

8 CDEM welfare

8.1 Introduction

- a. A major emergency will seriously threaten the physical and emotional well being of large numbers of people. Individuals may suffer bereavement, physical injury, and separation from families. They may experience personal losses of clothing, housing, household goods, employment and income. Communities may be affected by severe damage to public services (power, telephone, water and sewerage) and transport. Coordinating efforts to meet the welfare needs of people affected during an emergency is a fundamental task of each Local EOC and the Group ECC.
- b. Various factors such as weather, health hazards, or disruption of supplies may require an evacuation of all or part of a population from a disaster area. Planning and organisation for the care of the homeless are essential to emergency preparedness.
- c. Lead emergency response agencies, such as NZ Fire Service, Rural Fire and NZ Police, must ensure that their own procedures reflect local CDEM Welfare arrangements.
- d. This section of the Group Plan must be read in conjunction with Local CDEM Arrangements and Local CDEM Welfare Plans, which detail the locations, management, staffing and equipping of facilities established for Welfare purposes within territorial authorities.
- e. The Group CDEM Welfare Manager will be responsible for the coordination of all welfare support to territorial authorities.
- f. In carrying out the welfare task, respective Controllers may require the resources of Government Departments, statutory organisations, Regional Councils, Territorial Authorities and voluntary agencies. The Group Controller has overall responsibility for the direction and coordination of the use of any resources made available.

8.2 CDEM welfare functions

- a. During an emergency, some or all of the following emergency welfare functions may be required:
 - Evacuee Support. (Evacuation): This is the responsibility of the Controller, with the Police normally managing the task. It involves the organised movement of people and their reception in an area of safety to meet their welfare needs.
 - Registration. Provision of a system to register evacuees and displaced people. Registration will allow individuals to be traced, families to be reunited and enquiries to be answered by the public enquiry system.
 - Catering. The provision of meals for people at evacuation centres, those unable to care for themselves and relief personnel involved in an emergency event.

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- Clothing. The provision of essential clothing, blankets and toiletries for people affected by an emergency.
 - Accommodation. Coordinating the accommodation of evacuees and displaced people in emergency and temporary accommodation.
 - Personal Services. The provision of assistance to allow people affected by an emergency event to meet their urgent personal needs such as emergency financial assistance, counselling, insurance and other specialist advice
- b. Further details on these functions, including who are responsible, are included in the CDEM Group Welfare Plan – Appendix 1 to this section of the CDEM Group Plan.

8.3 Group CDEM welfare organisation

- a. The Group Welfare Section is an integral part of the Group ECC.
- b. The Group Welfare Section includes representation from:
- Work and Income New Zealand (Ministry of Social Development)
 - Citizens Advice Bureau
 - Society for the Prevention of Cruelty to Animals Inc (Canterbury)
 - Disabled Persons Assembly (NZ) Inc
 - Neighbourhood Support Canterbury
 - Insurance Council
 - Department of Child Youth and Family Services
 - Red Cross
 - Salvation Army;
 - Victim Support Group
 - Rural Support Network
 - IRD
- c. The Group Welfare section is supported and staffed by selected ECan employees, representatives of agencies and organisations with welfare responsibilities.
- d. A Group CDEM Welfare Manager and Alternate CDEM Welfare Manager will be appointed.
- e. Each territorial authority member of the CDEM Group will appoint a CDEM Welfare Manager, establish and maintain a Local CDEM Welfare Committee, an Emergency Welfare response organisation and Welfare Centres. Details of these matters shall be outlined in the respective Local CDEM Arrangements.

8.4 CDEM Welfare Advisory Group

- a. The Group CDEM Welfare Manager is the chair of the CDEM Welfare Advisory Group. Membership includes representatives of lead agencies for core emergency welfare functions.
- b. The Welfare Advisory Group will meet at least three times a year and report to the Readiness Response and Recovery Committees.
- c. The WAG will maintain regular communication with local authority CDEM Welfare Managers and welfare-related agencies and organisations.

8.5 Welfare centres

- a. Territorial Authorities are to identify buildings and sites suitable for use as CDEM Welfare Centres. These are to be listed in the respective Local CDEM Arrangements and shall be detailed in each Local CDEM Welfare Plan.