



NELSON TASMAN
EMERGENCY MANAGEMENT

GROUP

NELSON TASMAN CIVIL DEFENCE EMERGENCY MANAGEMENT GROUP WELFARE PLAN 2013

He aha te mea nui o te ao

What is the most important thing in the world?

He tangata, he tangata, he tangata

It is the people, it is the people, it is the people

Maori proverb

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NELSON TASMAN

CIVIL DEFENCE EMERGENCY MANAGEMENT

GROUP WELFARE PLAN

INTRODUCTION

Our lives are structured around people and their communities. Therefore it is vital that we plan for the welfare of people before, during and after an emergency, adopting the 4 R's approach of emergency management: **Reduction, Readiness, Response and Recovery.**

Emergencies can seriously impact the lives of people, impacting on the emotional, psychological and physical wellbeing of individuals, family/whanau and communities. People's lives are affected in far-reaching ways, such as experiencing loss of those close to them, physical injury or trauma, separation, loss of property and possessions, employment and income.

Welfare takes an integrated and holistic approach by addressing the social, built, natural and economic environments when planning for, and delivering services during and after an emergency.

This is demonstrated by the wide variety of welfare agencies that are involved in the planning for, and delivery of welfare by providing food, shelter, clothing, financial assistance and psychosocial support to those affected by an emergency.

PURPOSE OF THE PLAN

This welfare plan outlines how we will plan for and address the needs of people and their companion animals in an emergency (please refer to *Planning for Companion Animal Welfare in an Emergency*, a document produced by MCDEM. Planning for this in the readiness phase will improve how we assist people during and after an emergency.

This is a high level plan that explains the concept of welfare and sets out the roles and responsibilities of the agencies involved in welfare. This plan should be read in conjunction with the Welfare Standard Operating Procedures that provides more detailed information. This plan is consistent with the legislation and plans described below.

This plan does not cover donated goods management or the management of spontaneous volunteers. Donated goods are discouraged in an emergency. The Nelson Tasman Civil Defence Emergency Management Group will not have the capacity during an emergency to process donated goods. People will instead be encouraged to make monetary donations to a recognised charity.

Spontaneous volunteers will be addressed in a separate document at a later date. In the meantime please refer to the Ministry of Civil Defence and Emergency Management best practice guidelines on these topics:
Donated Goods Management BPG 02/06
Spontaneous Volunteer Management Planning BPG 03/06

LEGISLATION AND HIGHER LEVEL PLANS

The Civil Defence Emergency Management Act (2002) sets the scene for civil defence emergency management in New Zealand, including the provision of welfare to communities during and after an emergency.

The National Civil Defence Emergency Management Plan Order 2005 and the subsequent *Guide to the National Plan* sets out information and responsibilities of CDEM groups and agencies for the provision of welfare.

The Nelson Tasman Civil Defence Emergency Management Group Plan (2012) is an overarching document for the Nelson Tasman region, and should be read in conjunction with this plan (see Figure 1).

NELSON TASMAN SETTING

Emergency Management in the Nelson Tasman region is carried out by the Nelson Tasman Civil Defence Emergency Management Group (CDEM Group). The CDEM Group is a partnership between Nelson City Council and Tasman District Council (both unitary

