

## Te Pai Ora SSPA Kai & Kōrero: Learning over lunch – Tues 12 Aug 2025

*Building Resilience Together: Emergency Preparedness for Kaimahi and Communities*

### National Emergency Management Agency (NEMA)

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Social & Community Resilience, Planning & Sector Partnerships Unit

### Q & A from session

#### NEMA answer any outstanding pātai from the session below

- When will the national list of possible evacuation centres being available to search in advance online and have knowledge of where to go in an actual emergency when comms are compromised?

[ANSWERED LIVE @38:45 on recording]

- How can whānau support themselves to have emergency resources, if their current situation is living day-2-day or week-2-week?

[ANSWERED LIVE @40:54 on recording]

- Maggie & Zsenei - Are you happy for us to contact you outside this forum?
- We are working in this space at the moment. Who would be the best person to contact if our organisation would like to contribute to this conversation?

Yes – we welcome you to email [SCRTeam@nema.govt.nz](mailto:SCRTeam@nema.govt.nz) to connect.

- In terms of the social services sector specifically, one of our members has asked about how to ensure appropriate responses to family violence and sexual violence in emergencies. There tends to be higher reporting rates due to increased contact with authorities and higher rates of offending in high-pressure situations. I am interested in what NEMA might be doing to ensure that emergency responders are aware of this and have the information they need to respond?

[ANSWERED LIVE @36:33 on recording]

- Would be great to see Volunteer NZ and Volunteer Centres included in the community groups consulted.
- Volunteer Centres are the operational on the ground responders, VNZ are strategy/research and national comms. Need to have discussions with both groups please (speaking as a Volunteer Centre Manager!)

[ANSWERED LIVE @32:48mins on recording]



- When and how will be you be contacting those involved in the strategy?

We are in the progress of reaching out to our working partners in late August and early September 2025 for early engagement. A formal consultation will be rolled out between January and March 2026. If you are keen to be part of this, please email [SCRTeam@nema.govt.nz](mailto:SCRTeam@nema.govt.nz) with your name, position and name of organisation. Subject is “Express of interest in the National Community Resilience Framework”.

- We are living on Papakāinga now 8 houses and this has been a concern for me and mine since arrival. I feel to call a hui and put a plan together. We have access to marae up the top or our whenua, but it has motivated me now as I think about others around us in our kāinga.

[ANSWERED LIVE @35:14mins on recording]

- It'd be good to hear how NEMA engages with groups like MSD and Oranga Tamariki during emergencies--there may be a reluctance to engage if people think there is a risk their information will be disclosed.

[ANSWERED LIVE @43:41 on recording]

- When will the national list of possible evacuation centres being available to search in advance online, and have knowledge of where to go in an actual emergency when comms are compromised?

[ANSWERED LIVE @38.45 on recording]

- Information on community hubs not pre-shared or publicly accessible can make it challenging when comms are down. How do people find out where to go?

Thank you for raising this. We understand the challenge of finding community hubs when communications are down if their locations aren't pre-shared.

Decisions on sharing hub information sit with CDEM Groups, and approaches vary by region. A key reason for not pre-sharing is the risk of hubs being damaged during emergencies, making them unsafe. However, we recognise the importance of accessible information and will share your suggestion with CDEM Groups to explore solutions, such as alternative communication methods or pre-planning awareness initiatives.

- Safe houses/spaces for those at risk (e.g. family violence, vulnerable children/youth)

Thank you for highlighting the need for safe houses and spaces for at-risk individuals, such as those experiencing family violence or vulnerable children and youth.

CDEM Groups work with organisations like Women's Refuge, Oranga Tamariki, and other social services to provide safe spaces during emergencies. These partnerships ensure that vulnerable populations are prioritised and supported, though availability may vary by region and situation.

We will continue to explore ways to strengthen these provisions and ensure they are accessible to those in need.