



Wellbeing Recovery Tāmaki Makaurau Progress Report

December 2024

**Te Kāwanatanga
o Aotearoa**
New Zealand Government



Background

The [Wellbeing Recovery Plan for Tāmaki Makaurau](#) was approved by the Auckland Regional Leadership Group on 6 June 2024.

The purpose of the plan is to coordinate work across central and local government agencies, NGOs and service providers, to create a shared understanding of wellbeing recovery and coordinate the delivery of relevant wellbeing initiatives, support and services across seven key focus areas:

Focus area 1: Access to services and support to address basic needs	Focus area 5: Local capacity building and leadership development
Focus area 2: Opportunities for social connection	Focus area 6: Access to services and support for tamariki and rangatahi
Focus area 3: Spaces to promote wellbeing	Focus area 7: Access to relevant mental health services and support
Focus area 4: Opportunities for communities to actively participate in local planning	

The Wellbeing Recovery Working Group meets monthly to collaborate on priorities for the wellbeing of impacted communities. The Working Group includes membership from Te Whatu Ora, MSD, DIA, TM Recovery Office, Auckland Emergency Management, Health and Education Collaborative, Kāinga Ora, Te Puni Kokiri and NZ Red Cross.

This report provides a summary of progress mapped against key success indicators as well as risks and issues impacting on delivery of the Plan.

Progress summary

Success indicator	Focus area (s)	Progress
Individuals, families and whānau have access to support relating to basic needs and feel empowered to move forward with their lives	1	<ul style="list-style-type: none">The Storm Recovery Navigation Service has been extended through to December 2025 to continue to support whānau through the long tail of recovery. As anticipated due to caseload, the number of navigators has been reduced from 36 to 20, with a commitment to relook at the number of navigators required if we see an increase in demand for the service. This transition plan includes extending partnerships with 7 Iwi and NGO organisations until June 2025.Storm Recovery Navigation Service has supported 2,000 impacted whānau to dateAs of 30 October 2024, 789 whānau are currently being supported by a Navigator (170 in the south, 170 in the north, 221 in central, and 228 in the west)Financial assistance provided, including \$1.8m in hardship grants to date.

		<ul style="list-style-type: none"> • 132 Temporary Accommodation Assistance (TAA) applications granted, as at 3 November 2024 • 9 whānau in Temporary Accommodation Services (TAS) supply as at 2 December 2024. A further 119 households have vacated TAS supply with rent arrears over \$2,500. TAS continues to contact and work with households in rent arrears to arrange payment plans or discuss options around hardship. • NZ Claims Resolution Service (NZCRS) has supported 955 cases in Tāmaki Makaurau to date (154 cases open, 801 resolved). • National Hazards Commission (NHC) will implement <u>a plan</u> to increase awareness of coverage limits and enhance claim assessment processes, collaborating with insurers and local councils to strengthen the recovery framework for future events. The plan follows a review of insurance response to 2023 North Island Weather Events (NIWE) highlighting challenges particularly with land damage claims and lengthy processes that can frustrate homeowners.
Māori have access to high quality programmes and initiatives, and culturally appropriate resources and practices to enable their wellbeing	1	<ul style="list-style-type: none"> • Te Kawerau Iwi Tiaki Trust continues as Partner Navigator through to June 2025 • 7 Iwi organisations and Māori health providers funded through mental wellbeing grants to impacted communities. Recent workshops with funding recipients highlighted the importance of indigenous intelligence and identity as critical to wellbeing, including increasing knowledge around Rongoā Māori and Maramataka. Kai sovereignty and sustainability was also seen as key to wellbeing from both a health and financial perspective.
Communities are well connected to support recovery and adaptation and feel more prepared to respond to future events	2, 4	<ul style="list-style-type: none"> • 16 organisations funded through mental wellbeing grants to support community cohesion. Recent workshops with funding recipients highlighted the importance of opportunities to connect with those who have been through similar experiences. For those who would be less willing to attend a counselling session, for example, social events can enable peer to peer support that can improve wellbeing. • Community-led approach to second anniversary commemorations to enable social connection underway.
Spaces to promote healing are made available and supported on a local and neighbourhood level to aid physical, mental, social and spiritual wellbeing	3	<ul style="list-style-type: none"> • Auckland Council Transitional Use policy is currently under development. The policy may enable us to explore opportunities for communities to utilise sites where houses have been removed. • Funded wellbeing initiatives to reconnect with whenua included Te Kaiārahi Reconnection and Adventure Specialties Trust. Rebuilding trust and confidence in Te Taiao was a key learning shared by these providers, recognising that participating in outdoor activities with a level of managed risk can help reduce anxiety in young people particularly. • Muriwai residents are turning a bad situation into something positive for their community by using pieces of deconstructed homes to build a commemorative art piece. The artwork will be made of mosaics which residents are making themselves through weekly mosaic workshops. Completely owned and led by the community there is currently a publicity campaign to support fundraising efforts in the hope that the sculpture can be installed this summer.
Mana Whenua have a voice and are provided with meaningful opportunities to partner, participate, and express rangatiratanga in the rebuilding of their communities through reciprocal partnerships,	3, 4	<ul style="list-style-type: none"> • To ensure appropriate Tikanga is enacted within the deconstruction phase, category 3 properties are triaged to identify sites of significance. Recovery Office is currently working with Te Kawerau ā Maki for cultural monitoring of sites in Piha and Karekare. • Kāinga Ora and Council's deconstruction contracts require that contractors report the presence or discovery of all Salvageable Artefacts, including fossils, coins, articles of value antiquity and cultural significance etc ... and shall appropriately protect or deal with them consistently with relevant NZ Law and where applicable, in consultation with relevant Iwi. • When Kāinga Ora demolished a number of properties in West Auckland and the North Shore, Te Kawerau ā Maki, Ngāti Paoa and Ngāi Tai ki Tāmaki were invited to carry out any tikanga they saw fit for the properties before they were demolished.