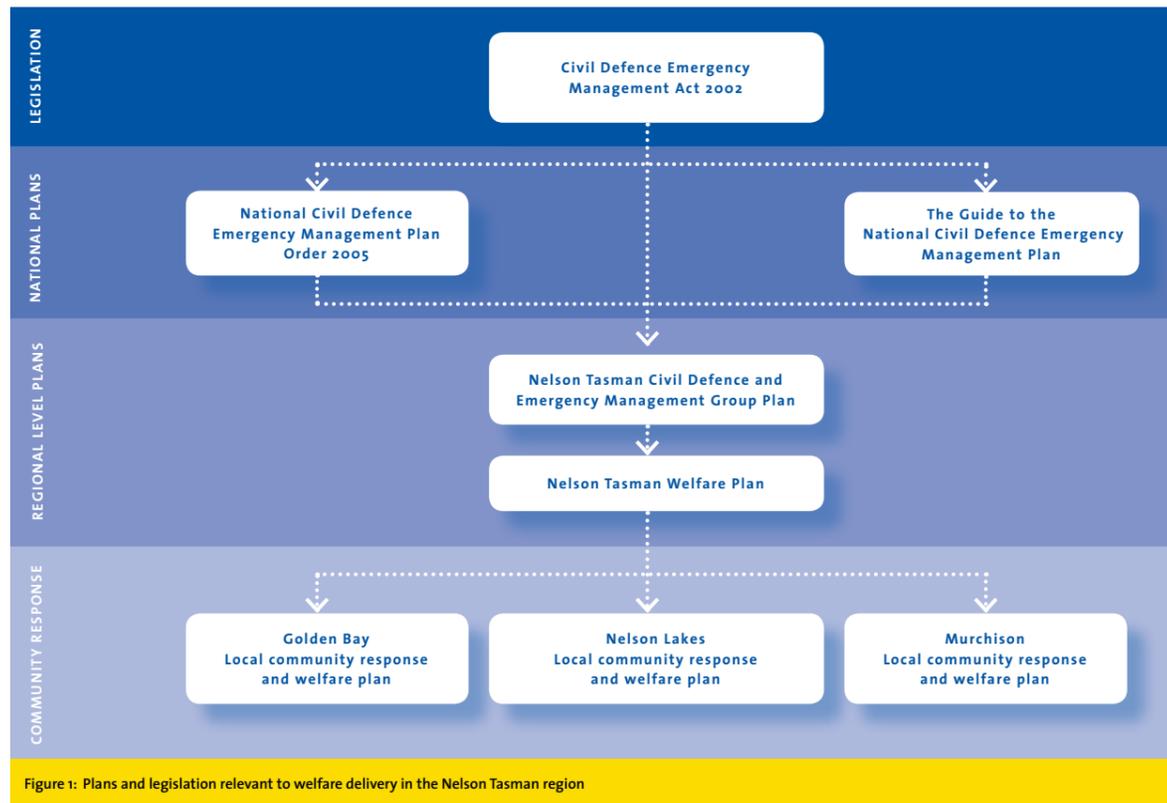


Figure 1: Plans and legislation relevant to welfare delivery in the Nelson Tasman region

authorities) and other key agencies involved in the delivery of emergency management. This plan is therefore written at the group level and should be read as a Group-level Plan.

In areas such as St Arnaud, Murchison and Golden Bay that have the potential to be geographically isolated in an emergency, local community response and welfare plans have been developed. (see Figure 1).

WELFARE IN NELSON TASMAN

Welfare in our region is planned and delivered in a coordinated and integrated manner between local government, non-profit organisations and other government agencies. These agencies are represented by two groups: the Welfare Advisory Group (WAG) and the Welfare Operational Team (WOT). High level direction and support at a national level is provided by the National Welfare Coordination Group (NWCG) (see Figure 2).

The Welfare Advisory Group has been set up to foster relationships between key welfare agencies to ensure that a coordinated and integrated approach to welfare is provided.

The WAG has an elected chair and this role is described below. The WAG acts as an adviser to and liaison between the NWCG and the CDEM group. Membership and attendance may change from time to time in reflection of the work programme. Training will be made available to members who will be encouraged to attend sessions.

MEMBERS OF THE WELFARE ADVISORY GROUP

- Ministry of Social Development (Chair)
- Nelson Tasman CDEM Group
- Nelson Marlborough District Health Board
- New Zealand Red Cross
- Ministry of Civil Defence and Emergency Management
- Welfare Managers
- Iwi

Membership of the WAG may change in relation to each emergency.

ROLE OF THE WELFARE ADVISORY GROUP

The Nelson Tasman WAG exists to provide coordinated planning and delivery of welfare services in Nelson Tasman. Members of the WAG are responsible through the combined resources within their respective agencies for:

- Developing inter agency planning, coordination and relationship building for welfare prior to, during and after an emergency.
- Acting as an advisory and coordination group as required in an emergency situation
- Providing appropriate support and guidance in the recovery phase through liaison with the Group Recovery Manager or Local Recovery Manager.
- Identifying areas for improvement and recommending strategies for solutions
- Establishing welfare policies and plans to ensure welfare

solutions are implemented and maintained within and across agencies.

