



Notice is given that an ordinary meeting of the Nelson Tasman Civil Defence Emergency Management Joint Committee will be held on:

<b>Date:</b>	<b>Tuesday 25 August 2020</b>
<b>Time:</b>	<b>5.00pm</b>
<b>Meeting Room:</b>	<b>Emergency Operations Centre</b>
<b>Venue:</b>	<b>28 Oxford Street Richmond (Attendance also via Zoom audio visual conferencing)</b>

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## **Nelson Tasman Civil Defence Emergency Management Joint Committee**

### **AGENDA**

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## **AGENDA**

### **1 OPENING, WELCOME**

### **2 APOLOGIES AND LEAVE OF ABSENCE**

#### **Recommendation**

**That apologies be accepted.**

### **3 DECLARATIONS OF INTEREST**

### **4 CONFIRMATION OF MINUTES OF THE NTCDEM JOINT COMMITTEE**

#### **Recommendation**

**That the minutes of the Nelson Tasman Civil Defence Emergency Management Joint Committee meeting held on Tuesday, 20 August 2019, be confirmed as a true and correct record of the meeting.**

### **5 COVID-19 RESURGENCE PLANNING**

Verbal update from Allan Grigg, Senior Regional Emergency Management Advisor – National Emergency Management Agency

### **6 REPORTS**

- 6.1 Report of the Nelson Tasman Emergency Management Office and its Attachments..... 5

### **7 RECEIPT OF MINUTES OF THE COORDINATING EXECUTIVE GROUP**

#### **Recommendation**

**That the Nelson Tasman Civil Defence Emergency Management Joint Committee:**

- 1. receives the minutes of the Coordinating Executive Group meeting held on Thursday, 28 November 2019; and**
- 2. receives the minutes of the Coordinating Executive Group meeting held on Monday, 30 March 2020.**



## 6 REPORTS

### 6.1 REPORT OF THE NELSON TASMAN EMERGENCY MANAGEMENT OFFICE AND ITS ATTACHMENTS

Information Only - No Decision Required

<b>Report To:</b>	Nelson Tasman Civil Defence Emergency Management
<b>Meeting Date:</b>	25 August 2020
<b>Report Author:</b>	Joe Kennedy, Manager Emergency Management on behalf of the Emergency Management Team
<b>Report Number:</b>	RCDEM20-08-01

#### 1 Summary

- 1.1 To provide an update from the Emergency Management (EM) Office on activity since the last Joint Committee meeting held on 20 August 2019.
- 1.2 A meeting of the Coordinating Executive Group (CEG) was held on 3 August 2020 and the report of the Emergency Management Office that went to that meeting is attached for members' information.

#### 2 Draft Resolution

**That the Nelson Tasman Civil Defence Emergency Management Joint Committee receives the Report of the Nelson Tasman Emergency Management Office and its Attachments RCDEM20-08-01.**

<b>3 Attachments</b>
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- |    |   |    |
|----|---|----|
| 1. | Report of the Nelson Tasman Emergency Management Office to the 3 August 2020 Coordinating Executive Group | 7  |
| 2. | Attachments to the 3 August 2020 Report of the Nelson Tasman Emergency Management Office.pdf              | 19 |



Nelson Tasman CDEM Coordinating Executive Group - 3 August 2020

**6.1 REPORT OF THE NELSON TASMAN EMERGENCY MANAGEMENT OFFICE****Decision Required**

**Report To:** Nelson Tasman CDEM Coordinating Executive Group

**Meeting Date:** 3 August 2020

**Report Author:** Joe Kennedy, Manager Emergency Management on behalf of the Emergency Management Office

**Report Number:** RCEG20-08-1

**1 Purpose of the Report**

- 1.1 To provide an update from the Emergency Management (EM) Office on activity since the meeting held on 28 November 2019.
- 1.2 A meeting of the Coordinating Executive Group (CEG) was held on 30 March 2020, however this was during an active response to the Novotel Coronavirus (COVID-19) pandemic and as such reporting was reduced to focus on current response arrangements and situation reporting at that time.
- 1.3 This report includes updates that would have gone to the 30 March 2020 meeting, as well as updates on activity since.

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Nelson Tasman CDEM Coordinating Executive Group - 3 August 2020

## REPORT OF THE NELSON TASMAN EMERGENCY MANAGEMENT OFFICE

### 2 Draft Resolution

**That the Nelson Tasman CDEM Coordinating Executive Group**

- 2.1 receives the Report of the Nelson Tasman Emergency Management Office 0.0 and its attachments; and**
- 2.2 adopts the Nelson Tasman Civil Defence Emergency Management Group Welfare Plan 2019 as recommended by the Welfare Coordination Group at its meeting of 28 February 2020; and**
- 2.3 endorses the benefits of a multi-agency approach to community engagement and community resilience planning, and the subsequent resourcing of a multi-agency community engagement and resilience working group by members of the Readiness and Response Committee; and**
- 2.4 appoints the Nelson City Council Manager Community Engagement as the Regional Public Information Manager (PIM), changing the existing arrangement from alternating PIM's between Nelson City Council and Tasman District Council; and**
- 2.5 notes the need for the coordinated incident management systems (CIMS) structure to continue to operate into the recovery period; and**
- 2.6 supports the Recovery Committee to explore the pre appointment of external personnel to leading roles within the five previously identified POU; and**
- 2.7 advocates that both Councils consider the resourcing requirements of operating a Mayoral Disaster Relief Fund should one be established during an event, noting that this has proven to be a particularly labour intensive process in the past; and**
- 2.8 supports the contribution of \$10,000 by the Nelson Tasman CDEM Group to the AF8 project for the 2020/2021 financial year, subject to further discussion with the respective Councils in relation to available budget; and**
- 2.9 confirms its retrospective approval of the Nelson Tasman Emergency Management Office budget for the 2020/2021 financial year as included in the Nelson City Council and Tasman District Council Annual Plans for 2020-2021; and**
- 2.10 agrees the remaining 2019/2020 capital works balance be carried over to the 2020/2021 financial year; and**
- 2.11 notes its appreciation to the New Zealand Response Team 2 (NZRT2) for its work to support the EM Team and the Nelson Tasman community during the COVID-19 pandemic response.**

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Nelson Tasman CDEM Coordinating Executive Group - 3 August 2020

## REPORT OF THE NELSON TASMAN EMERGENCY MANAGEMENT OFFICE

### 3 National Emergency Management Developments

#### National Emergency Management Agency

- 3.1 With the successful transition of the Ministry of Civil Defence & Emergency Management (MCDEM) to the National Emergency Management Agency (NEMA), attention has turned to Phase II – Designing for the Future.
- 3.2 NEMA intend to work with staff and stakeholders to co-design an agency that will enable New Zealand to build its resilience and give effect to the strategic shift that Government and the sector expect. NEMA have indicated that they will engage with staff and stakeholders to hear views on how we can work together to boost sector performance.
- 3.3 A representative from NEMA will provide a verbal update at the meeting of the CEG on 3 August 2020.

#### New Zealand Emergency Management Assistance Team (EMAT)

- 3.4 In response to the severe weather in Southland earlier this year, EMAT deployed a small team consisting of five cadre members (from Whanganui District Council, St John, Christchurch City Council, Wellington Regional Emergency Management Office and NEMA). Staff undertook Deputy Controller, Response Manager and Planning roles in Invercargill and Gore relating to evacuation and the transition to Recovery.
- 3.5 This was the second EMAT deployment that formed part of a wider range of surge support provided from across the sector. The widespread impacts of the severe weather event demonstrated the benefits of the EMAT training to home agencies, with EMAT staff able to apply their skills and learning in their BAU roles.
- 3.6 A second EMAT training course was completed running in February 2020 at Camp Wainui and Wainuiomata Marae. 18 candidates and 5 participants were supported by a core faculty of 15 staff from NEMA, TPK, and Fire and Emergency New Zealand with approximately a further 50 staff from a range of agencies supporting simulation exercises within the course.

#### Emergency Mobile Alert System

- 3.7 The results are in from a nationwide test alert that was issued on 24 November 2019 and they are encouraging. Four out of five mobile users received the test alert. The alert was broadcast to all parts of New Zealand with mobile coverage.
- 3.8 An independent survey undertaken by Colmar Brunton following the test shows that 79 percent of mobile phone users received the alert. This is double that of 2017, when the system launched.
- 3.9 When including people who don't have access to a mobile phone, 70 percent of the overall population received the alert. Based on international experience, this achieves a critical mass in which the word spreads to the vast majority of people.

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Nelson Tasman CDEM Coordinating Executive Group - 3 August 2020

## REPORT OF THE NELSON TASMAN EMERGENCY MANAGEMENT OFFICE

### Land Information New Zealand – Emergency Response Exercise

- 3.10 Prior to COVID-19 the Nelson Tasman Civil Defence Emergency Management Group (NTCDEM) supported Land Information New Zealand (LINZ) by assisting in the design, development and delivery of a full day emergency response exercise.
- 3.11 LINZ was involved in both the Christchurch and Kaikoura earthquakes response and recovery to coordinate the supply of data.
- 3.12 In response to real event debriefing the roles, responsibilities and actions to be taken by LINZ immediately following an emergency event have been documented as a set of response processes. The response processes are to enable LINZ staff to be in the best position to support external agencies responding to an event. The response processes have adopted the national standard for coordinated incident management systems (CIMS), and support LINZ staff to deliver a timely and meaningful response.
- 3.13 The purpose of the exercise was for LINZ staff to become familiar with the response processes and to identify where process improvements could be made. This was the first internal response focused agency exercise that LINZ have completed for staff and the NTCDEM Group was pleased to be able to provide its support.

## 4 Nelson Tasman Civil Defence Emergency Management

### Emergency Management Team

#### *Team Changes:*

- 4.1 Michelle Griffiths returned from her secondment with Fire and Emergency New Zealand on 4 May 2020 and is fulfilling an Emergency Management Officer role with a focus on Recovery and Lifeline utility portfolios. Kathy Solly has been successful in securing a permanent Emergency Management Officer position with a focus on training, public education, community engagement and management of the New Zealand Response Team 2 (NZRT2).
- 4.2 Recruitment for a replacement Emergency Management Office Coordinator has been completed and we are pleased to announce that Ros Gibson has been appointed to the role. Ros has been fulfilling the role on a temporary basis since March 2020 and has supported the Emergency Management Office to good effect, particularly throughout its activation during the response phase of COVID-19.

#### *Deployments:*

- 4.3 Kay Anderson was deployed in support of Emergency Management Southland as part of a response to a flooding event. Kay worked a total of five 12 hour shifts. Two days as part of the logistics team and three days in the Intelligence team.
- 4.4 Kay found this to be a great experience, enabling her to widen the Nelson Tasman CDEM Group's network of contacts and gain valuable knowledge of the use of different systems. This experience has already proved beneficial, aiding our implementation of the Office 365 package during the response to COVID-19.

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Nelson Tasman CDEM Coordinating Executive Group - 3 August 2020

## REPORT OF THE NELSON TASMAN EMERGENCY MANAGEMENT OFFICE

### Emergency Management Planning

#### *Welfare Plan*

- 4.5 A revised Nelson Tasman Civil Defence Group Welfare Plan was completed in December 2019 (attachment 1). At a meeting on 28 February 2020, the Welfare Coordination Group agreed to make a recommendation to CEG that the Plan be adopted. That recommendation is included in this report for the CEG's consideration.

#### *Recovery Plan*

- 4.6 Work on revising the Nelson Tasman Civil Defence Emergency Management Group Recovery Plan was deferred in order to free up resources to respond to the impacts of COVID-19. Under the oversight of the Recovery Committee, the intent is to have the plan drafted, reviewed and completed by the end of the 2020 calendar year.

#### *Regional Fuel Plan*

- 4.7 Following our successful bid to the NEMA Resilience Fund and conclusion of a subsequent request for proposal process, a contract has been signed with WSP New Zealand Limited for the development of a Nelson Tasman Regional Fuel Plan. Stakeholder engagement has largely been completed, with a register of critical fuel suppliers and users being compiled. An associated GIS mapping component is also well underway. The original completion date was scheduled for 30 June 2020, though due to the effects of COVID-19 this has had to be extended to late August 2020.

### GEOC Operational Readiness

- 4.8 A review of the GEOC facilities is continuing. Technology upgrades including casting functionality and improvements to projectors have been completed, with enhanced satellite phone capability expected in the near future.
- 4.9 The first of the new function standard operating procedures (function SOPs) for the GEOC has been completed, which we are happy to report is the operational checklist for the Iwi Liaison function – Pou Awhina.

### Community Resilience – Multi Agency Collaboration

- 4.10 The Nelson Tasman CDEM Readiness and Response Committee previously requested a multi-agency scoping group be formed to explore ways in which member agencies could work more collaboratively with regard to community engagement and community resilience planning. A scoping group subsequently formed and met in January of this year. Notes from that meeting are attached (attachment 2).
- 4.11 At its meeting on 26 February 2020 the Readiness and Response Committee considered the notes from the scoping group and subsequently resolved that the concept be presented to CEG for endorsement.
- 4.12 As such, CEG is being asked to endorse the benefits of a multi-agency approach to community engagement and community resilience planning and the subsequent resourcing of a multi-agency community engagement and resilience working group by members of the Readiness and Response Committee.

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## REPORT OF THE NELSON TASMAN EMERGENCY MANAGEMENT OFFICE

### Iwi/CDEM Partnership

- 4.13 The Nelson Tasman EM office recently met with Justin Carter and Rebecca Mason to initiate and continue discussions regarding:
- a) tangible recognition of the Iwi/CDEM partnership in the response to COVID-19;
  - b) tangible recognition of the Iwi/CDEM partnership in future responses;
  - c) Iwi/CDEM partnership in Recovery;
  - d) koha for Iwi representation at CEG and CDEM Committees; and
  - e) the possible establishment of a permanent Nelson Tasman Iwi/CDEM role.
- 4.14 Outputs from the meeting have been forwarded to Pania Lee (Kaihautu, Nelson City Council) and Te Waari Carkeek (Kaihautu, Tasman District Council) for their consideration and a hui will be scheduled in the coming weeks to continue the conversation.

