



CANTERBURY CDEM GROUP

WELFARE PLAN

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1 Introduction

1.1 Purpose

The purpose of the Canterbury CDEM Group Welfare Plan is to give effect to a coordinated approach to welfare services for both people and animals in the Canterbury Group area during and following an emergency event.

Emergencies impact upon the physical and emotional well being of large numbers of people who may suffer bereavement, physical injury, stress and separation from families. They may also experience personal losses of clothing, housing, household and other property, employment and income. The emergency may require care of the homeless following evacuation of all or part of a population from an affected area.

In order to provide for the safety of the public in responding to and recovering from an emergency as required under the CDEM Act 2002, each CDEM Group must plan for the delivery of welfare services in its CDEM Plan, its supporting documentation and through the plans of welfare sector partner agencies. The Canterbury CDEM Group Joint Committee is responsible for the coordination of welfare provision through its Welfare Advisory Group and Welfare Plan.

The National CDEM Plan and Guide provide the guidelines for the organisation, planning and operation of CDEM arrangements throughout the country. Section 12 of The Guide to the National CDEM Plan 2006 deals with welfare matters

Welfare delivery operates in a coordinated manner at Territorial Authority (District), Group and National level (through the National Welfare Recovery Coordination Group) to provide integrated welfare services to individuals and communities through the response and recovery phases of an emergency. The National Welfare Recovery Coordination Group will assist with the provision and coordination of welfare when an affected CDEM Group cannot meet this need and requires support.

1.2 Statement of intent

Welfare includes supporting people who have been affected by an emergency. People affected or threatened by an emergency may require provision of shelter, accommodation, food, clothing, financial assistance, personal support and advice. Registration of affected people is also a primary activity at a local level.

Welfare activity begins with readiness planning, extends throughout an emergency and the duration of the recovery phase. Experience tells us that the most effective emergency welfare is that provided at the lowest practicable level within the affected communities.

1.3 Outcome statement

The effective, timely and integrated coordination of emergency welfare for the Canterbury CDEM Group area during and following any significant emergency event. (see Table 5.1 of the Group Plan for descriptions of event levels).

1.4 Exclusions

It is important to note that the Canterbury CDEM Group is **not** a primary care or emergency services agency. Rather, it is the mechanism for coordinating resources for the purposes of CDEM. The Canterbury CDEM Group, in its own right, does not have a high level of resources or equipment to utilise in the case of an emergency.

1.5 Principles

The first principle of CDEM is self-reliance – supporting communities to be resilient.

- All Group level welfare response and recovery actions will operate to support local welfare provision.
- Welfare agencies must ensure they are able to function during an emergency, albeit at a reduced level.
- Welfare agencies will provide integrated and coordinated services.

2 Canterbury CDEM Group Welfare

2.1 Canterbury CDEM Welfare Advisory Group

The Group Welfare Advisory Group (WAG) has been formed to develop; document and implement integrated emergency welfare planning for the Canterbury area. The WAG is tasked with providing a strategic overview and the formulation of policy relating to all aspects of emergency welfare in the Group area. The WAG will work collaboratively to develop Group level arrangements for the coordination of community welfare in the event of an emergency. Appropriate relationships and arrangements will ensure the optimum delivery of coordinated support to Local CDEM Welfare organisations and the communities they serve.

The Terms of Reference for the WAG is attached as Appendix 1.

Each of the agencies represented on the WAG have Agreements setting out each organisation's roles and responsibilities. These are represented as Memoranda of Understanding (MOU) and are attached as Appendix 2. While these MOUs will be signed at Group level they will detail the guaranteed support each agency will be able to provide at the Local CDEM level.

Members of the WAG are:

- Work and Income
- Housing NZ Corporation
- Child, Youth & Family Services
- Ministry of Agriculture and Forestry
- Salvation Army
- NZ Red Cross
- Group Emergency Management Office
- Group Welfare Manager
- Christchurch City CDEM Welfare Manager or representative
- Two Local CDEM Welfare Managers or representatives

The two Local CDEM Welfare Managers on the WAG will be appointed to represent all Local CDEM Welfare Managers. It is envisaged that one will represent the 'Northern Cluster' and the other the 'Southern Cluster' of Local CDEM Welfare Managers. Each 'cluster' will be responsible for appointing their representative. The role of the Local CDEM Welfare Managers on the WAG is to identify issues that their counterparts in their respective 'cluster' may have regarding the co-ordination and delivery of emergency welfare functions and represent these to the WAG. They should also brief the other 'cluster' members following each WAG meeting.

