

Taupō

Local Welfare District Plan

2017-2020



Taupō Civil Defence and Emergency Management

Updated June 2017

Please Note: *This is a Civil Defence Local Welfare Plan and subject to change on a regular basis.*

Objective #A2054865

Summary

This Plan sets out the arrangements for the Taupō Local Welfare Committee (LWC) and its future intentions over the next three years. The Committee includes local authority, emergency services, welfare services and other community agencies.

The Committee echo's the thought that "We are all Civil Defence" with an aspiration that the people, organisations and communities in Taupō /Turangi/Mangakino work together to be more resilient to hazards. Being resilient means that collectively we have "the capacity to survive a crisis and thrive in an uncertain world"

This Welfare Plan has been developed to deliver – Welfare services across the 4Rs. It is concerned with building the resilience of individuals and communities and 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 arrangements outlined in this plan are those that currently exist in the Taupō District 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.

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1 Introduction

Welfare services response is a coordinated action undertaken by government and non-government agencies and organisations, of which some are voluntary, to ensure individuals/whanau and communities affected by an emergency are supported to be able to cope with the event in the best possible way under adverse circumstances. It is important that in such times, those affected have timely access to welfare services support including shelter, food, clothing, financial assistance, accommodation, psychosocial support and advice.

The Civil Defence Emergency Management Act 2002 under Section 9¹ “Powers of Director” states “the provision of other services necessary to restore community services and provide for welfare of the public.” Under Section 85(1) (d) “Emergency powers of Civil Defence Emergency Management Groups” states “provide for the relief of distress, including emergency food, clothing, and shelter.”

The Taupō Local Welfare Committee (LWC) was established in 2004 under the chairpersonship of the then, local welfare manager Carole Parker, Taupō District Council.

Changes to the National Civil Defence Emergency Management Plan Order 2015² influenced by the 2009 and 2010 Canterbury Earthquakes³ resulted in the Taupō LWC changing its role and function not only as an advisory committee during reduction and response but also having a more active role in response and recovery.

Welfare services works across the 4R's⁴ (Reduction, Readiness, Response, and Recovery) of the emergency management continuum is in support of people and the sustainment of resilient communities. Successful delivery of welfare services requires prior understanding of risks and community vulnerabilities in order to adequately reduce the risk, prepare for, respond to and recover from an emergency. This can only be achieved if welfare services arrangements are well planned and strong relationships amongst stakeholders are developed before an event during reduction and readiness to result in a very well-coordinated response and recovery.

- **Reduction** means identifying and analysing long-term risks to life and property, taking steps to eliminate these risks if practical, and, if not practical, reducing the magnitude of their impact and the likelihood of their occurring. This is achieved by having an understanding of the vulnerability of communities and the risk associated to those communities.
- **Readiness** means developing operational systems and capabilities before an event happens, including self-help and response programmes for the general public, and specific programmes for

¹ Civil Defence Emergency Management Act 2002

² National Civil Defence Emergency Management Plan Order 2015 – 2 June 2015

³ Review of Arrangements for Delivery of Welfare Services in Emergencies – 3 December 2012

⁴ The New Zealand Coordinated Incident Management System (CIMS) 2nd edition – Safer communities through integrated emergency management

emergency services, lifeline utilities, and other agencies. The training and exercising of welfare services agencies is critical in enhancing the preparedness of our communities.

- **Response** means actions taken immediately before, during, or directly after an emergency to save or protect lives and property, and to bring the consequences of the emergency to a point of stability that allows recovery to take over. The activation of the local welfare committee during a response enables a coordinated response of the event.
- **Recovery** means the coordination efforts and processes used to bring about the immediate, medium-term, and long-term holistic regeneration of a community following an emergency. Having a smooth transition from response to recovery and the involvement of trained staff, welfare services agencies and the community allows the effected communities to recovery from the event.

2 Purpose

The purpose of this plan is to outline the organisation arrangements, operational concepts, responsibilities and procedures that currently exist in the Taupō District for the provision of welfare services in the event of an emergency. This document is designed as an operational document, for use in the event of a declared emergency or otherwise.

3 Welfare 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 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 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 overleaf 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. Civil Defence Centre activation as necessary by local EOCs.	2. Police will request local EOC to activate Civil Defence Centre (s).
3. Evacuees will be directed to assemble at their nearest Evacuation Assembly Point or proceed directly to a Civil Defence Centre.	3. Evacuees will be directed to the Civil Defence Centre as appropriate by the lead agency.
4. The transport of evacuees from Evacuation Assembly Points to the Civil Defence 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 Civil Defence Centre is the responsibility of Civil Defence.	5. The organisation of the opening and staffing of the Civil Defence Centre is the responsibility of Civil Defence.

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 laptop 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-hours and in-house contacts.
- Good road map showing alternative routes.
- Check in with EOC on departure to event area and update road access.
- Motel accommodation to be booked ahead of time by agency concerned, preferably handy to the EOC.

4. Hazards

An understanding of hazards and the impact on vulnerable communities is critical. The CDEM Group Plan, 2016-2020 (sec2) describes a range of hazards, the likelihood and consequences of each hazard and an overall risk rating. The Taupō Local Welfare Committee Plan should be read in conjunction with the CDEM Group Plan, 2016-2020 (sec2) to get a better understanding of the impact of hazards on vulnerable communities and the Taupō specific document referring to the hazards in Taupo. (listed in A2).

5. Response Principles⁵

The response aims to manage the consequences of hazards, support the affected communities, and establish the basis for recovery. Welfare response should be in line with CDEM response principles in support of the CDEM response. Common response objectives that provide guidance to responders as listed in The New Zealand Coordinated Incident Management System (CIMS) 2nd edition. They are not listed in priority order, and vary depending on the incident:

- Preserve life
- Prevent escalation of the emergency
- Maintain law and order
- Care for the sick, injured and dependant
- Provide essential services and preserve governance
- Protect assets, including buildings and their contents
- Protect natural and physical resources
- Provide animal welfare, and
- Preserve economic and social activity

6. Professional Development

Professional development enables people involved in the application of Welfare to perform their roles across the wide range of activities that make up civil defence emergency management. It is dependent on and supported by the Taupō CDEM Committee, objectives, operational systems, and processes.

The professional development of welfare staff in a civil defence environment is critical. Although most of the agencies involved are already engaged in social development as part of their business as usual it is still crucial that training and exercises develop staff to be able to engage in a civil defence environment. This will enable staff to work in different roles in the welfare environments. The Welfare Roles and Responsibilities (CDC and EOC) policy was developed to formalise the appointment process of Welfare positions and identify the commitment and expectations including the training. ⁶The welfare professional development plan is a separate document that will cover the training and development path to enable staff to work in a Group Emergency Coordination Centre (GECC), Emergency Operating Centre (EOC) and Civil Defence Centre (CDC).

⁵ The New Zealand Coordinated Incident Management System (CIMS) 2nd edition Safer communities through integrated emergency management

⁶ Welfare Roles and Responsibilities (CDC and EOC) – October 2015

It is important to acknowledge the training and experience of staff representing other welfare services agencies when they are appointed in key positions in the welfare services environment, e.g. Red Cross Supervisors course.

7. Roles and Responsibilities⁷

7.1 Chair of Local Welfare Committee

Appointment Process - The Local Welfare Manager is appointed by Taupō Emergency Management Committee and employed by Taupō District Council and also acts as the Chair of the Taupō Local Welfare Committee (LWC).

The chair of the LWC is tasked with ensuring the LWC is able to support an effective, coordinated and integrated welfare response. Sound relationships with key emergency management, welfare services agencies, stakeholder groups and the Local Controller are pivotal to this role.

