



BAY OF PLENTY
EMERGENCY MANAGEMENT

GROUP

Bay of Plenty Civil Defence Emergency Management Group Welfare Plan 2006

Approved September 2006

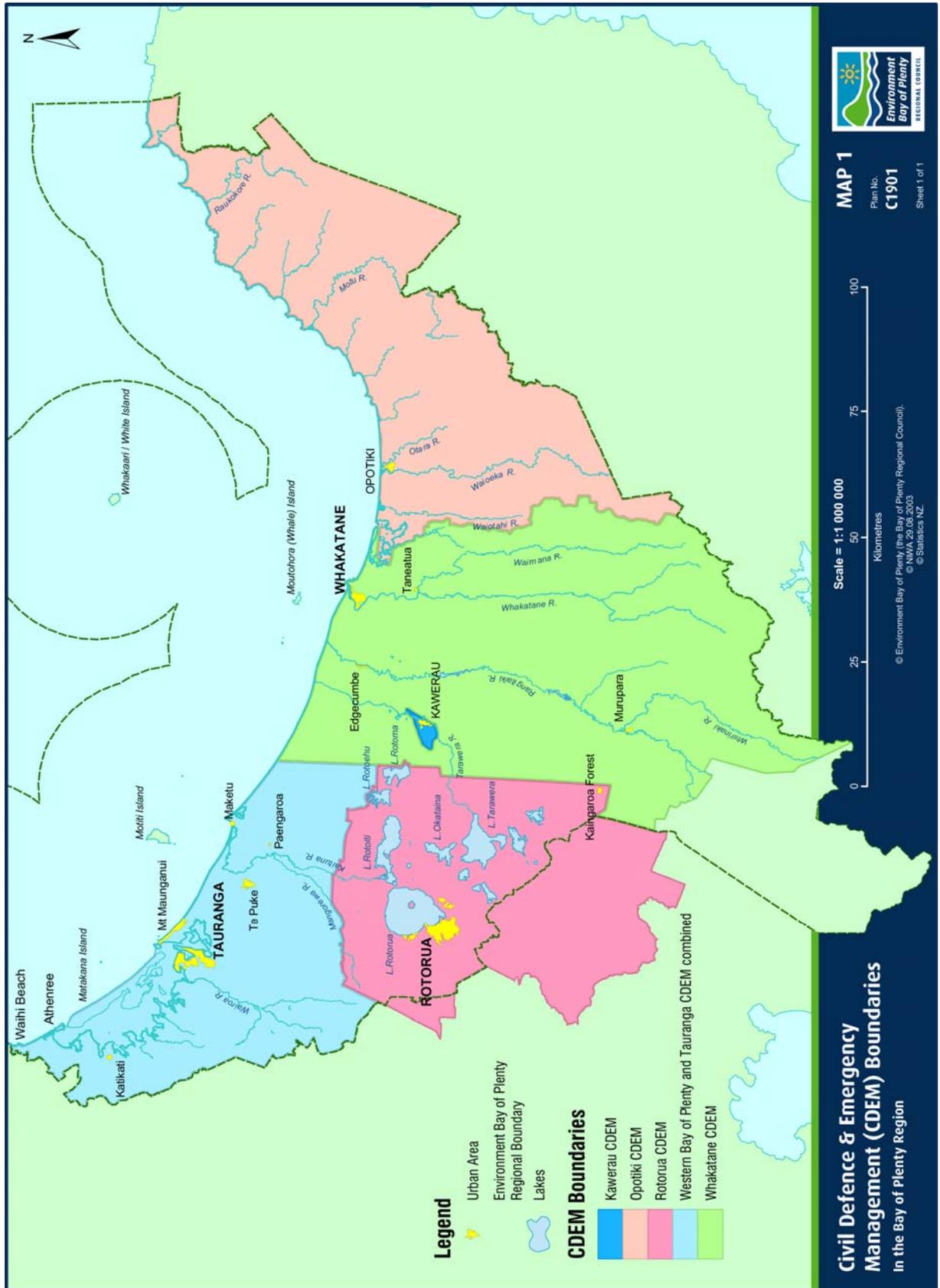
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Map 1 Bay of Plenty CDEM Group Area

Chapter 1: Introduction

This plan will provide an outline of welfare arrangements required by sections 17 and 49 of the Civil Defence Emergency Management (CDEM) Act 2002. It also forms a sub-set of the Bay of Plenty Civil Defence Emergency Management Group (CDEMG) Recovery Plan. It should therefore be read in conjunction with the:

- The Guide to National Civil Defence Emergency Management Plan 2006, Part 12; Welfare;
- Bay of Plenty CDEMG Plan;
- Bay of Plenty Recovery Plan; and
- Bay of Plenty CDEMG Public Information Plan.

Further to the above, welfare through the Welfare Advisory Group is set out as part of the Bay of Plenty (BOP) CDEM Group Recovery Plan. Other advisory or reference groups in the Recovery Plan are:

- Recovery Manager;
- Infrastructure Reference Group;
- Rural Advisory Group;
- Economic Reference Group;
- Communications Group; and
- Planning and Reporting Group.

1.1 **Boundary Note**

The Bay of Plenty CDEM Group Plan defines on page 4, Section 1.8.1 the jurisdictional boundary to include the local authorities of Kawerau, Opotiki, Rotorua, Tauranga City, Western Bay of Plenty, Whakatane District Councils and Environment Bay of Plenty. There is an exception in that the Rangitaiki Area (Taupo District Council) is excluded and the area of Rotorua district that is covered by the Waikato region is included. **Notwithstanding** this for welfare planning expediency this plan will include Taupo and South Waikato District Councils (within Waikato CDEMG) as they also fall into the boundaries of the key agencies of the Bay of Plenty Welfare Advisory Group. This illustrates the need to be flexible and exercise common sense during an emergency when key agencies boundaries overlap into neighbouring regions. Waikato CDEM Group will always be informed of Taupo and/or South Waikato actions.

Chapter 2: Why do we need a Welfare Plan?

An event leading to a civil defence emergency is likely to seriously threaten the physical and emotional well being of large numbers of people. Individuals may suffer bereavement, physical and emotional injury, and separation from families. They may experience personal losses of clothing, housing, household contents and other property along with employment and income. Communities may be affected by severe damage to public utilities (power, telecommunications, water, gas and sewerage) and transport. People at risk from emergencies, whether natural or human in origin, can take actions that save lives, reduce losses, speed response, and reduce human suffering. (Lessons from our recent civil defence emergencies have been incorporated in this plan as well as the CDEMG Recovery Plan).

We have a statutory responsibility for providing welfare to protect local residents displaced from their homes, or those affected by a hazardous situation. We also have a responsibility to others who evacuate into this region as a result of emergency situations elsewhere. Part of this responsibility involves developing a plan for coordination and provision of welfare services to persons affected by an emergency. The requirements for services may vary depending upon the nature, type and level of the emergency.

The Bay of Plenty CDEM Group, in cooperation with volunteer organisations, government agencies and emergency responders, will provide welfare services for the people of the region whether evacuees, those that choose to shelter at home or work, or those that self evacuate to friends, families, motels and marae. Information dissemination to those involved in disasters or emergencies is recognised as being critical to preserve life and property.

This Welfare Plan has been developed for the readiness and response phases of a group emergency. It is concerned with the provision of welfare to those persons affected, both under a declared civil defence emergency and during a locally significant event warranting welfare services. It reflects a provincial approach rather than a metropolitan approach.

The controller may activate this plan when a Civil Defence declaration is made. This could be in response to a local event or a Civil Defence Emergency Management (CDEM) Group event.

The emergency services and local authorities should use this plan for guidance or reference in a non-declared local incident when there is a need for welfare services.

The arrangements outlined in this plan are those that currently exist in the Bay of Plenty region. It must be acknowledged that the arrangements and responsibilities outlined may change as inter-agency cooperation develops and new systems employed. This plan will be amended and updated progressively as the arrangements alter or change. It is recognised that a number of professional welfare agencies will shortly accept responsibility for providing welfare services and that some of those who have historically delivered welfare services will no longer provide services.

In the changing emergency management environment in New Zealand, the Ministry of Social Development have emerged as the lead agency, with support from a number of partners, to deliver welfare recovery while the territorial authority impacted will deliver the welfare response through a Welfare Manager and local Welfare Centre.

The Regional Commissioner, Ministry Social Development will chair the Welfare Advisory Group, which was formed on 2 June 2006.

Chapter 3: Purpose

The purpose of this plan is to outline the organisational arrangements, operational concepts, responsibilities and procedures for the provision of welfare services in the event of an emergency that currently exist in the Bay of Plenty. It outlines how the immediate welfare needs of people are to be met during the response phase and indicates the likely welfare provisions in the recovery phase. This is the first version of this plan and it is likely to alter in the short term. This document is designed as an operational document, for use in the event of a declared emergency or otherwise.

Welfare activity begins with readiness planning, extends through an emergency and the duration of the recovery phase.

Chapter 4: Overview

Welfare is concerned with people, that is:

- the care;
- relief and support of evacuees; and
- the provision of aid to those in need.

The requirement for services may vary depending upon:

- the nature;
- type; and
- level of the emergency.

