



***Welfare Plan***  
***a sub-plan to the***  
***Hawke's Bay CDEM Group PLAN***

**November 2006 — 30 June 2011**

## 1.1 Hawke's Bay CDEM Group SOP Distribution List

Copy #	Holder		Organisation
1	Eileen von Dadelszen	Chairman CDEM Group	Hawke's Bay Regional Council
2	Mayor Les Probert	CDEM Group	Wairoa District Council
3	Mayor Barbara Arnott	CDEM Group	Napier City Council
4	Mayor Lawrence Yule	CDEM Group	Hastings District Council
5	Mayor Tim Gilbertson	CDEM Group	Central Hawke's Bay District Council
6 & 7	Andrew Caseley	Group Controller	HB CDEM Group (HBRC)
8 & 9	Lindsay Scott	Alternate Group Controller	HB CDEM Group (Work & Income)
10 & 11	Murray Gilbertson	Alternate Group Controller	HB CDEM Group (Hastings District Council)
12	Mike Adye	Incident Controller HBRC	Hawke's Bay Regional Council
13	Alastair Thompson	Local Controller Napier	Napier City Council
14	Murray Gilbertson	Local Controller Hastings	Hastings District Council
15	John Freeman	Local Controller Central Hawkes Bay	Central Hawke's Bay District Council
16	Peter Freeman	Local Controller Wairoa	Wairoa District Council
17	Trevor Brown	Agency Copy Fire	Eastern Fire Region (& HSTLC)
18	Grant Nicholls	Agency Copy Police	Police Eastern District (& ESCC)
19	Chris Clark	Agency Copy Health	HB District Health Board
20	Dr Caroline McElnay	Agency Copy Public Health	HB District Health Board – Public Health
21	Grant Pennycook	Agency Copy Ambulance	St John Ambulance
22	Lindsay Scott	Agency Copy Work & Income	Work & Income
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24	Graeme Hansen	Agency Copy HBRC	Hawke's Bay Regional Council depot
25 & 26	Nigel Simpson & Lisa Pearse	Agency EMO Copy	HB CDEM Group & Hawke's Bay Regional Council
27	Kevin Duley	Agency EOC Copy	Wairoa District Council
28	Angela Reade	Agency EOC Copy	Napier City Council
29	Paul Hawke	Agency EOC Copy	Hastings District Council
30	Bruce Kitto	Agency EOC Copy	Central Hawke's Bay District Council
31	Paul Drury	Group EOC Planning Manager	HB CDEM Group (HBRC)
32	Colin McLellan	Group EOC Liaison Manager	HB CDEM Group (HBRC)
33	Liz Lambert	Group EOC Information Manager	HB CDEM Group (HBRC)
34	Noel Evans	Lifelines Co-ordinator	Opus International
-		Lifeline Advisory Group Leaders	E-mail version only
35	Annie Aranui	Chair Welfare Advisory Group	Work & Income
-		WAG Member Lead Agencies	E-mail version only
36	Secretary	Eastern Region Rural Fire Copy	HB Rural Fire Committee
37	Clive Squire	Recovery Manager	HB CDEM Group
38	(Vacancy)	Recovery Manager	HB CDEM Group
39	(Vacancy)	Recovery Manager	HB CDEM Group
40		EOC Copy	HB CDEM Group (HBRC)
41		EOC Copy	HB CDEM Group (Hastings District Council)
42		EOC Copy	Hawke's Bay Regional Council
43		EOC Copy	Hastings District Council
44	Mike Adye	Chairman CEG	HB CDEM Group (HBRC)
45	Mike Maguire	Deputy Chairman CEG	HB CDEM Group (Hastings District Council)
46		Library	Hawke's Bay Regional Council

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### 1.3 Approval and Distribution

The Hawke's Bay Civil Defence Emergency Management Group (CDEM Group) approved this plan on Monday 20 November 2006.

This plan has been adopted as a Group Plan by NZ Police Eastern District, NZ Fire Service Eastern Fire Region, Hawke's Bay District Health Board, St John Ambulance - Central Region, Department of Work and Income East Coast Region, Eastern Regional Rural Fire Committee, Central Hawke's Bay District Council, Hastings District Council, Wairoa District Council and Hawke's Bay Regional Council.

Parties to this plan are the member organisations of the Welfare Advisory Committee (here after referred to as the Welfare Advisory Group): Central Hawke's Bay District Council, Hastings District Council, Housing NZ, Ministry of Agriculture and Forestry, Napier City Council, NZ Red Cross, Salvation Army, Wairoa District Council, and Work & Income

co-opted members are: Accident Compensation Corporation, Hawke's Bay District Health Board, Inland Revenue Department, Ministry of Education, NZ Police Eastern District, Royal New Zealand Society for the Prevention of Cruelty to Animals (RNZSPCA), St John Ambulance, Te Puni Kokiri and Victim Support

Copies of this plan are distributed by email to the position holders of the organisations listed below who are responsible for the internal distribution and maintenance of additional copies held by their organisation.