Reduction and Readiness

- Chair the Local Welfare Committee.
- Participate in setting LWC activities in the Local CDEM work programme and associated budget process.
- Participate in projects identified by LWC.
- Liaise with relevant local welfare services agencies to ensure response capability and capacity and continue to promote the active engagement of members and the identification and recruitment of new members as agreed by LWC.
- Give LWC members advice and guidance as required.
- Maintain a strategic oversight of the welfare function across the local area during readiness and response.
- Provide strategic leadership on the establishment and maintenance of the local welfare function to the local emergency management committee Taupō, welfare stakeholders and local welfare functions.

Response and Recovery

- Chair the LWC in support of the coordination of the welfare function.

7.2 Local Welfare Manager

The local welfare manager is responsible for coordination of the delivery of welfare services during an emergency at local level. The local welfare manager is the principal advisor to the local controller. Pre-emergency, they are responsible for providing input on welfare-related reduction measures and coordination of welfare services readiness. The Welfare Roles and Responsibilities Policy (CDC and EOC)

⁷ Welfare Services in an Emergency Director's Guideline for Civil Defence Emergency Management Groups [DGL11/15] – October 2015

include the position description of the local welfare manager and the allocation of tasks that related to the local welfare manager and the local council.⁸ A summary of the responsibilities include the following:

- Fulfil the role of Local Welfare Manager under the Civil Defence Emergency Management Act 2002 and will lead the local welfare response to emergencies⁹.
- Provide support by managing the coordination of an emergency in the Emergency Coordinating Centre.
- Assume the role of Local Welfare Manager under the Civil Defence Emergency Management Act 2002 including advising the Taupō CDEM response to emergencies relating to Welfare
- Support Taupo CDEM activities across the spectrum of reduction, readiness and recovery and operational readiness across the local authority.

7.3 Civil Defence Centre Supervisor

Emergency Civil Defence 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, co-ordination of man-power, receipt and distribution of goods and counselling. It is essential that if long hours are worked a shift system is put in place to prevent burnout.

The Welfare Manager is located in the Welfare Group of the EOC.

7.4 Welfare Services Agencies

Additional to the welfare services functions and responsibilities as stipulated in the National CDEM plan there are also general responsibilities that are not unique to an agency. Below are the responsibilities of Welfare services agencies during the different phases of an event.

Reduction and Readiness

- Foster effective communication linkages between CDEM and other welfare services agencies.
- Attend all meetings or arrange for deputies to attend.
- Ensure that shared, or obtained information, is treated in a confidential manner and utilised only to meet the approved LWC objectives.
- Follow up action items (including the delegation of tasks to other members).
- Contribute technical expertise and resources to maintain an effective group and response capability.
- Champion welfare projects with other welfare services agencies and within your own organisation.
- Provide to the members (and wider group if necessary) relevant information or reports that may be useful for welfare project purposes.
- Participate in projects and planning that will enhance the resilience of the Taupō local CDEM area.

⁸ Welfare Roles and Responsibilities Policy (CDC and EOC) – October 2015

⁹ The definition of 'emergency' as in the CDEM Act 2002 applies.

- Advocate the importance of welfare in civil defence to the community.
- Coordinate with other local TA's and welfare committees and ensure ongoing awareness of benefits.

Response and Recovery

- Provide timely services and information on those services to affected communities.
- Identify strategies and actions to support effective coordination of services, and monitor and report to the responsible agency for the relevant welfare sub-functions on welfare issues and activities.
- Establish regular communication and reporting lines within their local area.
- Support the welfare functions with additional personnel at national, regional and local levels where identified and practicable.

8. Community Engagement (recovery supports)

Definition - The process of engagement with communities both prior to and during response and recovery. An engaged community will be prepared and better able to absorb the effects of a civil defence emergency, reducing the impacts and aiding recovery.

Purpose - To provide guidance on engagement of the Taupō community, so that the community becomes an integral part of the 4Rs process.

Requirements/Actions - The success of community engagement will depend upon the pre-existing relationships with communities. Experience from Waimakariri District Council in Canterbury shows that strong community development programmes and linkages prior to CDEM events and recovery processes enable a more efficient and effective recovery process.

The process of community engagement has three parts – as identified within the Ministry of CDEM Best Practice Guide “*Community Engagement in the CDEM context*” [BPG 4/10], shown in Figure 1.

Figure 1: Three steps to community engagement¹⁰



The Local Recovery Manager and/or Welfare Manager/Social Recovery Manager should:

- Utilise existing Council community contacts and processes to the maximum extent possible to facilitate recovery activities
- Base community engagement on the guidance and principles outlined in Ministry of CDEM and lessons from Canterbury “best practice guidance”, including:
 - “Community engagement in the CDEM context” (Ministry of CDEM, BPG 4/10);
 - “Guidelines for Emergency Managers working with culturally and linguistically diverse communities” (Ministry of CDEM, IS8/06)
 - *Adopting a community development approach rather than a welfare approach. Community development is a proactive approach that aims to stop people “falling off the cliff”*
- Provide “hubs” (one-stop shops) for advice, information and assistance during the recovery period (refer to Section 1.8.5).

9. Welfare Services Agencies Sub-Functions

Welfare services are grouped into welfare sub-functions with welfare services agencies responsible for these functions. The sub-functions include:¹¹

- **Registration** – collect information from and on people who have been affected by an emergency (information collected will assist with identifying immediate needs)
- **Inquiry** – to allow responding agencies to identify people who have been affected by an emergency, and to assist family, whanau and friends to make contact with each other.

¹⁰ Ministry of CDEM, BPG 4/10, p. 8.

¹¹ National Civil Defence Emergency Management Plan Order 2015 – 2 June 2015

- **Needs assessment** - assist with meeting immediate and ongoing welfare needs, and coordinate the actions required to meet those needs, in an integrated and flexible way.
- **Care and protection services for children and young people** – the delivery and coordination of statutory care and protection services to those children and young people who have been identified (after registration) as being separated from their parents or guardians during an emergency.
- **Psychosocial support** – support following an emergency involves focusing on the psychological and social interventions that will support community recovery.
- **Household goods and services** – the coordination of the provision of household goods and services and other essential items (including food, water, groceries, medication, cooking fuel, clothing, bedding, sanitation, and pet food) to people who have been displaced or who are sheltering in place.
- **Shelter and accommodation** – provision of shelter and accommodation for people who have been displaced from their normal dwellings during and after an emergency.
- **Financial assistance** – the provision of information on, and access to, the range of financial assistance available to people affected by an emergency.
- **Animal welfare** – coordination of the provision of animal welfare (including rescue, shelter, food, water, husbandry, veterinary care and other essentials) for all animals, including companion animals, production animals, animals in research, testing and teaching facilities, zoo and circus animals, and wildlife.

Agencies responsible could establish sub function groups if required to coordinate supporting agencies during business as usual in support of projects. Example Lakes District Health Board (DHB) responsible for Psychosocial Support as the agency responsible could work on projects with Victim Support, Taupō Family Centre or Family Works. Agencies responsible and supporting agencies responsible for welfare sub-functions. (listed in appendix B).

10. Relationships-Other Local Authorities & Welfare Managers

10.1 Functional Relationships

- Taupō Taupo Emergency Management Committee
- Taupō Local Welfare Committee and its member organisations
- Welfare Managers in other local authorities
- Waikato CDEM Welfare Management Group
- Any other agency that can contribute to welfare response and recovery.

10.2 Civil Defence Emergency Management

The Taupō Local Welfare Committee group (LWC) works closely with the Taupō Civil Defence Emergency Manager to ensure that the work undertaken by each, is integrated and works to improve disaster management systems for the area. The local welfare manager/chair is the link between the Taupō Civil Defence Emergency Manager and the Local Welfare Committee.