2.2 Outline Welfare Structure in the Group Area

2.3 Group Welfare Manager

The Coordinating Executive Group will appoint a Group Welfare Manager, and alternates, who will report to the Group Controller. See Appendix 3 for details of this role. The Group Welfare Manager will convene and chair at least 3 meeting per year with the Local CDEM Welfare Managers or their representatives.

2.4 Group Welfare Section

As part of the Group Emergency Coordination Centre there will be a Welfare Section headed by the Group Welfare Manager. During the readiness phase, the Welfare Section should identify the Welfare resources available in the Group area and any shortfalls. The Section will handle the day-to-day coordination function of Group and/or provided national welfare resources to meet both the requested needs of the Districts during the response phase or those welfare gaps already identified during the readiness phase. The Section should be functionally based, e.g. Catering Manager, Accommodation Manager, etc. Government and other welfare agencies should ideally provide Liaison/Advisory Officers in the Section on a full time basis during the response phase and, if required, during the recovery phase. The Group Welfare Manager, in consultation with the Group Controller, will define the actual structure and roles in this Section. The structure and staffing will vary depending on the nature, location and/or severity of the emergency.

2.5 Local CDEM Welfare Manager

Each Territorial Authority will appoint a Local CDEM Welfare Manager, and alternates, who will report to the Local Controller (CDEM Group Plan s8.3.e). The Local CDEM Manager will be a member of the Local CDEM Welfare Management

Committee, whether it is established solely for the District or in a 'cluster' arrangement.

2.6 Local CDEM Welfare Management Committee (WMC)

Each CDEM Group member territorial authority shall establish a WMC (CDEM Group Plan s8.3.e). The WMC will have a role, tasks, membership, lead agency, etc, similar to that of the WAG. However, the WMCs primary task will be coordinating welfare policy in their District.

Due to most government agencies with welfare responsibilities being based in some of the larger towns in the Group area, it may be appropriate to form WMCs for 'clusters' of territorial authorities in some cases. For example, the Timaru WMC has agreed to look after some elements of the WMC role for Mackenzie and Waimate District Councils. If a 'cluster' WMC is formed, it is essential that the respective responsibilities of the participating territorial authorities are very clearly defined, so that there is still effective co-ordination within individual territorial authority areas, as well as between the territorial authorities in the 'cluster'.

The WMC will produce the Local CDEM Welfare Plan that, among other things, will clearly identify the welfare structure, responsibilities of agencies and the welfare functions undertaken at Area/Sector Posts etc. The actual welfare structure should be agreed with the Local Controller.

2.7 Local CDEM Welfare Section

Each District Emergency Operations Centre will have a Welfare Section headed by the Local CDEM Welfare Manager. This Section should be organised on a functional basis to arrange the delivery of welfare support to affected people, normally through Area/Sector Posts or established Welfare Centres. Government and other welfare agencies should ideally provide Liaison/Advisory Officers in the Section. The Local CDEM Welfare Manager, in consultation with the Local Controller, will define the actual structure and roles in each Local CDEM Welfare Section.

In the readiness phase the Section will identify the welfare resources available in the District and advise the Group Welfare Manager of any obvious limitations/shortfalls. It is also important that in an emergency the Section is staffed so that any unplanned welfare shortfalls in the local authority area are quickly identified, the actual needs scoped and advised to the Group Welfare Section.

3. Emergency Arrangements

3.1 Emergency Coordination Centre

Dependant upon the nature of the emergency WAG member representatives may be required to be present in the Group Emergency Coordination Centre (ECC) to support the Group Welfare Manager. Section 5.5 of the Canterbury CDEM Group Plan refers to the role of the ECC.

The Group Welfare Manager is a member of the ECC Emergency Management Team. The Group Welfare Section (see paragraph 2.4) will provide the support and advice required and implements the decisions of the Group Welfare Manager.

3.2 Emergency Welfare Centres

Emergency Welfare Centres are the point of contact for members of the affected community to receive immediate welfare support. They are activated by the Local CDEM Welfare Manager and provide an interface between the community and responding agencies. They are designed to provide a range of emergency welfare services such as temporary shelter, registration, finding accommodation, catering, first aid and providing information about the emergency, and response and recovery activities.