- Accident Compensation Corporation –
- Central Hawke's Bay District Council - Emergency Management & Bylaws Officer
- Civil Defence Emergency Management Group – Group Co-ordinator
- Department of Work and Income East Coast Region - Regional Commissioner
- Eastern Regional Rural Fire Committee – Secretary
- Hastings District Council - Senior Emergency Management Officer
- Hawke's Bay District Health Board - Emergency Response Adviser
- Hawkes Bay Regional Council – Emergency Management Co-ordinator
- Housing NZ –
- Inland Revenue –
- Ministry of Agriculture and Forestry –
- Ministry of Education –
- Napier City Council - Civil Defence Manager
- NZ Fire Service Eastern Fire Region - Fire Region Commander
- NZ Police Eastern District – District Superintendent
- NZ Red Cross –
- RNZSPCA –
- Salvation Army –
- St John Ambulance - Central Region - Regional Ambulance Operations Manager
- Te Puni Kokiri –
- Victim Support –
- Wairoa District Council - Emergency Management Officer

## 1.4 Version information and update record

Section number	Title	
1.1	Hawke's Bay CDEM Group SOP Distribution List	V 1.2 (October 2006)
1.2	Table of Contents	V 1.2 (October 2006)
1.3	Approval and Distribution	V 1.2 (October 2006)
1.4	Version information and update record	V 1.2 (October 2006)
2	Introduction	V 1.2 (October 2006)
3	Purpose	V 1.2 (October 2006)
4	Context	V 1.2 (October 2006)
5	Overview	V 1.2 (October 2006)
6	Funding Welfare Activities	V 1.2 (October 2006)
7	Welfare Functions	V 1.2 (October 2006)
8	Responsibilities	V 1.2 (October 2006)
Annex 1	Terms of Reference – Welfare advisory Committee	V 1.2 (October 2006)
Annex 2	Lead Agency and Identified Support Agencies	V 1.2 (October 2006)
Annex 3	Marae Protocol for CD Emergencies	V 1.2 (October 2006)
Annex 4	Welfare Centre Information	V 1.2 (October 2006)
Annex 5	Memorandum of Understanding	V 1.2 (October 2006)

**The focus of this plan is on the people affected by an adverse event or civil defence emergency.**

## 2 INTRODUCTION

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The Hawke's Bay Civil Defence Emergency Management (CDEM) Group has overall responsibility for civil defence emergency management in Hawke's Bay and has produced a Civil Defence Emergency Management Group Plan, that sets out how civil defence emergency management is organised in Hawke's Bay.

This Group Welfare Plan is a supporting document to the Group Plan and sets out the welfare functions, and process for ensuring these functions can be provided where they are required as a result of an adverse event or emergency declared under the Civil Defence Emergency Management Act 2002 or other legislation.

The Civil Defence Emergency Management Group has responsibility for ensuring that appropriate emergency welfare is provided to people who are in need of assistance as a result of a declared emergency. During an adverse event the lead agency (the agency in charge) is responsible for ensuring that appropriate emergency welfare is provided to people who are directly affected and need assistance.

The requirements for emergency welfare may vary depending upon the nature, type and level of the emergency. Where assistance is asked for, the Civil Defence Emergency Management Group can also co-ordinate emergency welfare for people who have been evacuated to Hawke's Bay because of an emergency elsewhere in New Zealand.

To meet this responsibility the Civil Defence Emergency Management Group will co-ordinate the development of plans and procedures designed to reduce the vulnerability of communities to civil defence emergencies and to establish a regional capability for effective emergency welfare delivery.

## 3 PURPOSE

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This Welfare Plan deals with the principles of welfare provision during and following an adverse event or civil defence emergency and describes the emergency welfare functions, and the responsibilities of the Civil Defence Emergency Management Group and other organisations to ensure that the delivery of emergency welfare can be provided in a co-ordinated manner when required.

This plan is a foundation document from which organisations with confirmed lead agency responsibilities will develop and document their operational plans which will set out how they as a lead agency plan to undertake their duties and functions and will co-ordinate supporting agencies to meet identified demands..

## 4 CONTEXT

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The National Civil Defence Emergency Management Plan 2006 and supporting documents sets out existing and emergency welfare responsibilities and functions and establishes national lead agencies for the various welfare functions and expectations of both national and local level readiness, response and recovery activities.

Although many sections of the National CDEM Plan contain valuable information which assists with planning at the group and local level, of particular relevance to this plan are sections:

- 11 Clusters

- 12 Welfare
- 23 Mass evacuation
- 23 Government financial support

The Hawke's Bay Civil Defence Emergency Management Group Plan sets out the framework for the provision of civil defence emergency management in Hawke's Bay.

This Welfare Plan sets out the various welfare functions that need to be undertaken in fulfilment of the Civil Defence Emergency Management Group's emergency welfare responsibilities. This Welfare Plan should therefore be read in conjunction with the Hawke's Bay Civil Defence Emergency Management Group Plan, the National Civil Defence Emergency Management Plan 2006 and the Civil Defence Emergency Management Act 2002.

## 5 OVERVIEW

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The requirement for emergency welfare may vary depending upon the nature, type, and level of the emergency. Welfare needs may range from very short-term support for a limited number of people where the primary objective is shelter and sustenance, to medium to long term periods of activity where the care, relief, and provision of welfare functions must be provided. Welfare requirements may therefore extend from the early stages of emergency response well into the recovery phase.

The Civil Defence Emergency Management Group will work closely with organisations that provide emergency welfare functions to ensure that those functions are coordinated and integrated into the emergency readiness, response and recovery phases, of its activities.

Definition:

- Emergency welfare is concerned with people, that is: the care, relief, and provision of aid, to those in need of assistance as a result of an adverse event or an emergency declared under the CDEM Act 2002.
- Emergency welfare does not cover medical care or the provision of first aid as these provisions are set out in plans maintained by the Hawke's Bay District Health Board.

### 5.1 Principles of welfare provision

The principles that guide the provision of emergency welfare are:

1. Welfare shall be made available to meet the needs of all people affected or threatened by an adverse event or emergency declared under the CDEM Act 2002.
2. Organisations providing welfare functions will operate in an integrated and coordinated manner, through the use of agreed standards and operating procedures.
3. Emergency welfare will be provided in accordance with the operational and recovery principles set out in the Civil Defence Emergency Management Group Plan.
4. Emergency welfare in this context is about encouraging people, where possible, to remain living in their normal residence and keeping work places operational by contributing to the provision of shelter, accommodation, food, clothing and other



## Welfare Plan V 1.2

financial assistance, counselling, personal support and advice to people affected or threatened by an emergency.