Welfare projects identified by the LWC and/or Taupō EMC must be beneficial to the Taupo EMC and LWC. Projects will be submitted by the Local Welfare Manager to the LWC to prioritise as a potential LWC project as part of the LWC Business Plan.

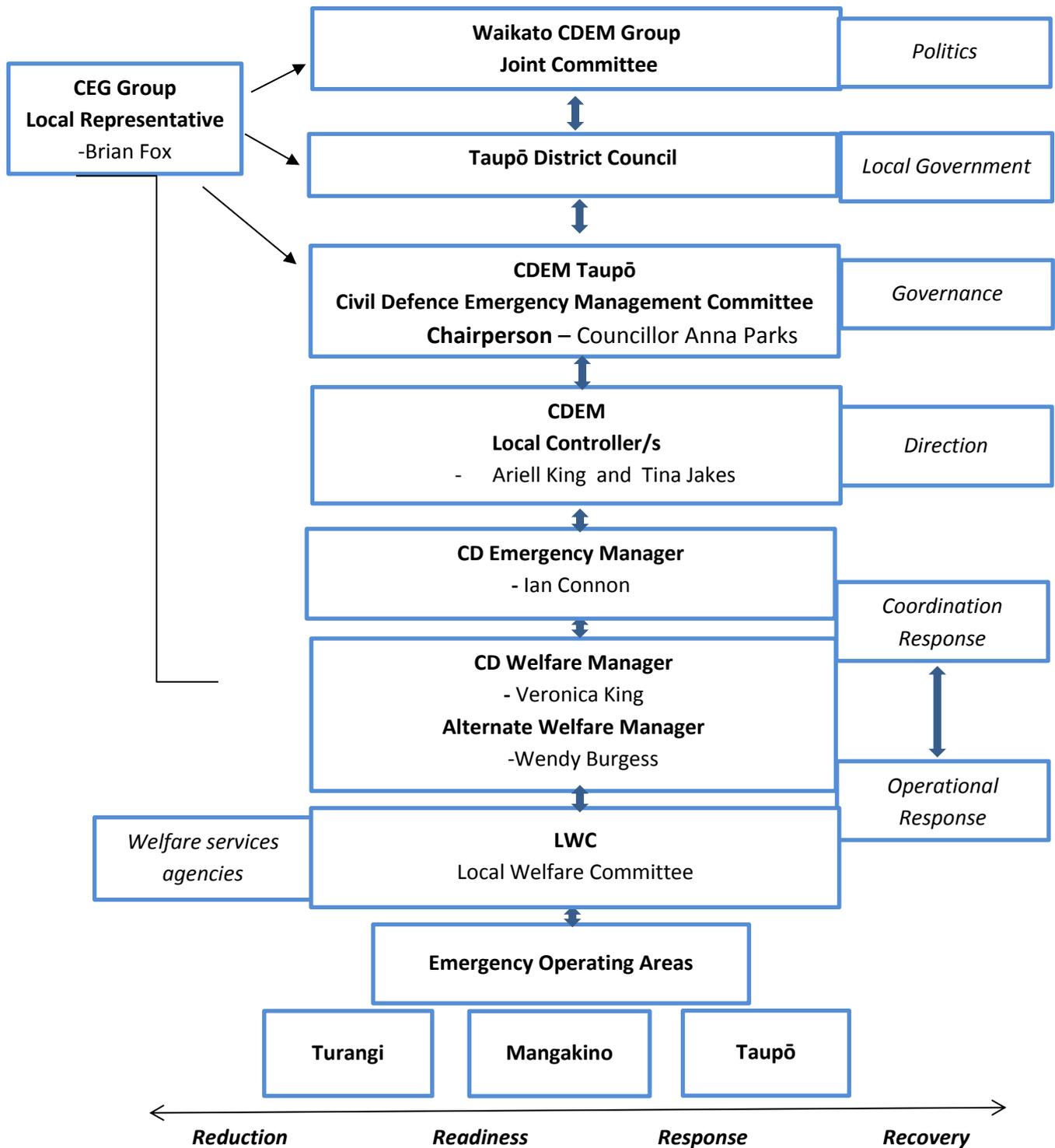
The EMC consults with the LWC annually to address the Taupō LWC Business Plan needs and provide advice and support as to where gaps exist in local emergency welfare planning.

The EMC will consider providing funding if available for Local Welfare Committee projects, if the projects are deemed beneficial in enhancing the resilience of the Taupō district.

LWC group shall facilitate the development of links between the Taupō Local CDEM and Welfare services agencies. The role of LWC is to provide an advisory and coordination role to the EMC during Reduction and Readiness. However, during these phases the Local Welfare Manager will be responsible to ensure a relationship is maintained between EMC and LWC and the activities of welfare services agencies are coordinated.

During response and recovery the LWC will meet as required and as agreed by the Local Welfare Manager. The aim of the LWC is to set up and maintain centralised welfare communications, coordination and monitoring at local level to ensure that there is a pro-active, centrally managed response to civil defence emergencies. This will facilitate the effective response of welfare services agencies and the local CDEM.

Figure 2: The Taupō CDEM Model



11. Structure and Approach

The role and mode of operation of the CDEM Welfare can be summarised as follows:

- Organising the execution of specified projects which contribute to the welfare readiness and improve disaster preparedness planning for local CDEM.
- Informing and assisting welfare services agencies by providing best practice guidelines and latest developments from within New Zealand and overseas, and communicating through seminars, meetings and electronic media.
- Facilitating welfare coordination processes at a local level by providing regular interfaces between welfare members and with other stakeholder agencies.
- Motivating participants by providing analyses of local and international incidents and disasters affecting welfare services agencies.
- Advocating the importance of welfare response and recovery to the community.
- Coordinating with other welfare services agencies, locally.

11.1 Reporting Structure

This is linked to the Local CDEM arrangements through the Local Welfare Manager and the Local Welfare Committee (LWC) meetings via the chair of the LWC and welfare services agencies.

Progress reports to the LWC are via email, meetings, seminars or electronic media.

Quarterly progress reports to the Taupō Emergency Management Committee meeting by the Local Welfare Chair.

12. LWC Three Years Goals

- Support the development and delivery of training and exercising.
- Support local welfare committee to align with Welfare Services in an Emergency Directors Guideline [11/15] considering local agencies and the communities.
- Provide strategic direction to Local Welfare Committee and welfare function.
- Maintain engagement with welfare services agencies.
- The establishment and workshops of welfare sub-functions.
- Maintain and support community engagement and capacity building

13. Variations

Any member may at any time propose a variation, deletion, or addition to this document by putting the wording of the proposed variation, deletion, or addition to a meeting.

The review of the Taupō LWC Welfare Plan will coincide with the year July to June every three years. Alterations to the Taupō LWC Welfare Plan will only be approved by a majority of a meeting of members who vote in person and/or by email.

A1: Terms of Reference

Terms of Reference for Local Welfare Committee Group

June 2017

Purpose of Local Welfare Plan:

The purpose of the Local Welfare Plan is to enable a coordinated approach between welfare service agencies, government and non-government to support for both people and animals in the Taupō district following an emergency event. The Local Welfare Committee group, which is chaired by the Local Welfare Manager, ensures that welfare service delivery is planned, organised, integrated, coordinated and supported.

Objectives and Principles:

The **objectives** of the welfare services function is to carry out activities across the 4Rs to provide for the needs of people affected by an emergency and to minimise the consequences of the emergency for individuals, families and whānau, animal care and communities.