Welfare needs may range from **very short term operations** for a limited number of people where the primary objective is to provide protection from the weather, comfortable seating and access to rest rooms to **more lengthy operations** for large number of evacuees where feeding, sleeping and shower facilities are desirable. A variety of assistance must be provided to those in need, from providing counselling and advice, through to relocation and provision of temporary housing. Welfare requirements may extend from the early stages of emergency response well into the recovery phase.

We will work closely with those organisations that provide welfare services to ensure that efforts are coordinated and integrated into the emergency readiness, response and recovery phases.

The table below briefly outlines the steps that may occur when there could be a need to provide welfare services to communities.

Declared Civil Defence Emergency by Group or Local Authority	Non-declared Local Incident
1 All information and instructions will be issued through the appropriate Civil Defence Emergency Operations Centre (EOC).	1 Information and instructions will be issued by the lead agency, which is normally the Police.
2 Welfare centre activation as necessary, local EOC's.	2 Police will request local EOC to activate Welfare Centre(s).
3 Evacuees will be directed to assemble at their nearest Evacuation Assembly Point or proceed directly to a Welfare Centre where appropriate.	3 Evacuees will be directed to the Welfare Centre as appropriate by the lead agency.
4 The transport of evacuees from Evacuation Assembly Points to the Welfare Centre will be organised by the local EOC.	4 The transport of evacuees will be initially organised by the police, supported by the local EOC.
5 The organisation of the opening and staffing of the Welfare Centre is the responsibility of Civil Defence.	5 The organisation of the opening and staffing of the Welfare Centre is the responsibility of Civil Defence.

(For financial arrangements see Section 4.7 of the Bay of Plenty CDEM Group Plan).

4.1 Services provided through a Welfare Centre

The services listed below may be delivered by the Welfare Centre in the response phase during the first few hours before the recovery phase commences. The size and scale of the emergency will determine the nature of the services required.

- a) **Reception:** the meeting and greeting of evacuees and dealing with any immediate needs.
- b) **Registration:** the registration of evacuees to allow individuals to be traced, families to be reunited and enquiries to be answered.
- c) **Clothing:** the provision of essential clothing, blankets and toiletries to replace items destroyed, inaccessible, lost or contaminated.
- d) **Catering:** the provision of meals for evacuees and emergency workers and also the provision of supplies to isolated homes and community groups.
- e) **Accommodation:** the provision of temporary accommodation in a safe area. More permanent accommodation may be required once the recovery phase has begun. Our strategically located marae throughout the Bay of Plenty facilitate additional emergency shelter to all those in need whatever ethnicity.
- f) **Personal services:** the coordination of the services provided by on-site support agencies, including government departments and other organisations. These services could include the arrangement of financial assistance or counselling support e.g. Manaki Tangata and pastoral support.

4.2 Assumptions

When evacuation is recommended during an emergency some evacuees will:

- Seek refuge with friends or relatives; or
- Go to commercial accommodation rather than to the public welfare centres; or
- Designated marae.

In addition some people not at risk may:

- Evacuate spontaneously; and
- Some of those may seek or need assistance.

Not all those that are evacuated or displaced will require welfare assistance; some may require only minimal assistance whilst others will require significant resources and assistance.

- It is generally more effective in terms of resource utilisation to operate a few medium to large shelters than a large number of small facilities.
- This Welfare Plan also provides for those who choose to remain in situ or self evacuate.
- Individuals with welfare management training should manage welfare facilities.

4.3 Additional welfare functions (recovery)

Not all welfare functions will be delivered through a Welfare Centre and in some cases a Welfare Centre may not be required. Some of the other functions that fall under a welfare heading are:

- Registration of evacuees (may include home visits);
- Responding to requests by evacuees to have possessions retrieved from their evacuated properties;
- Arranging advocates for evacuees who require someone to act on their behalf (e.g. elderly, intellectually disabled);
- Provision of temporary accommodation (e.g. motels, halls, schools, marae);
- Provision of supplies in affected areas to people in their homes (e.g. water, food, blankets, and medical supplies);
- Coordination of relief funds for affected organisations;
- Organisation of an Information Centre to facilitate advice on various issues including insurance, counselling, procedures regarding reoccupation of properties, unexpected repair bills and provision of updates on safety issues regarding individual properties;
- Strict management of donated goods. (Donated household goods to be **discouraged** in favour of cash);

- Coordination of volunteers to assist evacuees; and
- Establishment of “One stop Shops” or “Mobile Task Group” to centralise and facilitate welfare solutions.

4.4 Welfare Advisory Groups

Part 12 of The Guide to the National Civil Defence Emergency Management Plan 2006 deals with welfare. There is a National Welfare Recovery Coordination Group (MSD, HNZA, MCDEM, CDEM Groups, MAF, MOE, IRD, CYF, ACC, MOH, TPK, DIA, Victim Support, Salvation Army, Red Cross, St John, RNZSPCA representative). The Bay of Plenty Welfare Advisory Group comprising of representatives from:

- Ministry of Social Development (Chair);
- Red Cross;
- Salvation Army;
- St John Ambulance;
- Bay of Plenty District Health Board;
- Lakes District Health Board;
- Citizens Advice Bureau;
- Child Youth and Family;
- Housing NZ Corporation;
- Ministry of Education;
- Inland Revenue Department;
- Te Puni Kukri;
- Police;
- Victim Support;
- Neighbourhood Support;
- Ministry of Agriculture and Forestry;
- Territorial local authorities;
- Ministry of Civil Defence and Emergency Management; and
- Bay of Plenty CDEM Group.

The role of the group is to ensure that the welfare arrangements for the region are comprehensive, efficient and are capable of delivering the services that the community requires. Our experience in the civil defence emergencies of 2004 and 2005 confirms the value of these organisations along with Maori and church groups.

The Terms of Reference for the Bay of Plenty Welfare Advisory Group is attached at Appendix 3. The Welfare Advisory Group (WAG) will be available in an advisory and coordination capacity as required.

Chapter 5: GEOC Activation

Welfare may have to be activated with little notice. The responding Incident Controller or Emergency Operations Centre will generally activate the welfare functions and will determine the need for welfare arrangements based upon the emergency situation that prevails.

Welfare centres for the Bay of Plenty are identified in part 6. Staffing of the Welfare Centres will be the responsibility of the local authority with community support pre-arranged.

5.1 **GEOC role – declared emergency**

The role of the Local and Group EOC's is to act as the centre coordination point for resources in a declared Civil Defence Emergency. The Controller operates from the Centre and, through his support staff and liaison officers from the emergency services and other key agencies, works to restore the community to self-sufficiency. All public information is coordinated through the GEOC. The welfare response is also coordinated through the Local Emergency Operations Centre (LEOC) or GEOC but delivered in the community through Welfare Centres.

5.2 **GEOC role – undeclared emergency**

The GEOC may still have an active role in a non-declared local incident. Resources may be coordinated through the GEOC and the response to the incident may be determined from the GEOC. Welfare services may also be required and these could be coordinated from the GEOC.

Chapter 6: Responsibilities

6.1 General outline

It is the responsibility of the local civil defence organisations to plan for welfare facilities in their districts and to organise the provision of emergency welfare services. The CDEM Group is responsible for the coordination of welfare services in the event that the Group GEOC is activated to respond to any emergency situation. The implementation of welfare arrangements through the coordination of resources and facilities will be managed through the Incident Controller, Local and/or Group Controller and GEOC's.

External organisations provide important support prior to and during the response and recovery phases. During the response they may be located at a Welfare Centre or out in the field but the services and/or resources they provide are essential to the welfare function. Staff should be clearly identifiable.

6.2 Welfare Manager

A suitable Group Welfare Manager, preferably from a local authority, is appointed to coordinate the emergency welfare response within the Bay of Plenty CDEM Group area. The position holder will provide cross sector coordination of the welfare agencies, advising and assisting the Group Controller. As with all responding agencies, the Group Controller may provide strategic advice and direction to the Welfare Manager.

The Bay of Plenty CDEM Group will appoint a suitably qualified person to be overall in charge of the welfare response and recovery. Reporting to that person will be the chair of the Welfare Advisory Group, the Regional Commissioner of the Ministry of Social Development whose brief will be welfare recovery.

The Bay of Plenty CDEM Group also delegates the function to 'provide for the relief of distress, including emergency food, clothing and shelter' (section 85(1)(d) to the Bay of Plenty CDEM Group Welfare Manager. Special powers are not required to deliver this function therefore powers under the Act have not been delegated. Should any powers be required for emergency welfare measures (such as conservation of food, fuel and essential supplies), these measures must be requested of the Group Controller.

In addition, the local authority appointed Welfare Manager should:

- Liaise closely with Incident Controllers to determine the welfare requirements of specific incidents;
- Liaise with the Group Controller;
- Liaise with and coordinate responding welfare agencies;

- Ensure the development of effective action plans to address welfare concerns;
- Participate in the development of Incident Action Plans, which are the responsibility of the Incident Controllers;
- Appoint and manage staff for the delivery of effective emergency welfare as required; deliver emergency welfare as required; and
- Maintain a log of activities and an audit trail.

