

Lessons learned from one of New Zealand's most challenging civil engineering projects: rebuilding the earthquake damaged pipes, roads, bridges and retaining walls in the city of Christchurch 2011 - 2016.

Feedback form from Richmond Primary School

Story: School Visits

Theme: Communications and Community

A SCIRT school visit feedback form from Richmond Primary School.

This document has been provided as an example of a tool that might be useful for other organisations undertaking complex disaster recovery or infrastructure rebuild programmes.

For more information about this document, visit www.scirtlearninglegacy.org.nz



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Appendix 4 – Feedback Form Template



SCIRT is rebuilding the city's earthquake damaged roads, water, wastewater and stormwater pipes.

SCIRT SCHOOL VISIT FEEDBACK FORM

Thank you for the opportunity to visit your school to talk to your students about the work of the Stronger Christchurch Infrastructure Rebuild Team (SCIRT) and how they can keep safe around our work sites.

Your feedback is important to us and will help us to identify ways to improve our communication. We are seeking your feedback on the visit. We will pop back and pick up the form next week.

Please make an assessment about our visit:

| | Assessment (tick rating) | | | Comments |
|---|--------------------------|----------|----------|--|
| | Agree | Not sure | Disagree | |
| Prior to the visit there was enough information provided to the school and teachers | ✓ | | | A positive supportive relationship between the school and the SCIRT had been well established well before the visit. |
| During the visit, we effectively communicated who SCIRT is and what we do | ✓ | | | This was really well done, the children enjoyed seeing one of their mates being dressed up and made safe proof. |
| During the visit, we effectively communicated 'Be alert – Be careful – Bee safe' | ✓ | | | This message was clearly communicated and demonstrated. |
| During the visit, we kept to planned timeframes | ✓ | | | We could have easily engaged the children for longer - well timed and managed. |
| The information was pitched at the right age group for the children involved | ✓ | | | The team successfully pitched the information & hands-on activities for children from 5yrs to 10yrs old. |

| | Comments |
|---|--|
| What worked well in this session? | <ul style="list-style-type: none"> The team in general were positive, friendly and engaging for the chn to relate to. The hands-on activities were excellent - oil spill activity, board game. Enjoyable because the chn were having fun. |
| What didn't work so well in this session? | <ul style="list-style-type: none"> The language used was 'kids talk' - well pitched. Being able to sit in the digger was a highlight for many - girls and boys alike. |
| How/ where can we make improvements? | <ul style="list-style-type: none"> Perhaps a small scale model of the concrete pipe works that are under the tarmac, made from connecting PVC pipes to help explain Patrick's part of the |
| Would you recommend the visit to other schools? | <p>Yes or No (please circle one) Please explain your reasons: <u>Yes</u></p> <p>A much appreciated addition to our programme. Very relevant to the present lives and experiences of our pupils in Christchurch. A team of great role models</p> |

| | |
|-----------------------------------|--------------------------|
| Name of person providing feedback | Sharon Steffe |
| Role | Deputy Prin. |
| School | Richmond |
| Session | Safety around work sites |
| Date of session | 15/02/13 |

Thank you for taking the time to give us feedback.

Your feedback will be shared with our team to assist with our continual improvement.

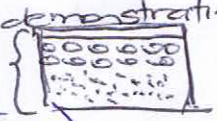
We appreciated the opportunity to visit your school and hope that the visit was of value to you.

Kind regards,

SCIRT TEAM

Ideas:

- ~ 3D PVC model of the manhole, pipes & drains - to demonstrate how it's all connected.
- ~ a 3D cross section of what makes up the road demonstrating the different layers (like an Art Farm)



A huge thank you to you all for helping our children understand their forever changing world at present. From us all at Richmond School.