### Public Education Public Information (PEPI)

#### *Speaking Engagements*

- 4.15 Since the last meeting of the CEG, members of the EM team have attended emergency management preparedness speaking engagements with Learning Lands Preschool and Ngāti Rārua Ātiawa Iwi Trust (NRAIT).
- 4.16 Additional speaking engagements with a variety of businesses and organisations had been arranged though were cancelled due to the response to COVID-19. We are currently experiencing a large number of requests for EM speakers and where work programmes and resources permit we will endeavor to meet these demands.

#### *Regional Public Information Manager Appointment*

- 4.17 The role of Public Information Manager (PIM) for Nelson Tasman Civil Defence Emergency Management (NTCDEM) is currently shared between Nelson City Council and Tasman District Council. This is on a one year on, one year off basis alternating between the Tasman District Council Community Relations Manager and the Nelson City Council Manager Community Engagement.
- 4.18 During major events (such as the Pigeon Valley Fires), there have been significant demands on PIM resources to deal with the event, on top of maintaining the business as usual requirements of their organisations. This has made it extremely difficult to meet the high standard of service expected by both councils for their business as usual communications.
- 4.19 The recent COVID-19 response highlighted how an alternative model for public information management could lessen the burden on the respective Communications Managers during these events. The PIM during this response was Nelson City Council's Manager Community Engagement, who was independent to the Council and DHB Communications teams. The PIM was able to focus on a higher level regional response, allowing the respective Communications Managers to focus on providing business as usual support.

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#### REPORT OF THE NELSON TASMAN EMERGENCY MANAGEMENT OFFICE

- 4.20 This revised approach was discussed at the Public Education Public Information (PEPI) Committee meeting on 3 July 2020. The committee agreed the structure applied during the COVID-19 response worked well, and the committee supported adopting this approach moving forward.
- 4.21 This approach is consistent with the national Coordinated Incident Management System (CIMS) framework. It would ensure the Council (and depending on the nature of the event DHB, Police and FENZ) Communications Managers are free to maintain business as usual during a major event.
- 4.22 Impact on Nelson City Council staff time is expected to be minimal as the PIM would only be called upon during an event and to chair the quarterly PEPI Committee. If a localised event was to occur, then the PIM would coordinate with the relevant Communications Manager to ensure public messaging was delivered. In a larger event, there would be resource implications, similar to the status quo. There is an expectation from NTCDEM that Communications staff will continue to support the PIM during an event.
- 4.23 In light of the above the PEPI Committee are recommending that the CEG appoint Nelson City Council's Manager Community Engagement as the Regional Public Information Manager, changing the existing arrangement from alternating PIM's between the two Councils. Council Communications staff will continue to provide PIM support to the Regional PIM.

#### Recovery

- 4.24 Notes from the Recovery Committee meetings of 4 March and 8 July 2020 are included in the agenda for members' perusal.
- 4.25 During the aforementioned meetings the committee agreed to seek endorsement from the CEG to:
  - a) note the need for the CIMS structure to continue to operate into the recovery period;
  - b) support the Recovery Committee to explore the pre appointment of external personnel to leading roles within the five previously identified POU; and
  - c) advocate that both Councils consider the resourcing requirements of operating a Mayoral Disaster Relief Fund should one be established during an event, noting that this has proven to be a particularly labour intensive process in the past.
- 4.26 Richard Kirby (Tasman District Council Engineering Services Manager and Chair of the NTCDEM Group Recovery Committee) will be present at the 3 August 2020 meeting to answer any questions members might have on this item.

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Nelson Tasman CDEM Coordinating Executive Group - 3 August 2020

## REPORT OF THE NELSON TASMAN EMERGENCY MANAGEMENT OFFICE

### Community Engagement

- 4.27 The year started with visits to CDEM community groups in Golden Bay, Motueka, Wakefield and Hira.
- 4.28 The visits provided an opportunity to discuss equipment, personnel and training requirements, as well as allowing time for general updates and the building of relationships across our partnering agencies and the community.
- 4.29 Below is a list of some of the actions undertaken as a result of the most recent round of visits:
- a) Installation of a VHF radio base set at St Arnaud Fire Station.
  - b) Relocation of a large portable generator (previously at the Motueka Recreation Centre) to the Golden Bay Recreation Centre.
  - c) Wiring of the Motueka Recreation Centre so that it is suitable to be powered by generator.
- 4.30 In a bid to balance resource with workload requirements the intent of the EM Office is to meet face-to-face with all of our CDEM community groups twice a year. In addition to this, the EM office will make further contact at least twice a year via phone or email with Local Controllers/Situation Officers and main welfare contacts for each group. At the time of writing this report the next round of remote 'check ins' are scheduled for July 2020, with face to face visits set for September 2020.
- 4.31 In addition to the above, members of the EM team have presented this year on two occasions at meetings of the Golden Bay Community Board. This enabled the Board to meet members of the EM team and to provide an update on the office's work programme, plans for the Golden Bay region and response to COVID-19.

### New Zealand Response Team 2 (NZRT2)

- 4.32 The team currently comprises of 27 members - 17 operational, 2 non-operational and 8 new recruits.
- 4.33 The team recently renewed their Pre Hospital Emergency Care (PHEC) and First Aid qualifications.
- 4.34 Having been looking for a suitable base for some time the team has found a premise to lease on Redwood Road, Appleby. In addition to an indoor training area the 270m<sup>2</sup> floor space allows for inside storage for all equipment, vehicles and trailers. A lease agreement has been signed for three years with a right of renewal.
- 4.35 During the response to COVID-19 the team completed 53 tasks up to the end of Level 3. 21 of the tasks involved the transportation of people, namely to and from Community Based Assessment Centres.

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Nelson Tasman CDEM Coordinating Executive Group - 3 August 2020

## REPORT OF THE NELSON TASMAN EMERGENCY MANAGEMENT OFFICE

### CDEM Training Programme

- 4.36 The Nelson Tasman CDEM Group have been successful in being awarded \$60,307 excluding GST for the 2020 calendar year to cover training course costs associated with the training of for Council staff, community groups, partnering agencies and NZ-RT2. As a result of COVID-19 the amount of training available was substantially reduced and thus it is unlikely that we will use our full allocation of funding this year.
- 4.37 Courses were scheduled to take place in April, however these have been rescheduled to August and September.
- 4.38 The 2019 Pigeon Valley Fires and 2020 COVID19 events have highlighted the need to have a greater pool of suitably trained staff from both Nelson City and Tasman District Councils to be able to fulfil the functions within the Nelson Tasman Group Emergency Operations Centre (GEOC).
- 4.39 Presently there are an insufficient number of trained and available staff to assist in long duration large scale events in our region. Some reasons for this are:
  - a) their current role is essential to Council BAU and therefore they are unable to be released to work in the GEOC during an event;
  - b) previously trained staff have left Council or are no longer available to respond outside of normal work hours; and
  - c) it has been some years since they have received relevant training, worked or exercised in the GEOC and therefore they do not feel competent to assist.
- 4.40 As a result the EM team are drafting a document that will set out the rationale and process behind ascertaining the number of staff required to work in the GEOC, their selection, the subsequent training process, assigning to functions, rostering and activation during emergency events. The document will be presented at both the Tasman District Council and Nelson City Council Senior Leadership Team meetings prior to being tabled at a future meeting of the Coordinating Executive Group.

### Alpine Fault Magnitude 8 (AF8) Project, Exercise and Roadshow

#### *Alpine Fault Magnitude 8 Project*

- 4.41 Attachment 3 is the AF8 Year 4 Project Report. This year the jointly funded project celebrated another award, hosted two successful forum events and the running of a South Island wide Tier 3 Exercise based on the AF8 scenario. The appetite and demand for AF8 hazard and impact science information has continued to grow and inter CDEM Group and partner agency planning has been progressing well.
- 4.42 Support is sought from the CEG for the contribution of \$10,000 by the Nelson Tasman CDEM Group to the AF8 project for the 2020/2021 financial year, subject to further discussion with the respective Councils in relation to available budget.

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## REPORT OF THE NELSON TASMAN EMERGENCY MANAGEMENT OFFICE

### *AF8 Roadshow*

- 4.43 Alice Lake-Hammond, AF8 Programme Lead, is intending to run a roadshow "The Science Beneath Our Feet" around the South Island and plans were to take this to both Golden Bay High and Collingwood Area School in May of this year.
- 4.44 The AF8 Roadshow school sessions were designed to increase awareness through storytelling, evidence-based discovery and solution-focussed activities, which are aligned with the New Zealand Curriculum (NZC Levels 4-6). The sessions were designed to run for an hour and cater for 20-30 students at a time. In addition to this Alice and scientist Kelvin Berryman also planned to speak at a public meeting scheduled in Takaka on the evening of 7 May at Golden Bay High School. However, as a result of COVID-19 the roadshow and speaking engagement were postponed. At the time of writing, future roadshow dates are being considered.

### *AF8 Exercise*

- 4.45 It is envisaged that the Nelson Tasman CDEM Group will run an exercise in the first quarter of the 2021 calendar year based around a rupture of the alpine fault. Toa Consulting (Jim Tetlow) have been brought on board to assist with exercise scoping, development and coordination, and to ensure that both Nelson Tasman CDEM and key partners get the most out of the exercise. We will keep CEG members apprised as exercise planning and development progress.

## 5 Emergency Management Office Financial Reporting

- 5.1 A report of the income and expenditure for the period July 2019 to January 2020, which was intended to be reported to 30 March 2020 CEG, is attached for members' information (attachment 4). Also attached is the financial report for July 2019 to May 2020 (attachment 5).
- 5.2 The Annual Plan budget of the Nelson Tasman Emergency Management Office for the 2020-2021 financial year (attachment 6) has been reviewed and updated. This is an update to the budget previously approved in the two Councils Long Term Plans 2018-2028 (LTP). Levies to the two Councils have increased by \$44,000 each compared with the LTP and this has been included in both Councils 2020-2021 Annual Plans. Variations to the LTPs are as follows:
- a) Levies from Council increased by \$88,000 to fund the net increase in costs as outlined below in points b-e.
  - b) Interest income has reduced by \$18,000 due to a reduction in interest rates and in funds invested.
  - c) Staffing costs have increased by \$78,000 due to an additional Emergency Management Officer including ancillary costs and to reflect inflation.
  - d) Audit fees have reduced by \$7,000 as a result of a separate audit no longer being required.

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#### REPORT OF THE NELSON TASMAN EMERGENCY MANAGEMENT OFFICE

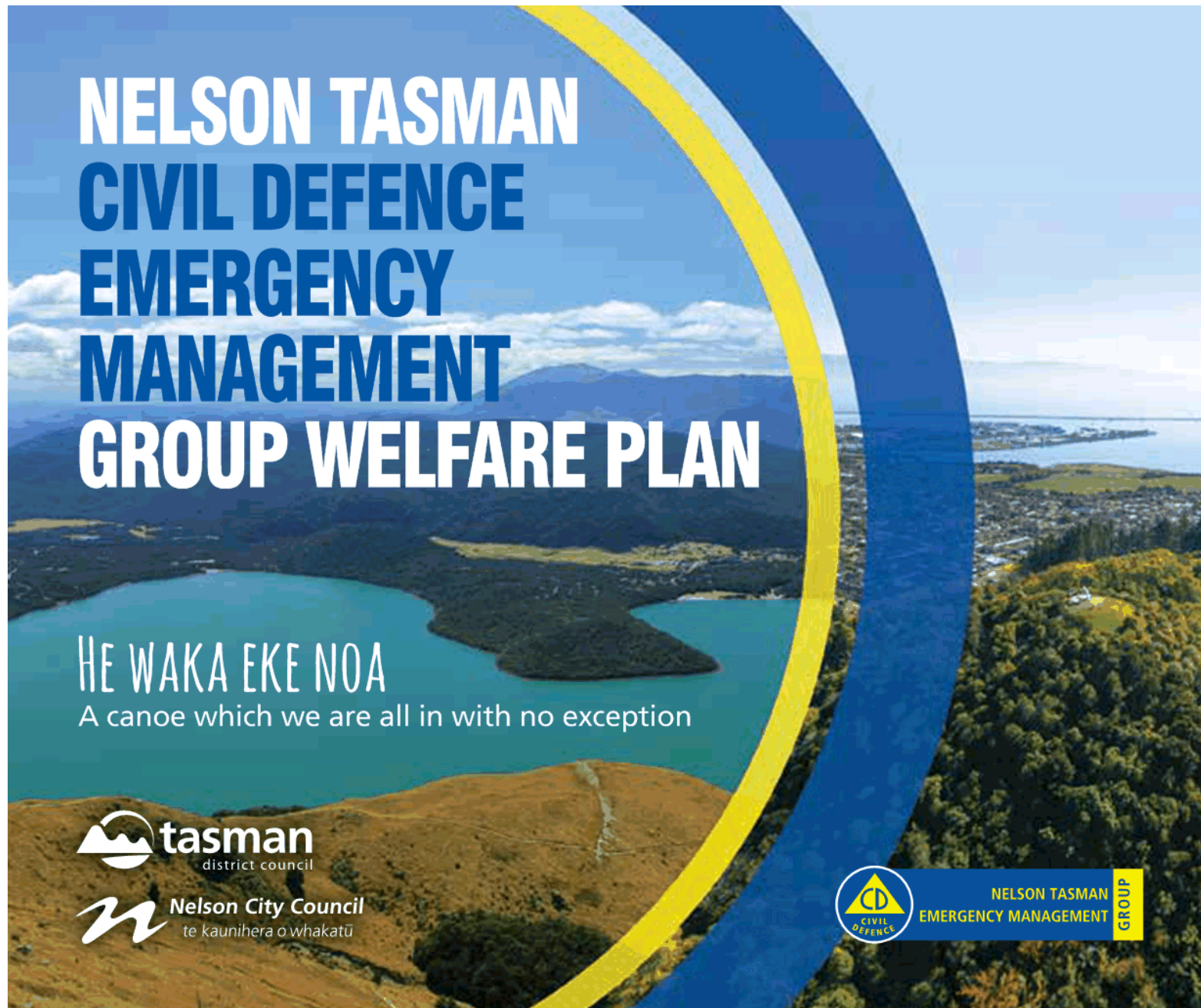
- e) NZRT2 costs have increased by \$15,000 for rental of a secure base facility. This is to be funded by increasing the use of reserves.
- 5.3 The Annual Plan budget for the Emergency Management Office was scheduled to be reported to the CEG for its approval at the 30 March 2020 meeting. The interruption of COVID-19 to business as usual meant that this was not possible.
- 5.4 In order to meet legislative deadlines the proposed budget as attached to this report was forwarded to both Councils for their consideration and inclusion in their Annual Plans for 2020-2021. Nelson City Council and Tasman District Council have adopted their Annual Plans. We ask that the CEG considers and confirms its retrospective approval of the Emergency Management Office budget for 2020-2021 as attached.
- 5.5 Additionally, the interruption of COVID-19 to business as usual has meant that the EM Office has been unable to fulfil its capital works program for the 2019-2020 financial year. As such, the groups seeks approval of the CEG to carry over the unspent balance to the 2020/21 financial year.

