

# Wellington Region Civil Defence Emergency Management Group

“Together Wellington Regional Communities are Resilient”

Draft

## Group Welfare Plan

November 2008 – November 2011

**Note:** The Wellington Region CDEM Group Welfare Plan should be read in conjunction with the Wellington Region Civil Defence Emergency Management (CDEM) Group Plan 2005.



Hutt City Council  
Porirua City Council  
Upper Hutt City Council  
Wellington City Council  
Carterton District Council  
Masterton District Council  
Kapiti Coast District Council  
South Wairarapa District Council  
Greater Wellington Regional Council

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# 1. Introduction

## 1.1 Purpose

The Wellington Region Civil Defence Emergency Management Group Welfare Plan, referred to as The Plan in this document, outlines the roles and responsibilities of Civil Defence Emergency Management (CDEM) and support agencies involved in welfare delivery across the region.

The Plan provides for a co-ordinated approach to welfare services for both people and animals beginning with readiness and extending through to emergency response and recovery.

## 1.2 Background

Emergency events affect the physical, emotional and psychological wellbeing of large numbers of individuals, families and communities. People will suffer trauma due to bereavement, physical injury or separation from families. They may experience a loss of personal belongings, housing, household contents, employment, and income. The provision of shelter, accommodation, food, clothing, financial assistance, personal support, domestic animal welfare and advice requires co-operation and co-ordination across a number of agencies.

## 1.3 Welfare in context

Welfare is administered and managed locally and supported regionally.

The Wellington CDEM Group Plan, appendix 1 action point 05.002, requires the preparation of a Group Welfare Plan.

In accordance with CDEM Act 2002, s17 (1)(d), the CDEM Group and each member of the CDEM Group must *respond to and manage the adverse effects of emergencies in its area*. The CDEM Act 2002, s 85 (1)(d) provides powers for the CDEM Group to *provide for the relief of distress, including emergency food, clothing and shelter*.

At a national level, the National Civil Defence Emergency Management Plan Order 2005, Part 6, s(41) outlines the following principles for providing welfare:

- (a) all welfare agencies work together in readiness, response, and recovery to ensure services provided are integrated to achieve the best outcomes for communities; and
- (b) welfare being co-ordinated or provided nationally by National Welfare Recovery Co-ordination Group (NWRCG) (operating as a cluster) must take into account local needs and processes; and
- (c) welfare provision succeeds when it supports local arrangements and networks, restoring self-reliance as the foundation for individual and community recovery; and
- (d) welfare agencies have pre-event continuity planning to ensure they can deliver services; and
- (e) during and following an emergency, agencies support their own staff and their co-ordinator liaises with the appropriate-level controller for their operation (local, group, or national).

## 1.4 Welfare plan links

- Wellington Region CDEM Group Plan
- Wellington Region CDEM Recovery Plan
- Wellington Region CDEM Public Information and Media Management Plan
- Wellington Region Debris Disposal Guide
- Wellington Region CDEM Group Standard Operating Procedures
- Response and Recovery Protocols for Lifeline Utilities
- National CDEM Plan
- Guide to the National CDEM Plan (The Guide)

## 1.5 Duration of plan and review

The Plan is effective from 1 November 2008 following approval from the Wellington Region CDEM Group.

This plan is subject to review within three years from the effective date. However, amendments may be made following an exercise or emergency event at any time during the aforementioned period.

## 2. Welfare structure

### 2.1 National welfare relationships

The National CDEM Plan and Guide set out arrangements for welfare at a national level. Figure 2.1 shows the relationship of welfare at national, regional (Group) and local level.