- Liaising with relevant agencies to assess capability and capacity
- Co-ordination of resources and agency needs
- Identification of funding needs and supporting funding applications as a result of an emergency
- Assisting with the identification and engagement of vulnerable communities to ensure appropriate emergency welfare support is provided
- Formulating consistent messaging from welfare agencies to support a coordinated response
- Considering and making recommendations on the range of remote services that will support welfare efforts including online assistance and 0800 help lines (such as MSD and Health).
- Providing support to other groups when needed.

ROLE OF THE WELFARE ADVISORY GROUP CHAIR

The chair must ensure that the WAG is able to support an integrated, effective and coordinated response in an emergency.

- The Regional Commissioner of the Ministry of Social Development is mandated to be the chair of the WAG
- The chair of the WAG must develop and maintain good working relationships with the Controller, the Welfare Manager, key welfare agencies and ensure membership of the WAG is maintained
- Responsible for overseeing the planning of regional welfare coordination and supporting this coordination during an emergency
- Supports the Welfare Manager during and after an event that requires coordination
- Provides accurate and timely information to the Welfare Manager
- Regularly liaising with key welfare agencies to assess response capability and capacity
- Activate and convene the WAG as required during an emergency
- Reports to the controller and communicates with the NWCG during an emergency
- Providing support to other groups when needed.

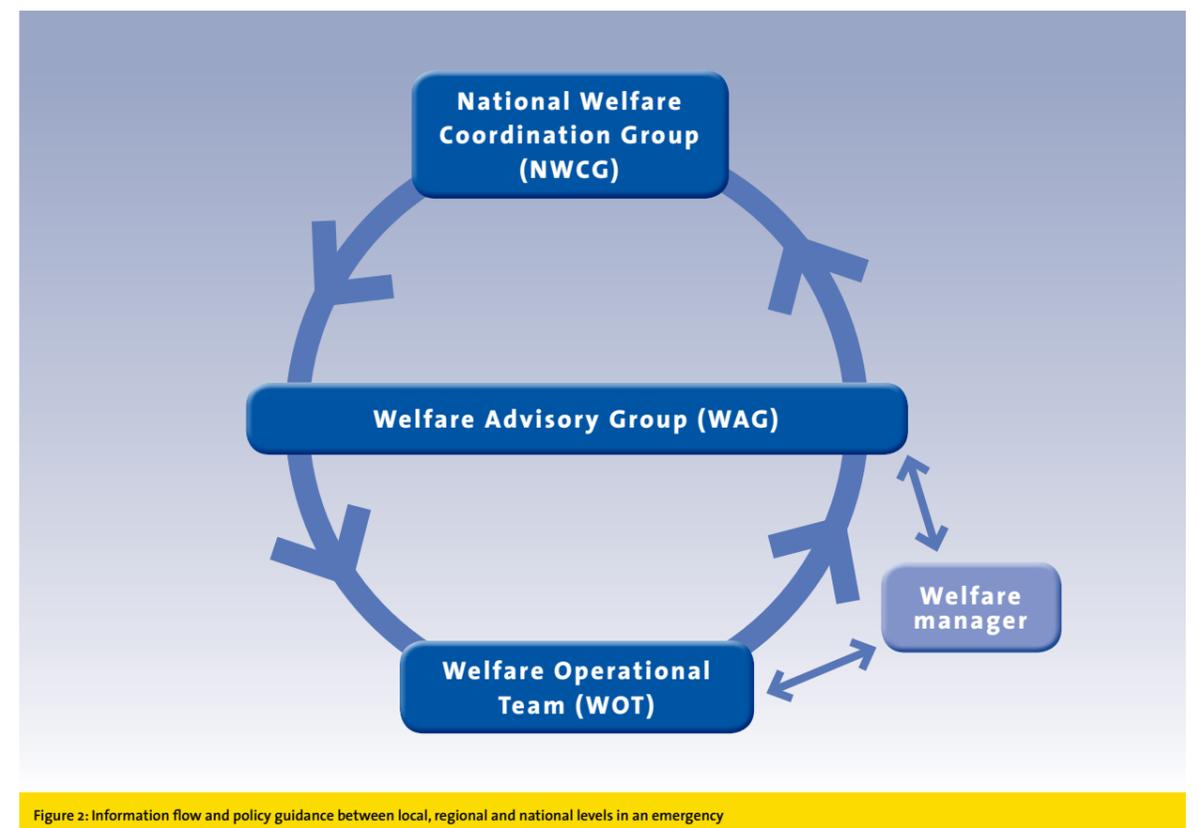


Figure 2: Information flow and policy guidance between local, regional and national levels in an emergency

