



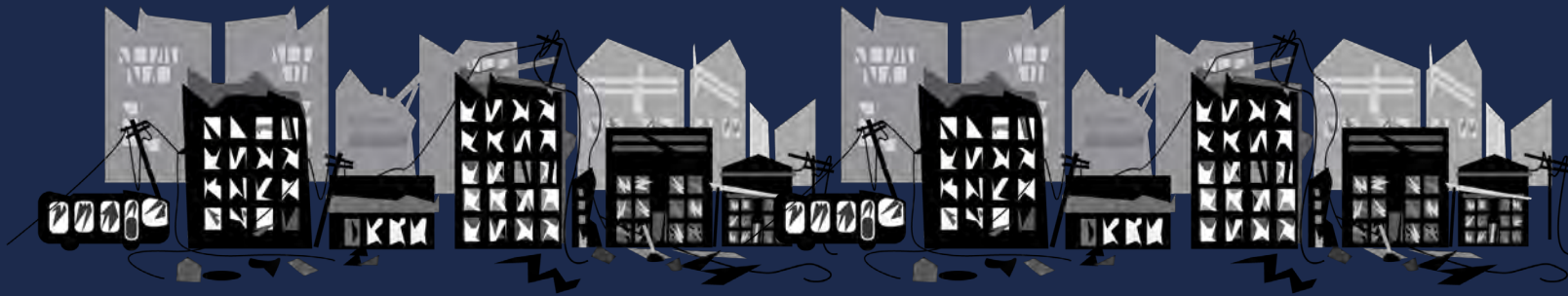
trigger warning for those
who have been impacted
by earthquake

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**Plans & procedures are important,
but people are where it's at**