5. To effect community wide emergency welfare it may be necessary to establishment and operate centres through which welfare assistance can be co-ordinated. It is not intended that these planning arrangements imply or provide on mass door-to-door in house care as individuals remain responsible for equipping themselves with essential survival resources and supplies.

## 5.2 Welfare Advisory Committee

The Welfare Advisory Committee will need to develop agreed standards for readiness, services and operating procedures.

The Civil Defence Emergency Management Group has established a Welfare Advisory Committee in accordance with section 8.11 of the Hawke's Bay Civil Defence Emergency Management Group Plan. To be consistent with the National CDEM Plan this committee will be known as the Hawke's Bay Welfare Advisory Group (WAG). The title "Welfare Advisory Group" has been widely adopted elsewhere throughout New Zealand. The titles "Welfare Advisory Committee" and "Welfare Advisory Group" have the same meaning and are interchangeable.

The members of this Group will be the Welfare Managers and a representative from each of the lead agencies as identified in Annex 2 of this plan.

The role of the Welfare Advisory Group is to:

- Ensure that the welfare arrangements for Hawke's Bay are comprehensive, efficient and capable of delivering consistent welfare across the region.

- Agree on the structure, format and content of the lead agency plans before they are forwarded for approval by the Civil Defence Emergency Management Group.

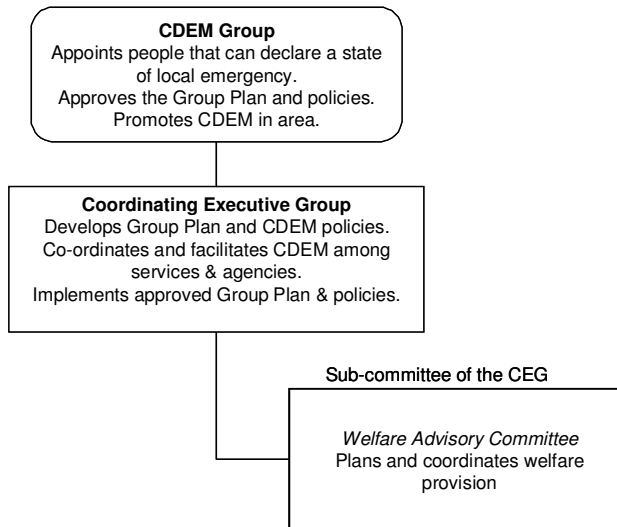
- Confirm the inclusion of support agencies and their capability to fulfil designated roles and responsibilities in support of a lead agency.

- Maintain lists of key contacts that contribute to providing emergency welfare in Hawke's Bay

- Facilitate an annual workshop or exercise which encourages the participation of all lead and support agencies enabling the examination or practice of integrated welfare role delivery

The Terms of Reference of the Welfare Advisory Group are specified in Annex 1 to this Welfare Plan. The following diagram shows the structural relationship of the Welfare Advisory Group (Reference should be made to 12.5 of the National CDEM Plan 2006)

**Figure 1: Organisation arrangement for the Welfare Advisory Committee**



### 5.3 Activation of welfare

Thresholds and process for activation especially for an adverse event need to be determined and agreed upon.

Emergency welfare may have to be activated with little notice. The need for welfare services may be triggered by an adverse event managed by an emergency service or a territorial local authority, a medical emergency managed by the District Health Board, a bio-security emergency managed by Ministry of Agriculture and Forestry, or an emergency declared under the CDEM Act 2002.

The decision to activate, deploy and deliver emergency welfare functions will be made by the Incident Controller or a CDEM Controller at Group or Local level. This will ensure that coordination of emergency welfare functions can be maintained and that the Controller is aware of contingent capability should the need for additional emergency welfare functions develop.

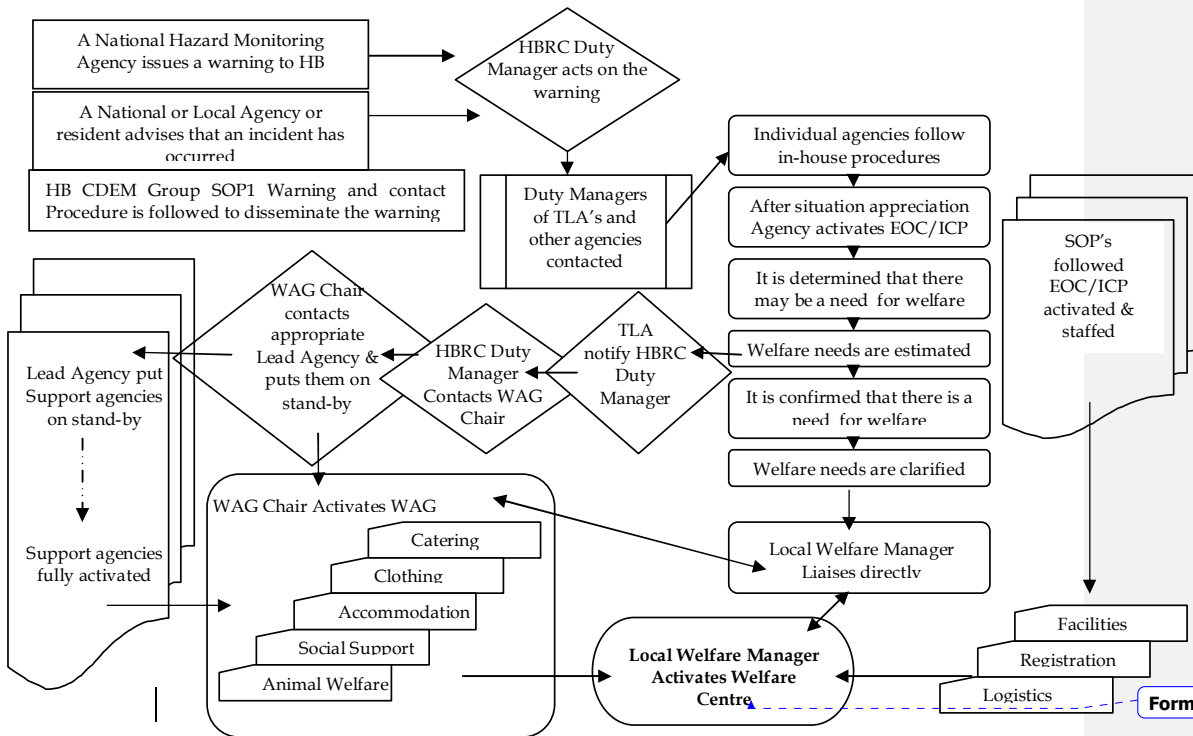
- The Welfare Advisory Group will be activated when the WAG chairman receives a request to provide emergency welfare services and confirms expectations by contacting the identified lead agency.
- The WAG Chairman will contact the appropriate emergency welfare function lead agency(ies) (see section 7 Welfare Functions) and request that they activate their operational response plan.
- The Welfare Advisory Group comprising of a representative of each activated lead agency will assemble at a suitable place to meet and:
  - Provide advice to the Controller, and,
  - facilitate collaborative deployment of staff and resources and delivery of welfare across the whole region or to specific locations

