

ANNEX 3: WELFARE SERVICES

The *National Civil Defence Plan* and *National Civil Defence Welfare Manual* set out in some detail the necessary tasks to be completed to ensure readiness in the area of emergency welfare service delivery.

An event causing a state of local emergency is likely to seriously threaten the physical and emotional well being of a large number of people. Individuals may suffer bereavement, physical injury, and separation from family. They may experience personal losses of clothing, housing, household and other property, employment and income. Communities may be affected by severe damage to public utilities (electricity, telephone, water, gas and sewerage) and transport.

Various factors may cause the evacuation of all or part of a community from the affected area. The work of welfare services may commence before the impact of the threatening event, and extend through any state of local emergency and the implementation of recovery activities.

3.1.1 Organisations

In accordance with the *National Civil Defence Plan (Part 8, Welfare)*, the following organisations have a key role for the preparedness, response and recovery for welfare during and following a state of local emergency:

- Accident Compensation and Rehabilitation Corporation;
- Child, Youth and Family Services;
- Citizens Advice Bureau;
- Food Bank;
- Housing New Zealand;
- Inland Revenue Department;
- Hawke's Bay District Health Board – Community Health;
- NZ Association for Loss and Grief;
- NZ Red Cross Society Inc.;
- Other Voluntary Welfare Organisations;
- Presbyterian Support Services;
- Religious Organisations;
- Royal NZ Society for the Protection of Cruelty to Animals;
- Salvation Army;
- Te Puni Kokiri;
- Territorial Local Authorities;
- Te Taiwhenua o TeWhanganui a Orotu / Ahuriri Maori Executive;
- Victims Support Service; and
- Work and Income.

Department of Child, Youth and Family Services will:

- a) Provide care services to those children and young persons identified (after registration) as separated from their parents or normal guardians by the event.
- b) Co-ordinate assistance with counselling services for affected persons.

These are the key roles specified in the National Plan for these agencies.

- c) Advise CDEM authorities on the identification of and response to personal services requirements.

Work and Income (DWI) will

- a) Arrange for the continuation of normal benefits and pensions.
- b) Co-ordinate emergency payments and other emergency financial assistance.
- c) Identify labour for response and recovery purposes.
- d) Provide, on request, advice on welfare issues and activities to the NEOC and CDEM organisations.

Housing New Zealand will

- a) Provide skilled resources to co-ordinate the registration of spare accommodation during the recovery phase after an emergency.
- b) Provide, on request, representation to the NEOC or CDEM organisations.

Inland Revenue Department will

- a) Maintain essential services for the assessment, forecasting and collection of Crown revenue and provide an assessment of the impact of the event on Crown revenue collection.
- b) Arrange for the continuation of Family Support and Child Support payments to the public.

NZ Red Cross will

- a) Where possible, co-ordinate the provision of essential clothing, blankets and toiletries for victims, and maintain reserve stocks.
- b) On request, establish a National Enquiry Centre. Be given access to local registry information for this purpose.
- c) Answer international tracing enquiries through the national office in liaison with the Ministry of Foreign Affairs and Trade.
- d) Provide, where possible, personnel to assist in first aid and welfare tasks.
- e) Co-ordinate International Red Cross and Red Crescent assistance.
- f) Provide representation as required at the NEOC, and to CDEM organisations.

The Salvation Army will where possible, co-ordinate and provide emergency catering facilities.

3.1.2 Operating in a State of local emergency

During a state of local emergency, some or all of the following welfare functions may be required:

- Evacuation;
- Registration;
- Catering;
- Clothing;

- Accommodation; and
- Personal Services.

3.1.3 Organisation

The welfare response at local community level is provided at community Civil Defence Centres where it is co-located with the Centre Manager and staff. Principles of support at community level are to provide a 'one-stop' shop to cater for all of the needs of individuals affected by disaster within the community. Key elements for welfare at this level are registration, catering, and accommodation. However, this may be expanded to include other elements of welfare, depending on the nature and extent of the disaster.

The welfare section is required to work closely with other elements of the civil defence organisation (for example, logistics for evacuation and goods and services, communications, Public Information and other welfare agencies). Individual welfare needs of civil defence workers and supporters should not be overlooked.

In the event that the emergency is a small localised event, full civil defence welfare support may not be required, as welfare agencies will expand their existing caseloads to absorb victims as an additional caseload. A similar mechanism will be utilised when the civil defence emergency moves into the recovery phase and communities are gradually returned to normality.

3.1.4 Regional Co-ordination

The Group Controller has overall responsibility for the direction and co-ordination of all civil defence welfare operations and resources. This will be done in consultation with regional responders and local controllers. To secure assistance, the Group Controller may convene a meeting of the Regional Welfare Group.

The Regional Welfare Group is a group comprised of representatives from:

- Department of Work & Income - East Coast Region;
- New Zealand Red Cross;
- Salvation Army;
- Housing New Zealand Limited;
- Any other organisation deemed necessary by the Group.

In the event of a state of local emergency where a centralised enquiry centre is required in Hawke's Bay, this will be achieved by relying upon the activation of either the National or Regional Enquiry Centre operated by the New Zealand Red Cross which will serve as a focal point for collection and merging of data and handling enquiries from the public, including the registration programme for displaced persons.

3.1.5 Procurement and Accounting

Accountability for the purchase and delivery of goods and services and additional support during a state of local emergency will remain the same as during a non-emergency event. Prior approval for expenditure MUST be obtained through the organisation that is expected to pay the final account,

either the Welfare agency or the Group or Local Controller, BEFORE funds are committed. Finance belonging to one organisation cannot be committed by another organisation.

3.1.6 Operations after the emergency

Welfare Services cease to be responsible to the Group or Local Controller once the state of local emergency has been lifted. However, as with Mental and Public Health Agencies, there will still be a great demand for their services. They will maintain close liaison with the Group Recovery Manager and/ or the National Recovery Co-ordinator, in order to help restore communities and individuals back to normality.

3.1.7 Relief Employment Services

Any relief employment services will be co-ordinated either through Work and Income or a designated agency or authority, who will work closely with the Recovery Manager.