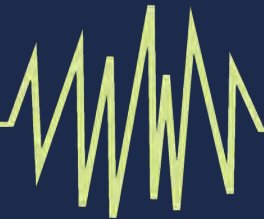


2 years



9 of 10

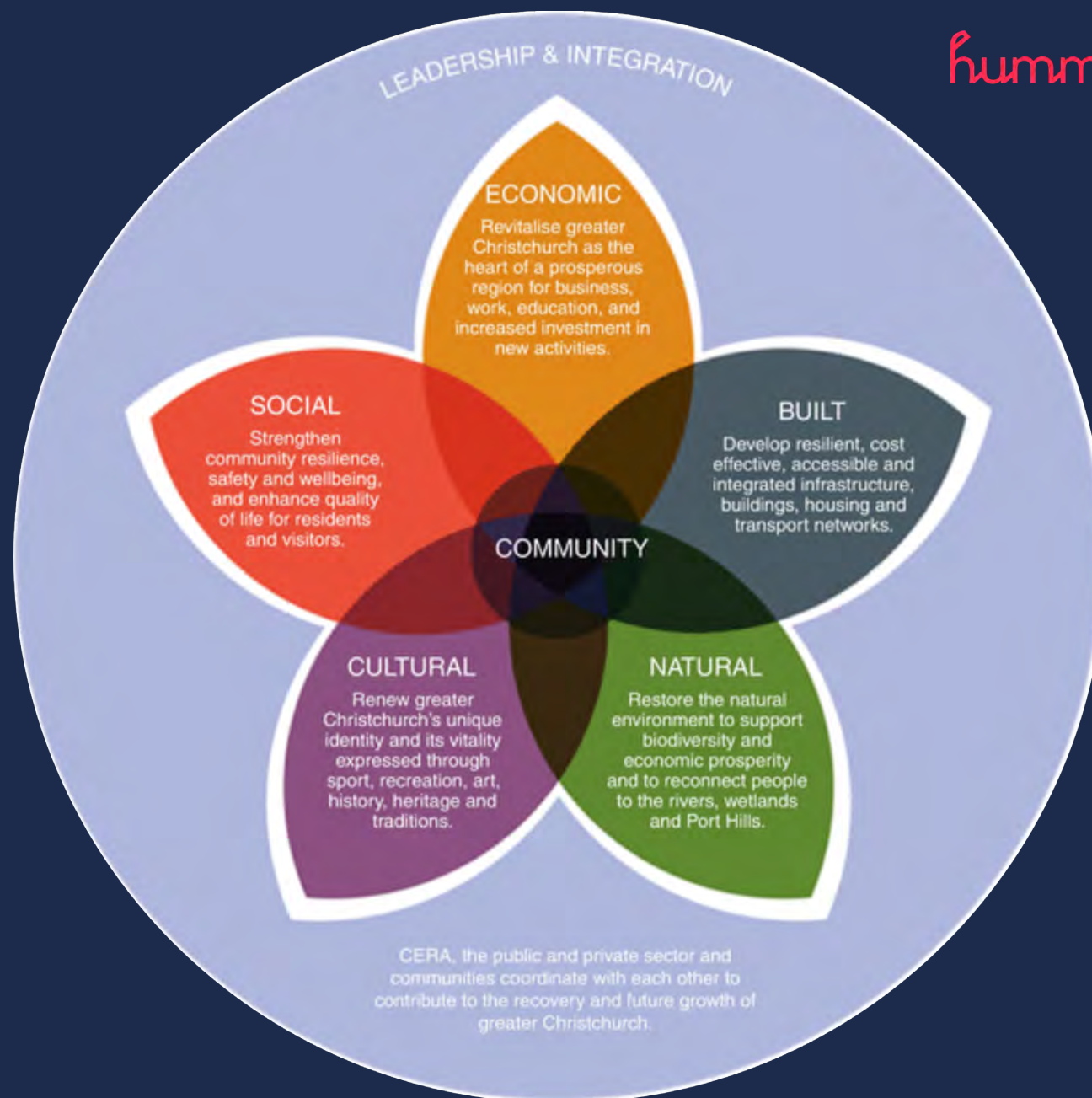




15,000

Message 1

It's always a people project



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**Creating resilient
infrastructure
that gives people
security and
confidence in the
future of
Christchurch**

