BUILDING RESILIENCE

South Island Civil Defence Emergency Management Conference 2014

30 – 31 July 2014
Mines Rescue Workshop
1 August 2014
Shantytown, Greymouth

Programme
South Island Civil Defence Emergency Management Conference

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Speakers

John Hamilton
CNZM, MVO
Director of Civil Defence
Ministry of Civil Defence & Emergency Management Wellington

John Hamilton assumed the appointment of Director of the Ministry of Civil Defence & Emergency Management in 2006. The Ministry is a business unit of the Department of Prime Minister and Cabinet. Its role is to lead the development of civil defence emergency management in New Zealand through building capabilities and capacities that contribute to resilient communities.

Prior to joining the Ministry of Civil Defence & Emergency Management John served 35 years in the Royal New Zealand Air Force initially as a helicopter pilot and flying instructor and then in a variety of senior leadership and command appointments. He was the Chief of Air Force in the rank of Air Vice-Marshal for the period 2002-2006.

John completed a Bachelor of Science at the University of Canterbury prior to his pilot training. He is a graduate of the Royal Air Force command and staff college course and the USAF Air War College.

John was made a Member of the Royal Victorian Order in 1981 in recognition of his service to Her Majesty the Queen. In 2001 he was made an Officer of the New Zealand Order of Merit in recognition of his leadership of the joint operational planning of the New Zealand deployment to East Timor. In 2006 he was promoted in the Order to become a Companion of the New Zealand Order of Merit in recognition of his leadership of the Royal New Zealand Air Force during his time as Chief of Air Force.

John maintains his interest in aviation and continues to fly as a private pilot.

Dr. John Vargo

Dr. John Vargo is a senior researcher and co-leader of the Resilient Organisations Research Programme (ResOrgs is a member of the New Zealand Natural Hazards Platform) based at the University of Canterbury. His interests focus on building organisational resilience in the face of systemic insecurity in a complex and interconnected world. The ResOrgs group (www.resorgs.org.nz) has been researching Organisational Resilience since 2004 and has been heavily involved in related research following the 2010-2011 series of devastating earthquakes that hit Christchurch, New Zealand. This research has looked at the impacts of the earthquakes on organisations and economic sectors and the application of the ResOrgs 13 indicator resilience model to systemic recovery.

With a bachelor’s degree in Accounting from the University of Michigan, MBA from the University of Santa Clara, California and a PhD in Information Systems from the University of Canterbury. His education and experience cover a broad range of commerce, technology and education and has involved dealing with the wide range of risks inherent in organisations, large and small.

His research interests are in organisational resilience, information security, risk management and strategic planning.

In addition to his academic role, John has filled a range of senior management roles at the University of Canterbury in support of major change initiatives including: Dean of Commerce, Pro Vice-Chancellor (Business and Economics), Director of ICT, Chief Operating Officer, Chief Financial Officer and Assistant Vice Chancellor for Student Services.

Ken Hughey
Professor of Environmental Management, and Postgraduate Director, at Lincoln University

Ken Hughey is Professor of Environmental Management, and Postgraduate Director, at Lincoln University. While his main research areas concern freshwater he has an ongoing interest in tourism, climate change and Disaster Risk Reduction and has worked extensively on tourism related matters in Northland, the Queenstown-Wanaka area and on the West Coast. Ken has published a large number of peer reviewed journal articles and reports on all these research areas. Ken’s many external interests include whitebaiting and he has a stand on the Mokihinui River in Buller!

Raewyn Tailby

• Work in the Emergency Management side of the EMSAR Department at Tai Poutini Polytechnic
• Ex Police – Far North
• NZFS – Volly + Paid role – Kaitaia, Hokitika
• Currently getting into LandSAR with the Hokitika team
• Been involved in EM services for 14 years.
• Been involved in Flood response, Whale Stranding response, Tornado Response, severe weather events, rural/wildfires and urban fire fighting.

Speakers
Michelle Mitchell  
Deputy Chief Executive, Social and Cultural Recovery

Michelle has been involved in earthquake response and recovery work since September 2010. Prior to the Canterbury Earthquakes, Michelle was the Canterbury Regional Commissioner with the Ministry of Social Development and the chair of the Welfare Advisory Group (WAG).

She led the Welfare Planning Response after the September earthquake and before February’s earthquake had been appointed to head the secretariat of the Canterbury Earthquake Recovery Commission. She has more than 20 years’ experience in senior management roles in the Ministry of Social Development and its predecessors, mostly based in Christchurch.

Michelle has become a recognised leader in the field of welfare response and recovery. She does this while also fronting the many challenging issues that occur in a disaster environment such as, briefing families of those who were killed or missing and overseeing the co-ordination of welfare operations through to communicating decisions relating to land zoning.

To do all this she has co-ordinated central, local and non-government agencies. This has only been possible because of the strong relationships Michelle had forged in the Canterbury region before the earthquake.