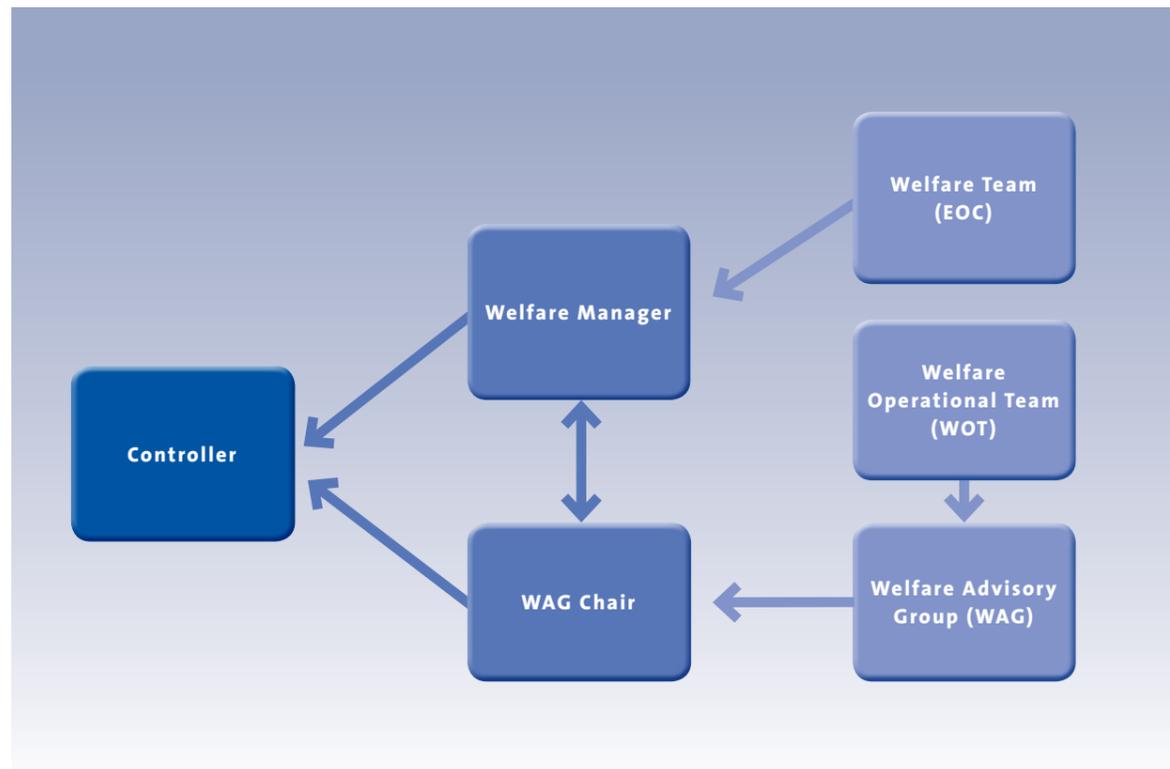


Figure 3: Welfare reporting structure in the EOC during an emergency

MEMBERS OF THE WELFARE OPERATIONAL TEAM

The Welfare Operational Team (WOT) is more operationally focused and has a wider membership of agencies. The WOT reports to the WAG during an emergency and to the Manager, Emergency Management, at other times. (see Figure 2). Below is a list of the core members.

- Housing New Zealand Corporation
- Inland Revenue
- Citizens Advice Bureau
- The Salvation Army
- The Society for the Protection of Animals (SPCA)
- Victim Support
- Lifeline
- Accident Compensation Corporation
- Ministry of Education
- Neighbourhood Support
- Order of St John Ambulance
- Top of the South Rural Support Trust

Depending on the nature of the emergency, there may be other agencies involved in welfare response.

ROLE OF THE WELFARE MANAGER

During an emergency, the Welfare Manager oversees the Welfare section in the Emergency Operations Centre (EOC) and provides a link between this team, the WAG, WOT and the Controller (see Figure 3).