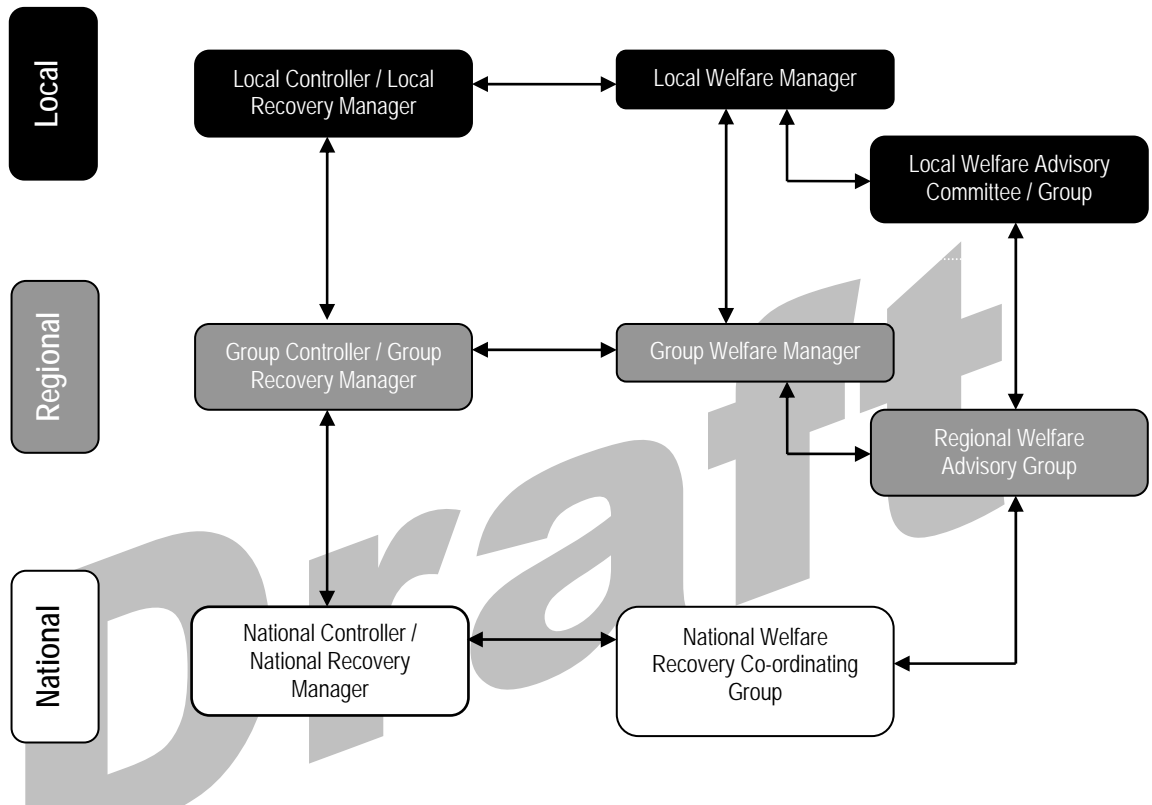


Figure 2.1 – National welfare relationships

## 2.2 CDEM Group welfare structure (response)

During emergency response, the Group Welfare Manager will be part of the Group Emergency Operations Centre (GEOC), figure 2.2.