6.3 Supervisor

Emergency Welfare Centres are activated by the Welfare Manager and are the interface between the community and the civil defence emergency management organisation. They provide a one-stop-shop for emergency welfare to the community. The Centres are managed by a Centre Manager and staffed to provide the services required on the day. These services may include temporary shelter, registration, finding accommodation, refreshments, providing information about the emergency and response, first aid, coordination of manpower, receipt and distribution of goods and counselling. It is essential that if long hours are worked that a shift system is put in place to prevent burn out.

The Bay of Plenty CDEM Group delegates to the Welfare Manager to expend CDEM Group funds for emergency welfare purposes and shall be conducted following Environment Bay of Plenty financial procedures. It is essential to use purchase or works order books for all transactions. Wherever possible, compensation for costs will be sought from the Ministry of Civil Defence and Emergency Management in line with national policies.

Where an emergency welfare response is required but a declared emergency is not warranted, the cost associated with the welfare response will be met by the Bay of Plenty CDEM Group.

The Welfare Manager in the GEOC has the overall responsibility for those people who have been displaced from their homes by the emergency. The responsibilities of this position are outlined below and a checklist for the role is found in Appendix 1.2 (checklist for a Welfare Manager).

The Welfare Manager is located in the Logistics Group of the GEOC.

6.4 Public information management

The public information staff are expected to develop emergency public information messages to advise those who are, or will be evacuating and of the location of Welfare Centres. The public information staff should also provide information on the emergency situation to the centre managers so they can pass such information on to those in the welfare centres. (Refer to BOP CDEMG Public Information Plan, September 2005).

6.5 External organisations

Several external organisations provide important support in an emergency. They may be located at a Welfare Centre or out in the field but the services and/or resources they provide are essential to the welfare function. The following sections outline the services that key external agencies provide.

6.5.1 New Zealand Fire Service

- Fire fighting;
- Evacuation;
- Rescue;
- Giving assistance in conjunction with other emergency services where possible; and
- Providing a liaison officer to the GEOC as required;

6.5.2 New Zealand Police

- Maintain law and order;
- Provide front line services including:
 - Perimeter control;
 - Scene control;
 - Security of affected area(s);
 - Assist with the evacuation of people;
 - Traffic control;
 - Assist with rescues and survivors;
 - Use of DVI process and establishment of mortuary in event of deaths; and
 - Inquest inquiries.
- Provide liaison officers for the relevant Emergency Operations Centre if required.

6.5.3 New Zealand Red Cross

New Zealand Red Cross have accepted national mandates in regard to the national Civil Defence Plan. Local limitations need to be considered against this mandate. As such, in the event of an emergency New Zealand Red Cross is expected to:

- Assess the impact of an event on its own assets;
- Activate its own emergency plan;
- Maintain and restore the services it provides; and

- Communicate with the appropriate MCDEM authority.

Red Cross responsibilities include:

- Where possible, coordinate the provision of essential clothing, blankets and toiletries for victims, and maintain reserve stocks;
- On request, establish a National Enquiry Centre and be given access to local registry information for this purpose;
- Set up a registration database;
- Answer international tracing enquiries through the national office in liaison with the Ministry of Foreign Affairs and Trade;
- Provide, where possible, personnel to assist in first aid and welfare tasks;
- Coordinate International Red Cross and Red Crescent assistances; and
- Provide representation as required to the CDEM Group.

The New Zealand Red Cross are an integral part of the emergency welfare response and will provide a liaison officer and technical support to the Welfare Manager on an ongoing basis during an emergency.

6.5.4 **Salvation Army**

The Salvation Army have accepted a national mandate in regard to the national Civil Defence Plan. However local strengths and capabilities must be factored in. As such, through local service agreement the Salvation Army at Tauranga, Rotorua and Whakatane is expected to:

- Maintain a close working relationship with the Welfare Manager;
- Provide catering staff to nominated Welfare Centres within pre-designated distance from respective Salvation Army base;
- Source food supplies from pre arranged grocery suppliers;
- Provide light refreshments and hot drinks for Emergency Services and evacuees;
- Maintain this service of delivery for 72 hours and thereafter through written agreement with appropriate Civil Defence authority;
- During an epidemic where restrictions of movement are in place, distribute food parcels to the homes of those requesting support from the Welfare Centre;
- Use own staff and resources to carry out food distribution;
- Provide temporary shelter at the three nominated locations for the first 72 hours and thereafter through written agreement with appropriate Civil Defence authority;

- Protective clothing and advice to be provided by appropriate authority to protect staff engaged in catering, food distribution and the provision of temporary shelter; and
- Provide a liaison officer to the GEOC as required.

6.5.5 **St John Ambulance**

- Providing a liaison officer to the GEOC as required;
- Provide pre-hospital medical care;
- Where possible, provide transportation from the Welfare Centres to an Emergency Medical Centre or hospital;
- Provision of transport of medical teams, medication and equipment out to field hospitals; and
- Provide medical care at evacuation sites.

6.5.6 **Bay of Plenty and Lakes District Health Boards**

- These two District Health Boards (DHBs) will provide care for patients already in in-patient beds as best as can be done given structural damage/essential service disruption and will arrange discharge for those that can go home so that more beds can be made available for acutely ill/injured people;
- The DHBs will receive within their capacity acutely unwell people, as triaged by St John and key Emergency Response Centres. Only the very ill will get into hospital;
- The DHBs will deploy services where appropriate to support people with health problems that are identified as needing support;
- DHBs have the responsibility of setting up field hospitals;
- Coordination of the mental health services response;
- Coordination of a network of Public Health Services to ensure appropriate service delivery; and
- Liaison with GEOC.

6.5.7 **Ministry of Social Development**

Is responsible for planning of the delivery of financial support and information services. Work and Income is the lead agency for financial assistance following disaster. Functions include:

- Processing of applications under a range of income support programmes;
- Continued payment of established benefits;
- Payment of any special allowances approved in connection with the emergency;

- Payment of billeting allowances;
- Provision of representation on Local Civil Defence Committees and at the Emergency Operations Centre;
- The coordination and control of other emergency financial assistance;
- Coordinate Task Force Green teams; and
- Work with local marae, iwi and hapu to facilitate welfare services.

6.5.8 Inland Revenue

The Inland Revenue Department will respond to tax and social policy enquiries and provide information as required.

6.5.9 Neighbourhood Support

Where appropriate and established it will, through the Welfare Manager, liaise with affected communities and provide:

- Dissemination of information;
- Requests for assistance; and
- Feedback on assistance and services supplied.

The local Neighbourhood Support Area Coordinator will make available the following:

- A map of the streets and/or rural areas where Neighbourhood Support has coverage;
- A list of registered Neighbourhood Contacts in those area(s) and their contact details;
- Assistance with identification of available skill and physical resources of members.

Neighbourhood support will enable:

- Communication through the street contacts to reach distressed persons;
- Communicate to the Welfare Officer of the status of each group as to any medical, physical or resource needs;
- Provision of specific location reporting for their respective areas; and
- An ability to dispense emergency supplies and resources at street level.

6.5.10 Citizens Advice Bureau

Where appropriate and available locally:

- Act as a public information post if required.
- Act in support of a Welfare Centre according to local arrangements.

6.5.11 Child Youth and Family

Specific Child Youth and Family responsibilities include:

- Providing care services to those children and young persons identified (after registration) as separated from their parents or normal guardians by an event;
- Coordinating assistance with counselling services for affected persons; and
- Advising the CDEM Group on the identification of and response to personal services requirements.

Child Youth and Family are an integral part of emergency welfare response and will provide a liaison officer and technical support to the Welfare Manager on an ongoing basis during an emergency.

Other agencies involved in the delivery of counselling services include:

- Bay of Plenty District Health Mental Health Services;
- Lakes District Health Mental Health Services;
- Special Education Service; and
- Minister's Association.

6.5.12 Housing New Zealand Corporation

Specific Housing New Zealand Corporation (HNZC) responsibilities include:

- Providing skilled resources to coordinate the registration of spare accommodation during the recovery phase of an emergency;
- Maintaining a database of available accommodation;
- Provide on request, representation to the CDEM Group;
- Rural housing identify the pockets of communities;
- Participate in Mobile Team function; and
- Coordination of all housing placements.

HNZC will provide a liaison officer and technical support to the Welfare Manager as required.

6.5.13 Ministry of Education

The Ministry of Education (MoE) will:

- Ensure that schools and early childhood education centres have emergency plans and practise the implementation of these plans at regular intervals;
- Make school facilities available as appropriate, for example the provision of school gymnasiums or halls for temporary accommodation purposes;
- Coordinate the provision of bus services as needed;

- Coordinate during normal school hours, in liaison with the Welfare Manager and Child Youth and Family, the care of children who have been separated from their parents or normal caregivers;
- Deal with any truancy issues by using existing policy mechanisms; and
- Provide consistent and extra support to children and young people to cope with their changed circumstances in the period following the emergency event, so that their education is not impeded. Secondary school counsellors will provide the extra support needed, as will the Social Workers in Schools (SWIS) currently placed in some primary schools. Where schools affected by the emergency event do not have access to these resources, funding will be sought to enable the placement of suitable personnel to provide extra support.

6.5.14 Te Puni Kōkiri

While not having a mandate or agreed lead agency role, Te Puni Kōkiri does have a role to play in brokering and advocating on behalf of Maori

Te Puni Kōkiri's broad functions, enabled through the Ministry of Māori Development Act 1981 are:

- Promoting increases in levels of achievement attained by Māori with respect to education, training and employment, health and economic resource development; and
- Monitoring and liaising with each department and agency that provides or has a responsibility to provide services to or for Māori, for the purpose of ensuring the adequacy of those services that improve outcomes for Māori.