<p>collaboration and decision-making opportunities.</p>		<ul style="list-style-type: none"> Relationships have been extended with existing iwi partners Ngāti Tamaoho, Ngāti Tamatera and Te Kawerau ā Maki as part of the first phase of Mana Whenua Recovery Planning. The focus is to ensure that mana whenua lead recovery in their own rohe. As part of the second phase of Mana Whenua Recovery Planning, three-year funding is being made available to all iwi to enable them to exercise kaitiakitanga to recover from the impacts of the severe weather events and/or consider and prepare for the changing climate.
<p>Communities have access to a range of opportunities to participate in planning for the future of their community and feel heard and included in the decisions that are made.</p>	<p>3, 4, 5</p>	<ul style="list-style-type: none"> Three-year Convenor roles have been funded within community organisations in each of the three priority areas to support development of local recovery planning priorities: I Am Mangere in Māngere, Roskill Together in Mt Roskill-Wesley, and Te Kawerau a Maki for Henderson-Rānui. Convenors are undertaking community mapping and engagement activities to ensure a wide representation from across the community when each Local Governance/Recovery Ropū is established to drive and lead development and delivery of local recovery plans. A further 18 impacted communities currently have funded local recovery planning facilitators employed by community groups to bring together key priorities for recovery. AEM Local Board Readiness & Response plans are being recommended for adoption at Local Board Business Meetings over November and December 2024. There will be a soft launch of the plans following adoption and full public communications campaign commencing February 2025. Community-led Recovery team are enabling impacted communities to participate in decision-making activities, including hosting a participatory forum where impacted residents are helping to shape the risk tolerance levels Auckland will apply to Strengthen Auckland’s Unitary Plan for managing natural hazards.
<p>Community leaders and volunteers are acknowledged and provided with relevant development opportunities to enable communities to lead their own solutions.</p>	<p>5</p>	<ul style="list-style-type: none"> NZ Red Cross ‘Good and Ready’ community workshops support communities to be better prepared for an emergency or disaster, to know how to effectively assist friends, whānau, and neighbours when a disaster occurs and to encourage overall disaster readiness within our communities in the future. Wellbeing Recovery Working Group will identify opportunities for these workshops through Auckland Emergency Management teams and Community-led recovery planning processes. A comprehensive Leadership Development Programme is in development to go live in April 2025. The programme is aimed at acknowledging and enhancing the skills and capabilities of our communities. Our aim is to bring emerging and existing leaders together to build on their collective experiences as well as to learn from experts across Aotearoa. Draft Auckland Emergency Management Volunteer Framework is currently under review. The framework will be complete by end of FY24/25.
<p>Tamariki and rangatahi have access to relevant wellbeing services and support</p>	<p>6</p>	<ul style="list-style-type: none"> To ensure schools have access to appropriate resources regarding mental health and wellbeing after traumatic events, Health and Education Collaborative is collating a resource to share information and supports with schools in Auckland. Looking to identify an online platform to hold this information in the long term. Going forward, evaluation of existing resources and initiatives to support young people will enable us to identify the most effective supports for ongoing wellbeing and future traumatic events to inform future funding. 16 organisations funded through mental wellbeing grants to support youth friendly tools and programmes. Recent workshops with funding recipients highlighted the importance of safe spaces for young people to be heard, and to be supported in issues such as anxiety, and loss of friendships and connections caused by displacement. Truancy and disengagement with education can be a symptom of some of these issues.