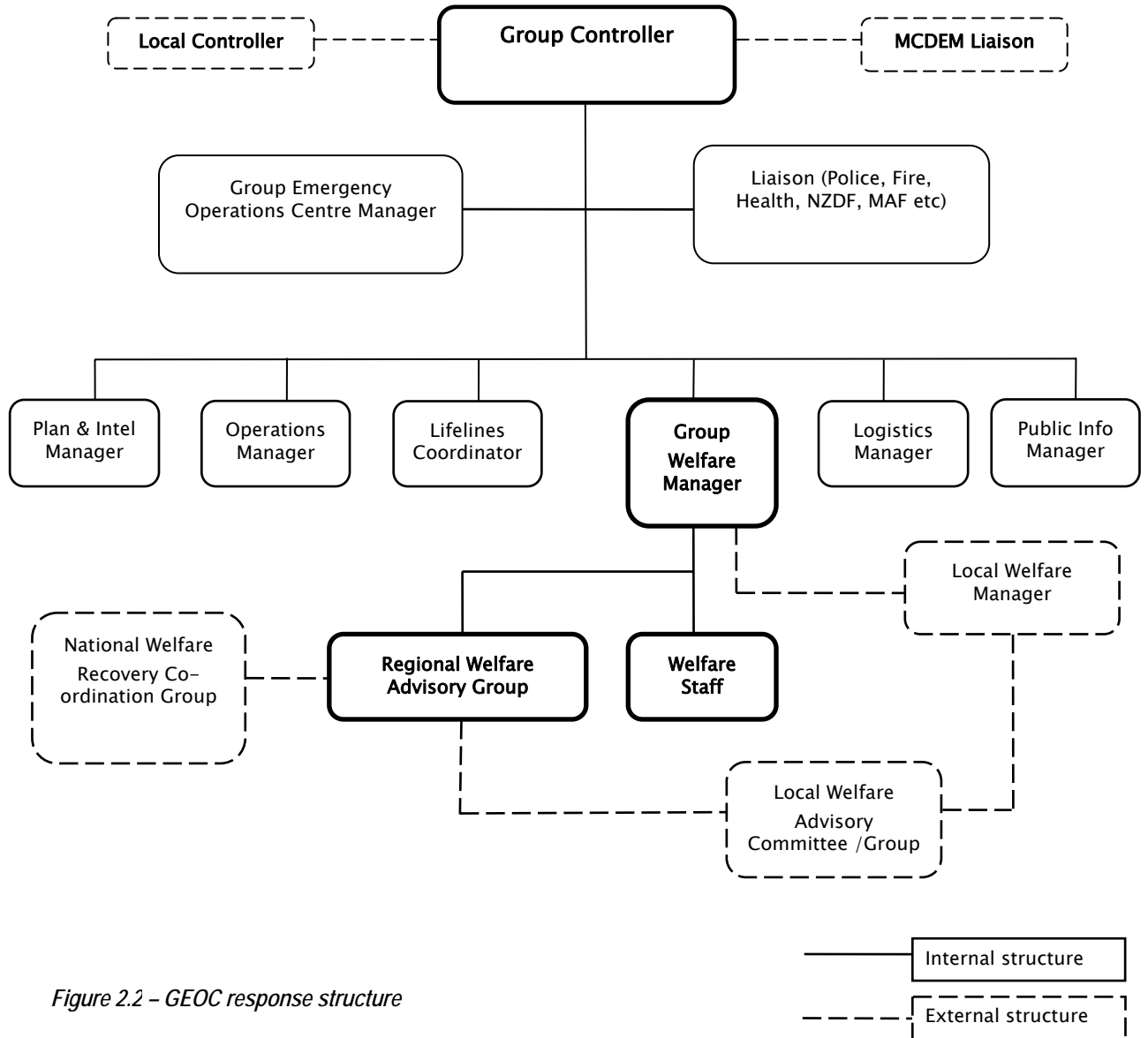


Figure 2.2 – GEOC response structure

## 2.3 CDEM Group welfare structure (recovery)

During recovery, the Group Recovery Manager may appoint the Group Welfare Manager as the Social Environment Task Group Leader or to manage the welfare sub task within the Group Recovery structure, figure 2.3.