The following **principles** applying to the delivery of welfare services during an emergency event are:

1. recognise that an integrated approach to the coordinated delivery of welfare services across the 4Rs will lead to optimal outcomes for individuals, families, whānau, animal care and communities.
- ensure a people-centric approach at all times and recognising the diverse and dynamic nature of communities
- ensuring that emergency welfare services address the specific welfare needs of individuals, families, whānau and communities
- strengthening self-reliance as the foundation for individual, family, whanau and community resilience
- ensuring flexibility in the services provided and how they are best delivered
- integrating and aligning with local arrangements and existing welfare networks
- recognise that regular communication of welfare information between member agencies and communities is important during response and recovery.
- acknowledge that Civil Defence Centres provide a useful mechanism to deliver welfare services and support
- include in planning and coordination of welfare services:
 1. A list of support agencies as identified in the *Local Welfare Plan*
 2. A list of other relevant agencies or community-based organisations and networks..

Definition of Welfare Services:

Welfare services support individuals, families and whānau, animals care and communities in being ready for, responding to, and recovering from emergencies. Welfare services are managed and delivered at the local level and coordinated and supported when necessary at regional and national levels.

Communities can be affected by emergencies in different ways, and may need different types of welfare services, including (but not limited to):

- shelter or accommodation
- food, water, or clothing
- assistance with contacting family/whānau or significant others
- psychosocial support
- financial assistance
- medication, medical assistance, and assistance with other health needs, or
- Veterinary assistance, food, and/or shelter for their pets.

Local Welfare Committee Responsibilities Across the 4Rs:

Members of the Taupō Local Welfare Committee Group are responsible through the combined resources within their respective agencies across all 4Rs. These responsibilities include:

- establishing welfare protocols to ensure consistent delivery of welfare
- acting as an advisory, response and coordination group as required in an emergency or disaster situation
- assisting with the identification and engagement of vulnerable communities to ensure appropriate emergency welfare support is provided
- providing appropriate support and guidance in the recovery phase through liaison with the Recovery Manager
- assisting in the identification and mitigation of multi-agency gaps in local CDEM welfare and recovery planning and resources
- assisting in the identification and mitigation of local individual agency gaps in CDEM welfare and recovery planning and resources and
- ensuring that all mitigations to gaps are implemented and maintained within and across local agencies.

Welfare Coordination Expectations:

Coordination of local level welfare services information and response is a key function of the local CDEM Committee. The Local Welfare Manager will perform this function and is responsible to coordinate welfare functions when an event occurs that requires a coordinated response.

To support welfare coordination processes, welfare services agencies are expected to be able to provide the following information where possible:

- The scale and extent of event impact on vulnerable communities.
- The nature and locations of immediate actions that require the support of access and tasking prioritisation.
- Priority areas of response actions being undertaken.
- Alternative solutions available to support vulnerable communities where appropriate.
- Precautions and public information to be circulated

Requests for support or specific information.

Accountability:

The Local Welfare Committee group is a CDEM Local Welfare Committee Group governed by the Taupō Emergency Management Committee (EMC). The LWC group chair (Local Welfare Manager) gives reports to the EMC, and attends EMC meetings.

Membership:

Members

The LWC comprises of representatives from the territorial authority and welfare services agencies and a range of government and non-government agencies as appropriate.

It is the aim of the LWC to maintain engagement with current LWC members and to identify and approach welfare services agencies that are currently non-members that could make a positive contribution to the LWC in enhancing the LWC's ability to deliver support to vulnerable communities during response and recovery.

To maintain momentum, knowledge and experience, members representing their territorial authority or welfare services agencies should be strongly encouraged to serve as long as possible.

Membership Benefits

Members are involved through participating in quarterly meetings, receipt of Local CDEM material and an active participation in projects.

The outcome of active participation by welfare services agencies has the following benefits:

- Access to best practice concepts and procedures for welfare services agencies.
- Access to research and outcomes, and ability to influence research topics. Options to assist/participate in research.
- Access to CDEM, to answer queries, participates in training and exercises.
- Strengthening the ability to identify mutual vulnerable communities.

- Assist compliance with the CDEM Act.
- Reduced costs through the coordinated development of outputs that would be expensive and less effective for welfare services agencies to develop individually.
- Reduced resource input and project timelines through access to the experiences of successful projects in other similar regions and involvement with national welfare services agencies and CDEM forums.
- Access to relevant activities such as workshops and exercises organised by the LWC and EMO.
- Ongoing forums for regular contact and interaction with related sector agencies for the exchange of information, leading to improved coordination and planning, preparedness programs and other issues of common interest.

Other Local Welfare Committee:

The LWC maintains close links with other LWC around the region through the WCG. The LWC also facilitate communication between local authorities, are involved in projects that are undertaken to benefit other LWCs.

A2: Taupō Specific Hazards

NATURAL HAZARDS

EARTHQUAKE

- New Zealand straddles the boundary between two tectonic plates; the Pacific Plate and the Australian Plate which move towards each other by about 50 mm per year.
- The Ngangiho/Rangipo Faults in the southern part of the region and the Taupō Fault Belt which extends between Taupō and Rotorua across the region's boundary are two of the most seismically active parts of New Zealand.
- The area between Taupō and Rotorua is the most vulnerable part of the region for earthquakes. It contains many active fault lines running in a north-east direction.
- Small earthquakes occur on a daily basis, though there are longer gaps between larger earthquakes.

VOLCANIC

- The Taupo region is vulnerable to a number of volcanic hazards from various sources both within and outside the region. The most widespread, frequent and likely volcanic hazard is ashfall.
- Near source volcanic hazards include ballistic projectiles, ash fall, lahars, lava flows, pyroclastic flows and surges and debris avalanches.

The primary sources of volcanic threat from within the region are:

- Tongariro Volcanic Centre (the most active volcanic centre in New Zealand includes the recently active Mount Ruapehu, Mount Ngauruhoe and Mount Tongariro).
- Taupō Volcanic Centre, a rhyolitic volcanic centre located in the south and partially occupied by Lake Taupō. While there have been no eruptions in historic times, the pre-historic eruption record shows that there have been numerous catastrophic eruption events – the most recent being in 180 AD.
- Maroa Volcanic Centre: The Maroa Volcanic Centre is a rhyolitic volcanic centre located to the north of Lake Taupō, and consists of rhyolite domes and calderas. Although active, it is not considered to be a major hazard area due to the long timeframes between events.

TSUNAMI

The primary sources of tsunami hazards include:

- Local: the Tonga-Kermadec trench to the north-east and the Hikurangi Trench off East Cape, and to a lesser extent Mayor Island and the undersea landslides to the north of East Cape.

RIVER FLOODING

- The catchments to the east of Lake Taupō typically have short, steep catchments, and rivers and streams that have a high sediment load and are highly active and unpredictable with typically short warning times.
- Land adjacent to the Tongariro and Tauranga- Taupō Rivers are subject to flood hazards particularly when frequent and heavy rain from severe weather patterns occur.

DROUGHT

- Historically, water shortage and potential drought within the Taupō Region has not been as severe as in other regions of New Zealand, though water shortage events have impacted communities.

LANDSLIDES

- While landslides are typically small-scale events, a significant landslide hazard within the area; is the Hipaua landslide at the south-western edge of Lake Taupo .

A3: Welfare Services Agencies

Welfare sub-function	Animal Welfare	Financial assistance	Shelter and Accommodation	Household goods and Services	Psychosocial support	Care and protection services for children and young people	Needs assessments	Inquiry	Registration	Sub-function engagement
Taupō CDEM										5
Lakes District Health Board - local supports . local hospital and medical centres . social service and counselling agencies .										5
NZ Police										3
Ministry of Education - local schools										4
Ministry of Social Development - WINZ										4
St John										1
Ministry of Primary Industry										5
NZ Red Cross										6
The Salvation Army										5
Victim Support										2
Ministry for Oranga Tamariki										1
Ministry of Business Innovation and Employment										2
Housing NZ										1
Inland Revenue - Heartlands Services										1
Community-based organisations – local . Neighbourhood Support . Citizens Advice Bureau . Rural Sector Support										3
SPCA - local member										1
Local Businesses . Supermarkets – Countdown, Pak n Save . Mega Mitre 10 . The Warehouse										1
Commercial providers – local transportation . Bus Companies . Defence Forces										1
Local Authorities – Taupō District Council . Turangi Tongariro Community Board . Mangakino/Pouakani Community Board										5
Number of agencies	5	7	10	8	8	4	9	5	2	

Welfare services agencies responsible for welfare services sub-functions

Agency responsible	Support Agency
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CDEM including local authorities

* Denotes CDEM as agency responsible.