The CDEM Welfare Manager(s) of each territorial local authority will be based at their local EOC and are responsible for determining the level and initial priority of welfare services needed in their district based upon the emergency situation that prevails. After

consulting with their Local Controller they will communicate these needs to the members of the Welfare Advisory Group who will initiate the necessary provisions of welfare.

The following diagram shows the procedure for activating the WAG and Welfare in Hawke's Bay

**Figure 2: Activation flowchart for the Welfare Advisory Group**



**The Local Welfare Manager is responsible for the identification, readiness and operation of welfare centres in their district.**

### 5.4 Welfare centres

To ensure effective and co-ordinated delivery of emergency welfare, the Local Welfare Manager may establish welfare centres. A welfare centre will provide a place from where a range of welfare agencies can operate, and affected people can receive information, advice, in an effective manner.

Details of the functions that can be provided from welfare centres, and their possible locations can be found in Annex 4.

## 6 FUNDING WELFARE ACTIVITIES

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During an adverse event emergency welfare services are provided on a user pays basis. Those organisations that request the services are expected to pay for them, unless reimbursement of this expenditure can be claimed from Central Government as part of its "Category A" expenditure claim's

When this Welfare Plan is activated as a result of a declared emergency, then the Civil Defence Emergency Management Group will meet the costs of services, unless specified otherwise. In this instance the Civil Defence Emergency Management Group can then claim the cost of these various services from Central Government as part of its "Category A" expenditure claim.

The Welfare Advisory Group along with the Emergency Services Co-ordinating Committee will need to determine funding arrangements for the use of welfare services during an adverse event.

Preparing and maintaining identified welfare centres with appropriate resources is the responsibility of the territorial local authority whose community that centre serves.

## 7 WELFARE FUNCTIONS

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Emergency welfare is generally grouped into seven different functions. These are:

1. Registration
2. Accommodation
3. Catering
4. Clothing
5. Social support services
6. Animal welfare
7. Donated goods and services management and allocation

Brief descriptions of each of these functions are provided in this section of this plan. Three other functions are also briefly discussed here. They are the impact of evacuation, the provision of emergency welfare for people who have been evacuated to Hawke's Bay, and the process to ensure a smooth transition and continued delivery of emergency welfare from response to recovery operations.

Lead Agencies for the provision of the emergency welfare functions are summarised in Annex 2. These agencies have responsibility for the coordination of the key welfare functions. Lead Agencies are responsible for pre-event planning and for coordinating the delivery of specified welfare functions.

The role of support agencies (also summarised in Annexe 2) is to provide additional skills and resources to support each Lead Agency in their response and delivery role. Other support agencies may be identified during the life of this Welfare Plan and co-opted by a lead agency and included within that lead agencies operational plan. Support Agencies are responsible for their own pre-event planning and to provide support to the Lead Agency.

The Welfare Advisory Committee will need to agree and develop planning standards and assist lead agencies with their plans.

## 7.1 Registration

### — Lead Agencies: (taking responsibility for persons in their care)

Criteria for registration of affected people as a result of an adverse event will need to be determined.

#### **Territorial Local Authorities**

- **Central Hawke's Bay District Council,**
- **Hastings District Council,**
- **Napier City Council,**
- **Wairoa District Council**

#### **NZ Police**

#### **Hawke's Bay District Health Board**

#### **Rest Homes & Care Facilities**

#### **Education and pre-school Facilities**

#### **Work & Income**

#### **Child Youth & Families**

#### **Department of Corrections**

Further collective work is required to quantify how registration systems will be integrated, as numerous organisations will have ongoing responsibilities for persons already in their care or introduced into their care, and how the registration systems and intelligence processes will integrate with any regional or national enquiry system.

Registration allows: individuals who have been temporarily displaced or detained for safety reasons to be traced, families to be reunited, and enquiries as to the whereabouts of any registered person to be confirmed, through the public enquiry system. It also provides the mechanism for checking and tracking that the emergency welfare needs of people are met, and ensures that any payments due to those people affected by the adverse event or the emergency can be made.

Registration therefore provides the mechanism for recording all the people affected or threatened by an adverse event or during and after a declared emergency.

In particular registration may be needed for any of the following groups:

- evacuees;
- disaster fatalities;
- the injured;
- people in institutional care;
- school pupils;
- volunteer workers.

Volunteer organisations that have offered their assistance include: Citizen's Advice Bureau, NZ Red Cross, and Order of St. John (only after their primary roles have been completed).