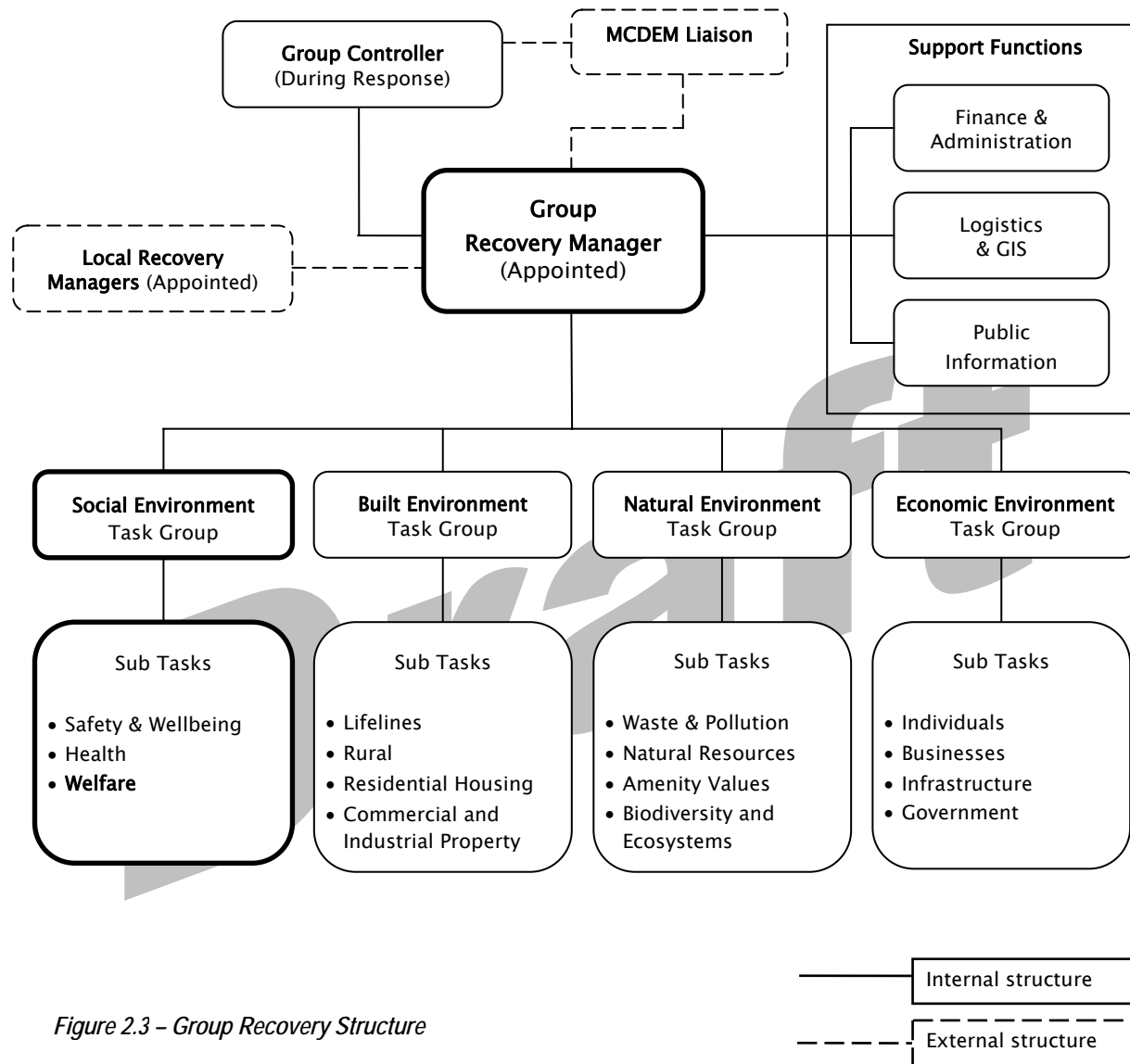


Figure 2.3 – Group Recovery Structure

### 3. Wellington Region CDEM Group arrangements

#### 3.1 Group Welfare Manager

The Group Welfare Manager is appointed by the Wellington Region CDEM Group. This position has no statutory powers. **Appendix A** shows the appointments of Group Welfare Manager and Local Welfare Managers.

The purpose and role of the Group Welfare Manager is summarised below. The job description for the Group Welfare Manager is shown in **Appendix B**.

##### 3.1.1 Purpose

To support Local Welfare Managers, advise the Group Controller / Group Recovery Manager on regional welfare status and maintain links with regional welfare agencies.

##### 3.1.2 Role

Readiness:

- Participation in the Regional Welfare Advisory Group (RWAG)
- Attend Local Welfare Advisory Committee / Group meetings
- Attend GEOC training sessions
- Participate in exercises
- Provides updates to the RWAG on National Welfare Recovery Co-ordination Group (NWRCCG) initiatives and work programme

Response:

- Manage Group Welfare functions in the GEOC
- Provide advice and updates to the Group Controller / Recovery Manager / Public Information Manager on regional welfare issues
- Support Local Welfare Managers
- Liaise with RWAG on regional welfare issues and provide them with updates on GEOC response.

Recovery:

- Request regular updates from Local Welfare Managers / Social Environment Task Group Leaders
- Provide advice to the Group Recovery Manager and Public Information Manager
- Perform tasks to support welfare recovery as required by the Social Environment Task Group or Group Recovery Manager.



## 3.2 Wellington Region Welfare Advisory Group (RWAG)

### 3.2.1 Purpose

To support the delivery of co-ordinated local welfare arrangements before, during and after an emergency event.