- **Registration*** - responsible for registering people who have been affected by an emergency and who may require emergency welfare services.

- **Inquiry** - MCDEM: as the agency responsible for the provision of the CDEM welfare registration system. CDEM Groups and local authorities: using the CDEM welfare registration system.
- **Needs Assessment*** - collating and analysing the welfare needs identified and working with support agencies including community-based organisations and networks, to identify and deliver appropriately integrated services and information to address welfare needs.
- **Household Goods and Services* - to procure** and coordinate the distribution of household goods and services. Environmental Health Officers to provide advice (including safety of water) and public health services (in support of Public Health Units) to the health and CDEM sectors and affected communities.
- **Shelter and Accommodation*** - The principle role of CDEM Groups is to provide advice and coordinate the provision of shelter and emergency accommodation at the CDEM Group level. To provide access to buildings, land and other infrastructure and/or expediting regulatory approvals to ensure timely delivery of temporary accommodation solutions. To deliver shelter and emergency accommodation services.
- **Financial Assistance** – participate in a disaster relief fund trust (if this has been established in the region); and to manage and administer mayoral relief funds.
- **Animal Welfare** – to provide direct support service and coordination services to companion animal owners to assist with the care, relocation, and housing of companion animals and other animals, in response to an emergency.

Lakes District Health Board (LDHB)

* Denotes LDHB as agency responsible.

- **Inquiry** - Ministry of Health: agency responsible for patient registration; via contracts with DHBs, primary care, and ambulance services. DHBs/primary care/ambulance services: to ensure that patient management systems are maintained and available for inquiry purposes using the National Health Index (NHI) system (which allows interrogation and enables restricted information to be shared with agencies, such as Police, when requested).
- **Needs Assessment** - to coordinate a regional health service response, including health personnel, and the assessment of health and disability requirements and psychosocial support services.
- **Psychosocial Support*** - To provide specialist public health, mental health, and addiction services along with referrals to non-government organisation providers. To provide general practice and primary care services.
- **Household Goods and Services** - to provide medication and other items to support primary care and pharmacies and public health units (PHUs) to provide advice resources and services for affected communities.
- **Shelter and Accommodation** - To link CDEM Groups or MBIE or both to DHBs (through the Public Health Units) for advice and information to manage any environmental health or communicable disease risks to public health associated with shelter, emergency accommodation, and temporary accommodation facilities.
- **Animal Welfare** - Medical officers of health and health protection officers will advise local authorities on the public health issues that may result from the death and disposal of animals.

New Zealand Police (NZ Police)

* Denotes NZ Police as agency responsible.

- **Inquiry*** - is the agency responsible for a process to coordinate inquiries.
- **Needs Assessment** - to coordinate inquiries and provide information.
- **Care and Protection Services for Children and Young People** - As the agency responsible for a process to coordinate inquiries. Where inquiries have been made

by responding agencies in relation to establishing contact between a child or young person and their family, whānau, or usual caregiver, and have not been successful, and the child's or young person's physical or mental wellbeing is, or is likely to be, impaired, Police will exercise their powers under section 48 (unaccompanied children and young persons) of the *Children, Young Persons, and Their Families Act 1989*.

Ministry of Social Development (MSD)

* Denotes MSD as agency responsible.

- **Needs Assessment** - to undertake assessments to determine eligibility for financial assistance and temporary accommodation for displaced persons.
- **Psychosocial Support** - to provide information and resources to help individuals, families, whānau, and communities to connect to psychosocial support providers.
- **Shelter and Accommodation** - To determine eligibility for temporary accommodation for displaced persons.
- **Financial Assistance*** - is the agency responsible at both the national and CDEM Groups levels for the coordination of the financial assistance sub-function.

Ministry of Primary Industry (MPI)

* Denotes MPI as agency responsible.

- **Needs Assessment** - To identify needs on farms and in rural communities through Rural Support Trusts and other stakeholder networks. To identify animal welfare needs.
- **Psychosocial Support** - to fund Rural Support Trusts and other organisations to provide psychosocial support to rural communities (meaning farming families and primary producers) after an emergency that affects the primary industry sectors and that meets the Ministry's funding criteria.
- **Household Goods and Services** - to provide advice on food safety.
- **Financial Assistance** - Provide, after an emergency affecting primary industry sector Industries producers, on-farm relief that meets the Ministry's funding criteria. Depending on the scale of an adverse event, MPI may provide funding for: Rural Support Trusts and other agencies for recovery activities, appointment of Agricultural Recovery Facilitators, technical advice and meeting other costs.
- **Animal Welfare*** - At the national and CDEM Group levels, the Ministry for Primary Industries (MPI) is the agency responsible for coordinating the provision of the animal welfare services sub-function for all animals, including companion animals, production animals, animals in research, testing and teaching facilities, zoo and circus animals, and wildlife, coordinating the planning for animal welfare in emergencies, and maintaining the Government's reporting and advisory capability on animal welfare in an emergency and will advise local authorities on the disposal of dead animals.

Ministry of Oranga Tamariki (MOT)

* Denotes MOT as agency responsible.

- **Care and Protection Services for Children and Young People*** - At the national and regional levels, the Ministry of Social Development, through Child, Youth and Family, is the agency responsible for planning the delivery and coordination of statutory care and protection services to those children and young people who have been identified (after registration) as being unaccompanied/separated from their parents, legal guardians, or usual caregivers during an emergency.

Ministry of Education (MoE)

- **Inquiry** – to provide enrolment and other information (when legally able to do so) to police about the current location (and identify) of children and their families who have been affected by an emergency.

- **Care and Protection Services for Children and Young People** - To work with education providers to ensure continuity of care to children and young people at educational facilities during an emergency (a handover of care to Police, or another appropriate agency, will occur for those children and young people who cannot be reunited with their parent, guardian, or other approved person within a reasonable timeframe).
- **Psychosocial Support** - to support schools and early childhood providers during an emergency or traumatic incident by working alongside their traumatic incident teams of those schools and providers to assist them in responding to the emergency or incident and implementing and emergency response plan.
- **Shelter and Accommodation** - To link CDEM Groups/local authorities to appropriate school boards of trustees for advice, information and access to shelter or emergency accommodation options (buildings and landholdings).

St John

- **Needs Assessment** - To coordinate the provision of ambulance personnel to support the regional health response to welfare needs, in consultation with Ministry of Health and DHBs.

Red Cross

- **Needs Assessment** - to provide trained personnel to support community-based needs assessment and outreach.
- **Care and Protection Services for Children and Young People** - To support and supervise unaccompanied children during emergencies, as required, and to notify Police as soon as practicable.
- **Psychosocial Support** - to provide psychological first aid during emergencies, and ongoing psychosocial and bereavement support services as required throughout recovery.
- **Household Goods and Services** - to support the distribution of household goods and services.

The Salvation Army

- **Needs Assessment** - (With other faith-based organisations) to provide trained personnel to support community-based needs assessment and outreach.
- **Psychosocial Support** - to provide psychosocial support, including pastoral support, by trained teams.
- **Household Goods and Services** - to support the distribution of household goods and services, especially food, clothing and furnishing.
- **Shelter and Accommodation** - To provide CDEM to Salvation Army displaced people groups/local authorities with advice, information and access shelter and emergency accommodation, and to support living in shelter or emergency accommodation.