**“This is not a pipe
or road project.**

**This is a
people project!”**



**Duncan Gibb – Director
Stronger Christchurch Infrastructure Rebuild Team**

**Customer
satisfaction**

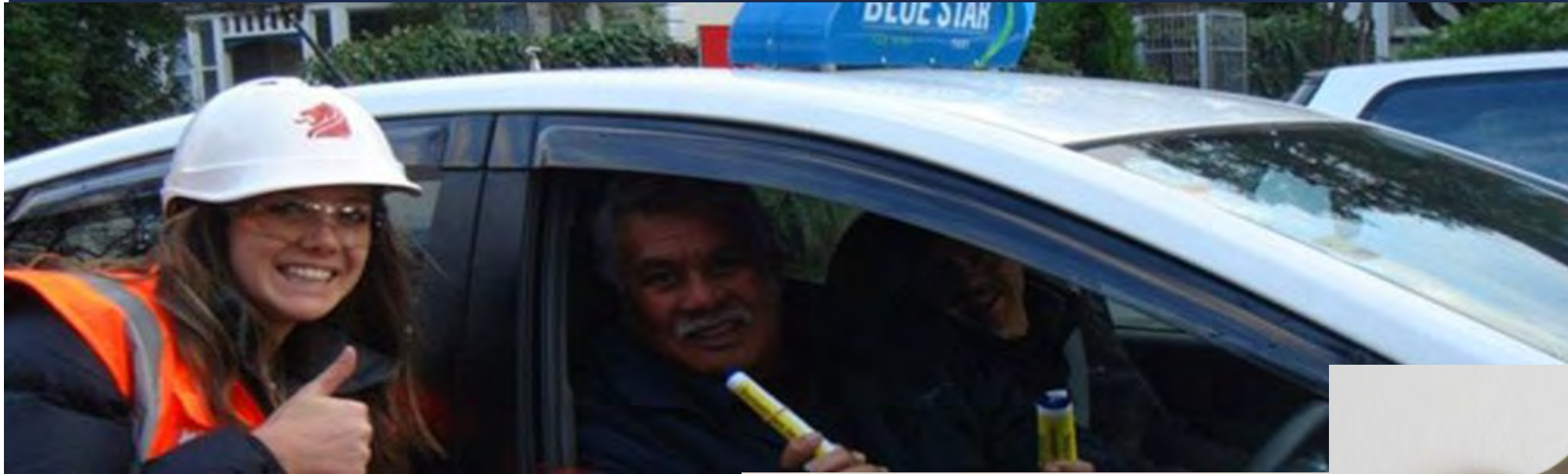
80%



wider community every 6 months

**face-to-face survey of 400-600
residents & business owners
every 4 months**

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A people project:

1 thing you already do?

1 thing you could do?



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Message 2

**We must think
beyond the sandbags**



681537

In response to the seismic events experienced in Christchurch, the Municipal Zoning Committee has undertaken a comprehensive recalibration of the urban spatial framework, necessitating the implementation of a series of geotechnical assessments and hydrological surveys. These evaluations have culminated in the issuance of revised zoning ordinances that delineate red, orange, and green zones, each characterized by specific geospatial vulnerability metrics and land stability coefficients. Residents within red-zoned areas are required to engage with the Centralized Relocation Authority to facilitate property abandonment protocols, whereas occupants in orange-zoned districts must comply with conditional