The Terms of Reference for the RWAG is shown in **Appendix C**.

### 3.2.2 Role

Readiness:

Convene regularly to:

- Identify areas of welfare services that require or will benefit from a regionally co-ordinated approach
- Ensure that the local level delivery of welfare services is understood and supported at Group level
- Advise, discuss and resolve welfare related issues as necessary

Response:

- Liaise with Group Welfare Manager in the GEOC
- Monitor welfare provision against arising needs; identifying gaps and support responding welfare agencies
- Support internal agency requirements
- Provide information to the Group Welfare Manager on NWRCG response activities

Recovery:

- Provide on going support for all welfare recovery activities
- Provide information for Group Welfare Manager and NWRCG as requested

## 3.3 Roles and responsibilities of individual agencies on the RWAG

The agencies of the RWAG, detailed in the terms of reference; **appendix C** operate under CDEM Group arrangements to perform planning, response and recovery activities. As part of the CDEM Group structure, the RWAG includes both government and non-government members from the welfare sector.

In accordance with The Guide to the National Plan, S12, the role and responsibilities of the RWAG members are summarised below. In addition, the role and responsibilities of those agencies not identified in The Guide, but who are members of the RWAG are also summarised.

### 3.3.1 Ministry of Social Development (MSD)

Work and Income (a service of the Ministry of Social Development) is the agency primarily responsible for delivering financial support and information to affected individuals. Section 12.7 of the Guide to the National Plan provides clarity on what constitutes financial assistance.

MSD are the lead agency responsible for planning the delivery of psychosocial support (social support and psychological support) where required at a national level.

### **3.3.2 Housing New Zealand Corporation (HNZC)**

HNZC are the lead agency for accommodation and are responsible for planning and delivering temporary and long-term accommodation options for people who have been displaced from their normal dwellings during an emergency. The provision of immediate emergency accommodation will be the prime responsibility of local authorities.

### **3.3.3 Child Youth and Family Services (CYFS)**

CYFS (a service of MSD) are responsible for the provision of care and services for children and young people who have been identified as separated from their parents or normal guardians by the emergency event. This includes providing welfare centres or elsewhere with trained staff to deliver these services.

### **3.3.4 New Zealand Red Cross**

The NZ Red Cross will provide welfare assistance and advice in accordance with local CDEM arrangements and the Guide to the National Plan.

NZ Red Cross will provide registration forms to support the inquiry system, section 4.3 of this plan and a national inquiry centre to support Ministry of Civil Defence Emergency Management (MCDEM).

NZ Red Cross, through its national office, provide assistance with, and information on, international offers of assistance and through international partners, provide an international tracing facility.

### **3.3.5 The Salvation Army**

The Salvation Army will offer a variety of welfare support services across the region including:

- Stand alone catering units
- Pastoral welfare support units
- Welfare needs assessments (clothing and furnishings)
- Meet and greet reception
- Critical incident stress support (trained) teams

In December 2007, the Ministry signed an MOU with the Salvation Army to strengthen welfare capability within the CDEM Sector.

### **3.3.6 Victim Support**

Victim Support will assist with the initial response by providing emotional and practical support to people affected by emergencies in collaboration with other welfare agencies.

Victim Support will assist with the needs assessment of victims and co-ordinate on going psychological support to ensure those needs are being met.

### **3.3.7 Ministry of Agriculture and Forestry (MAF)**

MAF will co-ordinate arrangements for the collection and care of companion animals belonging to people who have been displaced from their normal dwellings. This will normally be done in conjunction with local branches of the Society for the Prevention of Cruelty to Animals (SPCA) and / or Territorial Authority animal control units. Farm animals come under the jurisdiction of MAF.

### **3.3.8 Inland Revenue Department (IRD)**

IRD are responsible for providing advice and payment of Family Support and Child Support to the public.

Where appropriate, IRD will provide staff at welfare centres to upholding the distribution of Family and Child Support payments and where appropriate advise and assist the public in matters relating to taxation.