		<ul style="list-style-type: none"> • Learners and Earners - A collaborative project between MSD and Ministry of Education aims to build connections through whanaungatanga and engage with whānau to reduce barriers affecting ākongā decisions to seek employment, which poses a risk to their educational success. Most students work to support household bills, averaging 19.9 hours per week, often affecting their education and perception of further education. • MSD have funded Blue Light to deliver the Blueprint Youth Mentoring programme for 16-18 year olds impacted by weather events and referred by schools. The programme aims to support them to get back on track for school by addressing unique challenges and focusing on cultural identity, career pathways and further education. Mentoring takes place over an 18 month period.
Individuals, families and whānau are supported to achieve wellbeing through accessible, equitable mental health resources and services in their local communities.	7	<ul style="list-style-type: none"> • 13 organisations funded through mental wellbeing grants to support therapeutic interventions, including 7 Iwi organisations and Māori health providers, 2 Pacific Peoples providers, 2 migrant community providers, 1 rural community provider. Recent workshops with funding recipients highlighted the ongoing need for counselling, both 1:1 and group sessions, and particularly targeting groups such as migrants. The role of faith leaders in supporting mental health was recognised, as well as ensuring they had the tools to do so effectively. Opportunities to reduce the stigma and taboos around mental health and wellbeing broadened understanding and opened support to a wider group. Culturally responsive approaches to mental wellbeing were found to be effective. • The wellbeing of those who are actively supporting recovery in the community was also raised in the grant recipient workshops. The Recovery Office is currently developing a Kaimahi Ora framework to support the wellbeing of those working in recovery, with a proposed phase two to take learnings to community groups working in recovery.

Key risks and issues

Overall

Insufficient funding

Government funding to support psychosocial/mental wellbeing following NIWE was time limited. Whānau are telling us they still need support in this space and recent reductions within the community sector mean there is no capacity to pick this up.

Funding model and integration into BAU

Funding into the community sector to support wellbeing following NIWE enabled the expansion of programmes and services that cannot be sustained within BAU budgets. Dependence on providers was also highlighted as a concern within recent community provider workshops, with capacity building, self-efficacy and community resilience seen as a key focus for future funding models.

Kaimahi wellbeing

The **wellbeing of kaimahi** has been raised as an issue across the different facets of recovery. In the public sector, reduction in investment and reduction in roles with increasing demand is resulting in increased pressure. Burnout is being experienced by both community providers and local leaders and volunteers. Kaimahi wellbeing is key to ensuring our impacted communities are supported through their recovery journeys.

Time to use learnings to inform changes to Emergency Management legislation

Emergency Management Bill and improvements to Emergency Management legislation are to be completed by the end of this political term. The speed of this process may reduce opportunities to shape any changes, to ensure legislation speaks to learnings from current recovery to inform future recovery processes.

Focus areas

Focus Area	Risk/ issue	
Focus area 1: Access to services and support to address basic needs	Unhealthy homes Dependence on providers	Feedback from wellbeing providers is that the rheumatic fever is on the rise and there continue to be impacted communities living in unhealthy and unsuitable homes. This requires a cross-agency approach. Feedback from wellbeing providers is that kai resilience is key to supporting whānau to address financial strains exacerbated by the floods, to reduce dependence on food parcels and to increase preparedness for the next event.
Focus area 3: Spaces to promote wellbeing	Risk management	A key issue in the development of Auckland Council's Transitional Use policy is proportionate risk management of sites that have been flooded. It is important to take a balanced approach to ensure we are not missing opportunities to support community wellbeing through activations that would otherwise be discounted through BAU risk assessments.
Focus area 4: Opportunities for communities to actively participate in local planning	Managing expectations	Although the purpose of the Community-led Recovery Planning Programme is to encourage implementation that can be delivered by the community at the local level, it is possible that communities identify recovery priorities that have not been planned for at a wider regional or national level. It is important to manage community expectations within the local recovery process whilst elevating key issues where they are identified.
Focus area 5: Local capacity building and leadership development	Decreasing community leadership	As anticipated, we are noticing a decrease in community leadership and a fracturing within Residents Groups that were focused on initial elements of recovery. Burnout and exhaustion has been highlighted as one of the reasons that community leaders no longer have energy to support recovery in their local communities. It is key to invest in leadership development, increasing the numbers of community leaders and providing appropriate wellbeing supports to communities throughout the recovery journey.

Focus area 6: Access to services and support for tamariki and rangatahi	Wellbeing supports in schools	Community Needs Assessments and recent workshops with community providers suggest that anxiety in tamariki and rangatahi remains high. Schools can be a key space where students can access wellbeing supports through structures such as Kia Ora Ake in South Auckland. In the areas where Kia Ora Ake has not been rolled out, supporting schools to access the appropriate resources and services remains a key priority.
Focus area 7: Access to relevant mental health services and support	Access and referrals for mental health services including counselling	For those who are not connecting through the Navigation Service or another provider, General Practitioners (GPs) are the first point of call for mental health support. Access to GP services can be an issue for some of our impacted communities, whether due to availability of GP services in the area or due to displacement where whānau are not registered with a local provider. Identifying and promoting self-referral services in impacted communities may be one way to meet this need.