Since 2004, Te Puni Kōkiri's efforts have been directed towards Māori succeeding as Māori which recognises the importance of achieving a sustainable level of success.

- Māori leveraging off their collective assets for economic gain
- Māori utilising their skills, knowledge and talents for increased motivation
- A flourishing Māori culture and Māori identity
- Māori families who are strong, healthy and connected and
- Mutually beneficial partnerships between Māori and local, national and international stakeholders

Te Puni Kōkiri will develop, implement and evaluate policy, and engage in meaningful relationships to maximise Māori collective assets and grow Māori innovation.

6.5.15 Victim Support

Victim Support provides ongoing emotional and practical support and information to people who are affected by Civil Defence Emergencies. Victim Support intervention will:

- Assist survivors, the bereaved and people traumatised to enable them to restore and regain their lives;

- Provide trained support workers to assist in keeping members of the community connected by supporting and encouraging opportunities of interaction;
- Assist with the coordination of referrals for professional counselling and psychological support appropriate to the needs of those affected;
- Participate in Mobile Support Teams and One-Stop-Shop Information Centres;
- Provide ongoing support into the future where circumstances of extreme trauma and stress manifest later; and
- Support those victims experiencing serious symptoms of trauma or who require assistance in resolving longer term psychological needs.

6.5.16 **Ministry of Agriculture and Forestry**

- Appoint a Recovery Coordinator for large-scale recovery and stock welfare operation;
- Liaise with Ministry of Social Development concerning Rural Sector Assistance to families in severe financial hardship;
- Counselling services provided by Rural Support Trusts;
- Identify emerging animal welfare issues appropriate to society's expectation for humane treatment of animals;
- Assist in locating feed sources, both pasture and supplementary;
- Humane stock disposal; and
- Provide short term support for local initiatives.

6.5.17 **Rural Sector Support**

The rural sector needs to be represented in this Welfare Plan as they are in the overall Recovery Plan. There are many common issues, which effecting urban people as well as those in the rural sector.

6.5.18 **Amateur Radio Emergency Corp**

Where and when appropriate the Amateur Radio Emergency Corp (AREC) will:

- Provide radio equipment and operators, where possible, for use during the emergency, especially when conventional telecommunications are down.

6.5.19 **Bus Companies**

- Transportation of evacuees to a Welfare Centre.

6.5.20 **Defence Forces**

- Defence resources include 4-wheel-drive transportation, skilled personnel, communications and limited medical aid.

- Requests for Defence resources must first be authorised through Defence Headquarters. Phone MCDEM National Crisis Management Centre (04) 494 6914 for them to organise through Defence Headquarters.

Note: these resources may not always be available.

6.5.21 Other organisations

A number of organisations, including the Motelliers Association, IHC and voluntary service groups such as Lions and Rotary all have a role to play in the welfare process. The roles of some of these organisations are recognised in the **Group Recovery Plan**. Some of the organisations identified and others which will emerge to meet local needs at the time of the event will be tasked accordingly at the time through the Group EOC Planning and Intelligence section.

Animal Welfare is not considered a role of the welfare response and recovery and such matters is the domain of the SPCA and MAF who will be active during an emergency. It is essential to have good liaison with these agencies. Recently, the National Animal Welfare Emergency Management Group (NAWEM) was set up to advise on coordinating responses to animal welfare issues during emergencies through individual and multi agency action. NAWEM has primary reporting to the National Welfare Recovery Coordination Group. Its members are Ministry of Agriculture and Forestry (MAF); Ministry of Civil Defence Emergency Management (MCDEM); Federated Farmers of New Zealand (FF); Society for the Prevention of Cruelty to Animals (SPCA); World Society of the Protection of Animals (WSPC); and New Zealand Veterinary Association (NZVA).

The Rural Sector has its own **Rural Advisory Group** as part of the BOP CDEMG Recovery Plan and a separate plan similar to the Welfare Plan is being developed.

Emergency deployment considerations

Experience has shown that when activating key staff from the above agencies the following should be considered:

- Work related identification must be carried and displayed to facilitate passage through road blocks;
- Be prepared for overnight stays at emergency location;
- Bring appropriate clothing, footwear and equipment;
- Bring cell phone, recharger and lap top if available;
- Pre-planned emergency folder and desk file relating to agencies role;
- Working knowledge of Civil Defence and Emergency Management and this Welfare Plan;
- After hour and in house contacts;
- Good road map showing alternative routes; and
- Check in with EOC on departure to event area and update road access.

Chapter 7: Emergency Welfare Centres

Where necessary, and to suit the location of the emergency, delivery of emergency welfare services will be undertaken at the Emergency Welfare Centres close to the scene of the emergency. It is very important to recognise the location and amenities of some of the strategically located marae throughout the Bay of Plenty. The running of the Welfare Centre(s) is the responsibility of the Welfare Manager and not that of the Welfare Task Group Chair from Work and Income.

Reliable and efficient communications between the agencies planning an emergency response in the EOC selected, as well as colleagues delivering welfare services to those affected, will be essential to ensuring an effective response.

7.1 Summary of Welfare Centre locations and evacuation assembly points

Emergency Welfare Centres have been identified in a number of communities, including:

7.1.1 Opotiki

- Welfare Centre Headquarters at Opotiki Dairy Association building, Waioeka Road.
- Woodlands Hall.

7.1.2 Whakatane

- Whakatane and District War Memorial Hall (Welfare Headquarters).
- Murupara Council Buildings (Sub Headquarters).
- Trident High School.
- Coastlands Playcentre.
- St Joseph's Convent School, Matata.
- Edgecumbe High School and Primary Schools.
- Te Teko Sports Pavilion.
- Galatea Primary School.
- Murupara Primary School.

- Taneatua Primary School.
- Waimana Primary School.
- Nukuhou North Primary School.
- Ohope Christian Camp.
- Awakeri School and/or Awakeri Events Centre.
- Ohope East Yacht Club.
- Ruatahuna Primary School.
- Manawahe School.
- Minginui School.
- Te Whaiti School.

7.1.3 **Kawerau**

- Kawerau North School.
- Kawerau South School.
- Putauaki School.
- Norske Skog Tasman and Carter Holt Harvey Tasman (Security) – Fletcher Avenue.

7.1.4 **Rotorua**

- Waiariki Institute of Technology* (Our main Welfare Centre for large numbers).
- Glenholme Primary.
- Kawaha Point Primary*.
- Mamaku Primary*.
- Mokoia Intermediate.
- Ngongotaha Primary.
- Ngakuru Primary*.
- Lake Rerewhakaaitu Primary*.
- Lake Rotoma Primary*.
- Sunset Primary.
- Whangamarino Primary.
- Waikite Valley Primary.

- Reporoa College*.

* Radio contact

Welfare Centres (to be staffed by CDEM as necessary)

- Aorangi Primary.
- Kaitao Intermediate.
- Lynmore Primary.
- Malfroy Primary.
- Otonga Primary.
- Rotokawa Primary.
- Rotorua Primary.
- Selwyn Primary.
- St. Michael's Primary.
- Westbrook Primary.
- Western Heights Primary.

7.1.5 Tauranga and Western Bay of Plenty combined

The concentration of main centres is an indication of the dearth of suitable volunteers. The many schools in the districts are listed as Emergency Reporting Centres, their purpose being to provide a focal point for community-organised self-assistance rather than centrally organised welfare provision.

- Tauranga Race Course.
- Bay of Plenty Polytechnic, Windermere.
- Bay Park Stadium.
- Waihi Beach Community Centre.
- Katikati War Memorial Hall.
- Te Puke War Memorial Hall.

These centres are provided with emergency communications equipment and a 'cold start' centre kit. When necessary, the Welfare Manager may also choose to operate a centre from a new location. Wherever this may be, the venue should be made widely known to emergency responders and the community. It is most important that a means of communications is set up.

7.1.6 Southern Waikato combined area

Welfare Assembly Centres

- To be established as required and generally in a school.
- Halls could be used as welfare assembly centres.

Main Assembly Centres

- Taupo.
- Turanga.
- Mangakino.
- Tokoroa.
- Putaruru.

7.2 Communities of interest

Where communities have been identified as not requiring a pre-designated Emergency Welfare Centre, but communications with that community may still be required during an emergency, radio communications have been established in most of those more isolated communities. These include:

Cape Runaway; Whangaparaoa; Raukokore; Te Kaha; Omaio; Oponae; Motu; Whitikau; Papueru; Otane; Matahina; Waiohau; Otakiri; Waiotahi; Horohoro; Ngakuru; Waikite Valley; Reporora; Broadlands; Waiotapu; Rerewhakaaitu; Kaingaroa Forest; Matata; Manawahe; Pukehina; Maketu; Te Ranga; Oropi; Pongakawa; Waitangi; Ohauiti; Tauriko; Kaimai; Maungatapu; Minden; Te Puna; Omokoroa; Pahoia; Whakamarama; Matakana Island; Athenree; Arapuni; Atiamuri; Mokai; Whakamaru; Tihoi; Oruanui; and Rangitaiki.