- Builds and maintains relationships with the WAG members and ensures membership is maintained
- Attends WAG meetings
- Supports training for WAG members
- With advice from the WAG, the Welfare Manager ensures that the Welfare section in the EOC are able to support and coordinate welfare delivery and services to affected individuals and communities in an emergency
- Principal adviser to the Controller and other members of the EOC on the strategic provision and coordination of welfare services during an emergency
- Liaises with the Public Information Manager on the provision and content of key messages
- During recovery the Welfare Manager supports the strategic and operational management of welfare issues.
- Providing support to other groups when needed.

AGENCIES - ROLES AND FUNCTIONS

The functions listed under each agency or group have been agreed at either a national or group level. The members of the welfare teams (WAG and WOT) have a common understanding that resources will be applied in levels and locations determined by the nature of the event and the presented welfare needs. Both the WAG and WOT team members will work together to coordinate the best utilisation of resources available. The following list reflects core functions but is not exhaustive.

Ministry of Social Development

- Provides a chairperson for the WAG
- Provides financial assistance by:
 - Ensuring the continuation of established benefit payments;
 - Providing financial assistance to meet the immediate needs of evacuees from affected areas for temporary accommodation, food and clothing;
 - Reimbursing costs for accommodation and food for those hosting evacuees in private homes, marae, or community welfare centres;
 - Providing other financial assistance for specific situations as directed by the Government.
- Provides staff for the EOC, evacuation centres, and community assistance centres where required
- Provides advice on and supports the application process for Enhanced Task Force Green and flexi-wage packages for post emergency clean up
- Continues to provide care services for children and young people through Child, Youth and Family
- Plans for the provision of psychosocial support with assistance from other agencies such as the Ministry of Health and the Nelson Marlborough DHB

Nelson Marlborough District Health Board

- Provides representation on the WAG
- Coordinates the response to public health issues
- Regularly liaises with local and regional health providers to ensure a coordinated health response in an emergency

New Zealand Red Cross

- Provides representation on the WAG
- Distributes relief supplies including blankets, tarps, water
- Assists with first aid
- Assists with inquiry and registration
- Provides disaster welfare support teams
- Provides a community outreach service
- Assists with establishing and running an evacuation centre
- Provides staff in the EOC and evacuation centres

Ministry of Civil Defence & Emergency Management

- Provides representation on the WAG
- Provides guidance, liaison and coordination for and between central government and the WAG during an emergency

Housing New Zealand Corporation

- Provides representation on the WOT
- Provides support with immediate emergency accommodation (prime responsibility of the CDEM Group)
- Identifies and coordinates temporary and long-term accommodation options for people displaced from their homes (prime responsibility of HNZC)
- Providing staff in the EOC, evacuation centres and/or community assistance centres if required

Inland Revenue Department

- Provides representation on the WOT
- Provides staff in evacuation centres and/or community assistance centres to assist in matters relating to taxation and in the collection and distribution of child support payments
- Provides staff in the EOC and/or community assistance centres if required

Citizens Advice Bureau

- Provides representation on the WOT
- Assists with the provision of a reception function at evacuation centres
- Provides information about supporting services in the Nelson Tasman region
- Provides staff in evacuation centres and/or community assistance centres if required

The Salvation Army

- Provides representation on the WOT
- Assists with identifying those that may need psychosocial support and providing that support if required
- Provides catering
- Provides non-food items
- Provides staff in evacuation centres

Victim Support

- Provides representation on the WOT
- Provides emotional psychosocial support and practical support, information and personal advocacy for those that are affected in an emergency

SPCA

- Provides representation on the WOT
- Provides for the welfare, transportation and accommodation of companion animals in an emergency
- Liaises when necessary with the National Animal Welfare Emergency Management Advisory Group (NAWEM), MPI (Ministry for Primary Industries), TDC and NCC's dog control officers and Federated Farmers
- Maintains a current list of animal accommodation

Accident Compensation Corporation

- Provides representation on the WOT
- Ensures that people can continue to lodge claims and continue to receive payment of existing claims
- Provides staff at the community assistance centre if required

Ministry of Education

- Provides representation on the WOT
- Coordinates the care of children who have been separated from their parents and caregivers during school hours, in consultation with the Welfare Manager and Child Youth and Family.