#### 6 Attachments

1. NTCDEM Group Welfare Plan - December 2019
2. NTCDEM Readiness and Response Committee - Community Engagement Scoping Meeting Notes 24 January 2020
3. AF8 Year 4 Project Report
4. NTCDEM January 2020 Financial Report
5. NTCDEM May 2020 Financial Report
6. Emergency Management Office - Annual Plan Budget 2020-2021

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Nelson Tasman Civil Defence Emergency Management Group Welfare Plan Page 2



# FOREWORD

## FOREWORD FROM THE GROUP WELFARE MANAGER

We live in a beautiful part of the world, where outstanding natural beauty combines with a rich and diverse social and cultural environment to make Nelson Tasman a great place to live, work and raise families.

We also know that emergency events happen in our region, and that they will continue to occur in the future. Over the last few years we have seen wide scale local flooding and fire events, and we know that there is always the potential for significant events to occur, e.g. earthquakes/tsunami. These events can cause both physical and psychosocial harm to people and can also displace them, and their animals, from their homes and workplaces.

The Nelson Tasman Civil Defence Emergency Management (CDEM) Group has responsibility for working with partner agencies to reduce the hazards and risks in our communities, preparing our communities and planning with partner agencies for emergency events, responding to those events when they occur, and working alongside our communities to ensure they don't just bounce back, but 'bounce forward' in their recovery.

During and after an event people and their animals may be negatively impacted. They may need some additional support to help them recover. My role, as Group Welfare Manager, is to plan for, and respond to, those needs in line with the 4 Rs; reduction, readiness, response and recovery.

As part of our planning, we have developed this Group Welfare Plan. Its purpose is to provide direction and clarity around roles and responsibilities of the different agencies (central government, iwi, local government and non-government organisations) involved in providing welfare services following an emergency event.

Whilst the Group Welfare Plan is not specifically aimed at the general public, we know it may be of interest to individuals in our community who would like to know how we will deliver welfare services in an emergency. The digital version of this plan contains additional links to other sources of useful information. You can also find out more at the Nelson Tasman Emergency Management Group website: <http://www.nelsontasmancivildefence.co.nz/>

I'd like to take this opportunity to thank the many people who helped prepare this plan, and also to encourage you, as part of our community, to take personal responsibility for preparing yourself, your neighbours and whānau, and your workplace for the next emergency.



Rylee Pettersson  
GROUP WELFARE MANAGER

## FOREWORD FROM THE WELFARE CO-ORDINATION GROUP

As members of the Welfare Co-ordination Group, we are each committed to working strategically within our organisations and collaboratively with our partner agencies to plan for and deliver welfare services that meet the needs of our community both during and after an emergency.

We understand that emergencies can be highly challenging events for communities and the effects can be long-lasting. Our intention is to deliver our services in an emotionally and culturally sensitive way that understands and meets the needs of people affected by the event.

This Plan recognises that each of us brings our own organisation's strengths and skills to the response effort, and lists agreed values and principles which guide the way we deliver our services.

We also recognise that the wider community will step up when there is an emergency. We respect and appreciate those efforts and will look for innovative ways to work with those groups in order to meet our community's needs.

## THE WELFARE CO-ORDINATION GROUP

Rebecca Mason and Nita-May Hippolite on behalf of:

Te Tāmihiri Iwi

Graeme Brown on behalf of:



Allan Grigg on behalf of:



Wayne Ricketts on behalf of:



Sonia Fairie on behalf of:



Martin Tunley on behalf of:



Ronnie Gibson on behalf of:



Shane Graham on behalf of:



Pete Kara on behalf of:



Mike Heyward on behalf of:





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# INTRODUCTION

## WHAT IS WELFARE?

In the context of Civil Defence Emergency Management (CDEM), welfare is the coordination and delivery of services and support to meet the basic physical, emotional and material needs of people affected by an emergency. These services are delivered by a range of governmental and non-governmental agencies, working together with the community to meet their needs.

Welfare also includes providing for the needs of animals when their owners are affected by an emergency.

## THE PURPOSE OF THIS PLAN

The purpose of this Group Welfare Plan is to provide direction and clarity around roles and responsibilities of the different agencies (central government, local government and non-governmental organisations (NGOs)) involved in providing welfare services in the Nelson Tasman region before, during and after an emergency.

It also sets out some priority actions for the members of the Welfare Co-ordination Group to include in their work programmes. These have been developed to ensure we continue to build our capacity and capability to respond to events when they happen.

The Plan is consistent with the principles in the National Civil Defence CDEM Plan 2015, to ensure that our focus is on our community.

**When delivering welfare services we will:**

- a. recognise the diverse and dynamic nature of communities and their cultural needs; and
- b. strengthen resilience at an individual, family and whānau, and community level; and
- c. ensure that CDEM welfare services address the specific welfare needs of individuals, families and whānau, and communities; and
- d. recognise animal owners' concerns about the welfare of their animals; and
- e. ensure flexibility in the services provided and how they are best delivered; and
- f. integrate and align with local arrangements and existing welfare networks.

*(based on the National CDEM Plan 2015)*

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# A TEAM EFFORT

Many agencies and organisations have a role in delivering welfare services in our community. The following have particular responsibilities under this plan:

We also acknowledge and appreciate the many other organisations and volunteers in our community who contribute to the welfare of our families, our whānau and our community.

## LEAD AGENCIES AND THOSE WITH RESPONSIBILITY FOR LEADING WELFARE SUB-FUNCTIONS

- Ministry of Business, Innovation and Employment
- National Emergency Management Agency
- Ministry for Primary Industries
- Ministry of Social Development
- Nelson Marlborough Health
- Nelson Tasman Civil Defence Emergency Management Group
- NZ Police
- Oranga Tamariki

## SUPPORT AGENCIES WITH SPECIFIC RESPONSIBILITIES

- Accident Compensation Corporation
- Citizens Advice Bureau
- Earthquake Commission
- Federated Farmers
- Inland Revenue Department
- Insurance Council of NZ
- Ministry of Education
- Neighbourhood Support
- Nelson City Council
- New Zealand Defence Force
- NZ Red Cross
- NZ Companion Animal Council
- NZ Veterinary Association
- Royal NZ Society for the Prevention of Cruelty to Animals
- St John NZ
- Tasman District Council
- Te Puni Kōkiri
- The Salvation Army
- Top of the South Rural Support Trust
- Victim Support
- World Animal Protection

## IWI

- Ngāti Kuia
- Ngāti Rārua
- Ngāti Tama ki Te Tau Ihu
- Te Ātiawa o Te Waka-a-Māui
- Ngāti Kōata
- Ngāti Toa Rangatira
- Ngāti Apa ki te Rā Tō
- Rangitāne o Wairau

## MARAE

- Onetahua Marae
- Te Āwhina Marae
- Whakatū Marae

HE WAKA  
EKE NOA

A canoe which we are all in with no exception

HOW WE'RE STRUCTURED

Welfare sits under the governance and management umbrella of the overall CDEM Group structure. This is summarised below.

CDEM Group – This is a joint committee of the two Councils and provides strategic governance to the Group. It is chaired by the Mayors of both Councils.

Co-ordinating Executive Group (CEG) – This Group is made up of senior representatives of iwi and other key emergency services and government organisations, and ensures a strategic overview and commitment of organisational resources to agreed projects and tasks. It is chaired by the CEO of Tasman District Council or Nelson City Council on an alternating annual basis.

Welfare Co-ordination Group (WCG) – This Group's role is to provide strategic and coordinated planning for the delivery of welfare services for the Nelson Tasman region. The WCG is chaired by the CDEM Group Welfare Manager.

The WCG is made up of representatives of the lead welfare services agencies as well as NZ Red Cross, Te Puni Kōkiri and iwi (for a list of member agencies, see page 8). Together, their role is to ensure that welfare service delivery is planned, organised, integrated, coordinated and supported across the 4 Rs (see page 23). The Group members share responsibility for delivery of the WCG Work Programme and for the development of this Plan.



The WCG's responsibilities include:

- lead welfare readiness activities including planning and relationship building with welfare service agencies
- provide leadership around the development of the nine welfare services sub-function plans
- ensure information sharing between local authorities and welfare service delivery agencies
- develop a Group Welfare Plan and Implementation Plan, carry out activities identified in those plans, and monitor and evaluate the Group Welfare Plan and Implementation Plan
- provide leadership in the planning and delivery of welfare services in an emergency across Nelson Tasman

During response, the WCG convenes as frequently as necessary and practicable. Its role is to ensure that each member agency operates as part of a coordinated collective, rather than as an individual agency.

Welfare Operational Team (WOT) – This is made up of representatives from a number of agencies that provide operational delivery of welfare services. It meets regularly to exchange information and plan for emergency response. The WOT reports to the WCG.

CDEM Group Welfare Manager – The Group Welfare Manager is responsible for the strategic coordination of welfare services (including Civil Defence Centres), supporting the local welfare response and liaison with welfare service agencies.

EOC Welfare Manager – When the Group Emergency Operations Centre (EOC) is activated, the EOC Welfare Manager is responsible for leading the welfare team, planning, coordinating and managing the delivery of welfare services to affected people.



# JOINED UP THINKING

Welfare sits under a national framework and within a regional framework as set out below.



# WCG VALUES

## OUR CULTURAL VALUES ARE:

- **Kaitiakitanga** – Guardianship or stewardship. Includes all decisions relating to looking after the people and the land - the mauri, the wairua. Ensuring that the right presence is in place.
- **Manaakitanga** – Exemplary caring and kindness. Whenua manaakitanga across all areas. Also, the ability to mana ake all people and communities including people affected by emergencies, manawhenua, Māori, Pasifika, migrants, former refugees, and people or communities who may be vulnerable in an emergency. Includes social services, welfare, and whānau ora.
- **Pūkengatanga** - Skills and attributes to do what is needed. Ensuring that there are the skills that are needed for the Pou Āwhina, Pou Karakia and iwi liaison. The liaison role includes:
  - providing tikanga, cultural leadership and support, e.g. welcomes, farewells, karakia morning and night
  - ensuring that kawa is upheld
  - leading communications to iwi and whānau
  - supporting the EOC and the council communications process, e.g. press briefings
  - working with Ministers and Crown officials.
- **Rangatiratanga** - Leadership. Of the cultural space and supporting people to make the best decisions. Includes ensuring that tikanga (customs) which is appropriate to the area where an event occurs is carried out in the right way.
- **Wairuatanga** – Wairuatanga or wairua are used to speak of the spiritual dimension and practices pertaining to the spirit of an individual or living beings (as in the 'wairua' or spiritual essence of each living thing). Wairuatanga can be viewed as being interrelated to everything and as a fundamental aspect of health and wellbeing. Values, beliefs and practices related to wairua are considered important in high stress environments such as disasters for responders and affected communities.
- **Whanaungatanga** – Relationships. Connecting and building formal and informal relationships across the region and particularly between the EOC and across iwi (including Ngāi Tahu where appropriate). Also includes relationships between departments/agencies, colleagues and the ability to leverage off broader relationships where there is a specific need or expertise.

## OUR CORE VALUES

RESPECT		DIVERSITY		COLLABORATION
KAITIAKITANGA	REDUCTION		READINESS	
MANAAKITANGA				
PŪKENGATANGA				
RANGATIRATANGA				
WAIKUATANGA	RESPONSE		RECOVERY	
WHANAUNGATANGA				

## OUR CORE VALUES ARE:

- **Respect** – We need to respect and show empathy towards those needing assistance.
- **Diversity** – We consider options for ensuring that members of culturally and linguistically diverse communities can access all services through the provision of appropriate information and services.
- **Collaboration** – We work closely with each other to ensure that, where multiple needs are identified, wrap-around services can be provided to meet those needs.

Our values underpin the way we work with each other, with tangata whenua and with our community, and in the way we deliver our key functions.