Victim Support

- **Needs Assessment** - To provide trained personnel to support community-based needs assessment and outreach.
- **Psychosocial Support** - to facilitate access to approved counsellors (these counsellors provide direct emotional and practical support, information, and personal advocacy to victims during and after an emergency). To provide access in an emergency to trained support workers who deliver direct emotional and practical support, information, and personal advocacy to affected persons during and after emergencies, crime, and trauma, and to facilitate access to approved counsellors as required.

Neighbourhood Support

- **Needs Assessment** - Where appropriate it will, through the Welfare Manager, liaise with affected communities and provide:
 - Dissemination of information
 - Requests for assistance
 - Feedback on assistance and services supplied
- **Inquiry** - 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
- **Psychosocial Support** - Neighbourhood support will enable:
 - Communication through the Street Contacts to reach distressed persons
 - Communicate to the Welfare Manager the status of each group as to any medical, physical or resource needs.
 - Provision of specific location reporting for their respective areas.
 - An ability to dispense emergency supplies and resources at street level.

Ministry of Business Innovation and Employment (MBIE)

- **Shelter and Accommodation** - MBIE's principal role is to coordinate the provision of temporary accommodation at both the national and CDEM Group levels.
- **Financial Assistance** - to help businesses to recover through information and support.

Housing New Zealand (HNZ)

- **Shelter and Accommodation** - To provide advice, information and access to Housing New Zealand Corporation temporary accommodation options (buildings and landholdings).

Inland Revenue (IR)

- **Financial Assistance** - to provide tax relief and income assistance through a range of measures.

Community Based Organisations

- **Psychosocial Support** - To assist affected persons to connect with social support and services.
- **Shelter and Accommodation** – assisting with the provision of pastoral care and recovery support services for displaced people seeking occupying temporary accommodation
- **Financial Assistance** – assist affected people to connect with financial assistance and services.

Society for the Prevention of Cruelty of Animals (SPCA)

- **Animal Welfare** - to provide direct support service and coordination services to companion animal owners to assist in mitigating animal suffering as a result of an emergency.

Commercial Providers

- **Shelter and Accommodation** - Providing temporary accommodation solutions, e.g. hotel/motel operators, building and construction, and property management services.

Local Community Organisations

- **Household Goods and Services** – to support the provision and distribution of household goods and services in line with local planning arrangements.

Local Businesses

- **Household Goods and Services** – to support the provision and distribution of household goods and services in line with local planning arrangements.

A4: Welfare Committee Group

Structure of the Taupō Local Welfare Committee

Chair	<p>The local Welfare Manager is the Chair of the LWC. The alternative Welfare Manager will act as Deputy Chair. The role and responsibilities of the LWC Chair (Local Welfare Manager) are set out in the welfare roles and responsibilities (CDC and EOC).</p> <p>The Deputy Chair shall fulfil the role and responsibilities of the Chair in the Chair's absence.</p> <p>If both the Chair and Deputy are absent from a meeting without proxy, the LWC shall elect a Chair to lead the meeting.</p>
Secretariat support	<p>Administration and secretariat support to the LWC Chair is provided by Taupō District Council</p>
Sub committees	<p>The LWC may establish sub-committees that are responsible for completing programmes of work that have been included in the annual LWC work plan. These work programmes are reported back to LWC via the agencies responsible for each welfare services sub-function.</p>

Taupō LWC meetings (during business as usual)

	<p>The purpose of LWC meetings during business as usual is to maintain relationships, share information, and plan and review an annual LWC programme of work.</p> <p>Meeting frequency will be decided by the Chair (LWC Welfare Manager). Dates for these meetings will be set at the beginning of each year.</p>
Core LWC membership	<p>The meeting frequency for the core members of the Taupō LWC is quarterly. All core members are expected to attend scheduled meetings, or to send a representative who has the equivalent decision-making authority.</p>
Decision making	<p>As far as practicable, decisions will be made by consensus. If it is not possible to achieve agreement then a vote shall be held.</p> <ul style="list-style-type: none">• The decision outcome will be based on the majority of votes.• Each member is entitled to vote once on an issue.
Agenda items	<p>At least 7 working days before the LWC meeting, members will be invited to submit agenda items. Any documents that need to be discussed at the meetings will also be circulated 7 working days before the meeting.</p> <p>Administration tasks will be managed by staff from Taupō CDEM</p>
Meeting follow up Business as usual meeting procedure	<p>All members will be updated following all meetings with distribution of papers and minutes.</p> <p>Table 1 shows the procedure for LWC meetings held during business as usual. The Chair (LWC Welfare Manager) is supported in their role by a minute taker. (TDC Business Support)</p>

Table 1 LWC business as usual meeting procedure

Step	Action
1	Chair welcomes members, additional attendees are introduced and acknowledged.
2	Minutes from last meeting are confirmed.
3	Action points from last meeting are updated.
4	Chair (Local Welfare Manager) provides Taupō WC welfare update.
5	LWC members report and update on the work programmes of established sub-committees/subgroups.
6	Discussion on key risks, interdependencies and desired outcomes.
7	General business.
8	Meeting closes.

Taupō meetings (during response)

Meeting purpose	<p>During an emergency or an anticipated emergency, the decision to convene the LWC will be made after a discussion between the LWC chair (Taupō Welfare Manager) and the Taupō CDEM Controller.</p> <p>Note: For some responses, it may be necessary to convene the LWC before meeting with the Taupō CDEM Controller.</p> <p>The purpose of the WCG meeting during response is to enact tasks as assigned by the Group Controller, via the Chair (CDEM Group Welfare Manager).</p>
Meeting frequency	<p>During an emergency the LWC may meet as often as required, according to the scale, scope, and consequences of the emergency.</p>
Regular reporting	<p>Outside of meetings, core members of the WCG (agencies responsible for coordinating each of the nine welfare services sub-functions) must give regular reports to the Chair (CDEM Group Welfare Manager) on the performance of its sub-function.</p>
Response meeting procedure	<p>Table 2 shows the procedure for LWC meetings held during response. The LWC Chair is supported in their role by a minute taker.</p> <p>Note: A similar meeting frequency and process may be applied during recovery.</p>

Table 2 LWC response meeting procedure

Step	Action
1	Chair (Welfare Manager) welcomes members and explains content and length of meeting. Any additional attendees introduced and welcomed, including the Taupō CDEM Recovery Manager.
2	Chair (Welfare Manager) provides an updated (overall) common operating picture of the emergency, its consequences, and the priorities of the Controller/EMC
3	Chair (Welfare Manager) provides more detailed update on consequences of the emergency on communities. The local welfare response is detailed including activities of any local welfare committee(s).
4	LWC members add any relevant information to this picture. The focus is on the consequences of the emergency on communities, and other intelligence (not on their agency's business as usual operation). LWC members report on progress of any previously assigned tasks.
5	Chair (Welfare Manager) leads discussion to ensure that local welfare needs are correctly identified and prioritised, and to identify how agencies can contribute any extra resources to respond to priority areas.
6	LWC members are to anticipate and predict the main welfare related needs of affected communities in the medium term (24-72 hours). Define whether local welfare resources will meet future needs/demand for welfare services (including people with disabilities and CALD communities).
7	Any resource gaps (capability and capacity issues) are identified and noted for escalation to the Taupō CD Emergency Manager and Controller
8	New tasks are identified, and assigned to the appropriate agency.
9	CDEM Recovery Manager (if attending) leads a discussion on arrangements for transition to recovery as appropriate.
10	Next meeting time/date agreed.
11	Meeting closes.
12	Welfare function status update for Taupō CDEM/ECC Situation Report completed and submitted.
13	Minutes are distributed.

