



Whatever Next ?

**'Remarkable'**  
*Mail on Sunday*

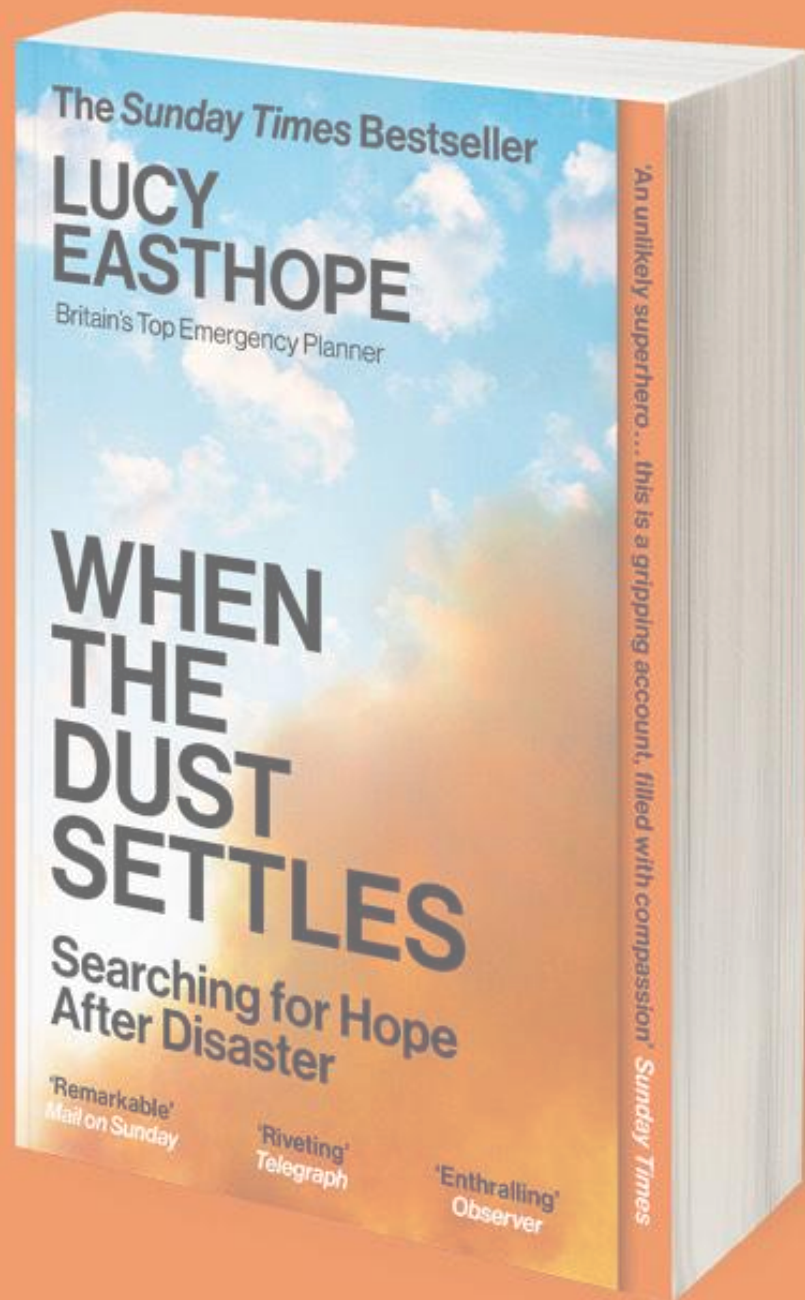
**'Riveting'**  
*Telegraph*

**'Enthralling'**  
*Observer*

**'Marvellous'**  
Rev Richard Coles

**'Gripping'**  
*Sunday Times*

**'Exemplary'**  
*New Statesman*



**'An antidote to despair'**  
*Daily Mirror*

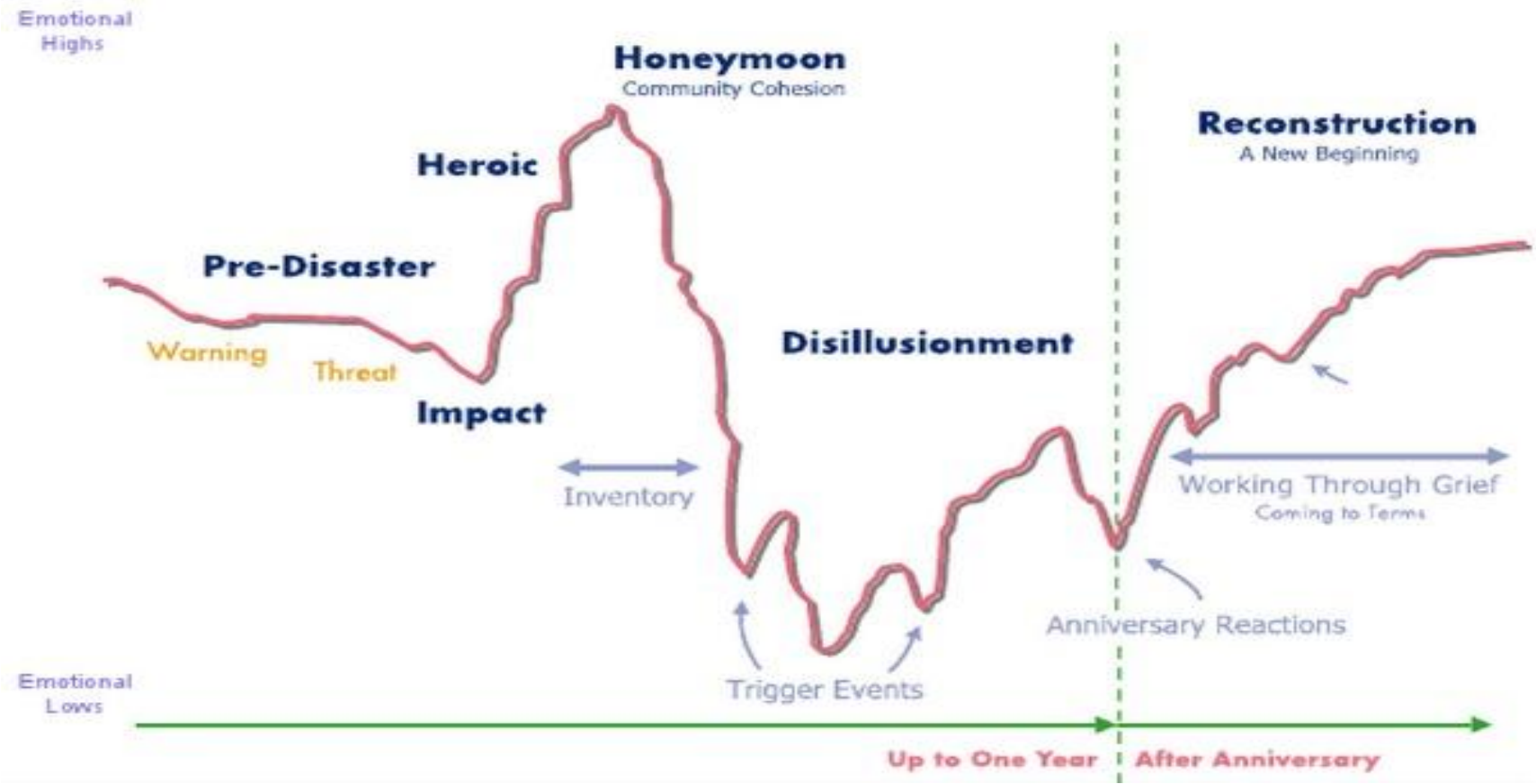
**'Brimming with humanity,  
humility and humour'**  
Sue Black

**'Entirely unique'**  
*Irish Times*

**'Dauntless'**  
TLS

**'Darkly funny'**  
*Sunday Post*

**'Written with rare humanity'**  
John Sutherland

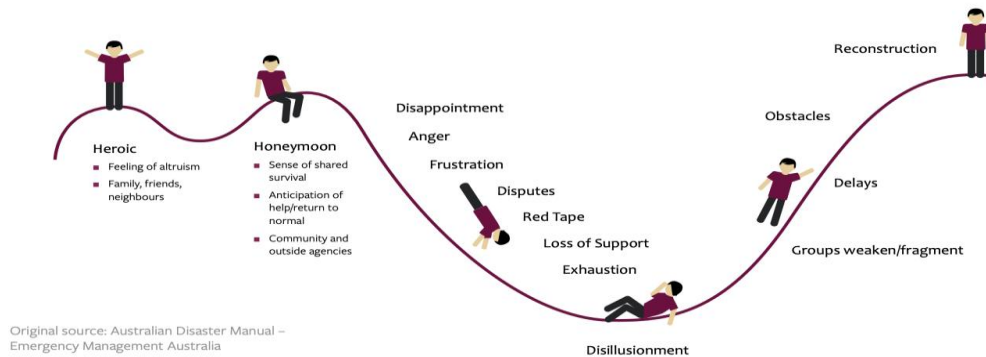


## RECOVERY OVER TIME

I te kore, ki te pō,  
ki te ao mārama.

From darkness through the  
night into the world of light.

Recovery is constantly moving and changing. As many who have led in recovery will tell you, the disaster itself was not their biggest problem. Some patterns across time are evident. Know these challenges are likely. Plan for them ahead of time. Have strategies in place.



Original source: Australian Disaster Manual –  
Emergency Management Australia

Everyone will experience a disaster differently. However, common patterns tend to emerge. Understanding this is vital to anticipating and responding to the challenges faced by community and those working in disaster recovery.

This illustration above tells us that the following are typical and normal:

- to experience a sense of camaraderie, unity and optimism in the early stages
- for recovery to be a long, protracted journey
- for people to have a hard time along the way
- for ongoing stress to make it challenging to retain optimism, tolerance, the ability to problem solve and empathise
- for the majority of people and communities to ‘recover’ but also to grow from the experience.

Leadership and planning need to take into account the emotional landscape of recovery. In the early stages, there is a proliferation of support, energy, resources, inspirational speeches, goodwill and understanding. As time goes on these become scarce just when they are most important. Plan for these realities.

**Know that commitment from others will fade over time as they have other pressures or are again expected to be doing what they were before, so rather than becoming easier as time goes on, recovery becomes harder.**

Michelle Mitchell, Canterbury Earthquake Recovery Authority, Christchurch



LEADING IN  
**DISASTER  
RECOVERY**  
A COMPANION THROUGH THE CHAOS

ELIZABETH MCNAUGHTON JOLIE WILLS DAVID LALLEMANT



'The leading expert  
on emergency  
planning and  
disaster recovery'  
*New Statesman*

'An amazing woman'  
James O'Brien

# COME WHAT MAY

Life-Changing  
Lessons  
for Coping  
with Crisis



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