Appendices

Appendix 1 Checklists

Appendix 2 Welfare Operational Forms

Appendix 3 Bay of Plenty Welfare Advisory Group

Appendix 1 – Checklists

1.1 Activation of a Welfare Centre

In the event of a major evacuation of the general public that would require welfare support, the following procedure is recommended:

- Contact the Red Cross Duty Officer or in the case of Tauranga Western Bay, the Emergency Management Officer on mobile and request that they organise for a Welfare Centre to be opened.
- If you are unable to reach the Duty Officer contact the Emergency Management Officer on 021 398 336 and request that a Welfare Centre be opened.
- If possible convey to the Duty Officer/Civil Defence personnel the following information:
 - Incident;
 - Location;
 - Expected number of evacuees;
 - Expected duration of event;
 - Additional resources or manpower required; and
 - Contact details of lead agency.
- If appropriate, send a liaison officer to the intended Welfare Centre for the initial opening up period to brief welfare staff on the situation.
- If possible keep a record of the activation process.

Duty Officer or Civil Defence personnel only:

- Upon notice of the need for a Welfare Centre, determine best site.
- Check the corresponding page on the chosen Welfare Centre to make sure it is large enough for your estimated needs.
- If required determine a meeting point for the evacuees from where they can be transported to the Welfare Centre.
- Arrange for chosen centre to be opened, and Welfare Centre staff to be activated and directed to centre.

1.2 Welfare Manager – response checklist

Reports to:

Readiness – Civil Defence Officer

Response – Controller

Lead Agency – MSD (Work and Income)

Responsible for:

Readiness – Participate in GEOC training sessions and ensure familiarity with current processes.

Response – Coordinate and control Welfare Centre Teams and give welfare advice to the Controller.

Location

GEOC

Readiness

- Participate in welfare and GEOC training where appropriate.
- Ensure the documentation held in GEOC is suitable for the requirements of the welfare role.
- Ensure resources held in GEOC are suitable for the requirements of the welfare role.

On Activation

- Report to GEOC.
- Activate the required Welfare Centre(s), or if the process has already been started, take over and continue the activation.
- Call out and brief Welfare Centre Supervisor(s).
- Establish communications with Welfare Centre(s).

Ongoing

- Coordinate emergency welfare services for evacuees and Civil Defence workers.
- Maintain communications linkages with Welfare Centre supervisors at the activated centres.
- Liaise with other welfare related community groups as required.
- Request regular SITREPS.
- Maintain the operational Welfare Centres by coordinating their resource requirements.
- Ensure each operating Welfare Centre has enough staff to enable a 24-hour operation. Obtain additional staff if required.
- Liaise closely with members from the Welfare Advisory Group.
- If required source accommodation and provide Welfare Centre with lists.
- If required organise transport to accommodation for those needing it.
- Maintain an overview of the emergency clothing situation and liaise with key organisations such as the Red Cross as required.

- Coordinate the receipt and distribution of emergency clothing from sources other than the Red Cross.
- Maintain close liaison with Logistics and Public Information staff in the GEOC.
- If required provide emergency welfare services to evacuees received from other places outside Northland as a result of a civil defence emergency.

On Termination

- Collate information from Welfare Centres.
- Hand over to response welfare phase.
- Provide report if required on welfare response.

Equipment

- Welfare GSOP.
- Call out lists.
- Communication equipment.
- Normal office equipment.
- GEOC staff.

1.3 Welfare Manager – recovery checklist

Reports to:

Readiness – Recovery Manager

Response – Controller

Lead Agency – MSD (Work and Income)

Responsible for:

Readiness – Participate in GEOC training sessions and ensure familiarity with current processes.

Response – Work with Welfare Manager and Welfare Centre Supervisors (if applicable) during transition from response to recovery phase.

Location

To be determined

Readiness

- Participate in Welfare and GEOC training where appropriate.
- Ensure the documentation held in GEOC is suitable for the requirements of the Recovery Welfare role.
- Ensure resources held in GEOC are suitable for the requirements of the recovery welfare role.

On Activation

- Report to the Welfare Manager during transition from response to recovery phase.
- Activate Recovery Welfare Team.
- Report to Recovery Manager during recovery phase.
- Activate the required Information Centre (Call Centre receiving and disseminating information) when recovery phase begins.
- Establish registration venue(s) e.g. “One Stop Shop” or “Mobile Task Group” if required.
- Establish communications with key areas of responsibility in wider recovery team.

Ongoing

- Coordinate recovery welfare services for evacuees and other affected persons.
- Brief Welfare Recovery Team regularly.
- Set up registration procedures for evacuees – those evacuated by emergency services and those that self evacuated.
- Establish registration verification procedures.
- Ensure privacy is available for evacuees or affected persons when meeting with Welfare Team.
- Ensure evacuee data is updated and maintained on central database.
- Ensure follow up contact details are obtained for evacuees if they change locations or return to their properties.
- Provide access to evacuee data to other welfare agencies as required.

- Ensure privacy considerations are met when dealing with evacuee information
- Maintain communications linkages with Recovery Team, Welfare Centre, Information Centre and ‘one stop shop’ if applicable.
- Contribute to communication updates to affected parts of the community and the Recovery Team.
- Provide regular situation reports to the Recovery Manager
- Update Information Centre (and evacuees), upon request, with information regarding the safety of their property, emergency entitlements (e.g. funding, clothing, food, accommodation), access to their property, assistance with repair bills and reoccupation procedures.
- Liaise with other welfare related community groups as required.
- Request regular SITREPS.
- Maintain the operational Information Centre by coordinating their resource requirements.
- Ensure there is a recovery welfare contact person/contact centre 24/7 for evacuees.
- Liaise closely with members from the Welfare Advisory Group.
- Liaise with Welfare Advisory Group agencies as required to provide temporary accommodation; coordination of relief funds; representation for those unable to deal with insurance issues or otherwise themselves.
- Coordinate distribution of donated goods/donated cash.
- Coordinate volunteer assistance.
- Maintain the Welfare State board.
- Maintain close liaison with Logistics and Public Information staff in the GEOC.
- If required provide emergency welfare services to evacuees received from other places outside the Bay of Plenty as a result of a civil defence emergency.

On Termination

- Collate information from Welfare Team, Information Centres, and or “one stop shops”.
- Provide report if required to Recovery Manager.

Equipment

- Evacuee register.
- Call out lists.
- Communication equipment.
- Normal office equipment.

1.4 Welfare Centre Supervisor – checklist

Reports to:

Readiness – CDEM Officer
Response – Welfare Manager
Lead Agency – CDEM Group

Responsible for:

Readiness – maintaining a trained Welfare Centre Team.
Response – responsible for the activation and management of the Welfare Centre Team and the general welfare of evacuees and staff within the Welfare Centre.

Location

Welfare Centre as determined

Readiness (responsibility of Red Cross)

- Attend Welfare Advisory Group meetings.
- Arrange local training sessions.
- Ensure volunteers are aware of all other training opportunities available to them.
- Maintain up to date records of volunteers and call-out system.
- Maintain all equipment provided for Welfare Centre in good condition.
- Advise Manager, Civil Defence of any shortfalls of equipment or new requests.

Activation

- Activate Welfare Centre staff advising of centre location and time of opening.
- Proceed to Welfare Centre.
- If required liaise with building caretaker or Duty Officer to ensure Welfare Centre is opened and everything switched on and operational.
- Brief staff as they arrive.
- If activating a Welfare Centre that is unknown, establish Welfare Centre layout in conjunction with welfare staff.
- Prioritise staff requirements and ensure the following sections are set up and staffed in order of priority:
 - 1) Registration.
 - 2) Reception.
 - 3) Communications.
 - 4) Security.
 - 5) Accommodation.
 - 6) Catering.
 - 7) Clothing.
 - 8) Personal Services.
 - 9) Entertainment.
- Depending on scale of emergency you may decide to combine some of the above sections (e.g. registration and reception).
- Establish communication with Welfare Manager in the GEOC through the Communications Supervisor.
- Task Security team.

- Advise Welfare Manager in GEOC of any shortfalls in staffing if necessary, and any Personal Services Agencies required.
- Arrange appropriate signage.
- Liaise with representatives of other organisations as they report.

Ongoing

- Ensure a log of centre activities and requests is maintained using WEL/4 form.
- Send regular SITREPS (using form WEL/5) to the Welfare Manager in the GEOC.
- Oversee staffing requirements and rosters.
- Authorise all OUT messages.
- Action all IN messages as soon as possible.
- Keep an up to date register of all persons within the Welfare Centre and file Welfare Centre copies of registration forms (File the pink copy of the registration forms in two folders, one for staff and one for evacuees).
- Ensure someone notes and actions "Urgent Needs" from the registration forms.
- Maintain regular liaison with Section Team leaders, to coordinate the functioning of the Welfare Centre.
- Ensure that Welfare Centre procedures are followed, unless circumstances indicate that alternative procedures should be adopted.
- Keep the 'Status Board' up to date.
- Ensure personnel are available for the next shift (if there are any shortfalls advise the Welfare Manager in the GEOC).
- Ensure the shift change procedures are followed.
- Brief incoming Supervisor and shift.
- Debrief outgoing shift.
- Ensure all staff register and fill in the Staff Log Book (WEL/6).
- If possible ensure staff have regular breaks.
- Liaise with other Welfare Centre Supervisors at other activated Welfare Centres where appropriate.