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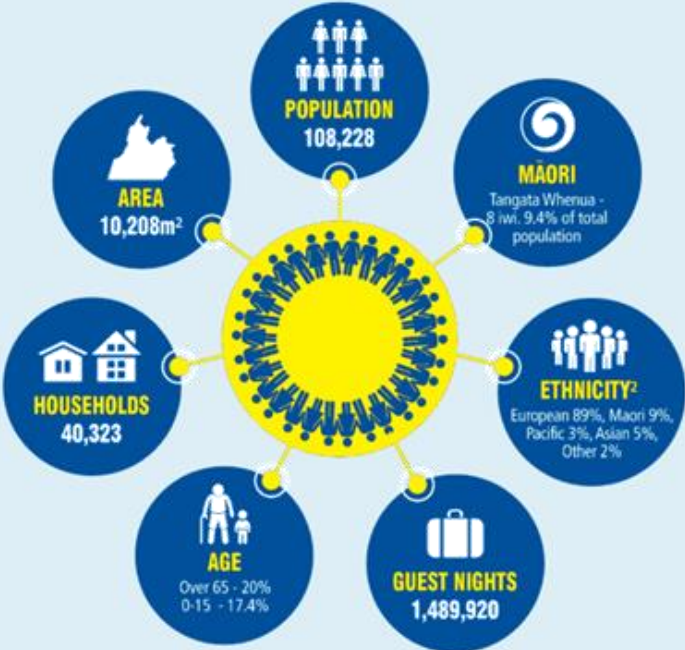
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# OUR REGION

## NELSON TASMAN AT A GLANCE<sup>1</sup>

As with other parts of New Zealand, Nelson Tasman is facing social change which brings with it considerations for welfare planning, including:

- **Population growth** – The region’s overall population is growing at around 10% per annum. If maintained, this will see the population increase to 130,000 by 2043.
- **Ageing population** – The proportion of adults aged over 65 is projected to grow to above 35% by 2043.
- **Increased diversity** – Proportionally, the number of Māori and Pasifika people in the region is growing faster than other ethnicities, and there are increasing numbers of migrants whose first language is not English.
- **Social isolation** – The number of one person households is increasing.



1. Demographic figures are taken from the 2018 census.  
2. People can identify as more than one ethnicity.



# OUR HAZARDS

A comprehensive risk assessment of the region's hazards is outlined below, which is reproduced from the Nelson Tasman CDEM Group Plan (2018).

## SUMMARY OF THE HAZARDS IN PRIORITY CATEGORIES

KEY:

Risk Rating

Moderate

High

Very High

Hazard Type

Natural

Biological

Technological

					LOWER PRIORITY										HIGHER PRIORITY																	
																																
Surface ponding (localised flooding)	Small catchment flooding	Roading transport accident	Air transport accident	Coastal erosion	Distant / regional tsunami	Civil unrest / criminal activities/ terrorist attack	Water supply - infrastructure failure	Urban fire	Slope failure - small scale	Snow	Wastewater - infrastructure failure	Rural fire (at urban interface)	Coastal inundation (storm surge/tidal effects)		Large catchment flooding	Communications / information systems - infrastructure failure	Drought	Slope failure - large scale	Roading - infrastructure failure	High winds	Dam break	Plant & animal pests/disease	Fuel supply - infrastructure failure	Electricity - infrastructure failure	Human pandemic	Local tsunami	Earthquake - Waimea/Flaxmore	Earthquake - regional (e.g. White Creek Fault)	Earthquake - Alpine Fault			

# THE ROLE OF TANGATA WHENUA

## TE TAUHU O TE WAKA-A-MĀUI

Te Taihū o Te Waka-a-Māui is the prow of Māui's canoe – the top of the South Island. Tasman District also includes the north-western part of the Ngāi Tahu takiwā. Today, eight tribes form the region's tangata whenua population. As the original people of Te Taihū, iwi have significant cultural knowledge about important historical sites and places across our region, which must be taken into account when an emergency affects those places.

Iwi and marae also have a critical role in supporting the welfare of hapū and whānau during and following an emergency. They are able to quickly connect with the Māori community through their networks, and are also able to offer accommodation, shelter and food at their marae.

Currently Māori interests nationally are overseen by Te Puni Kōkiri, who have mandated welfare responsibilities and are members of the Welfare Co-ordination Group. They act as an initial point of contact and liaison with iwi and also provide culturally appropriate advice.

Within Te Taihū we are seeking further opportunities to strengthen our partnership and relationship with iwi and marae so that we can plan together how we can respond most effectively to the welfare needs of Māori.

We know that early engagement and involvement in decision making must be at the heart of our partnership. Based on the structure developed during the Pigeon Valley Fire Event of 2019, we have now included Pou a Iwi as a CIMS (Coordinated Incident Management System) function in Nelson Tasman. It represents iwi and whānau needs in an emergency. The diagram on page 21 outlines the four sub-groups which make up Pou a Iwi.

Across Te Taihū, we have engaged with a number of marae through our resilience planning. We are also members of a joint marae preparedness working group.

The Pouārahi<sup>3</sup> role has been established which will support, nurture and guide the implementation of Wairuatanga into the emergency management framework as a core value.

### IWI LIAISON

Ensures that iwi have a presence in decision making as kaitiaki in the rohe for the land and the people.

### POU ĀWHINA

Provides integrated logistical, communications and administrative support to the Pou a Iwi.

### POU KARAKIA

Provides mātauranga Māori guidance (tapu and noa), karakia, and cultural support.

### POU TAUTOKO

Ensures that coordinated services and support are available from key government agencies, e.g. Fire and Emergency NZ.

## POU A IWI

3. The Pouārahi leads the development of strategic and operational relationships and initiatives, which are in partnership with Te Taihū (Whakatō, Tasman and Wairau) iwi, marae, Emergency Management and government agencies.

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# WHAT WE DO

## THE 4 RS

We have adopted an integrated approach across the 4 Rs of emergency management (see diagram). We do this by maintaining strong inter-agency relationships, holding regular inter-agency committee meetings and training exercises, and through the development of plans, practices and tools (i.e. standard operating procedures) that we build and test together. These strong bases built in reduction and readiness help us to respond efficiently and effectively and assist our communities in their recovery journey.





## REDUCTION

Ensure risk reduction and mitigation measures are implemented and maintained within and across agencies

Reduction involves identifying and analysing risks to life, animals and property from hazards, taking steps to eliminate those risks if practicable, and, if not, reducing the magnitude of their impact and the likelihood of their occurrence to an acceptable level.

Reduction in the welfare context means all measures undertaken prior to an emergency to reduce welfare needs before, during, and after emergencies. CDEM contributes to reduction in the welfare context in two primary ways:

- understanding communities, their risks and vulnerabilities; including identifying and analysing long-term risks to human life
- linking with welfare agencies' policies and programmes; a part of reducing the magnitude of the impacts of risks

### FOCUS AREAS - REDUCTION

**Vulnerable people** – Better understand how to identify and support vulnerable people, who may be clients of a number of our agencies.

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## READINESS

Plan for and establish arrangements for the effective delivery of emergency welfare services

Readiness is about putting systems and resources in place prior to an emergency, in order to reduce the potential impact or consequences of the event, and which provide for an effective response and recovery.

Readiness actions include:

- strategic planning
- ensuring arrangements for welfare service delivery are in place with agencies and local providers (e.g. commercial accommodation providers)
- building relationships with welfare service agencies, iwi, marae, other stakeholders and community organisations
- building capability through training and exercising
- developing projects and supporting programmes that increase community resilience
- advocating for business continuity planning

### FOCUS AREAS - READINESS

**Population growth** – As people come into the region, they understand and are prepared for the emergency events that might occur.

**Diverse cultures** – We present information in a way that is culturally sensitive and relevant to our diverse community.

**Training and capability** – We have enough staff and volunteers who have the right skills, knowledge and experience to provide welfare support.

**Community resilience** – We help build strong, connected communities that make their own preparations for emergencies.



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## RESPONSE

Identify and engage with communities to ensure appropriate needs-based emergency welfare services are delivered

During a response welfare is one of nine functions identified in the Coordinated Incident Management System (CIMS) framework. The welfare response involves identifying and responding to the needs of people and animals affected by an emergency.

The Group Welfare Manager coordinates the response and is supported by a welfare team and various agencies. The level of response will escalate to the level required to manage the emergency.

Welfare response is needs-based. Resources are prioritised to those most affected and in most need of support. We recognise that, for some people, those needs may not become apparent until some time after the emergency.

There are nine sub-functions that make up the welfare response. These are led by different agencies and are discussed in the next section of this Plan.

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## FOCUS AREAS - RESPONSE

**Community preparedness** – We help build strong, connected communities that are resilient and able to provide support to each other during emergencies.

**Community response** – We know that informal community initiatives may be set up following an emergency. We need to work out how best to support those groups without compromising the overall welfare response.

**Communication** – Lack of information or inconsistent messaging can cause additional stress for people affected by an emergency. We will continue to look for ways to better coordinate and communicate with different groups in our community.

## TRANSITION FROM RESPONSE TO RECOVERY


We recognise that the community will continue to need welfare services well beyond the response phase, and even beyond the period of interest by the media. It is important that, during the development of the sub-function plans, thought is given to the strategic withdrawal of emergency welfare services support and coordination. The ongoing needs of a community should be met by the business-as-usual practices of welfare services agencies and the communities themselves.

### Points to consider include:

- What does the welfare function look like as it transitions into the social recovery pou?
- Are welfare services still required by the affected community?
- Can those services be delivered by agencies within business-as-usual activities?
- Are welfare services readily accessible to the affected community?
- What are the views of the service providers?
- Is coordinated reporting essential to decision making or just for information?

We acknowledge that withdrawal of emergency welfare services can be a sensitive topic, particularly if recovery is going to take a long time. The Group Welfare Manager must ensure that agencies are in agreement about how welfare services that were provided as part of the response phase can, where still needed, continue to be provided during the recovery phase. This could include transition to services that are provided as part of an agency's business-as-usual activities. The Social Recovery Manager and the Recovery Manager must also be in agreement about the approach being taken for emergency welfare services and ongoing community well-being support. The needs of the recovering community should always be the paramount consideration.

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## RECOVERY

Continue to deliver welfare services to affected communities to bring about immediate, medium-term, and long-term holistic regeneration of a community

Recovery is the coordinated effort and processes used to restore community wellbeing following an emergency. The welfare recovery phase finishes when welfare support needs can be managed by agencies and organisations as part of their business as usual service delivery.

The recovery phase may last from a few weeks up to several years, depending on the scale of the emergency and the effects it has had on community wellbeing. We are committed to ensuring support continues to be made available for as long as it is needed.

As with the response phase, recovery recognises that for some people, needs may not become apparent until some time after the emergency.

### FOCUS AREAS - RECOVERY

**Navigators** – People affected by an emergency may not know where to turn to for help, particularly when they have been affected by multiple impacts. Navigators can be used to bridge these gaps and to help point people in the right direction to be able to help themselves.

**Social recovery** – We need to manage the transition from response to recovery in a way that ensures consistency for our community.

## NAVIGATORS

Navigators are individuals who help people and whānau significantly affected by an emergency event with their recovery journey. They do this by helping them navigate and prioritise their way through the different processes, tasks and services that are available, whilst ensuring that people and whānau stay self-reliant and resilient.

**Navigators are people who:**

- Help affected people prioritise their tasks in recovery (e.g. insurance, clean up, fund applications, accessing financial assistance and psychosocial support)
- Know what services are available to people post-event
- Are able to provide advocacy assistance
- Understand that people on the recovery journey pass through different phases, with different needs, at different times
- Encourage resilience and individual wellbeing

**Navigators are not:**

- Counsellors
- ‘Do-ers’ of tasks for individuals

The primary role of the navigator is to contribute to the wellbeing of affected individuals, family/whānau by supporting their timely and coordinated access to the services they need to enable their timely recovery.


This service should leverage off relationships with iwi, NGOs, community and central and local government agencies and will link affected residents to already existing services and supports. It complements the role that rural facilitators (e.g. the Rural Support Trust) play in rural areas.

This approach requires investment to appoint navigators to provide the right support at the right time to affected family and whānau, through wrap-around recovery support services.

It is based on strengthening individuals, family and whānau so they can move forward in their lives with resiliency. It replicates the model put in place in Christchurch (following the 2010/2011 earthquakes) and in Hurunui and Kaikoura (following the November 2016 earthquakes).

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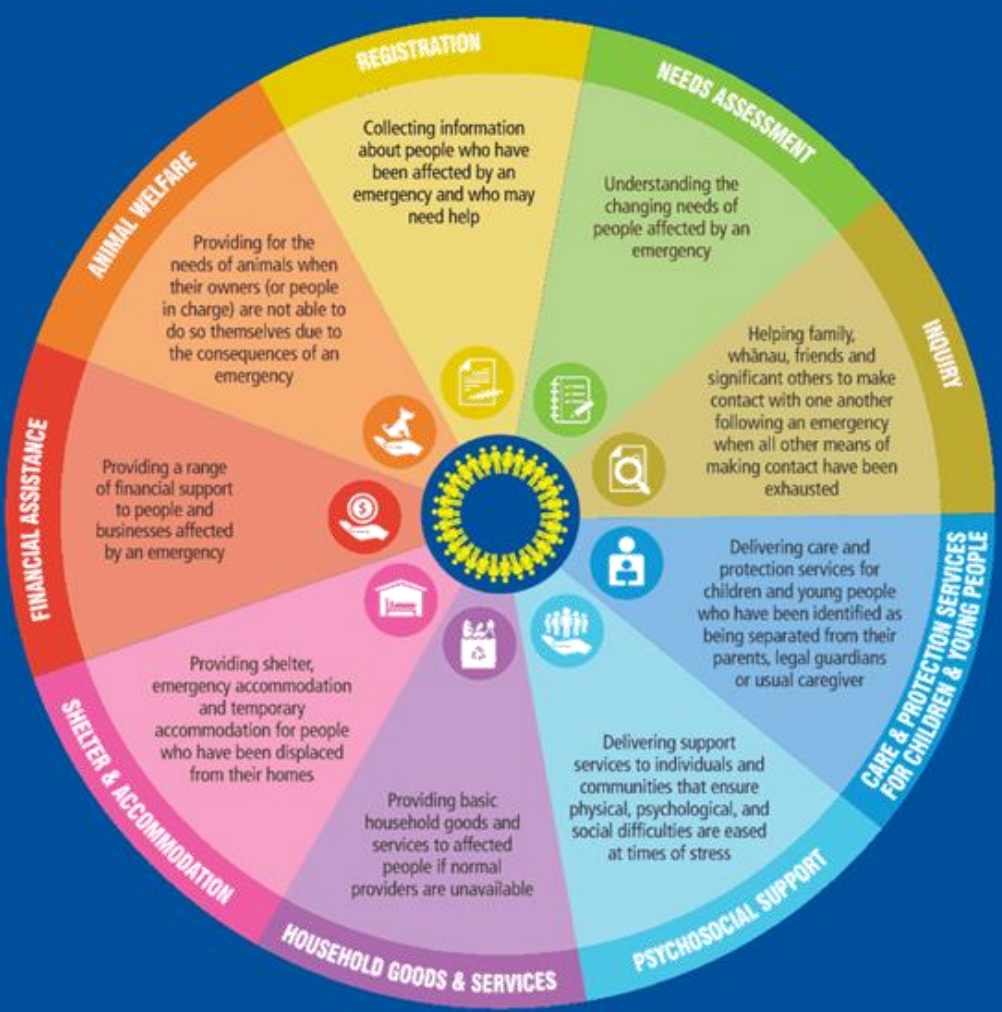
## WELFARE SUB-FUNCTIONS

The Welfare Services in an Emergency Directors Guideline [DGL 11/15] issued by the National Emergency Management Agency (NEMA) identifies nine sub-functions. Each has an identified lead agency that is responsible for the coordination and delivery of services of that sub-function. Support agencies help the lead agency with the coordinated delivery of the sub-function (see diagram on right).