### **3.3.9 Te Puni Kokiri (TPK)**

TPK will work with local iwi and iwi providers to ensure the needs of Māori communities are met in emergencies. Where appropriate, TPK may provide staff to recovery centres and work with relevant government agencies or CDEM Groups to facilitate, and co-ordinate support to Māori requiring assistance.

### **3.3.10 Ministry of Education**

The Ministry of Education will, in co-operation with Child Youth and Family Services, co-ordinate the care of children who have been separated from their parents or normal caregivers during school hours, due to an emergency event. In addition, they will work with HNZA to identify short-term accommodation.

### **3.3.11 Order of St John**

The Order of St John will provide first aid, some psychosocial support and caring activities at welfare centres, where appropriate.

### **3.3.12 Accident Compensation Corporation (ACC)**

ACC will ensure that people can continue to lodge claims and receive quality health and rehabilitation services in a timely manner. ACC will also endeavour to continue payments to claimants who are unable to work and to health providers for the services that they provide.

### **3.3.13 Royal New Zealand Society for the Prevention of Cruelty to Animals (SPCA)**

SPCA will support MAF and Territorial Authorities in the care of domestic animals during and after an emergency.

### **3.3.14 Regional Public Health**

RPH will co-ordinate the response to matters relating to public health, in collaboration with other agencies. It will focus particularly on the provision of public health expertise and advice that is necessary to maintain the health of the wider community during and following an emergency. This may include, but will not be limited to, matters relating to hygiene, sanitation, quarantine, surveillance and rapid community needs assessment.

### **3.3.15 District Health Boards (DHB's)**

The DHB's (Capital & Coast, Hutt Valley, Mid Central and Wairarapa) will co-ordinate the medical and psychosocial needs of those affected by a disaster in the Wellington region.

### **3.3.16 Territorial Authorities (TA's)**

In accordance with section 25.7.1 of the Group Plan, Territorial Authorities are the lead agency for the co-ordination of welfare response and recovery in their area. These arrangements should be specified in Local Welfare Plans.

Territorial Authorities co-ordinate the Local Welfare Advisory Committees / Groups in their areas and will provide representation on the RWAG by an appointed Local Welfare Manager.

### **3.3.17 Wellington Region Civil Defence Emergency Management Group Office**

The CDEM Group Office will support and advise the RWAG members and the Group Welfare Manager on emergency management procedures where they affect welfare agencies especially where major changes are made to the National or Wellington Civil Defence Emergency Management Group Plans.

Where possible, the CDEM Group Office will advise the Chairperson of the RWAG if a declaration of a state of local emergency is imminent or has occurred, or if a state of national emergency has been declared.

## 4. National CDEM welfare structure

### 4.1 National Welfare Recovery Co-ordinating Group (NWRCG)

#### 4.1.1 Purpose

To support and co-ordinate at a National level, central governments welfare response for individuals and communities affected by an emergency.

The Terms of Reference for the National Welfare Recovery Co-ordination Group is shown in **Appendix D**.

#### 4.1.2 Role

Readiness:

- Plan how central government will provide welfare assistance in an emergency event
- Plan for agencies to provide appropriate services linking closely with local government capacity and non-government organisations
- Ensure central government agencies and non-government organisations are aware of each other's mandates, capabilities and roles
- Produce documentation to record the above planning arrangements

Response:

- Establish the nature and scope of the immediate response required from central government
- Liaise with all welfare service agencies and ensure their supporting needs are met.
- Monitor welfare provision against arising needs, identifying gaps and supporting agencies to ensure needs are met
- Report to central government on welfare provision
- Manage the welfare function during a national emergency when the extent of a disaster restricts effective agency response

Recovery:

- Continue to monitor welfare recovery provision against rising needs and to identify gaps and support agencies to ensure these needs are met.
- Develop, and/or support the development of, social and community recovery programmes.
- Continue to provide information to government on ongoing welfare issues and recovery programmes.

## 4.2 Government helplines

In accordance with The Guide to the National Plan, S12.6, central government will provide a 0800 government emergency response line. This will provide immediate information relating to services and assistance that is available to people affected by a civil defence emergency.

0800 assistance includes:

- providing easy access to information (including policies) across agencies;
- providing information regarding programmes that offer financial assistance and other support;
- ensuring people get correct, consistent and necessary assistance in a timely manner.