A5: Abbreviations used in the Plan

CDC	Civil Defence Centre
CDEM	Civil Defence and Emergency Management
EMC	Emergency Management Committee
EMO	Emergency Management Office
EOC	Emergency Operations Centre
LWC	Local Welfare Committee
MCDEM	Ministry of Civil Defence and Emergency Management
MSD	Ministry of Social Development (Work and Income, Seniors & Students)

A6: CDEM Glossary

This glossary contains terminology that is used on a regular basis within the Emergency Management and Civil Defence sector.

Term	Definition
Capability	The effectiveness of co-operation and coordination arrangements across agencies for the delivery of resources in the event of an emergency
Coordinated Incident Management System (CIMS)	A structure to systematically manage emergency incidents
Civil Defence Emergency Management (CDEM)	Stands for Civil Defence Emergency Management and means the application of knowledge, measures, and practices that: <ul style="list-style-type: none"> • are necessary or desirable for the safety of the public or property, and • are designed to guard against, prevent, reduce, or overcome any hazard or harm or loss that may be associated with any emergency
CDEM Act	Civil Defence Emergency Management Act 2002
CDEM Group	The Civil Defence Emergency Management Group which has been established under section 12 of the Civil Defence Emergency Management Act 2002
Declared Emergency	A state of local emergency declared under Sections 68 or 69 of the Civil Defence Emergency Management Act 2002
Emergency	A situation that: <ul style="list-style-type: none"> • is the result of any happening, whether natural or otherwise, including (without limitation) any explosion, earthquake, eruption, tsunami, land movement, flood, storm, tornado, cyclone, serious fire, leakage or spillage of any dangerous gas or substance, technological failure, infestation, plague, epidemic, failure of or disruption to an emergency service or a lifeline utility, or actual or imminent attack or warlike act; and • causes or may cause loss of life or illness or distress or in any way endangers the safety of the public or property in New Zealand or any part of New Zealand; and • cannot be dealt with by emergency services, or otherwise requires a significant and coordinated response under the Act (section of the Act)
Emergency Services	Includes the New Zealand Police, New Zealand Fire Service, National Rural Fire Authority, rural fire authorities, hospital and health services
Emergency Management Office	Carries out such functions as assigned to it by the CDEM Group. The Waikato Group EMO is currently based at Waikato Regional Council (150 Victoria Street)
Emergency Operations Centre	A centre established by the agency responsible where the response to an event may be managed and supported
Group Controller	A person appointed by the CDEM Group as a Controller under Section 26 of the Civil Defence Emergency Management Act 2002
Guide	The Guide to the National Civil Defence Emergency Management Plan that is referred to in the national CDEM Plan and approved by government

Term	Definition
Hazard	Something that may cause, or contribute substantially to the cause of, an emergency (Section 4 of the CDEM Act) and includes all hazards (i.e. natural, technological, and biological sources)
Agency responsible	The organisation with the legislative authority; or because of its expertise, resources or formal agreement, is primarily responsible for control of an incident
Lifeline Utilities	An entity named or described in part A of Schedule 1, or that carries on a business described in Part B of Schedule 1 of the CDEM Act e.g. Power companies
Local Authority	A regional council or territorial authority (as per the Local Government Act 2002)
Local Controller	A person appointed by the CDEM Group as a Local Controller under Section 27 of the Civil Defence Emergency Management Act 2002
Local CDEM Managers	Civil defence managers employed at the local council level and manage the local civil defence work programmes and response. In certain areas they cover more than one council (i.e. TVEOA & WVEOA) In some cases they cover Rural fire as well as the Principle Rural Fire Officer (PRFO).
National Controller	The person who is appointed in accordance with section 10 of the CDEM Act
Readiness	Actions taken to ensure communities know what to do in the event of an emergency, there are effective warning mechanisms, and responding organisations are well trained and practiced in preparation for an emergency
Recovery	The coordinated process of reconstruction of infrastructure and the restoration of social, economic and physical well-being of a disaster-affected community
Reduction	The application of techniques and management principles to reduce the probability and/or consequence of an occurrence
Response	Actions taken in anticipation of, during and immediately after an emergency or disaster to ensure that its effects are minimised and that people affected are given immediate relief and support
Risk	The chance of something happening that will have an impact on people and property – measured in terms of consequences (impacts) and likelihood (frequency)
Support Agency	Any agency that assists the agency responsible during an emergency. Supporting documentation includes detailed explanations, standard operating procedures, the Director's guidelines, codes, and technical standards

Annex 1

(for copies see Welfare Manual 2017)

Checklists

1. Activation of a Welfare Centre
2. Welfare Manager
3. Welfare Centre Supervisor
4. Deputy Welfare Centre Supervisor
5. Security
6. Reception
7. Registration
8. Personal Services
9. Accommodation
10. Emergency Clothing
11. Entertainment
12. Catering
13. Communications
14. Volunteer Co-ordinator
15. Shift Change Procedures
16. Contact Details for Key Organisations

Activation of a Civil Defence Centre

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

- Contact the CD Emergency Manager on mobile and request that they organise a Civil Defence Centre to be opened.
- If you are unable to reach the CD Emergency Manager contact the Welfare Manager on the contact list of key organisations and request that a Civil Defence 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
 - Contact details of lead agency
- If possible keep a record of the activation process.

Duty Officer or Civil Defence personnel only:

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

Welfare Manager - Checklist

Reports To

Readiness – Civil Defence Emergency Manager

Response – Controller

Lead Agency – CDEM Taupō

Responsible For

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

Response – Co-ordinate and control Civil Defence Centre Teams and give Welfare advice to the Controller.

Location

EOC

Readiness

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

On Activation

- Report to EOC located at Taupō District Council Offices Taupō.
- Activate the required Civil Defence Centre(s), or if the process has already been started take over and continue the activation.
- Call out and brief Civil Defence Centre Supervisor(s).
- Establish communications with Welfare Centre(s).

On going

- Co-ordinate emergency welfare services for evacuees and Civil Defence workers.
- Maintain communications linkages with Civil Defence Centre supervisors at the activated centres.
- Liaise with other welfare related community groups as required.
- Request regular SITREPS.
- Maintain the operational Civil Defence Centres by coordinating their resource requirements.
- Ensure each operating Civil Defence Centre has enough staff to enable a 24-hour operation. Obtain additional staff if required.
- Liaise closely with members from the Local Welfare Committee Group.
- If required source accommodation and provide Civil Defence 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.
- Co-ordinate the receipt and distribution of emergency clothing from sources other than the Red Cross.

- Maintain the Welfare State board.
- Maintain close liaison with Logistics and Public Information staff in the EOC.
- If required provide emergency welfare services to evacuees received from other places outside the Taupo District as a result of a civil defence emergency.

On Termination

- Collate information from Civil Defence Centres.
- Provide report if required on Welfare response.

Equipment

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

Welfare Centre Supervisor - Checklist

Reports To

Readiness – Civil Defence Emergency Manager

Response – Welfare Manager

Lead Agency - CDEM

Responsible For

Readiness – maintaining a trained Civil Defence Centre Team.

Response – responsible for the activation and management of the Civil Defence Centre Team and the general welfare of evacuees and staff within the Civil Defence Centre.

Location

Civil Defence Centre as determined

Readiness

- Attend Local Welfare Committee 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 Civil Defence Centre in good condition.
- Advise Manager, Civil Defence of any shortfalls of equipment or new requests.

Activation

- Activate Civil Defence Centre staff advising of Centre location and time of opening.
- Proceed to Civil Defence Centre.
- If required liaise with building caretaker or Duty Officer to ensure Civil Defence Centre is opened and everything switched on and operational.
- Brief staff as they arrive.

