

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.

## Memorandum - Collaboration between SCIRT and the New Zealand Red Cross

**Story:** SCIRT and Red Cross Collaboration

**Theme:** People and Culture

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A memorandum which summarises the outcomes of the SCIRT/New Zealand Red Cross introductory session and the design thinking workshop.

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](http://www.scirtlearninglegacy.org.nz)



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## Memorandum

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| <b>To</b>      | DRAFT  |
| <b>From</b>    | Gareth Cowles  |
| <b>CC</b>      |  |
| <b>Date</b>    | 31/03/2015   |
| <b>Subject</b> | <b>Collaboration between SCIRT and the New Zealand Red Cross</b> |

### Introduction

A team with members from across the Stronger Christchurch Infrastructure Rebuild Team (SCIRT) and the New Zealand Red Cross (NZRC) has been formed to identify and test opportunities for collaboration in the remainder of the SCIRT programme. The purpose of this collaboration is identify how an Engineering Services Team and a Humanitarian Agency can work together to deliver better outcomes for the people of Christchurch. There was an Introductory Session followed by a Workshop day.

### SCIRT & Red Cross Introductory Session 12 February 2015

The purpose of the Introductory Session was to get to know each other's organisations, create a team environment for this initiative and to start the thinking process in advance of the workshop day. The work, purpose and the strengths of the two organisations was discussed. Words used to describe the NZRC included humanity, impartiality and volunteers. Words used to describe SCIRT included resilience, collaboration and rebuild.

### Design Thinking Workshop 18 February 2015

The purpose of the Workshop day was to use the 'Design Thinking' process to identify collaboration opportunities that can then be tested. This was an active day where ideas were quickly identified, prototyped and refined in small teams. Many ideas were generated, written down on post-it notes and put up on a wall of opportunities. Each idea was added to an action plan and ranked on a scale of ease of implementation against level of impact. The following four opportunities to collaborate were identified to pilot first.

### Outcomes/pilot projects

1. **Grow your street** to be led by Fritha Bevin-McCrimmon (SCIRT Fulton Hogan) and Dianne Messenger (NZRC). The aim is to work together with residents in North Shore (on 1 street initially) to enable the repair and planting of the berms to make it a more attractive place to live.
2. **Humaneers** to be led by Pete Dawson (SCIRT IST) and Simon Makker (NZRC). The aim is to explore the partnership between humanitarian workers and professional engineers further. For example - this may be achieved

through reviewing the lessons learnt from how engineers and the NZRC managed the emergency response phase and how a more coordinated response might deliver a better outcome in future scenarios.

3. **Zipper Plan** to be led by Michael Donoghue (NZRC) and Haidee Scott (SCIRT City Care). The aim is to match up the key points of contact throughout SCIRT and NZRC and develop a plan to 'zip up' the two organisations. This will include knowing who to speak to within each organization.
4. **Datasync** to be led by Abigail Walshe (SCIRT IST) Anna Brooke (NZRC). The aim is to collaborate through the sharing of knowledge on how to best capture and display data using GIS. NZRC has a large amount of data stored in spreadsheets. Through displaying this information geospatially it will help to identify trends and better inform policy decisions.

### **Where to from here**

The four pilot projects are currently being set up to test the benefits of a Engineering Services Team and a Humanitarian Agency, working together might deliver better outcomes for the people of Christchurch.