In addition, the line reduces the number of non-urgent calls being directed to organisations that need to deal with matters that are more urgent.

A decision to activate and publicise the 0800 number will be made by the Chair of the NWRCG in consultation with MCDEM and/or other group members. Once appropriate information is supplied, the line can be activated and operational within one hour.

## 4.3 National inquiry function

In accordance with the National CDEM Plan Order 2005, Part 6, 47 (1), MCDEM are responsible for inquiry and identification of people affected by large-scale events of national significance where national co-ordination is required.

The New Zealand Red Cross maintain an agreement with MCDEM, National CDEM Plan Order 2005, Part 6, 47 (4), to operate a national inquiry centre. In accordance with National CDEM Plan Order 2005, Part 6, 47 (3)(b), CDEM Groups must provide the national inquiry centre with access to local registry information.

The processes for collating and processing data from local registration to the national inquiry centre are currently being reviewed. This plan will be amended to reflect any changes to national inquiry centre arrangements.

## Welfare Manager Appointments

### Group Welfare Manager

<b>Group Welfare Manager</b>	Leonie Waayer
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### Local Welfare Managers

<b>Territorial Authority</b>	<b>Local Welfare Manager</b>	<b>Alternate Local Welfare Manager</b>
Carterton District Council	David Cole	Yet to be appointed
Masterton District Council	David Cole	Yet to be appointed
South Wairarapa District Council	David Cole	Yet to be appointed
Kapiti Coast District Council	Desley Monks	Monica Carter Moana Murray Ian Trim
Porirua City Council	Yet to be appointed	Yet to be appointed
Hutt City Council	Angie Rodger	Peter Walker Adrian Peoples
Upper Hutt City Council	Angie Rodger	Peter Walker Andrea Curtis
Wellington City Council	Kirby McCloud	Yet to be appointed

## Job description for the Group Welfare Manager

<b>Job Title</b>	Wellington Region CDEM Group Welfare Manager
<b>Location</b>	Wellington Region
<b>Reporting To</b>	Group Controller (prior to official transition from response to recovery) Group Recovery Manager or Social Environment Task Group Leader (during recovery)
<b>Direct Reports</b>	Staff appointed to the Welfare function of the Group Emergency Operations Centre (GEOC) during response.

### Introduction

The Group Welfare Manager is the principal advisor to the Group Controller and the Group Recovery Manager on the strategic provision and co-ordination of welfare services following an emergency in the Group area.

The Group Welfare Manager has a role in the readiness and response phase of an emergency, which continues throughout the recovery phase.

The Group Welfare Manager is concerned primarily with strategic management and co-ordinating issues for the Group area and supporting delivery at the local level.

### Readiness

The Group Welfare Manager is required to attend RWAG meetings as a representative for the Group. These meetings provide an opportunity for a common understanding between welfare agencies, CDEM and MCDEM on the planning, delivery and support of welfare services in the Wellington Region.

National, regional and local exercises are carried out annually. Where appropriate, participation from the Group Welfare Manager will be required along with GEOC training.

### Response

During an emergency event, the Group Welfare Manager will manage the welfare function in the GEOC. This includes liaising with the chair of the RWAG, reporting to the Group Controller and the Group Recovery Manager whilst providing support to Local Welfare Managers.

**Group Welfare Manager Functions:**

Advise and report to the Group Controller on welfare matters and contribute information to SitReps.

Liaise with the regional managers of welfare agencies (via RWAG) on the provision of welfare services in the region.

Resolve issues of co-ordination between Local Welfare Managers for the efficient delivery of welfare services throughout the region.

Report to the Group Recovery Manager and assist with the transition from response to recovery.

### Recovery

The Group Welfare Manager will report to the Group Recovery Manager or the Social Environment Task Group Leader throughout the Recovery phase of an event and support welfare recovery as required by the Social Environment Task Group or Group Recovery Manager.