Facilities at registration centres should include an information service for those arriving so that the immediate welfare needs of people can be effectively assessed. Wherever possible, trained social workers and public health nurses should be present in case there is need for their services.

Reference should be made to 12.13.2 and 12.13.3 of the National CDEM Plan 2006

## 7.2 Accommodation

There are two types of accommodation that may be required by people affected by an adverse event or an emergency. These are:

- Immediate Emergency accommodation ; and
- Temporary accommodation.

### **7.2.1 Immediate Emergency accommodation**

#### **— Lead Agency: Local Authority**

Emergency shelter is short-term accommodation provided to affected people, who have been evacuated from their normal place of residence. Places used for emergency accommodation can include: schools, halls, clubs, Marae, churches etc. Annex 3 provides information on Marae protocol if they are to be used for emergency accommodation.

### **7.2.2 Temporary accommodation**

#### **— Lead Agency: Housing New Zealand**

Where affected people are required to be away from their normal place of residence for more than two nights, because of the effects of an adverse event or an emergency, then temporary accommodation may be arranged for them until they are able to return to their normal place of residence.

Clearly some affected people may require such temporary accommodation for a considerable period of time depending on the nature of the adverse event or emergency.

Reference should be made to 12.8 of the National CDEM Plan 2006

## **7.3 Catering**

#### **— Lead Agency: Salvation Army**

The Salvation Army has accepted responsibility for co-ordinating emergency catering. However, additional assistance may be required from voluntary agencies, local service clubs and food wholesalers.

As lead agency, Salvation Army is responsible for ensuring a range of support agencies will have the capability to provide catering services when required.

Emergency catering provides meals to people evacuated to emergency shelters. Where organisations have sought assistance from the Salvation Army or the other support agencies to feed their staff, they will need to meet the cost of that service directly.

Reference should be made to 12.12.6 of the National CDEM Plan 2006

## **7.4 Clothing and Emergency Bedding**

#### **— Lead Agency: New Zealand Red Cross**

Emergency clothing provides a single generic change of clothes a blanket and toiletries to people who have lost all their clothes as a result of an adverse event or an emergency.

Red Cross has accepted the responsibility for emergency clothing with the Hawke's Bay Civil Defence Emergency Management Group. Stores for immediate use are situated in their Napier and Hastings service centre buildings.

Should these resources be exhausted Red Cross are able to meet additional demand for emergency clothing through the use of purchase contracts with retailers and wholesalers.

Ideally affected persons will be able to claim from their insurer for replacement of additional clothing, however if individuals have not made adequate provision emergency purchase vouchers or benefits from the Ministry of Social Development may be necessary.

Reference should be made to 12.12.7 of the National CDEM Plan 2006

## 7.5 Social support services

### — Lead Agency: Work & Income

The social support services involves the provision of assistance to allow people affected by the adverse event or emergency to meet their immediate personal welfare needs. This may include:

- Financial assistance to meet immediate emergency welfare related needs; and
- Counselling services to overcome grief, shock and other emergency related reactions.

Work and Income will:

- Continue to make payments of normal benefits and pensions;
- Administer payment of special benefits to meet the immediate and continuing welfare needs of people affected by the emergency;
- Pay the billeting allowance to people hosting evacuees;

The Department of Child Youth and Family have the primary responsibility for the co-ordination of assistance with counseling services for persons affected by the event;

Reference should be made to 12.7 of the National CDEM Plan 2006

## 7.6 Animal welfare

### — Lead agency: Ministry of Agriculture and Forestry

Ministry of Agriculture and Forestry have the statutory mandate to coordinate the necessary emergency welfare provisions for livestock during adverse weather events or emergencies.

The Ministry will also assess areas to confirm if the threshold for agricultural emergency relief funding

### 7.6.1 Domestic pet welfare

The Royal New Zealand Society for the Protection and Care of Animals has resources, which in an emergency can be utilised to help alleviate problems with evacuee's domestic pets.

The payment of costs associated with the care of domestic pets is a matter, which will need to be agreed upon between the Royal New Zealand Society for the Protection and Care of Animals and the owner of those animals.

Reference should be made to 12.10 of the National CDEM Plan 2006

## 7.7 Donated goods & services management and allocation

### — Lead agency: New Zealand Red Cross

The Civil Defence Emergency Management Group Plan notes that money is the best donation. However, it is usual that during or following any large emergency, donations of clothing, food, or other items will often arrive unsolicited. This therefore needs to be planned for. The NZ red Cross and the Salvation army have agreed to ensure that donated goods are sorted, suitable and available for allocation to meet the emergency

welfare needs of affected people. In particular any donated foodstuffs that can be used by the Salvation Army for their catering functions should be provided to them. Likewise clothing should be provided to the NZ Red Cross to assist them with their clothing functions.

The management of donated goods can potentially be a significant logistical exercise, as they need to be sorted, stored, and transported. Any goods remaining after the "return to normal" or are unlikely to be further needed, will be disposed of in an appropriate fashion. All money raised will be deposited into the Hawke's Bay Adverse Events Trust.

## 7.8 Evacuation

Evacuation is not a welfare service. It is primarily a control function. It involves the controlled movement of people out of an emergency area, and their reception in an area of safety. However, evacuating people has major welfare implications.

Evacuated or displaced people may require immediate emergency accommodation, and may need temporary accommodation. They may also require other emergency welfare services until they can return to their normal place of residence.

## 7.9 Welfare support for evacuees from outside the area

It is possible that the welfare organisations and systems could be required to respond to a Ministry of Civil Defence & Emergency Management or another Civil Defence Emergency Management Group request to accommodate, register, feed, and provide social support services for evacuees from outside Hawke's Bay if the region was unaffected by a significant emergency.

In such a case the Civil Defence Emergency Management Group Welfare Advisory Group would convene and activate an appropriate level of response using the provisions of this Emergency Welfare Plan.