All territorial authorities are to identify suitable facilities within their District that could be used as Emergency Welfare Centres. Details of these facilities should be included in the Local CDEM Welfare Plan. A suggested Check List for assessing each facility is at Appendix 4.

3.3 Government One-Stop-Shop Facility

Welfare Centres, under the coordination of the Local CDEM Welfare Section, will provide the immediate welfare response during an emergency. The establishment of Government One-Stop-Shop facilities will supplement longer- term support. Work and Income is the lead agency in organising their establishment. One-Stop-Shops could be co-located with a CDEM Welfare Centre or in separate locations, depending on the needs of the community and available resources. The Local CDEM Welfare Manager will be consulted when deciding where to locate the facility.

3.4 Supporting the Emergency Services.

- a. Emergency Services personnel will be involved in most incidents or emergencies. Normally these organisations will deploy self sufficient in food, water, etc., for the initial response period. This level of self sufficiency is not unlimited and may only be sustainable for a matter of hours in major incidents or emergencies. Provision of support to response personnel on an agency by agency basis can introduce inefficiencies, duplication, and unnecessary costs to responses, as well as drawing the attention of response coordination staff away from the internal demands of the incident or emergency.
- b. In the event of the need for longer-term or more extensive responder support becoming apparent, deployed Emergency Services personnel should request any additional welfare support, such as accommodation, counselling, catering, water, etc., in a coordinated manner through the respective Incident Control Point and/or Agency Communications/Emergency Operations Centre.

Conversely, Incident Controllers should ensure that the ongoing support of all agencies responding to the incident is coordinated by the Logistics function within the respective Incident Control Point(s).

- c. For a variety of factors, such as location, duration, access, the need to focus on coordinating the response rather than support to it etc, an Agency or Incident Control Point provided approach to responder welfare may be insufficient. In these circumstances, and following consultation involving all of the affected parties, the Incident Controller and/or Agency Communications/Emergency Operations Centre may request the relevant Territorial Authority to facilitate welfare support to the Emergency Services personnel deployed to the incident or emergency.
- d. Costs incurred by Territorial Authority and other organisations in the provision of welfare support to response personnel will be recovered from the requesting responding agencies.
- e. Experience in various major incidents or emergencies has indicated that support to responders would, in many cases, benefit from the activation of a Local Emergency Operations Centre - to ensure support is provided in a proactive and coordinated manner. The role of Emergency Operations Centre activated in this mode is to provide support to incident/emergency response and coordination of support resources, rather than to provide direction of the overall response itself.
- f. All Territorial Authority CDEM Welfare Sections should be aware of and plan for the potential requirement to provide or coordinate welfare support to responders and to provide that support when requested or the need arises.

4. Welfare Lead Agencies and Roles

4.1 Introduction

The initial emergency welfare response will normally be the prime responsibility of the Local CDEM Welfare Section, supported, where necessary, by the CDEM Group ECC Welfare Section, with the agencies mentioned below having responsibility for subsequent longer-term welfare delivery during the response and recovery phases

4.2 Ministry of Social Development (MSD)

On behalf of the Ministry of Social Development, Work and Income will act as the lead Government agency for the coordination of the longer-term welfare response and recovery in the Canterbury CDEM Group area.

4.2.1 Work & Income

Work & Income is responsible for planning for the delivery of financial support and information services. Work & Income is the lead agency for financial and social support to individuals and families during and following emergencies.

The Work & Income function provides:

- Emergency payments and financial assistance
- Coordination of the provision of information relating to financial issues, tax, insurance, ACC, and banking
- Staff for CDEM Welfare Centre facilities or elsewhere for the taking of applications and provision of advice and assistance
- Enhanced Task Force resources.

4.2.2 Child, Youth and Family (CYF) – a service of MSD

Child Youth & Family Services 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. They also provide coordination of counselling services for people affected by the emergency.

4.3 Housing New Zealand Corporation (HNZC)

HNZC as lead agency for accommodation is responsible for planning for the delivery of medium to long-term accommodation. This organisation provides identification and provision of medium and longer-term accommodation options for people who have been displaced from their normal dwellings. Immediate response *emergency accommodation* is the prime responsibility of the Local CDEM Welfare Section with HNZC support whilst subsequent longer-term, post response and recovery *temporary accommodation* is the prime responsibility of HNZC with Local CDEM Welfare Section support.