- If activating a Civil Defence Centre that is unfamiliar, establish Civil Defence 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 EOC through the Communications Supervisor.
- Task Security team.
- If necessary, advise Welfare Manager in EOC of any shortfalls in staffing, 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 EOC.
- 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 Civil Defence Centre and file Civil Defence Centre copies of registration forms (File the pink copy of the Registration forms in two folders, one for staff and one for evacuees). *This should include an electronic database of all registrations where practicable.*
- Ensure someone notes and actions "Urgent Needs" from the Registration Forms.
- Maintain regular liaison with Section Team leaders, to co-ordinate the functioning of the Welfare Centre.
- Ensure that Civil Defence 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 EOC).
- 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 take regular breaks.
- Liaise with other Civil Defence 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 EOC.
- Ensure Civil Defence 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 EOC every 1 – 2 hours (depending on how busy the Centre is).

Deputy Welfare Centre Supervisor - Checklist

Reports To

Civil Defence Centre Supervisor

Lead Agency – CDEM Taupō

Responsible For

Acting 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 Civil Defence Centre Team.

Readiness



Participate in local training sessions.

On Activation



Report to designated Civil Defence Centre.



Assist in activating the team.



Liaise with Civil Defence Centre Manager and other staff on layout of facility if required.



Open the Civil Defence 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 Civil Defence 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 Civil Defence Centre Message/Incident Log.
3. Maintain the flow of Registration data to the EOC.
4. Keep an up to date register of all persons within the Civil Defence Centre (including electronic records where possible) and file Civil Defence 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 Civil Defence Centre as required.



In consultation with the Civil Defence Centre Supervisor, draw up staffing rosters.



Check that personnel are available for the next shift.



Ensure all staff are 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 Civil Defence 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 Civil Defence 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 Civil Defence Centre Supervisor to authorise as required.
- Assist the Civil Defence Centre Supervisor with such other tasks as may be assigned.

On Termination

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

Security - Check List

Reports To

Civil Defence Centre Supervisor

Lead Agency – CDEM Taupō

Responsible For

The overall security of the Civil Defence 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 Civil Defence Centre.



Liaise with Civil Defence Centre Manger and other staff on layout of facility if required.



Liaise with the Civil Defence Centre Supervisor to identify the entrance and exit. Secure all other outside doors.

On going



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 Civil Defence Centre Supervisor develop procedures with regard to giving access to non-evacuees to the Civil Defence 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 EOC.

Equipment

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

Reception - Check List

Reports To

Civil Defence Centre Supervisor

Lead Agency – CAB

Responsible For

Reception of all volunteers and evacuees.

Readiness

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

On Activation

- Report to designated Civil Defence Centre.
- Check staff numbers and if required co-ordinate 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 Civil Defence Centre with areas marked up.
 - Important information and notices.
 - Where staff reports to.

The Deputy Civil Defence 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 EOC.

Equipment

- CD jenkins, or similar must be warn 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.

Registration- Check List

Reports To

Civil Defence Centre Supervisor

Lead Agency – Work & Income, Taupō, with assistance of Red Cross

Responsible For

Registration of all persons in the Civil Defence Centre, including Civil Defence personnel.

Dissemination of registration details to other appropriate sections within the Civil Defence Centre.

Maintenance of “Visitor” systems.

Readiness



Participate in Welfare training on a regular basis as appropriate.

On Activation



Report to designated Civil Defence Centre.



Liaise with Civil Defence 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 co-ordinate 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 if not recorded electronically
- Register all evacuees within the Civil Defence 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, at times this may be difficult. If you had to evacuate your home because of the disaster, completing this registration form will:
 1. Help allow friends, family and others worried about you to contact you.
 2. Confirm your eligibility for welfare support if you require it.
 3. help us 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 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 under *19. Additional Info/Occupation, Why Restricted, Urgent Needs*.
- 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 Civil Defence Centre Supervisors office area.
- Arrange for collection of completed registration forms from the other desks in the Welfare Centre and deliver them to the Civil Defence Centre Supervisors office area.
- If required arrange for interpreters from:
 1. Within the evacuees.
 2. Personal Services Section.
- In consultation with Civil Defence Centre Supervisor direct appropriate information to Welfare Manager in EOC.
- 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 warned 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.
-

Personal Services - Check List

Reports To

Civil Defence Centre Supervisor.

Lead Agency – Child Youth and Family

Responsible For

Organisation of:

- Financial advice (e.g. Income Support Services, Insurance On Site Co-ordinating 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

Readiness



Participate in Welfare training on a regular basis as appropriate.

On Activation



Report to designated Welfare Centre.



Liaise with Civil Defence Centre Manager and other staff on layout of facility if required.



Determine what services are most urgently required and advise Civil Defence 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 Civil Defence Centre Supervisor that the following outside agencies have been contacted and provide whatever support you can to their representative at the Civil Defence 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.
- 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.

Accommodation - Check List

Reports To

Civil Defence Centre Supervisor.

Lead Agency – Housing NZ

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 Civil Defence Centre Manager and other staff on layout of facility if required.
- Check staff numbers and if necessary co-ordinate 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.

On-going

- Advise Civil Defence 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 Civil Defence Centre Supervisor.
- In consultation with Civil Defence Centre Supervisor, ensure Welfare Officer at EOC is advised of location of evacuees.
- Ensure all evacuees sent to accommodation take their possessions with them.
- Ensure that all accommodation needs within the Civil Defence 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 (fill in sections 14 – 17) if not recorded on electronic data entry. EMIS
- 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 EOC 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 EOC.

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.

Emergency Clothing - Check List

Reports To

Civil Defence Centre Supervisor.

Lead Agency – Red Cross

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 Civil Defence Centre Manager and other staff on layout of facility if required.
- Check staff numbers and if required co-ordinate and train volunteers to assist.
- Set up a private area for changing clothes.

On going

- 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 EOC.

On Termination

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

Equipment

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

Entertainment - Check List

Reports To

Civil Defence Centre Supervisor.

Lead Agency – (community entertainer)

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 Civil Defence Centre.
- Liaise with Civil Defence Centre Manager and other staff on layout of facility if required.
- Check staff numbers and if required co-ordinate 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.

On going

- 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 Civil Defence 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 EOC.

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.

Catering - Check List

Reports To

Civil Defence Centre Supervisor.

Lead Agency – Salvation Army

Responsible For

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

Readiness

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

On Activation

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

On going

- 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 Civil Defence 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.
- Co-ordinate 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 EOC.
- 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 EOC.

Equipment

- Hot drink making facilities.
- Crockery and utensils – eating, cooking, serving.
- Cooking facilities or ability to buy 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.

Communications - Check List

Reports To

Civil Defence Centre Supervisor.

Lead Agency – CDEM Taupō

Responsible For

Communications within the Civil Defence Centre.

Communications between the Civil Defence Centre and Civil Defence EOC.

Readiness

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

On Activation

- Report to Civil Defence Centre.
- Liaise with Civil Defence Centre Manger 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 EOC and request that receiving operator faxes it back to you).
- Establish communications with the EOC via all methods available to you. Provide an initial situation report to the EOC.
- Set up the Communications area with adequate staff to cover all the methods of communication to be used. Ensure staff are 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 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 EOC as they become available, marked "URGENT".
- Keep Civil Defence 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 EOC.

Equipment

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

NB It is critical that there is a good communication link with the (EOC) and any civil defence centre as people are desperate for information.

Volunteer Co-ordinator - Check List

Reports To

Civil Defence Centre Supervisor.

Lead Agency – Welfare

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 Civil Defence Centre Manager and other staff on layout of facility if required.
- Set up “Volunteer Registration Desk” adjacent to the main entrance to the Centre.

On going

- 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 EOC.
-

- 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).

Shift Change Procedures - Check List

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 hand-over, 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.
-

Welfare Operational Forms - (for copies see Welfare Manual 2017)

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

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