reconstruction mandates pending further subsoil stratigraphy analyses. Green-zoned sectors have been designated as low-risk, subject to periodic review under the Post-Seismic Land Use Continuity Act, which mandates adherence to enhanced structural integrity standards.

What was required of residents in the



Red zone?



Orange zone?



Green zone?

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681537

Secondary stress

“I sat—waiting yet again. I was unaware back then that many of the years stretching before me would be spent waiting; waiting for information, for statements to be taken, for bureaucratic decisions to be made, for new legislation to be drafted, for the receipt of necessary paperwork, for permission to be given, for objections to be lodged, for applicable approvals, for regrettable rejections, for slow commencements and for even slower completions.”

Sue Gunningham, from her book *All the Days After*
about her experience of Victoria, Australia's 2009 wildfires.

Lived experience at the heart

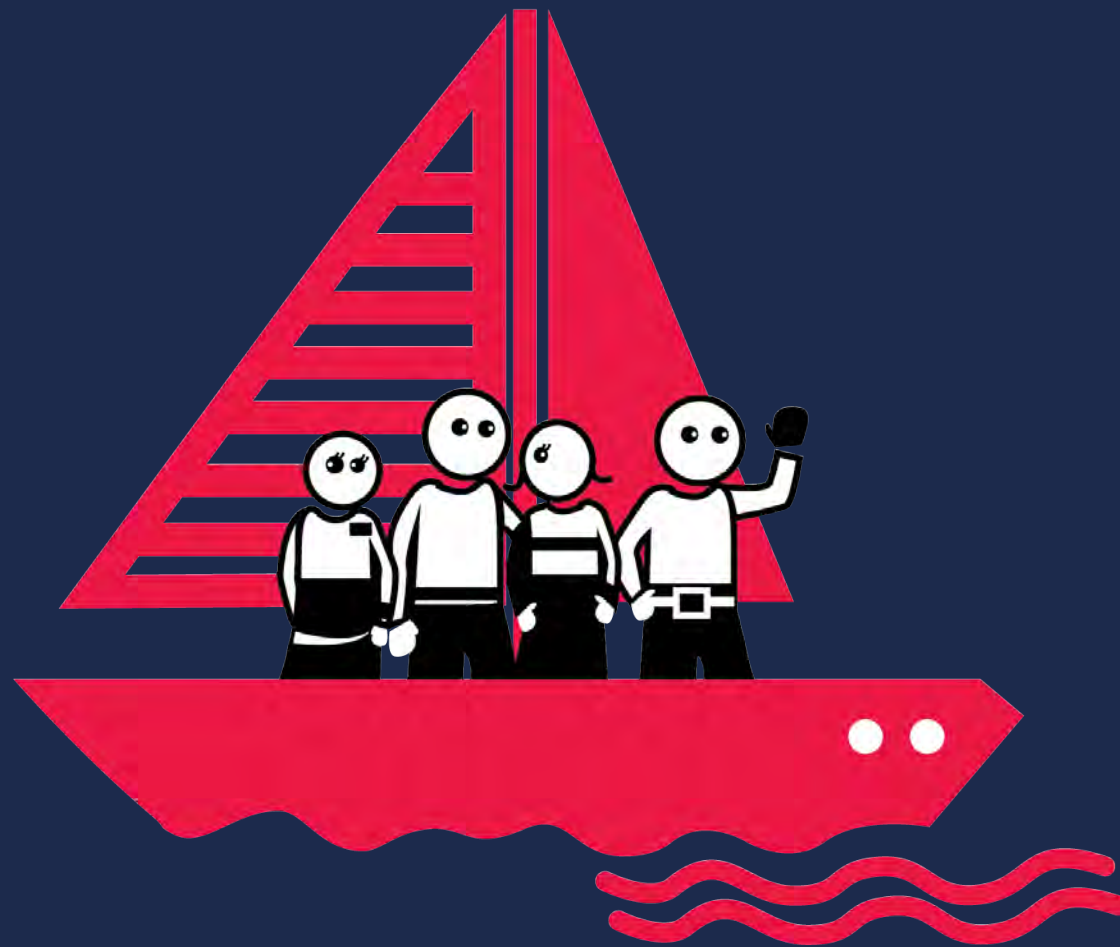
- How might your systems and processes be experienced by disaster-affected people?
- Where might be the sources of secondary stress?
- How are your systems end-user tested?
- What, if anything, might be changed?