4.4 Ministry of Agriculture & Forestry (MAF).

While at the national level MAF will provide overall coordination and monitoring of issues relating to companion animals the primary responsible for their welfare lies foremost with the owner of the animal affected. However, wherever possible, assistance in this regard should be organised by the Local CDEM organisation 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 the MAF.

4.5 *The Salvation Army*

The Salvation Army will provide initial and ongoing catering for people as specified in the MOU, support and comfort for people in distress and other assistance as requested. They will also maintain their normal community services in local Salvation Army facilities.

4.6 *NZ Red Cross*

The NZ Red Cross will provide assistance and advice in the provision of Emergency Welfare functions as specified in the MOU. The New Zealand Red Cross will also, through its national office provide assistance with and information on international offers of assistance, an international tracing facility through international partners, a national appeal to support affected areas and a national enquiry centre relating to affected persons.

4.7 *Canterbury CDEM Group*

The Canterbury CDEM Group acknowledges their obligation to support the community in an emergency. Through the Group Emergency Management Office (EMO) they undertake to support and advise the Canterbury WAG members on emergency management procedures as they specifically affect welfare agencies, especially where major changes, additions or alterations are made to the National CDEM Plan and Guide or Canterbury CDEM Group Plan. The EMO will be proactive in information and knowledge sharing and undertakes to ensure that local welfare plans are consistent with the CDEM Group Welfare Plan. The EMO will also consult with the WAG, through the WAG Chair, when a potential or actual emergency situation arises, or an exercise is scheduled.

4.8 *Local CDEM Welfare Management Committees*

Each Territorial Authority has developed local CDEM Arrangements. These Arrangements include a Local CDEM Welfare Management Committee function. During an emergency event communication and liaison between the Group Welfare Manager and Local Welfare Management Committee will be effected through the relevant Local CDEM Welfare Manager.

4.9 *Other Organisations*

Within the community there are a number of other organisations that, depending on the nature and severity of the emergency, will be able to assist in the CDEM Welfare function. The advice and guidance of these organisations could be sought by the WAG. Further, these organisations could be represented in the Group or a District Welfare Section.

4.9.1 *Victim Support*

Victim Support can provide staff to assist with referrals to agencies that provide grief and trauma counselling.

4.9.2 Citizens Advice Bureau (CAB)

Citizens Advice Bureau can provide staff to advise on a number of personal services. These include counselling budgeting legal issues and language problems.

4.9.3 Neighbourhood Support

Neighbourhood Support will liaise with affected communities and provide appropriate information as requested.

4.9.4 Insurance Companies

The Insurance Council no longer undertakes a role in respect of coordinating the resources of insurance companies in responding to an emergency. Individual insurance companies will plan their own response to meet the needs of their clients affected by the emergency.

4.9.5 Disabled Persons Assembly

The Disabled Persons Assembly can provide advice on matters relating to the specific needs and problems associated or likely to be encountered by persons with disabilities in an emergency situation.

4.9.6 Maori and Ethnic Groups

Many Canterbury communities include Maori and other ethnically based voluntary organisations that provide a nucleus of support and assistance for their members. There are also the central government departments/offices of Te Puni Koriri, Office of Ethnic Affairs and Ministry of Pacific Island Affairs. All these organisations can be relied upon to provide similar support and assist in proactively identifying problems during emergencies. Local CDEM Welfare Plans should identify any such organisations in their respective communities and include them in the planning processes and readiness, response and recovery activities, where appropriate.

5. Welfare Functions and Planning

Emergency Welfare functions are:

- Accommodation
- Individual Needs, i.e. Catering and Clothing
- Companion Animal Welfare
- Donated Goods and Money
- Financial Support
- Personal Services, i.e. Counselling, Psychological Services,
- Registration and People Enquires

5.1 Consequence-based CDEM Welfare Planning

Each Local CDEM Welfare Plan shall include at least one maximum credible event scenario that provides estimates of CDEM welfare needs on which to base local CDEM welfare planning. These scenarios will be based on the summary hazard analysis provided in the CDEM Group Plan, supplemented by analysis contained in the respective Local CDEM Arrangements and/or other supporting material.

The welfare needs planned for will be based on a proportion of those effected requiring emergency welfare assistance as a consequence of the maximum credible events. In general terms up to 20% of an affected community may require initial welfare assistance during an emergency, but that will vary considerably, depending on the riskscape and nature of each community.