## WELFARE PRINCIPLES

Each of the welfare sub-functions has its own set of principles and is described in more detail on the following pages. There are also some general principles that apply across all sub-functions:

- Privacy, information sharing and vetting: We abide by the Privacy Act (1993) and the Vulnerable Children's Act (2014). All people involved in the collection of personal information or in working with children must be police vetted.
- Existing community networks: We foster relationships with our community and encourage people to work together, for example, through relationship building with community hubs as providers of community connectedness.
- Public information: We work hard to reach people, using appropriate communication methods. Our planning includes consideration of how to reach people with communication difficulties.
- Training: We build capacity of people involved in the delivery of the emergency welfare response and coordination.
- Business continuity planning: We encourage our agencies to have business continuity arrangements in place to ensure we can contribute to delivery of essential services and critical functions during and after an emergency event.



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# THE ROLE OF LEAD AND SUPPORT AGENCIES

**LEADERSHIP**

**SUPPORT**

All welfare services agencies (lead and support) will:

- Take part in the sub-function cluster meetings
- Provide input to the development and review of their sub-function plan(s)
- Implement, monitor and review plans to ensure continuity of their essential services and contribution to a wider welfare provision
- Develop capacity and capability relevant to their role in an emergency
- Establish regular communication and reporting lines within local, regional and national offices and establish and maintain inter-agency communications
- Provide timely services and information on those services to affected communities to the Group Welfare Manager
- Support the welfare services function with additional people at national, regional and local levels where a need is identified and it is practicable to do so.

**LEADERSHIP**

During reduction and readiness the lead agency for each welfare sub-function will:

- Set up a sub-function cluster
- Build and maintain relationships between support agencies
- Build and maintain relationships with iwi and/or marae
- Build understanding across the sub-function of the roles of different agencies
- Collaboratively prepare a sub-function plan with all support agencies to ensure that arrangements for delivery of the sub-function services are aligned
- Test, monitor and review the sub-function plan to ensure it stays up to date and relevant
- Participate as an active member of the WCG
- Ensure that the lead agencies of each sub-function have an internal system in place to be able to lead and resource the sub-function in an emergency.

**LEADERSHIP**

During response and recovery, the lead agency for each welfare sub-function will:

- Ensure sub-function plans are being implemented
- Work with the Group Welfare Manager and other relevant support agencies to ensure that community needs are being met and that the scale of the response is appropriate to the emergency
- Work with iwi and marae to ensure that their needs are being met
- Collaborate with other agencies that are responsible for other welfare sub-functions to ensure that services and information are coordinated, integrated, and aligned to meet community needs
- Report on the coordination and performance of the welfare sub-function for which it is responsible to the Group Welfare Manager.

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## REGISTRATION

Registration is the process of collecting information about people who have been affected by an emergency and who may need help. The registration process enables welfare agencies to implement their welfare response.

### PRINCIPLES

- Demonstrate a respectful and empathetic approach towards those affected by the emergency
- Uphold privacy of information
- Protect the autonomy of affected people by ensuring the process of registration is voluntary
- Ensure information is gathered and collated in a timely and accurate manner
- Only register people who have been affected by the emergency and who have a need for welfare services

### READINESS AND REDUCTION ACTIONS

- Lead the development of registration sub-function planning arrangements involving all sub-function support agencies
- Decide what primary and back-up mechanisms will be used for registration
- Make sure all staff have had background checks and are suitably trained
- Develop a plan for increasing numbers of registrars if the emergency event is large
- Explore the use of electronic tools for registration
- Ensure the registration process covers options for culturally and linguistically diverse communities

### RESPONSE AND RECOVERY ACTIONS

- Make sure each affected person is registered. Registrations can come from:
  - Face to face in a Civil Defence Centre or in a community setting
  - Via online or phone from a remote setting
- Use the agreed Welfare Registration System to store registrations and inquiries whilst ensuring the privacy and security of personal information of all registrants

### CHALLENGES

- Language barriers
- Capability and capacity of registrars
- Lack of understanding of the purpose of registration
- Cultural barriers/fear of the registration process
- Vulnerable/isolated people unaware of the need to register
- Identifying the correct way to gather the information (paper vs electronic) and the best way to store and analyse the registration data



#### LEAD AGENCY NATIONALLY NEMA

#### LEAD AGENCY REGIONALLY CDEM Group



#### SUPPORT AGENCIES Inland Revenue Department NZ Red Cross

#### INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS Needs Assessment Inquiry

#### FURTHER INFORMATION Welfare services in an emergency



## NEEDS ASSESSMENT

Needs assessment is the process of understanding the changing needs of people affected by an emergency. It provides the basis for welfare agencies to deliver welfare services.

PRINCIPLES

- Promote and respect resilience and communities self-supporting each other
- Adopt a flexible and community-centred approach
- Understand that needs may not be immediately apparent and will differ between people and over time
- Respect people's privacy
- Keep the process simple and timely

READINESS AND REDUCTION ACTIONS

- Lead agency to establish a sub-function cluster
- Lead agency to coordinate the development of a plan outlining how all agencies involved will manage the tasks associated with the sub-function
- Decide what primary and back-up collection tools will be used for needs assessment collection, referral and follow-up
- Make sure all needs assessors have had background checks and are suitably trained
- Ensure the lead agency provides training to support agencies
- Develop a plan for increasing numbers of needs assessors if the emergency event is large
- Build partnerships with existing networks and relevant organisations to enhance communication channels with non-English language speakers

RESPONSE AND RECOVERY ACTIONS

- Work with support agencies to undertake needs assessment
- Identify what support each person needs before referring them to the appropriate agencies
- Information collected will be collated and analysed by the welfare function in the Emergency Operations Centre

CHALLENGES

- Language barriers
- Changing needs over time
- Coordinating multiple agencies' involvement with individuals/whānau
- Collating large amounts of information



LEAD AGENCY  
NATIONALLY

NEMA

LEAD AGENCY  
REGIONALLY

CDEM Group



SUPPORT AGENCIES

Nelson Marlborough Health  
Ministry for Primary Industries  
Ministry of Social Development  
NZ Police  
NZ Red Cross  
Salvation Army  
St John NZ  
Te Puni Kōkiri  
Victim Support

INTERDEPENDENCIES  
WITH OTHER SUB-FUNCTIONS

Registration  
All other sub-functions

FURTHER INFORMATION

Welfare services in an emergency

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## INQUIRY

Inquiry involves helping family, whānau, friends and significant others to make contact with one another following an emergency when all other means of making contact have been exhausted.

PRINCIPLES

- Lead and support agencies working together to reconnect people
- People must have let enough time elapse and exhausted all means of making contact before the inquiry function will assist (this ensures that only genuine concerns are investigated)
- All agencies will abide by the Privacy Act 1993

READINESS AND REDUCTION ACTIONS


- Lead agency to set up a sub-function cluster
- Lead agency to coordinate the development of a plan outlining how all agencies involved will manage the tasks associated with the sub-function
- Encourage people to develop their own family plans that identify a means of contacting and meeting up with family members in an emergency

RESPONSE AND RECOVERY ACTIONS

- NZ Police will assist in missing person matters when a member of the public has exhausted their own means
- When the scale of the emergency is such that the Police cannot manage the volume of calls through their business as usual processes, the Red Cross Restoring Family Links service should be considered
- Ensure consistent public messaging around how and when to inquire with NZ Police as well as other alternatives
- NZ Police will continue to perform duties to ensure preservation of life and property


CHALLENGES

- Nelson Tasman can have high numbers of tourists generating language and time zone barriers
- Ensuring quality and genuine information is provided to the inquiry group
- Getting people to see the importance of registering on the Red Cross Restoring Family Links service



**LEAD AGENCY  
NATIONALLY**  
NZ Police

**LEAD AGENCY  
REGIONALLY**  
NZ Police



**SUPPORT AGENCIES**  
NEMA  
CDEM Group  
Ministry of Education  
Ministry of Foreign Affairs and Trade  
Ministry of Health  
Nelson Marlborough Health  
NZ Red Cross  
St John NZ

**INTERDEPENDENCIES  
WITH OTHER SUB-FUNCTIONS**  
Registration  
Needs Assessment  
Care and Protection of Young People

**FURTHER INFORMATION**  
Welfare services in an emergency  
Restoring Family Links

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## CARE AND PROTECTION SERVICES FOR CHILDREN AND YOUNG PEOPLE

Delivery and coordination of care and protection services for children and young people who have been identified (after registration) as being separated from their parents, legal guardians or usual caregivers.

PRINCIPLES

- Children are kept safe and are cared for
- Reunite children with their parents, legal guardians or usual caregivers as soon as possible and take all reasonable steps to do so before referring to NZ Police
- Maintain strong relationships with community organisations and develop a clear understanding of the welfare needs of individuals and whānau
- Recognise the diverse and dynamic nature of emergencies and their consequences on children and young people
- If the emergency happens during school hours, children should remain at school, early childhood centre or with their caregiver for as long as possible

READINESS AND REDUCTION ACTIONS

- Lead agency to set up a sub-function cluster
- Lead agency to coordinate the development of a plan outlining how all agencies involved will manage the tasks associated with the sub-function
- Ensure that people involved in the provision and care of children and young people in an emergency are vetted according to legislative requirements, including the Vulnerable Children's Act 2014

RESPONSE AND RECOVERY ACTIONS

- Identify children and young people who are separated from their families
- Use support agencies' information to identify caregivers and parents as soon as possible
- The Oranga Tamariki National Contact Centre will be the primary contact point for reuniting families with missing children

CHALLENGES

- International students and language barriers
- Working with homeless or transient youth
- Confirming identity of young children



**LEAD AGENCY NATIONALLY**  
Oranga Tamariki

**LEAD AGENCY REGIONALLY**  
Oranga Tamariki



**SUPPORT AGENCIES**  
CDEM Group  
Ministry of Education  
NZ Police  
NZ Red Cross

**INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS**  
Needs Assessment  
Inquiry  
Psychosocial support

**FURTHER INFORMATION**  
Welfare services in an emergency  
Managing stress in an emergency

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## PSYCHOSOCIAL SUPPORT

Delivery of support services to individuals and communities that ensure physical, psychological, and social difficulties are eased at times of stress and uncertainty.

PRINCIPLES

- Most people affected by an emergency will experience some level of distress
- Most people will recover over time, with the support of their families, whānau and their communities
- Most people's need for support will change over time
- A small number of people will need more specialist help, sometimes including assistance from specialist mental health and addiction services
- Psychosocial responses need to be appropriate to the emergency and to the needs of people and whānau

READINESS AND REDUCTION ACTIONS

- Lead agency to set up a sub-function cluster
- Lead agency to coordinate the development of a plan outlining how all agencies involved will manage the tasks associated with the sub-function
- Identify communities that may be vulnerable in an emergency
- Psychosocial support is included in the welfare function of exercises which Nelson Marlborough Health leads or participates in
- Primary health organisations have relationships with support agencies and with their communities that can be rapidly implemented in an emergency

RESPONSE AND RECOVERY ACTIONS

- Identify psychosocial needs in affected people
- Put planned initiatives into place (e.g. free GP and counselling visits, public campaigns)

CHALLENGES

- Common understanding of what is 'normal' in emergencies
- Culturally appropriate support
- Changing nature of needs over time and understanding that psychosocial needs may become highest weeks, months or years after the emergency (depending on the scale of the event)
- Accessing those in need of support
- Not treating people like 'victims'
- Communicating technical information in a clear, easy-to-understand way



**LEAD AGENCY NATIONALLY**  
Ministry of Health

**LEAD AGENCY REGIONALLY**  
Nelson Marlborough Health



**SUPPORT AGENCIES**  
Nelson Bays Primary Health  
Ministry for Primary Industries  
Ministry of Education  
Ministry of Social Development  
Te Puni Kōkiri  
NZ Red Cross  
Salvation Army  
Victim Support  
Community-based organisations

**INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS**  
Needs Assessment  
Inquiry  
Care and Protection Services for Children and Young People

**FURTHER INFORMATION**  
Welfare services in an emergency  
Managing stress in an emergency

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## HOUSEHOLD GOODS AND SERVICES

Providing basic household goods and services to affected people if normal providers are unavailable. Household goods and services can include food, water, clothing, bedding, furniture, medication, and hygiene requirements. Goods and services are provided until normal systems of supply become available again.