Reference should be made to Section 23 of the National CDEM Plan 2006

## 7.10 Recovery transition from civil defence emergency

The impact of an emergency on people can continue long after the emergency is over.

Once a state of emergency has been lifted then any on-going recovery activities will be the responsibility of the Group Recovery Manager, until such time as the community is able to function on its own. During this recovery phase all activities occur under normal statutory authority.

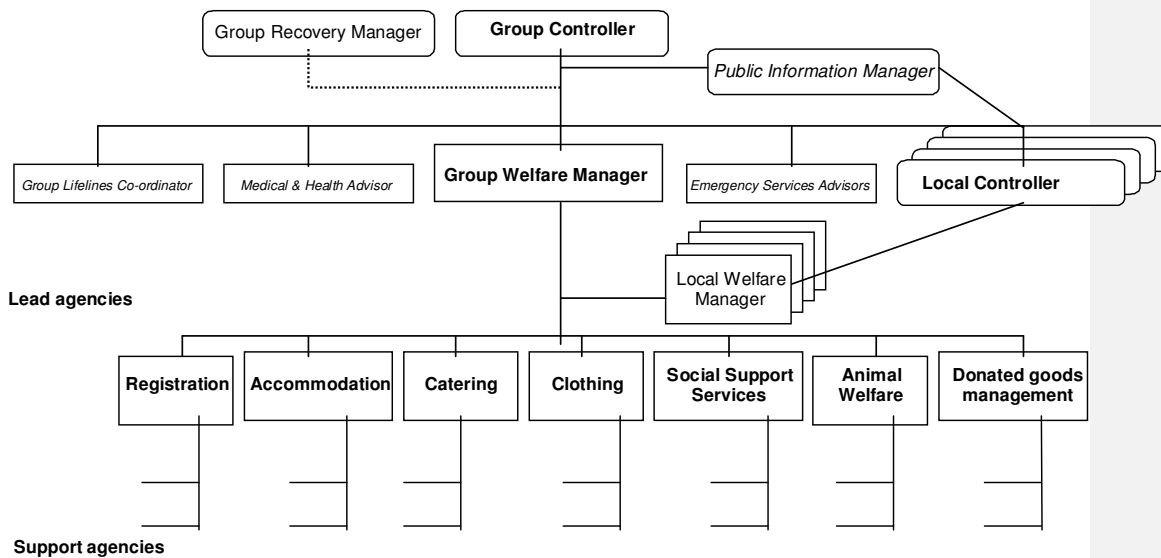
The Civil Defence Emergency Management Group Welfare Advisory Group will need to work with the Controller (Group or local) and the Recovery Manager during the emergency, to ensure that there is a smooth transition of authority from the Controller to the Recovery Manager, while maintaining the continuation of required emergency welfare to meet the needs of affected people.

The operational arrangements for the provision of welfare services during the recovery phase are specified in section 9.6 of the Civil Defence Emergency Management Group Plan.

## 8 RESPONSIBILITIES

This section sets out the responsibilities of welfare managers, and lead agencies to provide the range of welfare services listed in section 4. The relationship between them is also shown in the following diagram.

**Figure 2: Organisational structure**



### 8.1 Group Welfare Manager

The Civil Defence Emergency Management Group will appoint a person to be the Group Welfare Manager, and at least one person to be the Deputy Welfare Manager, who will act as Group Welfare Manager when the Group Welfare Manager is not available. The Group Welfare Manager will be the Chairman of the Welfare Advisory Group. If the Welfare managers are all unavailable the Group Controller may appoint a Group Welfare Manager.

The Group Welfare Manager will take an overview of all emergency welfare operations, and has the responsibility for coordinating the provision of emergency welfare across Hawke's Bay. During a civil defence emergency the Group Welfare Manager will report directly to the Group Controller.

During the recovery phase the Group Welfare Manager will report to the Recovery Manager.

The Group Welfare Manager is responsible for monitoring the effectiveness of the plans produced by the lead agencies.

## 8.2 Local Welfare Manager

The Civil Defence Emergency Management Group may appoint at least one Local Welfare Manager, for each City and District Council.

### 8.2.1 Responsibilities of a Local Welfare Manager

- Liaise with the Group Welfare Manager before and during an adverse event or emergency, respond promptly to any request or instructions issued by the Group Welfare Manager.
- Plan for and coordinate emergency welfare facilities in their districts;
- Direct the establishment of Welfare Centres and co-ordinate the use of resources available from welfare agencies.
- Liaise with the Public Information Management team regarding the release of necessary welfare advice to assist the general public to remain self-sufficient.
- Support any relocation of people who must be moved to ensure their safety, or to effectively provide for their welfare.
- Monitor conditions in evacuated areas and arrange the return of displaced people as soon as it is safe to do so.
- Liaise with local Marae, Taiwhenua, and hapu to facilitate provision of emergency welfare.

## 8.3 Public Information Management

The principles and priorities of public information management as a result of an emergency are set out in section 8.8 of the Civil Defence Emergency Management Group Plan.

The release of specific welfare related information to people affected by an adverse event or emergency is one of the functions of Public Information Management team, and will be coordinated by them in accordance with their operating procedures.

Provision to provide a Regional or National Enquiry Service in an emergency is included in the functions facilitated by NZ Red Cross.

Reference should be made to Section 12.9 of the National CDEM Plan 2006

## 8.4 Lead agencies

The following sections outline the responsibilities of lead agencies.

### 8.4.1 Housing New Zealand

Lead agency for the accommodation function.

- Develop an temporary accommodation plan, which provides assistance to evacuees in the event of an adverse event or emergency.
- Develop and maintain a resource list of facilities suitable for temporary accommodation purposes ensuring that authorised procedures are in place for their availability when required.