The scenarios will include sufficiently credible estimated numbers of individuals likely to need to be:

- evacuated - short term – up to 7 days
- evacuated - longer terms - weeks to months
- accommodated - short term - up to 7 days
- accommodated - long term – more than 7 days
- feed - short term – up to 7 days
- clothed - short term – up to 7 days
- supported financially, due to loss of source of income - medium to long term
- counselled - short to long term

The consequence-based planning will estimate the services required to meet the estimated welfare needs, assess whether existing resources are able to meet that need and, if not, indicate where external assistance is likely to be required. The scope and magnitude of any identified shortfalls should be advised to the Group Welfare Section in the readiness phase.

5.2 Accommodation

The immediate response *emergency accommodation* is the prime responsibility of the Group/Local CDEM organization with HNZA support whilst subsequent longer-term post response and recovery *temporary accommodation* is the prime responsibility of HNZA with Group/Local CDEM support.

Displaced people should be encouraged to find alternate short-term accommodation with family or friends. Local CDEM Welfare Plans should detail how and where the

number of people identified in the maximum credible event scenario process mentioned above will be accommodated in the short term.

5.3 Catering

The Local CDEM organizations are the lead agencies for catering during emergencies.

Local CDEM Welfare Plans should detail how catering will be organized and provided to the number of people identified in the maximum credible event scenario process mentioned above for at least 7 days.

The Group ECC Logistics and Welfare sections will support local catering services.

5.4 Clothing

The Local CDEM organizations are the lead agencies for clothing during emergencies.

Local CDEM Welfare Plans should detail how emergency clothing will be organized and provided to the number of people identified in the maximum credible event scenario process mentioned above within the first 48 hours of the emergency.

The Group ECC Logistics and Welfare sections will support local provision of clothing.

5.5 Companion Animal Welfare

The primary responsibility for companion animal welfare lies foremost with the owner. However, assistance with the collection and care of companion animals belonging to people who have been displaced from their normal dwellings should be organised in conjunction with local branches of the Society for the Prevention of Cruelty to Animals (SPCA) and/or territorial authority animal control units.

Local CDEM Welfare Plans should detail the arrangements that the District has organized to look after companion animals belonging to people who have been displaced from their normal dwellings.

5.6 Financial Support

Work & Income is the lead agency for financial assistance following an emergency.

Unless otherwise delegated, prior to or during an emergency, liaison with Work and Income will be a Group Welfare Section responsibility. However, if applicable Local CDEM Welfare Plans should detail any arrangements that the District has organized with Work and Income to provide immediate and long-term financial support for all personnel affected by the emergency in their District.

5.7 Counselling

Child Youth and Family are the lead agency for the coordination of counselling and/or psychological services for people affected by the emergency.

Unless otherwise delegated, prior to or during an emergency, liaison with Child, Youth and Family will be a Group Welfare Section responsibility. However, if

applicable, Local CDEM Welfare Plans should detail any arrangements that the District has organized with Child, Youth and Family to provide counselling services and/or community mental health organisations.

5.8 Registration and People Enquires

Local CDEM Welfare Plans should detail the arrangements and responsibilities that the District has in place to register personnel affected by the emergency and the process that will be initially established to respond to requests from the general public concerning the whereabouts of these people.

Depending on the nature and size of the emergency it may be prudent to establish a Group Enquiry Centre to respond to requests from the general public concerning the whereabouts of displaced and/or missing people. The decision to establish a Group Enquiry Centre will be made by the Group Controller on the advice on the Group Welfare Manager and Group Public Information Manager. The expertise of the NZ Red Cross in this area will be utilized, if available.

It is acknowledged that in many instances members of the community affected by the emergency will not initially seek or require CDEM welfare support. However this can change over time. Accordingly, for future planning purposes, Local CDEM Welfare Plans should detail a process for recording how many such people or communities have not required initial support but could later seek CDEM or agency welfare assistance.

5.9 Donated Goods and Money

In the Canterbury CDEM Group Area, the responsibility for Donated Goods and Money will be a Logistics function.

Unless otherwise agreed and delegated to a territorial authority, the storage and distribution of Donated Goods will be coordinated at Group level. Requests for Donated Goods should be submitted to the Group Welfare Section for approval. Approval protocols will be established and appended to the CDEM Group Welfare Plan.