Her Community Wellbeing work within the Canterbury Earthquake Authority focuses on the recovery and overall wellbeing of individuals, families and their communities, ensuring the appropriate support services are in place for people affected by the earthquakes and that social infrastructure is restored within communities.

Graham Dockrill  
Hairy Lemon Web Solutions  
Director and Co-Founder

February 22nd 2011 will be a day that will forever be in the memory of New Zealanders and the people of Christchurch. Graham’s technology company was based in the CBD of Christchurch, with 35 staff working from a multi-story office block when a 6.3 magnitude earthquake hit with devastating results.

Hear Graham’s story, detailing the reaction, the response and then the recovery of his business. Evacuating the building within seconds of the event, the challenges were unprecedented. With staff unaccounted for, stairways damaged and server rooms flooded and compromised. Being well prepared for a disaster and managing risk mitigation is paramount in any organisation. When put to the test, there were successes and catastrophic failures of IT, processes and systems over the ensuring weeks and months to recovery. You will hear the highs and lows, what to do and what not to do when an emergency faces your business.

Graham has spoken at many events and organisations over the years and has represented his industry at both a local and central government level. As Director and Co-Founder of Hairy Lemon Web Solutions, Graham is the Sales Director of New Zealand’s fastest growing web development company. With 30+ staff and clients around the world, the company is a leader in the Web Development Industry. Majoring in Computer Science at UC, Graham has a strong knowledge of the industry, as well as extensive management experience.

Formerly a Branch Manager for Steel and Tube Ltd, one of New Zealand’s largest steel merchandising companies, he heads the marketing side of Hairy Lemon. From humble but ambitious beginnings, Hairy Lemon has become a leading web development house.

Accommodation suggestions

Accommodation bookings and payment are the responsibility of the attendees

PAROA HOTEL  
508 Main South Road, Paroa, Greymouth  
Close to Shantytown, backs onto the West Coast Wilderness Trail - (cycleway)  
Phone: 03 762 6860  
Reservations Freephone 0800 762 68 60  
Email: monk@xtra.co.nz  
www.paroa.co.nz  
Conference rate $105

AACHEN PLACE MOTEL  
50 High Street, Greymouth 7805  
Phone: 03 768 6901  
www.aachenmotel.co.nz  
Self Contained Studio (1 x queen bed) $97.00 (incl GST)/night, Self Contained Twin Studio (1 x queen bed and 1 x single bed), $110.00 (incl GST)/night

COLEIRAINE MOTEL  
61 High Street, Greymouth  
Phone: 03 768 0077  0800 27 00 77  
Email: enquires@colerainemotel.co.nz  
www.colerainemotel.co.nz  
Standard studio: $139.00/night, Deluxe studio with spa: $159.00/night

KINGSGATE HOTEL  
32 Mawhera Quay, Greymouth, 7805  
Phone: 03 768 5085  
Email: peter.elkov@millenniumhotels.com  
www.millenniumhotels.com  
Standard double or twin $109/night with breakfast $145 for 2, Superior double or twin for $129/ night with breakfast $165 for 2, Superior plus $139/night with breakfast $175 for 2.
Victoria Boyes  
Owner Operator New World Greymouth

I studied law and art history at Otago university and left for China the day after I graduated. I worked in Melbourne cooking in restaurants for many years and finally said goodbye to travel through Thailand and into India, where I lived and worked for about a year and half. I came back to Greymouth to visit my Mum and Dad, with the intention of travelling to Spain afterwards.

My Dad asked me to work for him in his supermarket as he was a bit short staffed while I was back. It didn't take long for me to fall head over heels for the supermarket business and now I think about it, it was all a cunning plan on his behalf.

I'm not quite a coaster as I've only been here for sixteen years, but I have swapped my backpack for a wonderful husband and two great kids, four chickens, two bunnies and a dog.

I am very proud to own Greymouth New World and Henry's Beer Wine and Spirits Greymouth, and am totally addicted to the constant demand of such a large business.

We all love to travel and one day I will make it to Spain.

Alicia Palmer  
Community Resilience Coordinator for Christchurch City Council.

Alicia Palmer is the Community Resilience Coordinator for Christchurch City Council. A key part of her role is to engage with communities to encourage and promote preparedness and community resilience, and champion the delivery of the CDEM community response planning programme for the city. Alicia is one of the Welfare Managers for Christchurch City Council, and is responsible for over 300 welfare volunteers.

She has worked in emergency management in Canterbury for over 4 years, during which she was heavily involved in the response to both the September and February earthquakes and project manager of the Red Zone Resident Access Programme.

Alicia holds a Bachelor of Science, majoring in Geography, and is currently studying towards a Masters in Community Development (Emergency Management).

She has worked in Australia and New Zealand in community development and policy and is a contributor to the international Emergency 2.0 Wiki, a free global resource for using social media and new technologies in emergencies. Alicia lives in Christchurch with her husband, and when she's not working she loves dryland dog sledding with her two Dalmatians.