Neighbourhood Support

- Provides representation on the WOT
- Liaises with affected people and communities, in consultation with the Welfare Manager

Order of St John

- Provides representation on the WOT
- Provides first aid and psychosocial support, if required
- Provides support at evacuation centres, if required

Top of the South Rural Support Trust

- Provides representation on the WOT
- Assists rural individuals and communities during and after emergencies
- Provides links to access Government funding and support
- Provides confidential personal assistance to rural affected people
- Liaises with animal welfare agencies and primary production industries
- Provides links with biosecurity affected incursions

TRANSITION FROM RESPONSE TO RECOVERY

Where welfare services are still required in the recovery phase of an emergency, these needs will be met by welfare agencies. The WAG has a fundamental role to play in the recovery process and the recovery committee.

The Nelson City Council and the Tasman District Council provide staff for the Emergency Operations Centre and Evacuation Centres. Council staff also have an ongoing role in the recovery process.

As a governance team for welfare, the WAG provides the platform to incorporate residual welfare requirements into recovery planning, as well as anticipating future or emerging needs.

The WAG should, where possible, construct appropriate systems to support this approach including:

- Collate data to:
 - Identify trends in need
 - Anticipate continuing membership and welfare resources required in recovery
- Identify and escalate any outstanding or emerging policy implications
- Formalise an exit strategy to return to business as usual, considering:
 - The continuation and accessibility of welfare support for those who have ongoing welfare needs;
 - The agreement in principle for WAG and WOT arrangements to remain active until the welfare needs return to a pre-emergency state;
 - People's needs are addressed holistically across all of the recovery task groups;
 - Undertake and document a formal review and debrief process for both the WAG and the WOT;
 - Internally displaced people, including supporting those who need to return to housing and to employment.

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Note: there are strict requirements that must be followed to enable reimbursement of expenses. Reimbursements will not be unreasonably withheld, however all agencies should either meet these requirements or accept costs for work during an emergency.

TERMS AND DEFINITIONS

CDEM – Civil Defence Emergency Management

Welfare – The response the CDEM sector and their welfare partner agencies will deliver to those people (individuals and communities) adversely affected by an emergency. This includes responses such as the provision of food, shelter and clothing, financial assistance, psychological and social support and extends throughout response and recovery

WAG – Welfare Advisory Group

WOT – Welfare Operational Team

The 4 R's:

- **Reduction**
- **Readiness**
- **Response**
- **Recovery**

Evacuation Centre – formerly called 'Welfare Centre'.

A location where people who have been evacuated from their homes can congregate to receive support, information and to register as an evacuee. Immediate accommodation needs can be met at the Evacuation Centre (as a last resort), or staff at the centre can assist with accommodation in other locations.

Community Assistance Centre – formerly called 'One Stop Shop'. A location where people can go to meet with welfare services and agencies to receive advice and information about the assistance (generally financial) they might be eligible for as a result of the emergency.

Psychosocial – the interaction between social and psychological factor

PLANS, POLICIES AND USEFUL WEBSITES

Nelson Tasman CDEM Group Plan

<http://www.nelsontasmancivildefence.co.nz/cdem-group-plan>

MCDEM list of publications for the CDEM sector

http://www.civildefence.govt.nz/memwebsite.nsf/wpg_url/for-the-cdem-sector-publications-index?opendocument

Nelson Tasman CDEM Group Welfare Centre Manual – July 2006

new welfare SOPs will be produced in 2013

Spontaneous Volunteer Management Planning BG 03/06

[http://www.civildefence.govt.nz/memwebsite.NSF/Files/SpontaneousVolBPG306/\\$file/SpontaneousVolBPG306.pdf](http://www.civildefence.govt.nz/memwebsite.NSF/Files/SpontaneousVolBPG306/$file/SpontaneousVolBPG306.pdf)

Donated Goods Management BPG 02/06

[http://www.civildefence.govt.nz/memwebsite.nsf/Files/DonatedGoodsBPG206/\\$file/DonatedGoodsBPG206.pdf](http://www.civildefence.govt.nz/memwebsite.nsf/Files/DonatedGoodsBPG206/$file/DonatedGoodsBPG206.pdf)

