

**MEMORANDUM OF  
UNDERSTANDING**

**BETWEEN**

**HOUSING NEW ZEALAND CORPORATION  
CANTERBURY REGION**

**AND**

**CANTERBURY CIVIL DEFENCE  
EMERGENCY MANAGEMENT GROUP**

**(Approved by CEG 7 May 07)  
(Updated by CEG 10 Nov 08)**

# MEMORANDUM OF UNDERSTANDING

## BETWEEN:

Housing New Zealand Corporation - Canterbury Region hereinafter referred to as HNZC

## AND

The Canterbury Civil Defence Emergency Management Group hereinafter referred to as CDEM Group

## 1 BACKGROUND

### 1.1 Civil Defence Emergency Management (CDEM) Principles

CDEM planning follows a concept of addressing issues along a continuum of:

**Reduction** – Taking action to reduce the occurrence or consequences of an event.

**Readiness** – Preparing for an event through comprehensive planning and exercising.

**Response** – Reacting to an event in a measured and integrated manner

**Recovery** – Restoring community well being following an event.

It also relies on clear and unambiguous relationships being developed with stakeholders and partners who have complementary or supplementary roles to play in dealing with the consequences of an event. These roles may arise from statutory obligations such as those of Government Departments, from Government mandates to perform specific functions, and from organisational goals and objectives to contribute to the alleviation of distress in the community. Whatever the source or the role, there needs to be a clear mutual understanding of the capabilities and expectations between the CDEM organisation and individual stakeholders and partners.

### 1.2 Community Welfare and CDEM Group

To advance the desired level of integrated planning for the Canterbury area, the Canterbury CDEM Welfare Advisory Group (“WAG”) has been formed to focus on the collaborative development of response and recovery plans for community welfare in the event of an emergency. Using the expertise and guidance of stakeholders and partners, appropriate arrangements will ensure the optimum delivery of co-ordinated support to affected communities. Our readiness will be enhanced by having response and recovery plans in place.

## 2 CDEM GROUP WELFARE PLAN

A Welfare Plan has been developed to support the CDEM Group Plan. Welfare planning will ensure effective, timely and integrated coordination of welfare for the Canterbury area following a significant emergency. The Welfare Plan documents an

integrated planning process using the WAG to collaboratively develop group level arrangements for the coordination of community welfare in the event of an emergency.

### **3 INTENTION OF THE PARTIES**

- 3.1 The parties acknowledge the need to document, for the avoidance of doubt, their capabilities and their expectations of each other in responding to an emergency.
- 3.2 Schedule 1 detail the roles and responsibilities of each party, accepting that in all cases, any undertaking will be on a best endeavour basis.
- 3.3 The parties agree that this MOU is not legally binding, and does not create legal relations between the parties, but that the parties are committed to working together to achieve the objectives of this MOU

### **4 ADMINISTRATIVE ARRANGEMENTS**

Administrative arrangements are detailed separately in Schedule 2

### **5 TERM, AMENDMENT AND RENEWAL OF THIS AGREEMENT**

- 5.1 This agreement shall take effect upon execution by the parties.
- 5.2 This agreement shall remain in effect until superseded by mutual agreement between the parties, or cancelled by one party advising the other in writing.
- 5.3 This agreement may be amended from time to time by mutual agreement between the parties.
- 5.4 This agreement shall be routinely reviewed every year, more or less, with the first review taking place on or about 1 June 2008.

### **6 ACCEPTANCE**

The undersigned accept the terms of this agreement on behalf of their respective party.

**Paddy Clifford**  
**Chair Canterbury CDEM**  
**Coordinating Executive Group**

**David Griffiths**  
**Regional Manager HNZC – Canterbury**

Date

Date

## **SCHEDULE 1**

### **CANTERBURY CDEM WELFARE ADVISORY GROUP**

#### **Roles and responsibilities**

This schedule is an annex to the memorandum of understanding between “Canterbury Civil Defence Emergency Management Group” and “Housing New Zealand Corporation - Canterbury Region” signed on the 7th day of May 2007, and sets out the roles and responsibilities of the parties.

#### **1. Roles and responsibilities of Canterbury Civil Defence Emergency Management Group (CDEM Group)**

CDEM Group acknowledges their obligation to support the community in an emergency. They undertake to:

- 1.1 Support and advise the Welfare Advisory Group members on the emergency management procedures as they specifically affect welfare agencies especially where major changes, additions or alterations are made to the National or CDEM Group Plan.
- 1.2 Consult with the Welfare Advisory Group, through the WAG Chair, when a CDEM Emergency is contemplated or declared, or an exercise is scheduled.
- 1.3 Share technical information, operational plans and such other information necessary for the effective conduct of this agreement.
- 1.4 Ensure that District Welfare Plans link with the Group Welfare Plan.