We must bring recovery to life
to build recovery capacity
to improve recovery outcomes for
those impacted by disaster



Message 3

Protect your
key ingredient







Risks to mission-driven people



Poor decision-making

Exhaustion

Feeling devalued

Lost confidence

Withdrawal

Sacrificed self to point of
extreme disorientation

Existing health
conditions worsened

Burnout

Suicide

Physical health impacts

Ending or changing career

Worker injury

Pessimism, cynicism, bitterness

Lost ability to monitor
own exhaustion and needs

Decreased energy and vitality

Loss of quality life

Forgetfulness

Loss of perspective

Alcohol / drug use

Anxiety

Depression

Significant weight
changes

Relationship impacts
– partners, children...

Risks to an organization



Decreased efficiency



Staff 'go rogue'



Decreased productivity



Integrity of goals &
programs suffer



Client/patient
expectations and
trust impacted

Staff burnout



Poor decision-making



Short-term &
closed thinking



Mission negatively
impacted



Cost of counseling &
remedial action

Deteriorated culture



Change resistance



Team dysfunction



Turnover



Organization reputation
-> Hard to recruit

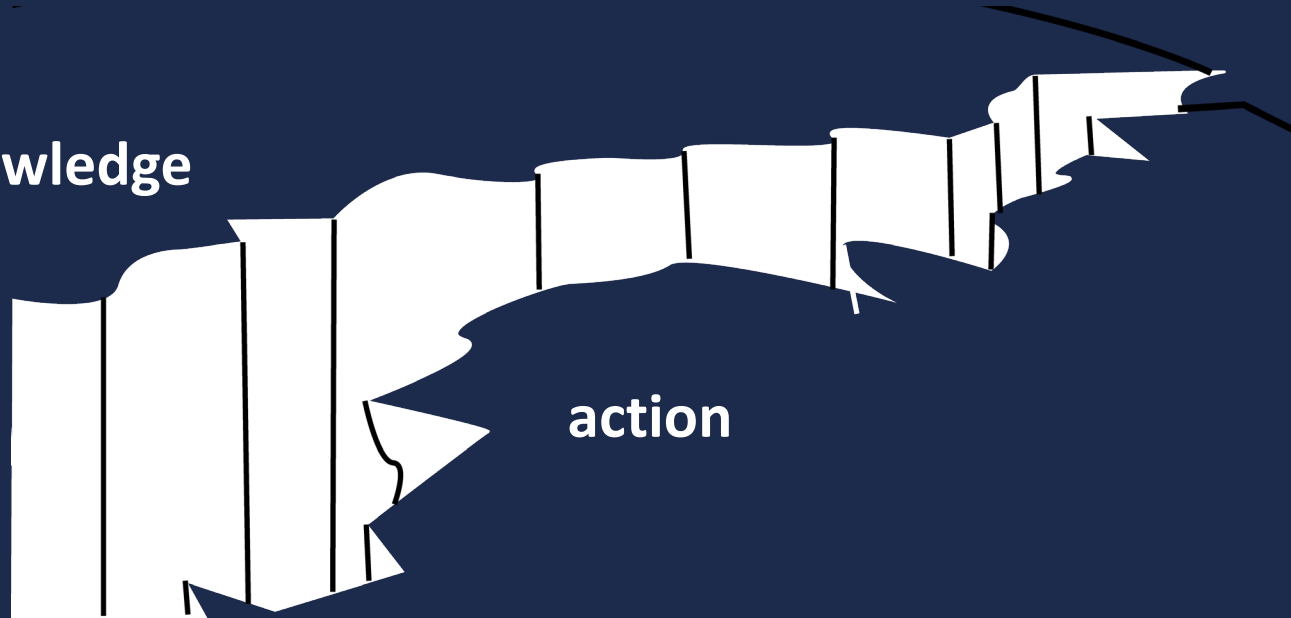


Triple responsibility



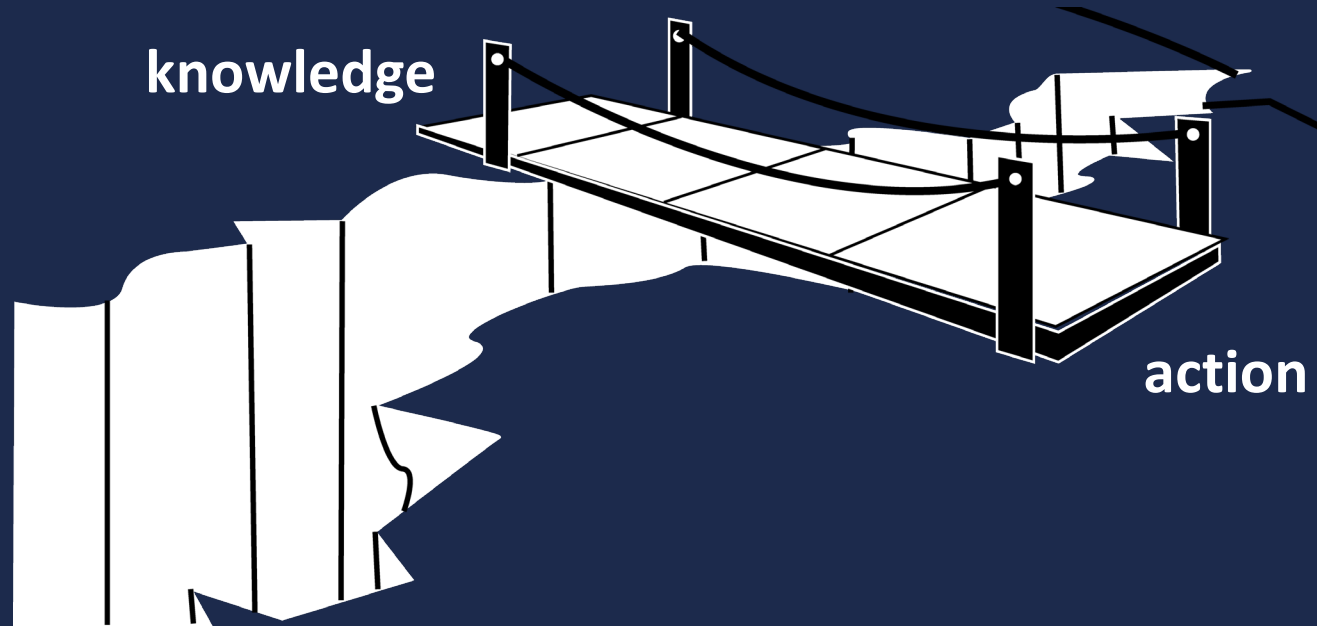


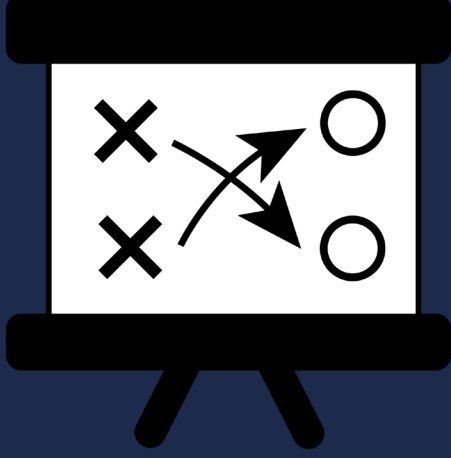
knowledge



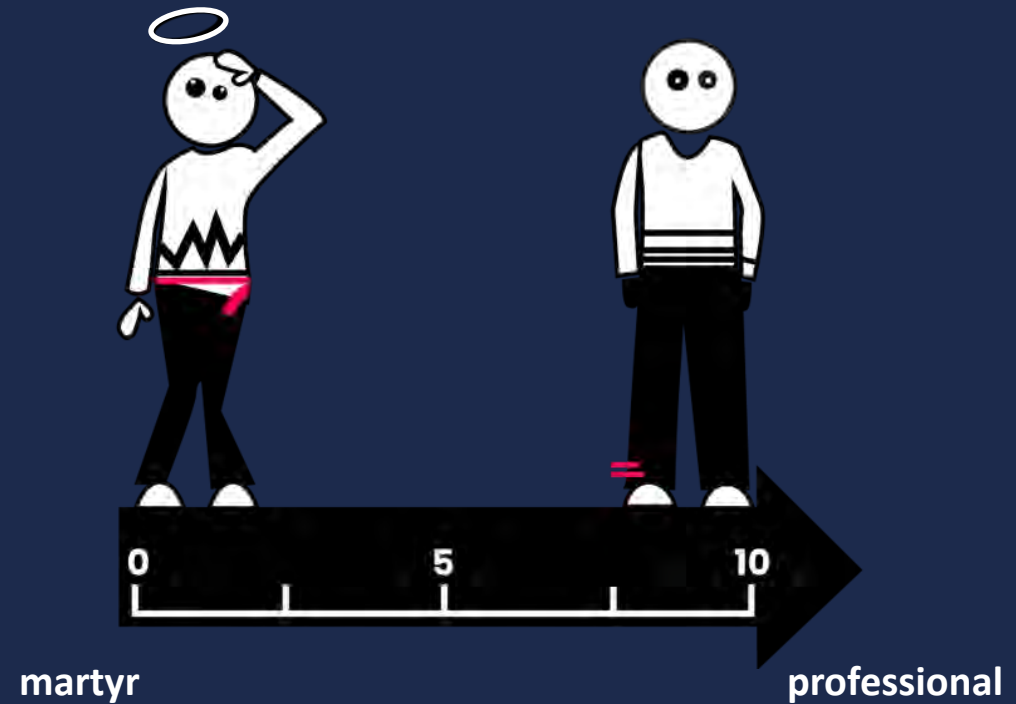
action

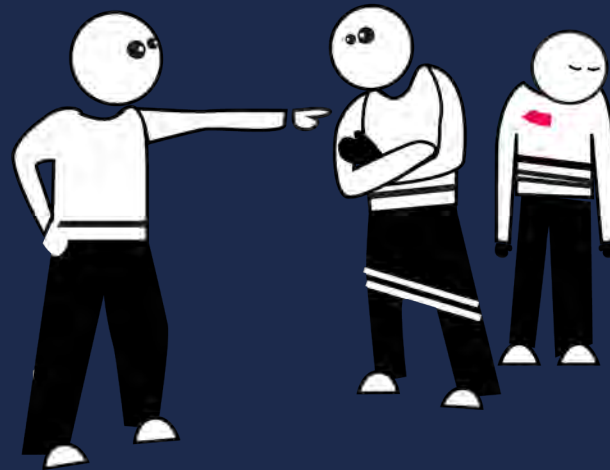
The knowledge-action gap





Are you a
martyr or a
professional?