On Termination

- Ensure all equipment is collected and packed away.
- Collate all documentation and forward to the GEOC.
- Ensure Welfare Centre is left clean, tidy and secure.

Notes

- 1 Your office is not a general meeting place. Keep traffic in/out to a minimum.
- 2 SITREPS – send to GEOC every 1–2 hours (depending on how busy the centre is).

1.5 Deputy Welfare Centre Supervisor – checklist

Reports to:

Welfare Centre Supervisor
Lead Agency – CDEMG

Responsible for:

Act for the Supervisor in his/her absence.

Readiness – assist in maintaining a trained Welfare Centre Team.

Response – assist in the activation and management of the Welfare Centre Team.

Readiness

- Participate in local training sessions.

On Activation

- Report to designated Welfare Centre.
- Assist in activating the team.
- Liaise with Welfare Centre Manager and other staff on layout of facility if required.
- Open the Welfare Centre log (WEL/4).
- Ensure staff are registered on arrival and issued with CD jerkins and/or other identification.
- Put up direction signs etc inside the Welfare Centre, and signs/flag signs outside the Welfare Centre.

Ongoing

- Oversee the general welfare of staff within the Welfare Centre:
 1. Arrange for staff rosters.
 2. Brief incoming staff.
 3. Ensure staff are rested and fed.
- Maintain the centre's office functions on behalf of the supervisor:
 1. Brief and accompany visitors within the centre.
 2. Maintain the Welfare Centre Message/Incident Log.
 3. Maintain the flow of Registration data to the GEOC.
 4. Keep an up to date register of all persons within the Welfare Centre and file Welfare Centre copies of registration forms.
- Ensure someone notes and actions "Urgent Needs" from the registration forms.
- Issue materials to each of the sections on request.
- Receive the blue and pink copies of the completed Red Cross registration forms from the Registration section and do the following:
 1. Separate the two copies, and file the centre copy (pink) in alphabetical order in a folder.
 2. Send the Red Cross copy regularly to Red Cross by whichever means are approved by the Welfare Manager (motor cycle courier, taxi, etc).
 3. Note urgent needs and action as appropriate.
- File copies of incoming and outgoing messages.
- Keep Information Board(s) up to date with information for evacuees and staff.
- Arrange for supply/re-supply of items for the Welfare Centre as required.
- In consultation with the Welfare Centre Supervisor, draw up staffing rosters.

- Check that personnel are available for the next shift.
- Ensure all staff is aware of Shift Change Procedures.
- Provide information to evacuees relating to the functioning of the Centre.
- Meet all Visitors to the Centre, and if approved by the Welfare Centre Supervisor, issue them with a Visitors Pass and enter details in the Visitors Register:
 1. Name of visitor and agency they represent.
 2. Purpose of visit.
 3. Visitors pass number.
 4. Time of arrival.
 5. Time of departure.
- Note: the Welfare Centre Supervisor may issue instructions regarding allowing visitors into the Centre, and these instructions must be followed.
- Appoint a Fire Warden (duties: identify and ensure clear access to all exits, fire extinguishers, fire alarm devices, hoses, meeting place, etc; ensure staff are aware of their nearest exit and meeting place; be responsible for any evacuation if required).
- Prepare "SITREPS" for Welfare Centre Supervisor to authorise as required.
- Assist the Welfare Centre Supervisor with such other tasks as may be assigned.

On Termination

- Ensure area is clean and tidy
- Forward documentation to GEOC

1.6 Security – checklist

Reports to:

Welfare Centre Supervisor
Lead Agency – CDEMG

Responsible for:

The overall security of the Welfare Centre, including implementing any access restrictions, and directing arriving vehicles and services.

Readiness

- Participate in welfare training on a regular basis as appropriate.

On Activation

- Report to Welfare Centre.
- Liaise with Welfare Centre Manager and other staff on layout of facility if required.
- Liaise with the Welfare Centre Supervisor to identify the entrance and exit. Secure all other outside doors.

Ongoing

- Have one security person on duty at the entrance and exit door/s at all times to restrict entry and exit.
- Ensure there is ample room for meeting and briefly holding people.
- If possible provide a car park attendant to direct traffic and provide security to outside area.
- If required, organise personal security for evacuees.
- Request professional help if required.
- Direct evacuees arriving in the car park area to the Reception area.
- In conjunction with the Welfare Centre Supervisor develop procedures with regard to giving access to non-evacuees to the Welfare Centre.
- Monitor the security of vehicles in the car parking area.
- Give general information to evacuees as to location of facilities etc in the Welfare Centre.

On Termination

- Ensure area is clean and tidy.
- Forward any documentation to GEOC.

Equipment

- CD Jerkins or similar, must be worn by staff, clearly marked "Security".
- At a large Welfare Centre, hand held radios could be desirable.
- Access to a loud hailer may also be required.

1.7 Reception – checklist

Reports to:

Welfare Centre Supervisor
Lead Agency – CDEMG

Responsible for:

Reception of all volunteers and evacuees.
Assessing of evacuee's immediate needs and escorting/directing them to the other sections as appropriate.

Readiness

- Participate in welfare training on a regular basis as appropriate.

On Activation

- Report to designated Welfare Centre.
- Liaise with Welfare Centre Manager and other staff on layout of facility if required.
- Check staff numbers and if required coordinate and train volunteers to assist.
- Establish Reception area.
- If possible set up an "information" white board in the reception area with the following information:
 - Floor plan of Welfare Centre with areas marked up.
 - Important information and notices.
 - Where staff report to.

The Deputy Welfare Centre Supervisor will maintain this information board.

Ongoing

- Meet all evacuees on arrival, and assess whether they have immediate needs that must be met before they go through the registration process. These needs could include:
 1. Getting changed into dry clothing.
 2. Getting first aid attention.
- Direct evacuees to the registration desk if they have no special needs.
- Instruct staff on duties if required.

On Termination

- Ensure area is clean and tidy.
- Forward any documentation to the GEOC.

Equipment

- CD jerkins, or similar must be worn by staff.
- 1 x white board for "information".
- 1 x white board pen.
- 1 x duster.
- 1 x "Reception" sign.
- 10 x chairs.

Knowledge

Reception staff must have a clear knowledge of the centre layout, and must also have empathy with evacuees and be able to quickly establish whether they have any urgent needs that should be attended to before going through the Registration process.

1.8 Registration – checklist

Reports to:

Welfare Centre Supervisor
Lead Agency – CDEM Group

Responsible for:

Registration of all persons in the Welfare Centre, including Civil Defence personnel.
Dissemination of registration details to the other appropriate sections within the Welfare Centre.
Maintenance of “Visitor” systems.

Readiness

- Participate in welfare training on a regular basis as appropriate.

On Activation

- Report to designated Welfare Centre.
- Liaise with Welfare Centre Manager and other staff on layout of centre if required.
- Check registration supplies and chairs and tables required.
- Set up and label registration area.
- Set up chairs in a “waiting area” for evacuees waiting to be registered.
- Check staff numbers and if required coordinate and train volunteers to assist.
- Establish roster system for registration assistants.
- Instruct staff on duties if required.

Ongoing

- Use the supplied Red Cross registration forms for all registration.
- Register all evacuees within the Welfare Centre, but only register people who are physically present.
- To be registered on the same form, all members must have the same family name, the same home address and the same temporary accommodation address. If not, register the individuals on separate forms and if they are from the same family the registration number can be cross-referenced to the head of the family.
- Introduce yourself to the evacuees and say “Welcome, we know you are worried about what has happened and about friends and relatives. We will try to keep you up to date with events while you are here, however this may at times be difficult. If you had to evacuate your home because of the disaster, completing this registration form will:
 - Help to allow friends, family and others worried about you to contact you.
 - Confirm your eligibility for welfare support if you require it.
 - Help us to help you deal with your immediate needs.
 - The head of the family should keep this form with them at all times during the emergency.
 - All other members of the family should take note of the registration number in case they are separated.

- Should you wish to keep your personal information confidential, please tick the restriction required box on the registration card. If this is done you will be advised of any inquiries about you or your family, and you can answer the inquirer personally if you wish".
- Ask the evacuees if they have any medical conditions or allergies, record these on the registration form.
- Ask the senior family member to fill in the registration form and pin the yellow copy to their chest with a safety pin. Ensure the rest of the family have a stamp or sticker to identify that they have been registered if they become separated in the centre.
- Collate and process registration forms, forwarding the copies to the Welfare Centre Supervisors office area.
- Arrange for collection of completed registration forms from the other desks in the Welfare Centre and deliver them to the Welfare Centre Supervisors office area.
- If required arrange for interpreters from:
 1. Within the evacuees.
 2. Personal Services Section.
- In consultation with Welfare Centre Supervisor direct appropriate information to Welfare Manager in GEOC.
- Organise for staff to act as a "Roving Registration Team" with clipboards if required.
- Supply registration books to Emergency Clothing and First Aid sections if required.
- Ensure registration assistants take regular breaks to avoid stress.

Termination

- Collate all documentation and registration information.
- Ensure area is clean and tidy.