Lance Ryan  
Crombie Lockwood Insurance Brokers

Lance has 42 years experience in the Insurance industry and 30 years broking experience.

Lance was a founding partner of Fraser Macandrew Ryan Limited (FMR), New Zealand's largest locally owned insurance brokerage before it was sold to Wesfarmers Insurance in March 2011 and merged with Crombie Lockwood.

Lance continues to work as an Executive Broker and has responsibility for business development, sales and marketing and leading a commercial team in the Christchurch branch.

Over the years, Lance has been involved in all aspects of client servicing from business acquisitions to claims management.

Lance's career has seen him working with wide variety of clients, who can be contacted on request to provide more information:

- Foodstuffs (South Island) Limited
- Catholic Diocese of Christchurch
- Mercer Stainless Steel
- Versatile Garages New Zealand
- Westpower Limited
- Network Tasman
- Local Bodies – Grey, Buller, Westland and Timaru District Councils

Lance is acknowledged by business groups throughout New Zealand as a leader in the Insurance industry and is regularly asked to present at company conferences on topics relating to the Insurance industry.
## Schedule

### Wednesday 30 July

<table>
<thead>
<tr>
<th>TIME</th>
<th>SPEAKER</th>
<th>TOPIC / ORGANISATION</th>
<th>SPEAKING TIME</th>
<th>QUESTION TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.00</td>
<td>Registration - morning tea available on arrival</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>10.10</td>
<td>John Hamilton – Director MCDEM</td>
<td>Welcome</td>
<td>10mins</td>
<td></td>
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<tr>
<td>10.30</td>
<td>Opening address (Group Controller)</td>
<td>Cyclone Ita – Easter 2014</td>
<td>10mins</td>
<td></td>
</tr>
<tr>
<td>10.40</td>
<td>Alicia Palmer</td>
<td>Christchurch City Council</td>
<td>40mins</td>
<td>10mins</td>
</tr>
<tr>
<td>11.30</td>
<td>John Vargo</td>
<td>Resilient Organisation</td>
<td>40mins</td>
<td>10mins</td>
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<tr>
<td>12.30</td>
<td>Lunch</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>1.15</td>
<td>Lance Ryan</td>
<td>Insurance Council</td>
<td>35mins</td>
<td>10mins</td>
</tr>
<tr>
<td>2.00</td>
<td>Michelle Mitchell</td>
<td>CERA</td>
<td>50mins</td>
<td>10mins</td>
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<tr>
<td>3.00</td>
<td>Afternoon Tea</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>3.15</td>
<td>Raewyn Tailby</td>
<td>Tai Poutini Polytechnic</td>
<td>25mins</td>
<td>5mins</td>
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<tr>
<td>3.45</td>
<td>Finish</td>
<td></td>
<td></td>
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<tr>
<td>4.00</td>
<td>Transport to accommodation</td>
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<tr>
<td>4.30</td>
<td>Monteith’s Brewery Tour ($20 per person)</td>
<td>25 minute tour plus tastings, allow at least one hour</td>
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<tr>
<td>6.30</td>
<td>Conference Dinner</td>
<td>Paroa Hotel</td>
<td>6.30pm pre-dinner drinks, 7.30pm dinner</td>
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### Thursday 31 July

<table>
<thead>
<tr>
<th>TIME</th>
<th>SPEAKER</th>
<th>TOPIC / ORGANISATION</th>
<th>SPEAKING TIME</th>
<th>QUESTION TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>09.00</td>
<td>Mayor Tony Kokshoorn</td>
<td>Welcome</td>
<td>Grey District</td>
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<tr>
<td>09.30</td>
<td>Victoria Boyes</td>
<td>Owner Operator New World Greymouth</td>
<td>30mins</td>
<td>10mins</td>
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<tr>
<td>10.10</td>
<td>Morning tea</td>
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<tr>
<td>10.30</td>
<td>Graham Dockrill</td>
<td>Hairy Lemon</td>
<td>40mins</td>
<td>10mins</td>
</tr>
<tr>
<td>11.20</td>
<td>Ken Hughey</td>
<td>University of Canterbury</td>
<td>40mins</td>
<td>10mins</td>
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<tr>
<td>12.10</td>
<td>Lunch</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>1.00</td>
<td>Jo Horrocks</td>
<td>Ministry of Civil Defence Emergency Management</td>
<td>40mins</td>
<td>10mins</td>
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<tr>
<td>1.50</td>
<td>Panel discussion</td>
<td></td>
<td>40mins</td>
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<tr>
<td>2.30</td>
<td>Glenville Styles</td>
<td>Mines Rescue</td>
<td>30mins</td>
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<tr>
<td>3.00</td>
<td>End of Conference - closing remarks</td>
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<tr>
<td>3.15</td>
<td>Afternoon tea</td>
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### Friday 1 August

Mines Rescue Workshop - Rapahoe