issue of integrated land use planning. Councils and local authorities must take into account the geotechnical aspects of land that is to be developed and the risks involved. The issue is a persistent one as we continue to develop areas that represent risk in being prone to earthquakes, floods, tsunami and liquefaction.

**Kristin Hoskin, Director, Kestrel Group; President – Oceania, International Association of Emergency Managers (IAEM)**

2.30 Afternoon tea

2.45 **Pre-emergency planning and preparedness – The role data plays in post disaster recovery**

The Canterbury earthquake highlighted the need for response organisations to have clear plans in place for effective emergency management. This session will look at how response organisations can ensure maximum readiness and how immediate access to the right tools and data post event allows for proactive rather than reactive response.

- Pre-arranged programmes and Service Level Agreements (SLA's) with geospatial data and solutions providers that are triggered in the event of an emergency
- Coordinated national service and supply contracts
- International case study to be showcased

**Mike Donald, Managing Director, Terralink International**

3.10 **Case Study: The importance of business continuity planning at Airways New Zealand**

The importance of business continuity planning cannot be underestimated; this session will look at business continuity planning at Airways New Zealand and the important role it played in ensuring the organisation was able to get back to business as usual quickly after the Canterbury earthquake.

Representative from Airways New Zealand

3.35 **Closing Keynote Address: Early lessons identified from MCDEM**



John Hamilton will discuss the early lessons that can be identified from the Canterbury experience and the impact that this will have on emergency management as we move forward into the future.

**John Hamilton, Director, Ministry of Civil Defence and Emergency Management**

4.20 Closing remarks from the Chair and end of Conference

**Register online at [www.conferenz.co.nz](http://www.conferenz.co.nz)**

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**Ensuring good preparation,  
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If you only attend one emergency management event in 2011 this should be it! Endorsed by the MCDEM the 10th Annual Emergency Management Conference focuses on the Canterbury earthquake and uncovers some of the lessons from New Zealand's most devastating natural disaster in recent memory.



*There can be no greater responsibility or greater reward, than assisting others to get through an emergency. I recommend you use this conference as a way of refreshing and perhaps expanding your knowledge and abilities so that you are better able to meet your responsibilities to the community in civil defence emergency management*

- John Hamilton, Director, Ministry of Civil Defence & Emergency Management

#### Featuring a range of presentations from key stakeholders in the emergency management sector:

- Ministry of Civil Defence and Emergency Management
- GNS Science
- St John
- New Zealand Fire Rescue Service
- New Zealand Police
- University of Canterbury
- Canterbury CDEM Group

This event will delve into the response to the earthquake from a local and national perspective, take a look at communicating in a disaster, discover how to develop successful emergency management teams, look at the role of social media in emergency management and identify early lessons from the earthquake.

**New for 2011 – interactive roundtables** where you can discuss emergency management issues with our expert facilitators and your peers under the themes of: attracting and retaining volunteers, discovering the different powers used in emergencies, the benefits on undertaking practical exercises and ensuring effective coordination and communication in the face of disaster.

**Register today to take advantage of our Super Saver Special of just \$825 if you register before 5pm on December 16 2010**

I look forward to meeting you in February,

Kind regards,



Danielle Curnow  
Conference Manager

P.S. The Canterbury earthquake highlighted the need for robust business continuity planning - in case of a natural disaster or any other major business disruption. Do not miss our separately bookable 6th Annual Business Continuity Conference on the 24th February 2011 – see the website for further details.

**Special price of \$825**  
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