PRINCIPLES

- Basic supplies are provided to support community resilience and recovery
- Work with support agencies to supply what is needed and work out how it can be best distributed
- The provision of household goods and services is only undertaken when the usual means of supply is insufficient or inaccessible
- Must at all times account for the dignity of those affected and should take into account culture, family make-up, religious and other beliefs

READINESS AND REDUCTION ACTIONS

- Lead agency to set up a sub-function cluster
- Lead agency to coordinate the development of a plan outlining how all agencies involved will manage the tasks associated with the sub-function
- Work with councils, local boards and regional community organisations to develop mechanisms that enable communities to help themselves
- Expand the range of supporting agencies and businesses to provide a flexible and appropriate response

RESPONSE AND RECOVERY ACTIONS

- The sub-function agencies will work with the EOC Logistics function, suppliers and community leaders to enable access to goods and services
- Work with marae and community networks to support their response based on targeted needs

CHALLENGES

- Coordination of multiple suppliers
- Supporting communities without encouraging dependency
- Managing offers of assistance and donated items
- Managing community-led centres



**LEAD AGENCY NATIONALLY**  
NEMA

**LEAD AGENCY REGIONALLY**  
CDEM Group



**SUPPORT AGENCIES**  
Nelson Marlborough Health  
Nelson Bays Primary Health  
Nelson City Council  
Tasman District Council  
Ministry for Primary Industries  
NZ Defence Force  
NZ Red Cross  
Salvation Army  
Te Piki Oranga

**INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS**  
Needs Assessment  
Shelter and Accommodation  
Financial Assistance

**FURTHER INFORMATION**  
Welfare services in an emergency

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## SHELTER AND ACCOMMODATION

Providing shelter (very short term, usually in a communal facility), emergency accommodation (generally for up to two weeks) and temporary accommodation (until people can safely return to their homes) for people who have been displaced from their homes as a result of an emergency.

PRINCIPLES

- Encourage people to stay at home or with family and friends (when safe to do so)
- Recognise and support the role that marae have in providing accommodation
- Take into account family and community connections and aim to keep families together and close to essential services such as schools and childcare
- People needing shelter and accommodation are likely to need other support services and should be referred accordingly
- Shelter options should be safe, hygienic and accessible to those who need them
- Avoid moving displaced people multiple times

READINESS AND REDUCTION ACTIONS

- Lead agencies to set up a sub-function cluster
- Lead agencies to coordinate the development of a plan outlining how all agencies involved (including marae) will manage the tasks associated with the sub-function, including the transition between shelter and/or emergency accommodation to temporary accommodation
- Identify community accommodation options, including Civil Defence Centres, marae and by developing partnerships with commercial accommodation providers
- Identify pet friendly commercial providers

RESPONSE AND RECOVERY ACTIONS

- The EOC welfare and logistics teams will work together to identify the needs of those displaced and the best practical shelter or emergency accommodation solutions
- The EOC Welfare Manager and the Ministry of Business, Innovation and Employment will work together to ensure a seamless transition between emergency accommodation into temporary accommodation
- People accessing this sub-function will also likely be referred to other sub-functions for further support
- MBIE to identify further accommodation options if return home is not possible

CHALLENGES

- Housing availability in the region and shortage of commercial accommodation in tourist season
- The availability of pet friendly rental and commercial accommodation
- Commercial accommodation options may be outside of people's home community, particularly for rural residents
- The availability of aged residential care accommodation



### LEAD AGENCY NATIONALLY

NEMA  
Ministry of Business, Innovation and Employment

### LEAD AGENCY REGIONALLY

CDEM Group – shelter and emergency accommodation  
MBIE – temporary accommodation

### SUPPORT AGENCIES

Housing NZ  
Nelson City Council  
Tasman District Council  
Ministry of Education  
Nelson Marlborough Health  
Ministry of Social Development  
Earthquake Commission  
Insurance Council of NZ  
NZ Defence Force  
Te Puni Kōkiri  
Salvation Army Marae  
Commercial accommodation providers

### INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS

Needs Assessment  
Financial Assistance  
Household Goods and Services

### FURTHER INFORMATION

Welfare services in an emergency

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## FINANCIAL ASSISTANCE

Providing a range of financial support to people and businesses affected by an emergency.

PRINCIPLES

- Lead and support agencies will provide information on the assistance available through their agency, including contact information and eligibility criteria
- People affected by emergencies have access to information on the range of financial assistance available through a variety of channels
- People don't necessarily need to be clients of Work and Income to receive financial assistance in an emergency

READINESS AND REDUCTION ACTIONS

- Lead agency to set up a sub-function cluster
- Lead agency to coordinate the development of a plan outlining how all agencies involved will manage the tasks associated with the sub-function
- Coordinate the development of public information, including culturally and linguistically diverse options, so people affected in an emergency know how they can access the services provided

RESPONSE AND RECOVERY ACTIONS

- Monitor the situation to assess the continued and emerging need for financial assistance
- Consider additional measures of financial assistance that could be made available to meet the scope and scale of needs
- Pre-prepared information about the range of financial assistance and how to access it will be available through a variety of channels
- In a large scale emergency the Government 0800 helpline may be activated by the Ministry of Social Development in consultation with, or at the request of the National Controller.

CHALLENGES

- Increasing public awareness of available support
- Clearly communicating what can and cannot be funded
- Duration of financial assistance (recognising that financial needs may change over time)
- Varying criteria mean that not everyone will be eligible for all types of assistance
- Lack of clarity around other discretionary funding which may become available, but which sit outside the responsibility of the sub-function (e.g. Mayoral Relief Funds, community crowdfunding)



### LEAD AGENCY NATIONALLY

Ministry of Social Development

### LEAD AGENCY REGIONALLY

Ministry of Social Development



### SUPPORT AGENCIES

Accident Compensation Corporation  
Earthquake Commission  
Inland Revenue  
Ministry for Primary Industries  
Ministry of Business, Innovation and Employment  
Insurance Council NZ  
NZ Red Cross  
Salvation Army

### INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS

Needs Assessment  
Shelter and Accommodation  
Household Goods and Services

### FURTHER INFORMATION

Welfare services in an emergency

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# ANIMAL WELFARE

Providing for the needs of animals when their owners (or people in charge) are not able to do so themselves due to the consequences of an emergency.

PRINCIPLES

- All animal owners, or people in charge of animals, should develop their own plans to care for their animals during emergencies
- Where possible, pets and their owners are co-located or located close by when unable to stay at their usual dwelling or property

READINESS AND REDUCTION ACTIONS

- Lead agency to set up a sub-function cluster
- Lead agency to coordinate the development of a plan outlining how all agencies involved will manage the tasks associated with the sub-function, including identifying places where evacuated animals could be taken to (e.g. the A&P Showgrounds)
- Develop public messaging to strongly encourage animal owners to have emergency plans which include their animals (companion and production)
- Develop a relationship and hold combined meetings with the Rural Advisory Group for advice on production animals

RESPONSE AND RECOVERY ACTIONS

- Encourage owners to take their animals with them when evacuated. Where this is not possible, ensure that animals are moved to a safe place (with access to food and water)
- Coordinate the animal welfare sub-function for all animals (including animal rescue, animal shelter, food, water, husbandry and veterinary care and other essentials). This includes companion animals, production animals, animals in research, testing and teaching facilities, zoo and circus animals and wildlife
- Permit animal owners to return to their properties as early as possible to tend to their animals
- Animal rescue should be considered across both the Welfare and Operations functions in the EOC
- Integrate the role of Pou Karakia for deceased animals

CHALLENGES

- Temporary housing of animals
- Risk of stock loss/illness if not regularly attended
- Risk of animal owners breaching cordons to retrieve animals
- Creating a scalable framework
- Working with the owners of animals, who may be distressed and/or frustrated
- Encouraging animal owners to be prepared to manage their animals themselves in an emergency, to have plans to evacuate animals if need be, and to have identified safe places to hold animals either on the property or other pre-identified properties



## LEAD AGENCY NATIONALLY

Ministry for Primary Industries

## LEAD AGENCY REGIONALLY

Ministry for Primary Industries



## SUPPORT AGENCIES

Federated Farmers NZ  
NZ Companion Animal Council  
NZ Veterinary Association  
The Royal NZ Society for the Prevention of Cruelty to Animals (SPCA)  
Nelson City Council  
Tasman District Council  
Rural Advisory Group  
World Animal Protection

## INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS

Needs Assessment  
Shelter and Accommodation

## FURTHER INFORMATION

Welfare services in an emergency  
Animals in Emergencies

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# IMPLEMENTATION PLAN

We are committed to an ongoing process of review and improvement as we plan and prepare for the next emergency. The following activities have been identified as priority actions in this Plan.

	Outcomes	Activity	Performance Measures	Lead Agency
 SUB-FUNCTION PLANNING	Lead agencies and support agencies work together efficiently and effectively to address community needs during a emergency  Lead and support agencies incorporate the different components of social recovery in their sub-function plans	Sub-function committees established  Sub-function plans completed and reviewed every two years	Sub-function committee meetings are held and attended by relevant support agencies  All sub-functions have prepared a sub-function plan	CDEM/lead agencies
 REDUCTION	Agencies are able to identify vulnerable people and ensure they have access to support following an emergency	Develop tools to identify vulnerable people	All sub-functions incorporate actions to support vulnerable people in their planning	All

	Outcomes	Activity	Performance Measures	Lead Agency
 READINESS	Readiness planning responses which include outcomes for Māori are co-designed with tangata whenua  Migrants and visitors to the area are made aware of the hazards and appropriate responses	Pou a Iwi working groups: <ul style="list-style-type: none"><li>EOC processes</li><li>Marae readiness</li><li>Navigators</li></ul> Develop multilingual information for new migrants to the area  Work with Nelson Regional Development Agency and tourism app makers to provide relevant information	Working group meetings held  Action plans developed  Surveys of new residents/visitors to determine awareness	TPK/CDEM  CDEM
	A pool of trained, skilled staff and volunteers is available to help coordinate welfare services	Develop pool from council staff and the wider community	Adequate number of trained people available to respond	CDEM
	Our community is prepared to respond to its welfare needs following an emergency	Community resiliency is supported and promoted by CDEM	Community resilience training is delivered to communities	CDEM
 RESPONSE	Tangata whenua are partners in the response  Ad hoc community groups that are set up during an emergency event are effectively managed	Establishment of Pou a Iwi  Encourage members of community groups to join relevant sub-function cluster groups	Pou established  Collaborative planning undertaken	Iwi/CDEM  Group Welfare Manager
	People and whānau affected by an emergency have clear and consistent information on available welfare support	Map main social media networks and develop guidance in conjunction with Public Education Public Information (PEPI) Committee for how they can support emergency response communications	Communication plans are developed that include digital media channels	CDEM
 RECOVERY	People and whānau affected by an emergency have support to help them access the services that they require  The Nelson Tasman region is able to recover quickly from emergency events	Identify and train people to take on navigator roles  This Implementation Plan is reviewed annually to identify priority areas for focus	Number of navigators registered who can provide support in and after an emergency  Annual review of plan implementation	Navigator Working Group  CDEM





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## Community Engagement – Working More Collaboratively

### Scoping Meeting

24 January 2020 – Richmond EOC

#### **Attendees**

Laurie Adams (NTCDEM), Michelle Griffiths (FENZ), Kathy Solly (NTCDEM), Joe Kennedy (NTCDEM), Anne-Maree Harris (St John), Martin Tunley (NZ Police)

#### **Apologies**

Pete Kara (DBH)

#### **Context**

- Agencies currently working with communities separately
- Several agencies are working on community resilience/response planning (including risk profiling, response actions, etc)
- Several agencies providing training to community volunteers
- Community volunteers are often the same people for each agency
- There are opportunities to work with communities more effectively through joint-working

#### **Purpose of the scoping meeting**

To discuss and explore ways in which we can work more effectively and efficiently with our communities through increased collaboration.

NB: no changes will be made to the systems and process each agency has for community engagement without cross-agency agreement and due process.

#### **Process**

This was a one-off, initial workshop to discuss ideas on where agencies and other stakeholders could work more collaboratively. The aim was to produce a list of recommendations for submission to the Readiness and Response Committee for consideration. The committee will then decide on which initiatives, if any, will be taken forward. They will also decide the scope of works, required outcomes and governance arrangements.

#### **Wider Considerations**

- There may be work being currently undertaken in this area on a national basis by each agency, and there could be a need to coordinate with others working on similar initiatives.
- There will be a need for any initiatives at Regional level to align with agency's own Organisational Strategy.
- There will be a need for high level support and sign-off from each agency for any initiatives undertaken.

- Any initiatives taken forward will require a consultation and communications strategy (relevant committees, staff awareness, etc)

**Recommendations**

The following table lists the potential areas for collaboration discussed at the scoping meeting.

The items are listed in priority order as decided by the group. The table includes the outcomes and deliverables required to implement each item. There is also a column which recommends to the Readiness and Response Committee whether the item should be implemented 'now' or 'later'.