Equipment

- CD jerkins, or similar must be worn by staff
- 1 x White board for "Information".
- 1 x White board pen.
- 1 x Duster.
- 1 x "Registration" sign.
- Tables
- 10 x Chairs.
- Red Cross Pack.
- Pens.

1.9 Personal Services – checklist

Reports to:

Welfare Centre Supervisor

Lead Agency – Ministry Social Development

Responsible for:

Organisation of:

- Financial advice (e.g. Income Support Services, Insurance On Site Coordinating Adjuster (OSCA))
- Counselling services (e.g. Children and Young Persons Service)
- Advice on health and medical issues (e.g. St Johns Ambulance)
- Interpreters
- Religious needs
- General enquiries
- Disaster information
- Advice on the care of pets and animals

Readiness

- Participate in welfare training on a regular basis as appropriate.

On Activation

- Report to designated Welfare Centre.
- Liaise with Welfare Centre Manager and other staff on layout of facility if required.
- Determine what services are most urgently required and advise Welfare Centre Manager via the Communications team.
- Set up rooms or partitions or desks with chairs for evacuees and outside agencies privacy.
- Label areas where evacuees can find relevant services.
- Check with the Welfare Centre Supervisor that the following outside agencies have been contacted and provide whatever support you can to their representative at the Welfare Centre when they arrive:
 - Counselling Services (Victim Support, Religious Ministers and CAB)
 - Insurance Services (On Site Adjuster (OSCA))
 - Animal Welfare Services (Council's Animal Welfare and SPCA)
 - Financial Services (Income Support Service)
 - Children's Services (Children and Young Persons Service)
 - First Aid Services (St John Ambulance)
- Set up an area outside the Welfare Centre building for the tethering of dogs and other large pets.
- Allocate an area for First Aid and set up a patient's area with bed(s), stretchers, chairs, tables, water and first aid supplies. Use medically trained volunteers if required (e.g. nurses).
- Set up a reception desk.

Ongoing

- Assist evacuees as effectively as possible.
- Direct and assist evacuees to appropriate supporting group.
- Supervise the tying up of dogs outside and where required arrange with Animal Services to transport all animals to areas of safekeeping such as kennels and catteries.
- Arrange roster with other supervisors.
- Liaise with Registration and Reception Supervisors to ensure all requirements are met.

On Termination

- Ensure area is clean and tidy.
- Ensure support agencies are acknowledged and thanked.

Equipment

- Tables and chairs.
- Screens.
- Stationery.
- CD jerkins for staff.
- First Aid supplies.

1.10 Accommodation – checklist

Reports to:

Welfare Centre Supervisor
Lead Agency – Housing New Zealand

Responsible for:

Arranging accommodation for evacuees as required

Readiness

- Participate in welfare training on a regular basis as appropriate.

On Activation

- Report to designated Welfare Centre.
- Liaise with Welfare Centre Manager and other staff on layout of facility if required.
- Check staff numbers and if necessary coordinate and train volunteers to assist.
- Label areas clearly, especially ablution areas.
- Establish roster system for assistants.
- Check if there are sufficient supplies of toilet paper and soap in the toilets.

Ongoing

- Advise Welfare Centre Supervisor of accommodation requirements as evacuees are processed, including special requirements.
- When notified of location of accommodation advise evacuees and check transport arrangements through Welfare Centre Supervisor.
- In consultation with Welfare Centre Supervisor, ensure Welfare Officer at GEOC is advised of location of evacuees.
- Ensure all evacuees sent to accommodation take their possessions with them.
- Ensure that all accommodation needs within the Welfare Centre are met.
- Don't forget to ask if there are any friends or relatives the evacuees can stay with.
- Ensure that the ablution areas are maintained in a clean and hygienic manner and are well stocked, especially important if evacuees are sleeping on site.
- Ensure evacuee is registered before offering accommodation.
- Keep register of evacuees' placements (use form WEL/2).
- Give the evacuees the name and address details of the accommodation they have been allocated and write this information onto their Red Cross Registration Form .
- Display transport arrangements on a board (i.e. the timings, type of transport and accommodation destinations) and ensure allocated evacuees depart on correct transport.
- If evacuees ARE having to sleep on site then:
 1. Check there are sufficient mattresses and blankets on site.
 2. Order extra mattresses and blankets from GEOC if required.
 3. Issue bedding to evacuees.
 4. Allocate sleeping areas to each evacuee avoiding overcrowding.

On Termination

- Ensure area is clean and tidy.
- Forward documentation to GEOC.

Equipment

- Lists of available external accommodation details.
- List of available transport with departure times.
- Register of evacuees' placements.
- Pen and paper.
- Table and chairs.
- CD jerkins for staff.

1.11 Emergency clothing – checklist

Reports to:

Welfare Centre Supervisor

Lead Agency – CDEM Group in cooperation with Red Cross and Salvation Army

Responsible for:

Providing clothing, blankets, toiletries and personal hygiene items to evacuees as requested.

Readiness

- Participate in welfare training on a regular basis as appropriate.

On Activation

- Report to designated Welfare Centre.
- Liaise with Welfare Centre Manager and other staff on layout of facility if required.
- Check staff numbers and if required coordinate and train volunteers to assist.
- Set up a private area for changing clothes.

Ongoing

- Ensure adequate supplies of clothing, blankets, toiletries and personal hygiene items are available for all people affected by the disaster.
- Keep an accurate record of incoming and outgoing stock (use WEL/8).
- Ensure stocks are replenished where required.
- Where Red Cross are providing their resources, provide assistance under the direction of the senior Red Cross person.
- Ensure client is registered before issuing clothing.
- Ensure adequate supplies are available in all sizes.
- Accept and store unsolicited clothing donations where appropriate, and monitor situation.
- Replenish supplies through Welfare Centre Supervisor and Welfare Manager at the GEOC.

On Termination

- Ensure area is clean and tidy.
- Forward documentation to GEOC.

Equipment

- Table and chairs.
- Pen and paper.
- Clothing, blankets, toiletries, hygiene items as required.
- CD jerkins for staff.

1.12 Entertainment – checklist

Reports to:

Welfare Centre Supervisor
Lead Agency – CDEM Group

Responsible for:

Arranging entertainment for all persons within the Welfare Centre.

Readiness

- Participate in welfare training on a regular basis as appropriate.

On Activation

- Report to designated Welfare Centre.
- Liaise with Welfare Centre Manager and other staff on layout of facility if required.
- Check staff numbers and if required coordinate and train volunteers to assist.
- Arrange for existing facilities within the Welfare Centre to be made available e.g. library, video equipment, gym, sports equipment (indoor and outdoor), art equipment.
- Label entertainment areas e.g. video room, TV room, and library.

Ongoing

- Arrange for children's activities for all ages using equipment available.
- Arrange for activities or resources for adults where required.
- Oversee use of equipment and activities.
- Report any shortfalls or problems to Welfare Centre Supervisor where appropriate.
- If necessary arrange for outside entertainment to be brought in (e.g. games, videos, books etc).

On Termination

- Ensure area is clean and tidy.
- Forward documentation to GEOC.

Possible Equipment

- TV and Video player and video tapes (family viewing).
- Paper and coloured pencils etc.
- Board games.
- Soft toys.
- Books, magazines, picture books.
- Packs of cards.
- Balls, Frisbees, outdoor games.
- CD jenkins for all staff.

1.13 Catering – checklist

Reports to:

Welfare Centre Supervisor
Lead Agency – Salvation Army

Responsible for:

Providing food and drink for evacuees and Civil Defence personnel in the Welfare Centre.

Readiness

- Participate in welfare training on a regular basis as appropriate.

On Activation

- Report to designated Welfare Centre.
- Liaise with Welfare Centre Manager and other staff on layout of facility if required.
- Check staff numbers and if required coordinate and train volunteers to assist.
- Check supplies in kitchen area and if required organise for additional supplies to be brought in through Welfare Centre Manager.
- Liaise with Salvation Army personnel as to required equipment and set-up if required.

Ongoing

- Prepare to serve food as delivered by Salvation Army personnel and provide assistance under the direction of the senior Salvation Army person.
- If Salvation Army staff are only dropping off food, prepare to serve and clean up after the meal.
- Advise the Salvation Army of any special food requirements.
- The Salvation Army will notify the Welfare Centre of what meals are to be delivered (e.g. meal types).
- Arrange for menus to cater for the needs of all people in the Welfare Centre taking into account dietary, religious and medical needs.
- Prepare food and drinks.
- Coordinate staff to run an efficient and hygienic kitchen and dining area.
- Disposal of rubbish.
- Ensure continuance of supplies through the Welfare Centre Supervisor and the Welfare Manager in the GEOC.
- Cooperate with Environmental Health Officers if required.
- Advise Welfare Centre Supervisor of any shortfalls in supplies and equipment.

On Termination

- Ensure area is clean and tidy.
- Forward documentation to GEOC.

Equipment

- Hot drink making facilities.
- Crockery and utensils – eating, cooking, serving.
- Cooking facilities or ability to bring in pre-cooked food.
- Tables, chairs etc.
- Dishwashing facilities and equipment.
- Supplies of food, drink etc.
- Rubbish bags, bins, and disposal methods/arrangements.
- Disposable gloves.
- Cleaning equipment and products.
- CD jerkins for staff.