#### **2. Roles and responsibilities of Housing New Zealand Corporation, Canterbury**

- 2.1 HNZC Canterbury acknowledges its wish to support the community in an emergency.
- 2.2 Following an emergency or any incident where the Group ECC has been activated, HNZC will contribute to a co-ordinated response as agreed to aid the response and recovery process.
- 2.3 HNZC undertakes to ensure that their organisation is represented at the welfare management level within the CDEM Group area as follows:
  - (a) Group Welfare Advisory Group (WAG): Regional Manager
  - (b) District Welfare Management Committee Christchurch & Timaru only
- 2.4 HNZC undertakes to ensure that their organisation is represented at the operational level within the CDEM Group area as follows:
  - (a) Group ECC Welfare Section: Business Advisor (if requested by the Group Welfare Manager)
  - (b) District Welfare Sections Christchurch and Timaru EOCs only

## 2.5 **Housing: To co-ordinate the provision of longer-term post-response-and-recovery temporary accommodation**

In an emergency the need for, and provision of, accommodation can, depending on factors such as the type, severity and location of the event, vary significantly. For planning purposes, a time frame of up to 7 days will be classified as immediate response emergency accommodation. More than 7 days will be termed longer-term, post response and recovery temporary accommodation.

Immediate response emergency (up to 7 days) accommodation is the responsibility of the Group/Local CDEM organisation with HNZC support. Subsequent longer-term post response and recovery temporary accommodation is a HNZC responsibility with Group/Local CDEM support.

Displaced persons unable to return to their homes should be encouraged to find alternative short-term accommodation with family and friends. Where alternative arrangements cannot be made, HNZC will, if required/requested and able, support the Group/Local CDEM to locate an accommodation provider. Territorial Authorities will be fully reimbursed for costs incurred in caring for displaced persons (Guide to the National CDEM Plan – paragraph 26.4.1). HNZC will also, if appropriate, record the names of other residents offering board or billet arrangements and provide a matching service. In all cases, HNZC will work in with the lead agency, normally Work and Income.

If longer-term temporary accommodation is required HNZC will co-ordinate its provision, supported by the Group/Local CDEM organisation. This provision will be in conjunction with Work and Income NZ, (Guide to the National CDEM Plan – paragraph 26.7.1) using the following accommodation information:

- Hotels and Motels (current AA book)
- Camping Grounds and Holiday Parks (current AA book)
- Backpackers, B&B's, Lodges (current AA book)
- Real Estate agencies (current Yellow Pages)

This information will be held by HNZC staff and updated annually in November of each year. In the event of an emergency this information will be brought by staff to the Group ECC Welfare Section at the ECan building in Christchurch, the Christchurch EOC Welfare Section at CCC and the Timaru EOC Welfare Section. Information will also be kept by HNZC staff in Blenheim (to cover Kaikoura).

Those EOCs at which HNZC is not represented should maintain their own record of accommodation options in their District and/or be prepared to seek that information from the Group ECC. During an emergency, if an EOC cannot identify sufficient accommodation in their District area to meet their requirements they should request assistance from the Group ECC.

In an emergency, if requested, HNZC staff will attend Welfare Sections in the Group ECC, Christchurch EOC and Timaru EOC on a rostered basis until the emergency is terminated. If required and able, HNZC may consider relocating staff from other parts of the country to ensure CDEM roles are maintained by local staff. HNZC will also maintain a housing co-ordination role after an emergency until all affected persons it has worked with are in permanent accommodation. This may involve contact with a variety of accommodation providers and other agencies.

- 2.6 If Government department 'One stop shops' or equivalent are established, HNZN staff, if appropriate and able, will be made available to form part of the team at designated Welfare/Recovery Centres. Their role will be to take the details of people with accommodation needs and working with CDEM staff, to help to locate accommodation options, either immediate or temporary.
- 2.7 The Canterbury Regional Manager for HNZN has been appointed to coordinate all HNZN operational response and recovery activities throughout the CDEM Group area and to be the principal HNZN advisor to the Group Controller. However, the actual deployment of HNZN staff south of the Rakaia River remains with the HNZN Regional Manager based in Dunedin.

## **SCHEDULE 2**

### **Canterbury CDEM Group Welfare Advisory Group Administration**

This schedule is an annex to the memorandum of understanding between “Canterbury Civil Defence Emergency Management Group” and “Housing New Zealand Corporation Canterbury Region” signed on the 7th day of May 2007.

#### **Administrative Arrangements**

##### **1. Meetings**

- 1.1 The parties agree to meet on a regular basis through the Welfare Advisory Group to ensure that they are pro-actively informed of issues and relevant information is shared.
- 1.2 The CDEM Group Emergency Management Office will host meetings.
- 1.3 Full minutes will be distributed to all members of the Welfare Advisory Group
- 1.4 Parties undertake that should their nominated representative be unable to attend a meeting that a substitute representative will attend in order to contribute to the functions of the Welfare Advisory Group.

##### **2. Information Sharing**

- 2.1 Welfare Advisory Group participants acknowledge the need to inform each other about developments and changes within their individual organisations. In recognition of this they each undertake to identify and communicate as appropriate, any issues for the Group, which may be mitigated through Group input.
- 2.2 Participants also undertake to disperse on a regular basis within the Group, updated contact details.

##### **3. Training**

- 3.1 The Group Emergency Management Office will arrange to provide appropriate CDEM Welfare training for HNZN staff as requested and on terms agreed from time to time.