- Provision of temporary and long-term accommodation for people who have been displaced from their normal place of residence.
- Provide skilled resources to co-ordinate the registration of spare accommodation during the recovery phase after an emergency.
- Provide, on request, representation to Welfare Centre(s).
- Coordination of rural housing.
- Liaise, in the planning and response stages, with the Group or Local Welfare Manager and other agencies and organisations to ensure a co-operative and unified welfare response.

Reference should be made to 12.8 of the National CDEM Plan 2006

#### **8.4.2 Salvation Army**

Lead agency for catering function

- Plan the overall delivery of catering services to evacuees and emergency workers during an adverse event of an emergency.
- Establish a resource list of catering facilities and supplies to meet the requirements of the emergency situation.
- Liaise, in the planning and response stages, with the Group or Local Welfare Manager and other agencies and organisations to ensure a co-operative and unified welfare response.

Reference should be made to 12.12.6 of the National CDEM Plan 2006

#### **8.4.3 Red Cross**

Lead agency for the clothing function.

Lead agency for the donated goods and services function.

Lead agency for the regional & national enquiry function.

- Plan the overall supply of emergency clothing, blankets, and toiletries to affected people and when appropriate to emergency workers during an emergency.
- Establish control mechanisms for the provision of appropriate clothing from authorised sources, and ensure that unsolicited donations are directed to agencies outside the disaster area for assessment and sorting.
- Provision of the Regional and National Enquiry Service in an emergency.
- Liaise, in the planning and response stages, with the Group or Local Welfare Manager and other agencies and organisations to ensure a co-operative and unified emergency welfare response.

Reference should be made to 12.12.7 of the National CDEM Plan 2006

#### **8.4.4 Work and Income**

Lead agency for social support services.

- Planning and coordination of social support services for people affected by the adverse event or an emergency.

- Maintain a resource list of qualified personnel and volunteers to meet social support service requirements in an emergency.
- Liaise, in the planning and response stages, with the Group or Local Welfare Manager and other agencies and organisations to ensure a co-operative and unified welfare response.
- Processing of applications under a range of income support programmes.
- Continued payment of established benefits.
- Payment of any special allowances approved in connection with the emergency.
- Payment of billeting allowances and temporary accommodation payments.
- Provision of representation at Welfare Centre(s).
- The co-ordination and control of other emergency financial assistance.
- Seek approval for and authorise Task Force Green relief teams.

Reference should be made to 12.7 of the National CDEM Plan 2006

#### **8.4.5 Ministry of Agriculture and Forestry**

Lead agency for animal welfare

- Co-ordinate the necessary emergency welfare provisions for livestock during adverse weather events or emergencies.
- Facilitate contact with Farmers quantify the needs of their families and properties
- Liaise, in the planning and response stages, with the Group or Local Welfare Manager and other agencies and organisations to ensure a co-operative and unified emergency welfare response.

Reference should be made to 12.10 of the National CDEM Plan 2006

#### **8.4.6 Support organisations**

A number of organisations, including Inland Revenue, Department of Child Youth & Family, Ministry of Education, Victim Support, Royal New Zealand Society for the Protection and Care of Animals, Neighbourhood Support, Te Puni Kokiri, the Motelliers Association, Intellectually Handicapped Children and voluntary service groups such as Lions and Rotary all have a role to play in the emergency welfare process.

The Group Welfare Manager will task identified organisations and others who will emerge at the time of the event to the need of affected people and the ability of those organisations to provide the necessary assistance.

Reference should be made to 12.12 of the National CDEM Plan 2006

Consideration needs to be made for gaining access to farms, business continuance assistance and rural support & survival services

# ANNEX 1: TERMS OF REFERENCE FOR THE HAWKE'S BAY CIVIL DEFENCE EMERGENCY MANAGEMENT GROUP WELFARE ADVISORY COMMITTEE

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## 1. PURPOSE OF TERMS OF REFERENCE

1.1 The purpose of this Terms of Reference is to:

- a) Provide for the establishment of a Welfare Advisory Committee in fulfilment of the Civil Defence Emergency Management Group Plan;
- b) Set out the functions of the Welfare Advisory Committee (here after referred to as the Welfare Advisory Group);
- c) Define the responsibilities of the Welfare Advisory Group.

## 2. PARTIES

2.1 The following local authorities and organisations are members of the Welfare Advisory Group and are responsible to ensure that appropriate representation is available when requested:

- Civil Defence Emergency Management Group Member (Welfare Managers)
  - Central Hawke's Bay District Council
  - Hastings District Council
  - Napier City Council
  - Wairoa District Council
- Housing New Zealand
- Ministry of Agriculture and Forestry
- New Zealand Red Cross
- Salvation Army
- Work & Income (Chairman & Group Workstream Champion)

2.2 Other organisations/persons may be co-opted by the Welfare Advisory Group as required.

The following organisations have been co-opted

- Accident Compensation Corporation,
- Hawke's Bay District Health Board,
- Inland Revenue Department,
- Ministry of Education,
- NZ Police Eastern District,
- Royal New Zealand Society for the Prevention of Cruelty to Animals (RNZSPCA),
- St John Ambulance,
- Te Puni Kokiri
- Victim Support