1.14 Communications – checklist

Reports to:

Welfare Centre Supervisor
Lead Agency – CDEM Group

Responsible for:

Communications within the Welfare Centre.
Communication between the Welfare Centre and Civil Defence GEOC.

Readiness

- Participate in welfare training on a regular basis as appropriate.

On Activation

- Report to Welfare Centre.
- Liaise with Welfare Centre Manager and other staff on layout of facility if required.
- Determine what means of communication are available to you and set up and test all available equipment (e.g. send fax to GEOC and request that receiving operator faxes it back to you).
- Establish communications with the GEOC via all methods available to you. Provide an initial situation report to the GEOC.
- Set up the communications area with adequate staff to cover all the methods of communication to be used. Ensure staff is familiar/trained in the use of the equipment – conduct basic training if necessary.
- Ensure adequate stationery supplies (e.g. CD1 message forms, pens, message log sheets etc).

Ongoing

- Establish a message flow and recording system, logging all incoming and outgoing messages.
- Maintain a single Communications Log, numbering all messages, noting types of communication used. (Use WEL/3 form).
- Prioritise messages as either “Routine” or “Urgent” – give priority to “Urgent” messages.
- Monitor staff use of equipment and give basic training if required.
- With handheld radios, ensure they are fully charged at the start of the operation: recharge every four (4) hours (by rotation): distribute to sections within the Welfare Centre if there are sufficient numbers.
- Brief incoming staff on battery usage and recharging timetable.
- Ensure all OUT messages have been authorised by the Supervisor.
- Pass all IN messages through to the Supervisor as soon as possible.
- Record all IN messages on the CD 1 message form.
- If possible fax all registration forms to GEOC as they become available, marked “URGENT”.
- Keep Welfare Centre Supervisor informed of any communication difficulties.

- Ensure that adequate supplies of Logs, CD1 message forms etc are available and distributed to operators and other staff.

On Termination

- Ensure area is clean and tidy.
- Forward all documentation to GEOC.

Equipment

- Identification in the form of a CD jerkin or similar.
- Communications equipment.
- Additional equipment can be requested via the Welfare Officer in the GEOC.
- A portable generator may be required to ensure power to the centre as a whole as well as communications equipment.

It is critical that there is a good communication link with the (EOC) and any Welfare Centre as people are desperate for information.

1.15 Volunteer Coordinator – checklist

Reports to:

Welfare Centre Supervisor
Lead Agency – CDEM Group

Responsible for:

Assessment of “on the day volunteers”.
Allocation of volunteers to roles within the centre.

Readiness

- Participate in welfare training on a regular basis as appropriate.

On Activation

- Report to designated Welfare Centre.
- Liaise with Welfare Centre Manager and other staff on layout of facility if required.
- Set up “Volunteer Registration Desk” adjacent to the main entrance to the centre.

Ongoing

- Have volunteers complete a “Volunteer Registration Form” (use WEL/7).
- Interview volunteers, and decide on the role they can fill. If the volunteer accepts the role, introduce and hand them over to their supervisor.
- If unsure about any potential volunteers politely tell them that no positions are currently required but their information will be kept on file for the future.
- Record on their Volunteer Registration Form the accepted role, and note the time and date that duties commenced.
- Maintain regular liaison with the Centre Supervisor regarding priorities of roles to be filled.

On Termination

- Ensure area is clean and tidy.
- Forward documentation to GEOC.
- Thank all volunteers for their assistance.
- Keep all Volunteer Registration Forms to enable a record to be made of individual volunteer’s service.
- Arrange for appropriate letter of appreciation to be sent to all volunteers by Controller/Mayor etc.
- Offer volunteers an opportunity to become members of their local Welfare Team.

Equipment

- Identification in the form of a CD jerkin or similar.
- Table and chairs.
- Pens.
- On the day Volunteer Registration Forms (WEL/7).

1.16 Shift Change Procedures – checklist

Incoming Shift

- Report to Supervisor or Deputy Supervisor for allocation to area of work, pick up a CD identification bib and a name tag.
- Receive general brief on situation from Supervisor or Deputy Supervisor and then report to allocated station.
- Receive outgoing shift member's handover, ensuring satisfactory information is passed on.

Outgoing Shift

- Each member to record in their log any important developments in their area.
- Introduce incoming member(s) to present staff and key people.
- Brief incoming member(s) on:
 - a) the current situation as per the status board and log.
 - b) any special things/events expected to occur during the next shift.
 - c) any special needs person/group in the centre.
 - d) requisitions made but not yet filled for stores, supplies, transport or information.
 - e) the operation of any equipment such as radios, facsimile, cooking or cleaning equipment.
 - f) the procedure to change batteries for battery powered equipment.
- Take the incoming member(s) through the layout of centre, especially the toilets and staff recreation area.
- Advise Supervisor or Deputy Supervisor of overall status and handover completed satisfactorily with incoming member.
- Hand back CD bib and/or any other identification.

Appendix 2 – Welfare Operational Forms

- 1 WEL/1 - Visitor Register
- 2 WEL/2 - Emergency Accommodation Register
- 3 WEL/3 - Message Log (for all communications)
- 4 WEL/4 - Welfare Centre Master Log Sheet
- 5 WEL/5 - Welfare SITREP
- 6 WEL/6 - Staff Log Sheet
- 7 WEL/7 - On the Day Volunteer Registration Form
- 8 WEL/8 - Emergency Clothing Log

Note: The above forms labelled WEL/1 – WEL/8 are masters, copy these forms as required.

Date	Time	Month	Message No.
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

To:	Copy To:
From:	

Subject: Situation Report as at: _____

A. Number of evacuees registered at Centre: _____

B. Number of Civil Defence Staff at Centre: _____

C. Number of other Agencies Staff at Centre: _____

Agency: _____ Staff: _____

Agency: _____ Staff: _____

Agency: _____ Staff: _____

Agency: _____ Staff: _____

D. Welfare Sections established (delete as appropriate)

- | | |
|---------------|-------------------|
| Reception | Registration |
| Catering | Personal Services |
| Accommodation | Communication |
| Entertainment | Security |

E. Services operating (delete as appropriate)

- | | |
|----------|-----------|
| Power | Water |
| Sewerage | Telephone |
| Fax | Radio |

F. Specific needs or concerns

G. Contact details

Phone(s) _____

Fax _____

Radio Call sign _____

(Not to be transmitted)

Authorised by:

Welfare Centre Supervisor

Comms use only

Time sent: _____

Method: _____

Operator: _____

On the Day Volunteer Registration Form

WEL/7

Personal Details

Name: _____

Address: _____

Contact Phone Number: _____

Skills/Preferences

Please put a tick in the box(es) alongside the particular skills that you have, or the role that you would have a preference for.

- | | |
|---|---|
| <input type="checkbox"/> Administration | <input type="checkbox"/> Care of elderly |
| <input type="checkbox"/> Catering | <input type="checkbox"/> Medical training |
| <input type="checkbox"/> Radio Operating | <input type="checkbox"/> Interpretation (please specify language) _____ |
| <input type="checkbox"/> Care of children | <input type="checkbox"/> Other (please specify) _____ |

Role in Welfare Centre

I hereby accept the role of _____ for such times as I may be rostered during the time that the Welfare Centre is operating.

I realise the importance of not disclosing any personal details relating to people being assisted at the Centre, and undertake not to pass on personal information to any other person(s) other than those required to have it to perform their role in the Welfare Centre.

I acknowledge that I will work under the direction of Welfare Centre staff at all times.

Signed: _____

Date: _____

Appendix 3 – Bay of Plenty Welfare Advisory Group Terms of Reference

The Bay of Plenty Welfare Advisory Group exists to provide coordinated planning and delivery of Welfare services during an emergency in the Bay of Plenty.

Members of the Bay of Plenty Welfare Advisory Group are responsible through the combined resources within their respective agencies for:

- (a) Developing inter-agency planning and coordination and relationship building for Welfare response.
- (b) Acting as an advisory and coordination group at regional level as required in an emergency situation.
- (c) Providing appropriate support and guidance in the recovery phase through liaison with Group Recovery Manager or Local Recovery Manager.
- (d) Identifying cooperative, multi-agency deficiencies in CDEM planning and resources.
- (e) Identifying individual agency deficiencies in Civil Defence Emergency Management (CDEM) planning and resources.
- (f) Bringing deficiencies to the attention of agency senior management along with proposed solutions.
- (g) Ensuring solutions to deficiencies are implemented and maintained within and across agencies.

The Bay of Plenty Welfare Advisory Group will meet on a regular basis to be determined by the group in consultation the Bay of Plenty CDEM Group, but not less than twice a year.

Costs for agency participation will lie where they fall. The Bay of Plenty Civil Defence Emergency Management Group will provide support for aspects of the group's work as appropriate.

The members of the Bay of Plenty Welfare Advisory Group are –

- Ministry of Social Development (Chair)
- Housing NZ Corporation
- Child, Youth and Family
- Ministry of Civil Defence Emergency Management
- Bay of Plenty District Health Board
- Lakes District Health Board
- St Johns
- Police
- IRD
- Ministry of Education
- Te Puni Kōkiri
- Salvation Army
- New Zealand Red Cross
- Victim support
- Ministry of Agriculture and Forestry
- Citizens Advice Bureau
- Neighbourhood Support
- CDEM representative