***Recommendation: the scoping group recommend that the Readiness and Response Committee sanction the development of priority items 1, 2 and 3.***

**Possible Discussion Topics**

Priority	Area for Collaboration	Benefits	Outcomes/Deliverables	Dependencies	Now/Later
1	Single, all-agency, Community Resilience Plan	<ul style="list-style-type: none"> <li>• Avoid duplication of work for agencies and communities</li> <li>• Single source of truth</li> <li>• Reduce confusion for community members as to which plan applies</li> <li>• Better understanding of collective risks, values and strengths</li> </ul>	<ol style="list-style-type: none"> <li>1. Overarching strategy document, including:               <ol style="list-style-type: none"> <li>a. Agency agreement to work in partnership</li> <li>b. Engagement process</li> <li>c. Formation of community groups</li> <li>d. Process for producing and maintaining a Community Resilience Plan</li> </ol> </li> <li>2. Single, shared Community Risk Profiles (process and template)</li> <li>3. Toolkit guide for communities to produce their plan</li> <li>4. Template for Community Resilience Plan</li> <li>5. Joint agency programme of activity (visits, training, exercises, etc)</li> </ol>	<ol style="list-style-type: none"> <li>1. Each agency must obtain authority from their own agency to commit to this strategy</li> <li>2. Individual community boundaries must be agreed and used by all participating agencies</li> </ol>	Now
2	Joint community engagement targets and reporting	<ul style="list-style-type: none"> <li>• Single source of truth</li> <li>• Provides overview of all</li> </ul>	<ol style="list-style-type: none"> <li>1. Define measures</li> <li>2. Decided how results will be presented</li> </ol>	<ol style="list-style-type: none"> <li>1. Agencies must agree measures</li> </ol>	Now



		engagement from community point of view and not just individual agency point of view	3. Explain how we store, access and present this information		
3	Collaboration on community visits	<ul style="list-style-type: none"> <li>Less visits for partner agencies</li> <li>Less meetings to attend for community volunteers</li> </ul>	1. Programme of joint visits (annual schedule) 2. Intention to do this to be included in the overarching strategy document  NB: there are two target groups: <ul style="list-style-type: none"> <li>community resilience volunteers</li> <li>community members</li> </ul>		Now
4	Respond as a <i>Community Resilience Volunteer</i> , and not representing any individual agency	<ul style="list-style-type: none"> <li>Avoid duplication of training (eg CIMS)</li> <li>Reduce the number of visits and training evolutions (eg one agency)</li> </ul>	1. Enrolment process 2. Role description/role map 3. Associated training plan in accordance with role map 4. Register of volunteers 5. Guidance on managing personal data and sharing with partner agencies		Later



		delivers training both for their own agency and on behalf of another agency where possible)			
5	One system for two-way reporting and emergency management information sharing (status reports, etc)	<ul style="list-style-type: none"> <li>• Ease of use for community volunteers</li> <li>• Shared situational awareness amongst agencies</li> <li>• Avoid duplication of communications hardware</li> </ul>	<ol style="list-style-type: none"> <li>1. Single channel for passage of information</li> <li>2. Single, shared communications network</li> </ol>		Later



## AF8 Year 4 Report // June 2020

This report summarises AF8's activities for Year 4 (July 2019 – June 2020). This year we celebrated another award, hosted two successful Forum events and ran a South Island-wide Tier 3 Exercise based on the AF8 Scenario. The appetite and demand for AF8 hazard and impact science information has continued to grow and CDEM Group and partner agency planning has been progressing well.

Co-funding support from QuakeCoRE, Earthquake Commission (EQC) and Resilience to Nature's Challenges (RNC) enabled us to welcome Kristi Blenkhorn to the AF8 team as our new Planning Lead. Kristi has previously worked with the NZ Police and the Canterbury CDEM Group and has been coordinating our regional Group planning work.

However, like many organisations, our plans for March 2020 onwards had to be paused or postponed for the time being due to the global COVID-19 pandemic. This included the Roadshow 2020 events and the CDEM Group planning work. Since March we've been working on adapting our risk communication and engagement workstreams to make our knowledge-base more accessible online, and we are looking forward to resuming the CDEM Group planning work in July 2020.

A large thank you to you all for your ongoing support and collaboration. Looking forward to more of the same in Year 5 of AF8.



Above: AF8 Steering Group members visit to the Alpine Fault at Gaunt Creek, West Coast (June 2019)

## Key dates

July-December 2019	
Date	Activity
4 July	Presentation to Environment Southland council staff, Invercargill*
1 August	EMPA Award for Readiness and Resilience (AF8 Roadshow)
20 August	Presentation to Canterbury EMO Forum, Christchurch
10 September	RNC1 Rural Symposium, Christchurch
26 September	AF8 Tourism Forum, Te Anau
23 October	AF8 SAFER Forum, Nelson
24-25 October	South Island CDEM Conference, Nelson
22 November	South Island Tier 3 Exercise Rū Whenua Whakariterite
25 November	Presentation to West Coast CDEM PIM and Media Forum, Greymouth
12 December	Presentation to Nelson Tasman council staff and partner agencies, Richmond

January-June 2020	
Date	Activity
28 January	AF8 Steering/Governance Group Meeting, Blenheim
30 January	Presentation at Otago Lifelines Forum, Dunedin
25 February	Emergency Management Southland Forum, Invercargill - POSTPONED
<del>16-20 March</del>	<del>AF8 Roadshow - Southland and Otago legs - POSTPONED</del>
<del>23-27 March</del>	<del>AF8 Roadshow - Canterbury leg, part one - POSTPONED</del>
<del>30 March-1 April</del>	<del>AF8 Roadshow - Canterbury leg, part two - POSTPONED</del>
<del>28 April-1 May</del>	<del>AF8 Roadshow - West Coast leg - POSTPONED</del>
<del>4-8 May</del>	<del>AF8 Roadshow - Nelson Tasman and Marlborough legs - POSTPONED</del>
8 June	A Lot On Our Plates social media campaign begins (running until 31 July)
17 June	AF8 Steering/Governance Group Meeting, Zoom.

\*This list does not include presentations to the general public, see Appendix A.

## Year 4 Workstreams + Evaluation

Year 4 of the AF8 programme features four key workstreams, which are underpinned by an ongoing programme evaluation designed to feedback learnings into the workstream activities and monitor overall impact.



## Monitoring, Evaluation and Learning

AF8 are working with an evaluation consultant to carry out an independent programme evaluation. This work began in April 2020 and will be completed in three stages, culminating in a final report due December 2020. The AF8 programme evaluation is intended to promote listening and learning and monitor impact.

- **In the short-medium term**, the findings will feed directly back into programme activities, enabling an adaptive approach to project design and development – plan, do, check, adapt – identifying gaps and opportunities for future initiatives.
- **In the longer term**, the findings will provide an understanding of how the AF8 programme is being received overtime and what impact the activities and outputs have on the programmes objectives, e.g. Building our collective resilience to future events.

## Governance and funding

### Governance

Governance for the programme is provided by a steering group (meeting quarterly) made up of representatives from the 6 South Island CDEM Group, the AF8 Programme Lead, AF8 Science Lead, AF8 Planning Lead and a representative from the National Emergency Management Agency (NEMA). The wider governance group (meeting biannually) also includes, Dr. Richard Smith (Director, Resilience to Nature's Challenges) and Cr. Neville Cook (Chair, Southland Civil Defence Emergency Management Group).

AF8 is chaired by the Manager of Emergency Management Southland, Angus McKay, who also acts as the programme executive. Emergency Management Southland is the administering authority for AF8 [Alpine Fault magnitude 8].

### Funding

AF8 is funded by the 6 South Island Civil Defence Groups with co-funding from QuakeCoRE, Earthquake Commission (EQC) and Resilience to Nature's Challenges (RNC) in Year 4.



## Key outputs

The key outputs for Year 4, up until March 2020, include: an EMPA Award, AF8 Tourism Forum, SAFER Forum and the South Island Tier 3 Exercise. From March until June 2020 the programmes main focus has been adapting it's knowledge-base to make it more accessible online.

**EMPA Award** – Our first *AF8 Roadshow: The Science Beneath Our Feet*, which ran from March-June 2019, was awarded the *EMPA Excellence Award for Emergency Communication Readiness and Resilience* at the 2019 New Zealand EMPA Conference (Te Papa, August 2019). Brilliant recognition of the programme's strength and success in collaboration! Thanks again to everyone who turned out to join our conversation and congratulations to all involved.

**AF8 Tourism Forum** – In September 2019 we hosted our first Tourism Forum in Te Anau. The event was opened by the Minister of Civil Defence Emergency Management, Hon. Peeni Henare, who is also Associate Minister for Tourism. The Forum brought together more than 100 delegates, including: Tourism operators, Te Waipounamu rūnanga and rūpu, South Island Civil Defence Emergency Management Groups, emergency services, central government agencies, universities and local businesses, to discuss how can the tourism sector be better prepared for large scale natural hazard events, like an AF8 earthquake.

Special thanks to Emergency Management Southland for their support in delivering this event, which was a great success and demonstrated a need for more engagement in this area.



Above: AF8 Roadshow Public Science Talks: Standing room only in Hokitika with 130 people joining us at the Westland RSA (June 2019).

Right: Sharing *The Science Beneath Our Feet* at Wakatipu High School, Queenstown, Otago (Mar 2019)



Above: The Hon. Peeni Henare opens the first AF8 Tourism Forum, Te Anau (Sept 2019)



Above: AF8 Tourism Forum delegates participating in a table-top exercise based on the AF8 hazard scenario, Te Anau (Sept 2019)

**AF8 SAFER Forum** – In October 2019 we hosted the AF8 SAFER Forum in Nelson, to coincide with the South Island CDEM Conference. The SAFER (South Island Alpine Fault Earthquake Response) Forum brought scientists, Civil Defence Emergency Management (CDEM) Groups, their partner agencies and stakeholders together again to share their work using the SAFER Framework, which was published in October 2018.

The forum included: presentations on work to date from the New Zealand Transport Agency, New Zealand Police, Fire and Emergency New Zealand, MBIE's Temporary Accommodation Service and the Ministry of Social Development; presentations from AF8's science partners, including potential impacts to lifelines and infrastructure; an update from the Ministry of Civil Defence and Emergency Management's Emergency Management Assistance Team (EMAT); and, response planning examples from across the six South Island CDEM Groups. It concluded with updates from AF8's alliance partners: the Hikurangi Response Planning project and the National Earthquake Framework.

The event demonstrated the breadth of work that has been done by CDEM and our partner agencies since the SAFER Framework was released, and reminded us all that there is always more to do.

**South Island Tier 3 Exercise** – In November 2019 the 6 South Island Groups held a Tier 3 Alpine Fault Exercise: Rū Whenua Whakariterite. Over 30 agencies from across the six South Island regions and representatives from the National Emergency Management Agency (NEMA) in Wellington participated in the exercise, which was based on the AF8 Scenario.

The final Tier 3 Exercise report summarised learnings to assist regions with their planning for an AF8 event. Exercise themes were based on aggregated debrief data and participant evaluation surveys. They include things that worked, in some cases very well, and others that didn't.

Some big ticket recommendations include conducting a systemic review of alternative communication systems, reviewing the process and protocols for information and intelligence flow, testing EOC and ECC facilities are fit for purpose, increasing quake science input, and preparing South Island critical response plans – alternative communications, reconnaissance, air and fuel, evacuation plans.



Above: The Partner Agency Panel Discussion at the AF8 SAFER Forum in Nelson (Oct 2019)



Above: Exercise Rū Whenua Whakariterite – Emergency Management Southland (Nov 2019)

**AF8 Planning Guide/Toolkit** – An AF8 Planning Guide and Toolkit is being developed to support the Groups in the writing of their AF8 Regional Action Plans.

The backbone of the guide includes a robust hazard profile that identifies areas likely to be worst affected in the region and their unique challenges. The guide will be complemented by a toolkit containing a cross section of useful planning examples from South Island regions, a 'starter for ten' action plan template, the Tier 3 evaluations and any National Earthquake Framework/Plan. The real gold is how the regional action plans will be matured through talking, testing, reviewing and the writing of supporting or supplementary plans.

Planning during the early months of 2020 gained momentum with all regions confirmed in initial planning meetings. Marlborough, Selwyn and Canterbury have all had one-to-one meetings, Southland has completed an AF8 Initial Action Plan (IAP) and NEMA have also been engaged with AF8 planning. Of note is the variation of IAP response approaches which range from phased conditions-based response to checklists.

Sadly COVID-19 overtook and paused all AF8 planning from March-June. The good news is planning will kick off again early July. In the meantime, a snapshot of regional planning has been developed. The snapshot details regional planning stages, priorities, issues, cross border thinking, limitations, opportunities and so forth. As attention returns to AF8 planning, the snapshot is a useful reminder of where regions left off.

The planning process has unearthed many quality documents useful for a toolkit. The toolkit will continue to be added to as regional planning develops. The planning guide will continue to be developed during the second half of 2020.



**AF8 Roadshow 2020** – Unfortunately, but unsurprisingly, the *AF8 Roadshow: The Science Beneath Our Feet* was postponed this year after just one school visit to Dunstan High School, Alexandra. It is hoped we will be able to reschedule these events in the future. In the meantime, we are in the process of developing a series of interactive ArcGIS StoryMaps, based on the Roadshow materials, in collaboration with East Coast LAB (who also had to postpone their planned Roadshow). The StoryMaps are aimed at the secondary school audience and are tentatively planned to be made available for the start of Term 3 2020. This project is made possible by funding from EQC.



**A Lot On Our Plates** – *A Lot On Our Plates: earthquakes and preparedness, what would you like to know?* is a shared social media campaign, running in collaboration with East Coast LAB. It is aimed at raising awareness of natural hazards, focusing specifically on our major plate boundary hazards related to the Hikurangi subduction zone and Alpine Fault, and the potential risks they pose to New Zealanders.

“A Lot On Our Plates” references the complexity of our plate boundary hazard science, and the fact that preparing for earthquakes can often feel like just other task/cost on top of our every day priorities (paying the rent, putting food on the table etc.), particularly during a global pandemic. It is designed to facilitate a conversation with our online audiences (in lieu of our usual face-to-face engagement activities) about our plate boundary hazards and how we can be better prepared for future events. This project is made possible by funding from EQC.

The campaign launched on Monday 8th June, and will run for 8 weeks through until the end of July. Feedback and questions gathered during the campaign will inform the development of longer-term digital content for the AF8 website and the ongoing development of the AF8 Risk Communication Toolkit.

**Risk Communication Toolkit** – The Toolkit will comprise a set of Risk Communication resources for community engagement, public education, advocacy and schools. This work is funded by QuakeCoRE and EQC (via the above social media campaign) and is intended to provide a set of shared and consistent resources for CDEM Groups, alliance partners and stakeholders.

All the Groups were visited at the end of 2019 to get a sense of what would be most useful for them. Whilst the Toolkit is still in its early stage of development, we are aiming to include: updated videos, an AF8 key messages booklet, AF8 banners, printable materials and resources for digital media.