## Terms of reference for the Wellington Region Welfare Advisory Group

### Purpose of the Terms of Reference

To establish a Regional Welfare Advisory Group (RWAG) for the Wellington Region Civil Defence Emergency Management Group

To define the functions of the Regional Welfare Advisory Group

### Membership of the Regional Welfare Advisory Group (RWAG)

The following organisations have a designated welfare role as outlined in Section 12 of the Guide to the National CDEM Plan 2006:

Regional Commissioner of Ministry of Social Development ( <b>Chair</b> )	Child Youth & Family Services	Victim Support
New Zealand Red Cross	Housing New Zealand	The Salvation Army
Regional Public Health	District Health Boards	Inland Revenue Department
Accident Compensation Corporation	Ministry of Education	Te Puni Kokiri
Order of St John	Royal New Zealand Society for the Prevention of Cruelty to Animals	Ministry of Agriculture and Forestry
Ministry of Civil Defence Emergency Management	CDEM Group Welfare Manager	CDEM Local Welfare Managers

### Purpose of the Regional Welfare Advisory Group

The RWAG exists to identify gaps in the co-ordination and delivery of welfare functions prior to and during emergencies and to address these gaps through individual and multi-agency action.

### Responsibilities of RWAG members

Members of the RWAG are responsible through the combined resources within their respective agencies for:

Establishing Group welfare policies to ensure consistent delivery of local welfare services

Planning for a welfare response at Group level as required in an emergency situation

Identifying agency deficiencies/opportunities in CDEM welfare planning and resources

Providing appropriate support and guidance in the response and recovery phases through liaison with the Group Welfare Manager

Provide advice and assistance to the CDEM Group and the Co-ordinating Executive Group (CEG) in relation to the provision of welfare services

### Costs

Each organisation represented on the RWAG is responsible for any costs incurred by its representative as a result of participation in the RWAG

## Meetings

The RWAG agrees to meet on a regular basis, and no less than three times a year, to ensure that it can carry out adequate planning to respond effectively in an emergency event.

Meeting will be hosted in turn by the local authorities.

The chairperson of the RWAG will be responsible for recording the business of the Group.

Full minutes will be distributed to all members of the RWAG no later than 10 working days after each meeting.

Members will undertake that, should their nominated representative be unable to attend a meeting, a substitute representative will attend in their place.

## Voting

Each member of an organisation has one vote. Members of the RWAG will use their best endeavours to obtain consensus. A casting vote shall not be used.

## Variation

Any organisation member may propose a variation, deletion or addition to this Terms of Reference by putting the wording of the proposed variation, deletion or addition to a meeting of the RWAG. The proposed variation, deletion or addition must be approved and adopted by the RWAG before the Terms of Reference are amended.

## Reporting

The Chairperson will be responsible for providing meeting minutes and additional reports to the Manager of the Group Emergency Management Office, who will present these to the CEG.

Representatives will be responsible for reporting to their own organisation.

## Review

The RWAG will review the Terms of Reference annually.

## Terms of Reference for National Welfare Recovery Co-ordination Group

The National Welfare Recovery Co-ordination Group exists to identify gaps in the co-ordination and delivery of welfare functions during disasters and to address these gaps through individual and multi-agency action.

Members of the National Welfare Recovery Co-ordination Group are responsible through the combined resources within their respective agencies for:

- Planning for welfare response at a national level as required in an emergency or disaster situation
- Acting as an advisory and co-ordination group at national level as required in an emergency or disaster situation
- Identifying cooperative, multi-agency deficiencies in CDEM planning and resources
- Identifying individual agency deficiencies in Civil Defence Emergency Management (CDEM) planning and resources
- Bringing deficiencies to the attention of agency senior management along with proposed solutions
- Ensuring solutions to deficiencies are implemented and maintained within and across agencies

The National Welfare Recovery Co-ordination Group will meet on a regular basis during the process of identifying and ensuring effective co-ordination exists and then on an as-required basis for monitoring. The group is chaired by the Ministry of Social Development.

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

The members of the National Welfare Recovery Co-ordination Group:

Ministry of Social Development <b>(Chair)</b>	Child, Youth and Family Services	Ministry of Civil Defence Emergency Management
Housing NZ Corporation	Ministry of Education	Inland Revenue Department
Ministry of Agriculture & Forestry	Community Employment Group (DOL)	Ministry of Health
Salvation Army	NZ Red Cross	Local Government Representation