The creation of a Group-wide disaster relief fund is being investigated. If the Fund is established, protocols for allocating money from the Fund to affected communities within CDEM Group member territorial authorities will be included in the trust deed or constituting agreement.

Local CDEM Welfare Plans should note if a Mayoral Relief/Disaster Fund currently exists. The procedures and processes to be used by affected people to access this Fund should also be detailed.

Appendix 1

Canterbury CDEM Group WAG

Terms of Reference

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

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

- Establishing Group welfare policies to ensure consistent local level delivery of welfare
- Planning for welfare response at a Group level as required in an emergency situation
- Acting as an advisory and coordination body at Group level as required in an emergency situation
- Providing appropriate support and guidance in the recovery phase through liaison with the Group and Local Recovery Managers
- Identifying cooperative, multi-agency deficiencies and/or opportunities in CDEM welfare planning and resources
- Identifying individual agency deficiencies and/or opportunities in CDEM welfare planning and resources
- Bringing gaps to the attention of agency senior management along with proposed solutions
- Ensuring solutions to gaps are implemented and maintained within and across agencies

The WAG will meet on a regular basis to:

- support a process of continually identifying emergency welfare roles, responsibilities, arrangements and relationships;
- ensure effective communication and coordination occurs, and;
- on an as-required basis for monitoring.

Costs for agency participation will lie where they fall. The Group Emergency Management Office (EMO) will provide support for aspects of the WAGs work as appropriate.

The Group Welfare Manager will chair the WAG. The Deputy Chair is the Regional Commissioner Work and Income for Christchurch.

Appendix 3

Group Welfare Manager

Introduction

Welfare services are defined as any activity that provides aid, support, relief, or comfort to persons or animals affected by an emergency event.

The Group Welfare Manager is the principal adviser to the Group Controller on the strategic provision and co-ordination of welfare services following an emergency in the Group area. The Welfare Manager has a role in the response phase of an emergency and throughout the recovery phase. Welfare services are delivered at the local level, i.e. by local authority welfare organisations under the management of a Local CDEM Welfare Manager. The Group Welfare Manager is concerned primarily with strategic management and coordinating issues for the Group area and supporting delivery at the local level

Roles

Routine

- Active membership in the Group Welfare Advisory Group

During an emergency (particularly a Level 4 or 5 event)

- Act as the principal adviser to the Group Controller on the strategic provision and co-ordination of welfare services in the Group area.

During Recovery

- Act as the welfare representative for the Group on the Recovery Taskforce as appropriate.

Functions during an emergency

Each emergency is different and requires unique patterns of delivery of welfare services. This list is therefore generic and may need to be interpreted for the particular circumstances of each emergency.

- Be available to advise and report to the Group Controller on welfare matters
- Liaising with District Welfare Managers on the provision of welfare services within their District
- On behalf of the Group Controller, resolving issues of co-ordination between District Welfare Managers for the efficient delivery of welfare services on a Group wide basis
- On behalf of the Group Controller, resolving issues of co-ordination between other agencies and entities delivering welfare services when these cannot be resolved at the District level
- On behalf of the Group Controller, resolving welfare resource (personnel and material) issues for local authorities and other welfare agencies when these cannot be resolved at the District level

- Co-ordinating and consolidating reports from District Welfare Managers for inclusion in reports by the Group Controller to the Group Joint Committee and/or central government.

Appendix 4

WELFARE CENTRE CHECK LIST

Name of Facility

Facility Location:

.....

1. Is the facility free from or resistant to local hazards - flooding, slips, tsunami etc
2. Has an agreement to occupy, and use, the facility been completed?
3. What is the capacity to sleep people in the facility?
4. What bedding is available?
5. Does the Facility have its own independent water supply?
6. Is there an emergency power supply available?
7. What kitchen / cooking facilities are there available – how is it equipped?
8. How many toilets are available? Male? Female? Disabled access?
9. What washing / shower facilities are available?
10. Does the Facility have TV available?
11. Is there a separate room suitable for holding briefings/meetings?
12. Are there suitable offices or rooms for supporting agencies?
13. What information/communications are available at the Facility?
 - i. Telephone?
 - ii. Facsimile?
 - iii. Email?
 - iv. Radio telephone?
 - v. Computers?
 - vi. Satellite phone?
14. Can the information/communications equipment be operated by CDEM?
15. How do we obtain access to the facility?
16. Is the facility structurally sound? Consider construction type, age, maintenance etc