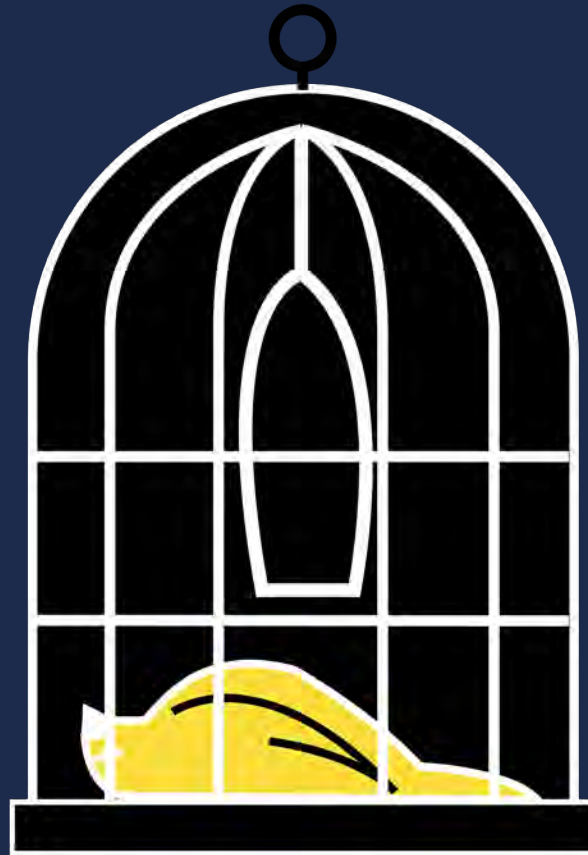
Tired teams

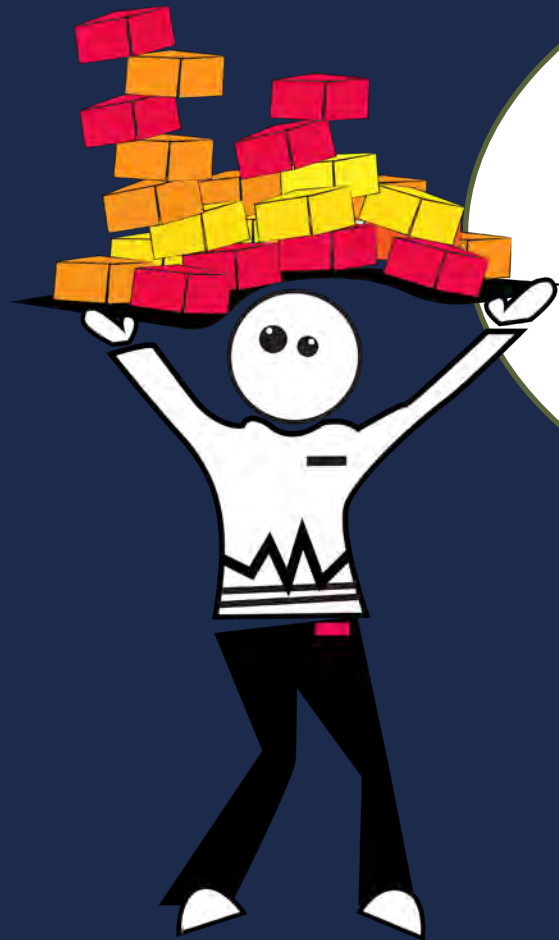


Self-care isn't enough

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**Which brick(s)
can you remove?**





**“If you think you’re
too small to make a
difference,
try sleeping with a
mosquito.”**

Dalai Lama

Thank you