#### Other Year 4 highlights:

- New Planning Lead, Kristi Blenkhorn
- A member of the Natural Hazards Network (see Appendix B)
- EQC funding approved
- QuakeCoRE funding approved
- Research Assistants recruited
- AF8 Representation on NPERG (NEMA National Public Education Reference Group)

## Appendix A: Science Engagement Mar 2016 – Dec 2019

The AF8 Hazard Scenario provides a robust foundation for response planning, community engagement and advocacy. It also illustrates a compelling argument for building our collective resilience across the South Island and New Zealand, and demonstrates the 'why' in why we need to prepare for natural hazard events.

Making this science accessible through engagement activities is a central part of the AF8 programme, which aims to: share the Alpine Fault hazard and impact science and preparedness information widely, through outreach and engagement activities, to increase awareness, enable conversation and build societal preparedness to natural hazard events in the South Island.

Since the programme's foundation in 2016 our science partners and CDEM team members have presented the scenario around New Zealand and overseas to audiences include: policy-makers, partner agencies and the general public. The graphic below shows a summary of this engagement since 2016 and the events that were planned for the 2020 Roadshow. It lists the number of engagements by location (not including the Roadshow 2020 events or the schools visited in 2019).

**12,000+ audience members\***

### Locations with multiple engagements

Christchurch	x26
Wellington	x14
Greymouth	x9
Invercargill	x8
Dunedin	x8
Queenstown	x6
Wānaka	x6
Hokitika	x6
Blenheim	x5
Nelson	x4
Timaru	x3
Richmond	x3
Franz Josef	x2
Te Anau	x2
Twizel	x2
Taupo	x2

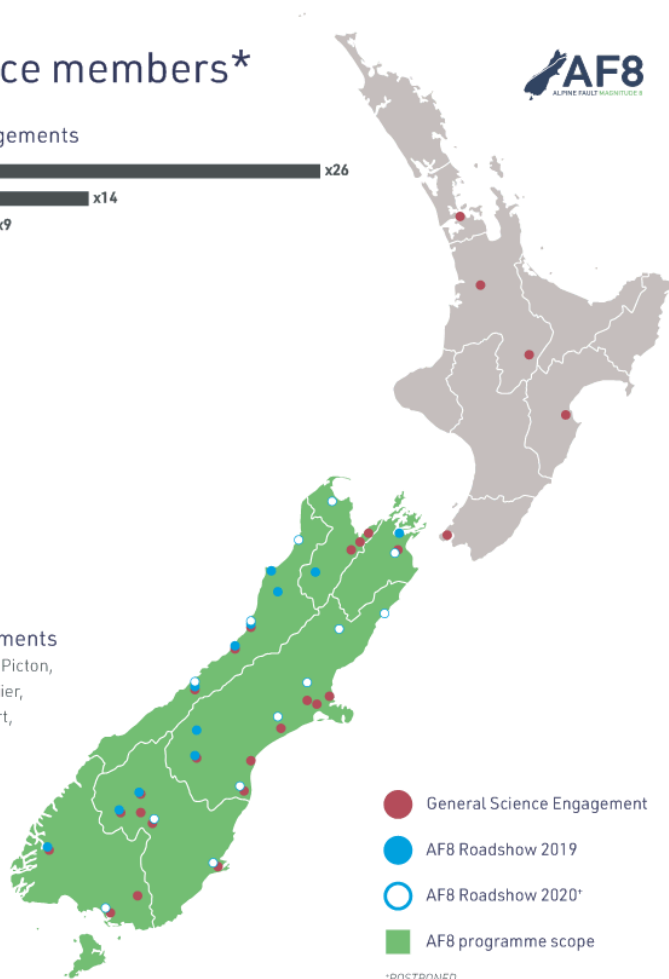
### Locations with single engagements

Wakefield, Cromwell, Aoraki/Mt Cook, Picton, Murchison, Ashburton, Alexandra, Napier, Hamilton, Auckland, Waimate, Westport, Reefton, Gore, Burnham and Lincoln.

### International engagements

Gold Coast, Australia  
Perth, Australia  
London, UK  
Los Angeles, USA

\*Mixed audiences: policy-makers, partners and public.  
Does not include proposed events for Roadshow 2020



## Appendix B: Natural Hazards Network

AF8 is part of the Natural Hazards Network – an alliance of regional natural hazard programmes aimed at increasing our understanding of natural hazards and their potential impacts, and building societal resilience in New Zealand.

These programmes are designed to raise awareness and enable collaborative action towards being better prepared for natural hazard events. The aim of the Network is to share learnings and resources and ensure consistent messaging. The group meets quarterly and also feeds into NEMA's National Public Education Reference Group (NPERG).

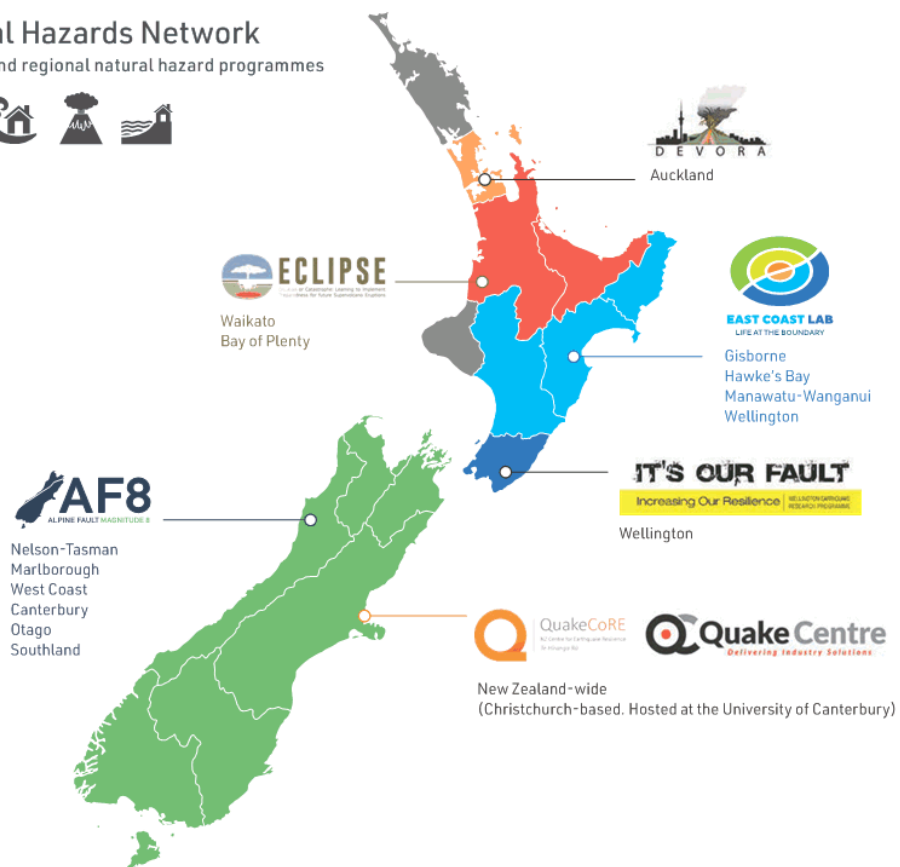
AF8 collaborates most closely with East Coast LAB ([www.eastcoastlab.org.nz](http://www.eastcoastlab.org.nz)) and QuakeCoRE ([www.quakecore.nz](http://www.quakecore.nz)), recognising our shared focus on seismic hazards, our similar audiences and stakeholders, and our aligned messaging, aims and objectives.

### AF8 / East Coast LAB / QuakeCoRE initiatives:

- A Lot On Our Plates social media campaign with East Coast LAB
- Digital Roadshow with East Coast LAB
- QuakeKit Seismometers in Schools with QuakeCoRE (for delivery in Year 5)

### Natural Hazards Network

New Zealand regional natural hazard programmes



**Nelson Tasman Emergency Management****Statement of Income and Expenditure**

For Period to

January-20

	Current Month		Year to Date		Variance	Full Year Budget
	Actual	Budget	Actual	Budget		
<b>Income</b>						
Levies	50,800	49,706	355,600	347,942	- 7,658	596,472
Other Income	-	-	1,888	-	- 1,888	-
Interest	1,858	2,501	13,006	17,507	4,501	30,012
	52,658	52,207	370,494	365,449	- 5,045	626,484
<b>Less Expenditure</b>						
Staffing Costs	26,894	34,650	225,779	242,550	16,771	419,800
Operational Costs	7,540	10,746	73,513	75,222	1,709	153,952
Maintenance	810	467	1,542	3,269	1,727	5,604
Public Engagement	-	1,108	3,278	7,756	4,479	13,296
Consultancy	-	1,892	5,744	13,244	7,500	22,704
Conferences	-	2,750	19,126	19,250	124	33,000
Fixed Overheads	7,218	8,259	59,176	64,013	4,837	105,308
Depreciation	5,907	7,726	41,346	54,082	12,736	92,712
NZRT-2	1,219	2,916	11,845	20,412	8,567	34,992
Event Costs	75	583	4,973	4,081	- 892	6,996
<b>Total Expenses</b>	49,662	71,097	446,320	503,879	57,559	888,364
<b>Net Income (Deficit)</b>	2,996	(18,890)	(75,826)	(138,430)	62,604	(261,879)

**Statement of Financial Position**

As At

January-20

Dec-19

Jun-19

Opening Equity	1,089,049	1,089,049	1,455,101
Plus YTD Surplus (deficit)	(75,826)	(78,823)	(366,052)
<b>Equity</b>	<u>1,013,223</u>	<u>1,010,226</u>	<u>1,089,049</u>
<b>Which was invested as follows -</b>			
<b>Assets</b>			
Prepayments	6,571	6,571	13,143
Accounts Receivable	4,370	4,370	4,370
Accrued TDC Grant invoicing	- 25,400	- 50,800	
Inventories	-	-	
Fixed Assets	245,633	229,662	263,945
Intangibles	8,125	8,250	9,000
NCC Reserve Account	773,924	812,173	887,494
	<u>1,013,223</u>	<u>1,010,226</u>	<u>1,177,952</u>
<b>Liabilities</b>			
Sundry Creditors	-	-	88,904
	<u>0</u>	<u>0</u>	<u>88,904</u>
	<u>1,013,223</u>	<u>1,010,226</u>	<u>1,089,048</u>

**Nelson Tasman Emergency Management****Statement of Income and Expenditure  
For Period to May-20**

	Current Month		Year to Date		Variance	Full Year Budget
	Actual	Budget	Actual	Budget		
<b>Income</b>						
Levies	50,800	49,706	558,800	546,766	- 12,034	596,472
Other Income	504,345	-	510,815	-	- 510,815	-
Interest	1,858	2,501	20,439	27,511	7,072	30,012
	557,003	52,207	1,090,054	574,277	- 515,777	626,484
<b>Less Expenditure</b>						
Staffing Costs	42,734	34,650	373,486	381,150	7,664	419,800
Operational Costs	12,981	10,746	136,508	118,206	- 18,302	153,952
Maintenance	-	467	2,587	5,137	2,550	5,604
Public Engagement	-	1,108	3,698	12,188	8,490	13,296
Consultancy	-	1,892	6,019	20,812	14,793	22,704
Conferences	-	8,750	26,487	36,250	9,763	39,000
Fixed Overheads	7,258	8,259	89,135	97,049	7,914	105,308
Depreciation	4,605	7,726	50,654	84,986	34,332	92,712
NZRT-2	572	2,666	19,368	32,076	12,708	34,996
Event Costs	375,174	-	604,596	7,000	- 597,596	7,000
<b>Total Expenses</b>	443,325	76,264	1,312,538	794,854	- 517,684	894,372
<b>Net Income (Deficit)</b>	113,679	(24,057)	(222,484)	(220,577)	(1,907)	(267,887)

**Statement of Financial Position  
As At**

	May-20	Apr-20	Jun-19
Opening Equity	1,089,049	1,089,049	1,455,101
Plus YTD Surplus (deficit)	(222,484)	(336,163)	(366,052)
<b>Equity</b>	<b>866,565</b>	<b>752,886</b>	<b>1,089,049</b>
<b>Which was invested as follows -</b>			
<b>Assets</b>			
Prepayments	6,763	6,763	13,143
Accounts Receivable	4,370	4,370	4,370
Accrued Grants	478,945	- 50,800	
Inventories	-	-	
Fixed Assets	242,123	246,603	263,945
Intangibles	7,625	7,750	9,000
NCC Reserve Account	126,739	538,200	887,494
	866,565	752,886	1,177,952
<b>Liabilities</b>			
NCC Current Account	-	-	
Income in Advance	-	-	
Sundry Creditors	-	-	88,904
	0	0	88,904
	866,565	752,886	1,089,048

## Nelson Tasman Emergency Management Office Estimates - Annual Plan 2020-21

## Draft Statement of Budgeted Income and Expenditure

	<u>2019/20</u>	<u>2020/21</u>	<u>2020/21</u>	
	Forecast	LTP	Annual Plan	AP Variance to LTP
<b>Total Levy each Council</b>	<b>\$ 298,237</b>	<b>\$ 308,000</b>	<b>\$ 352,163</b>	<b>\$ 44,163</b>
<b>Income</b>				
Levies	596,474	616,000	704,326	88,326
Interest	22,185	34,539	16,687	(17,852)
<b>Total Income</b>	<b>618,659</b>	<b>650,539</b>	<b>721,013</b>	<b>70,474</b>
<b>Less Expenditure</b>				
Staffing Costs	419,800	436,115	513,969	77,854
Operational Costs	157,950	159,780	159,780	0
Maintenance	5,600	10,000	10,000	0
Public Engagement	13,900	14,000	14,000	0
Consultancy	22,700	20,000	20,000	0
Conferences	39,000	-	-	0
Fixed Overheads	105,300	107,543	100,163	(7,380)
Depreciation	92,710	100,700	100,700	0
NZRT-2	35,000	20,000	35,000	15,000
Event Costs	3,000	3,000	3,000	0
<b>Total Expenses</b>	<b>894,960</b>	<b>871,138</b>	<b>956,612</b>	<b>85,474</b>
<b>Net Income (Deficit)</b>	<b>(276,301)</b>	<b>(220,599)</b>	<b>(235,599)</b>	<b>(15,000)</b>