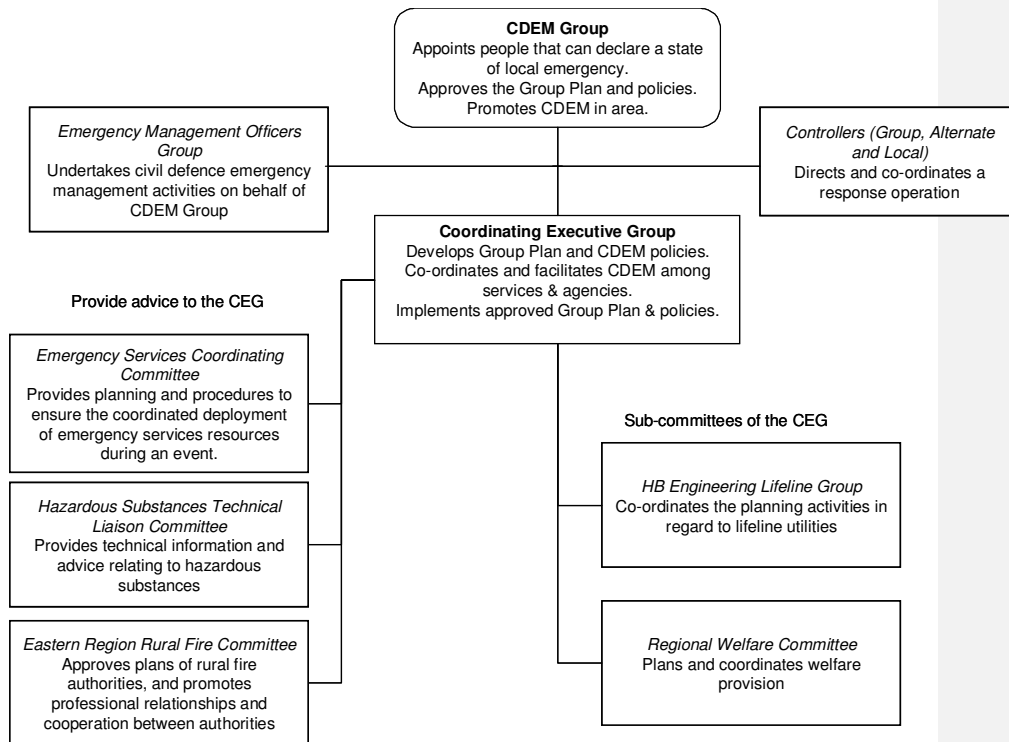
## 3. FUNCTIONS

- 3.1 The Welfare Advisory Group shall:
- a) Develop and provide operational plans (for example guidelines and standard operating procedures) for the provision of welfare services to affected people as a result of an adverse event or a declared emergency;
  - b) Establish procedures for the control, organisation, and inter-agency communication to ensure the effective delivery of welfare services as a result of a civil defence emergency;
  - c) Provide advice and assistance to the Coordinating Executive Group for the development, implementation, maintenance, monitoring, and evaluation of the Civil Defence Emergency Management Group Plan.
- 3.2 Based on the principles of Section 59 of the CDEM Act 2002 and CIMS the Welfare Advisory Group shall:
- a) Provide operational planning at a regional level for delivery of emergency welfare functions in any emergency event;
  - b) Establish procedures for control, organisation and communication to ensure the coordinated response during an emergency;
  - c) Provide advice and assistance to the Coordinating Executive Group for the development, implementation, maintenance, monitoring, and evaluation of the CDEM Group Plan.

### 3.3 Definitions:

- (a) **adverse event** (Ref CDEM Group SOP2 s5) means a hazard or incident of significance is imminent or has occurred and has or may impact on the CDEM Group Area and may require response coordination, or the use of special powers, or considerable resources
- (b) **emergency** (Ref CDEM Act 2002 s4 interpretations) means a situation that—
  - (a) is the result of any happening, whether natural or otherwise, including, without limitation, any explosion, earthquake, eruption, tsunami, land movement, flood, storm, tornado, cyclone, serious fire, leakage or spillage of any dangerous gas or substance, technological failure, infestation, plague, epidemic, failure of or disruption to an emergency service or a lifeline utility, or actual or imminent attack or warlike act; and
  - (b) causes or may cause loss of life or injury or illness or distress or in any way endangers the safety of the public or property in New Zealand or any part of New Zealand; and
  - (c) cannot be dealt with by emergency services, or otherwise requires a significant and co-ordinated response under this Act; Plan.

### 3.4 Structure and relationship (Refer HB CDEM Group Plan 7.2):



## 4. REMUNERATION

- 4.1 Each organisation represented on the Civil Defence Emergency Management Group Welfare Advisory Group shall be responsible for remunerating its representative on the Civil Defence Emergency Management Group Welfare Advisory Group for the cost of that person's participation in the Civil Defence Emergency Management Group Welfare Advisory Group.

## 5. Meetings

- 5.1 The Welfare Advisory Group shall hold meetings at such frequency, times and place(s) as agreed for the performance of its functions and duties.
- 5.2 There will be at least two meetings per year.
- 5.3 The quorum shall consist of representatives from four (4) members,

## 6. ACTIVATION



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- 6.1 The Chairman of the Emergency Services Coordinating Committee or the lead agency managing an adverse event or the CDEM Group Controller may request some or all of the functions of the Welfare Advisory Group to be activated and delivered.
- 6.2 The Chairman of the Welfare Advisory Group will be the point of contact and is authorised to activate Welfare Advisory Group functions by contacting appropriate contacts of each of the Welfare function Lead agencies
- 6.3 Cellular telephone voice networks will be relied upon to activate the "Welfare Advisory Group".
- 6.4 Landline telephone voice networks will be used as a secondary means to activate the "Welfare Advisory Group".
- 6.5 Technology to improve the ability for the "Welfare Advisory Group" to activate will be investigated and implemented after decision of the CDEM Group members

### 7. VOTING

- 7.1 Members of the Welfare Advisory Group shall use their best endeavours to obtain consensus.
- 7.2 Each member organisation has one vote.
- 7.3 A casting vote shall not be used.

### 8. CHAIRMAN

- 8.1 The Chairman of the Welfare Advisory Group is the Civil Defence Emergency Management Group Welfare Manager (the appointed staff member of Work & Income).

### 9. ADMINISTRATION

- 9.1 Work and Income Eastern Region administers the Welfare Advisory Group and is responsible for servicing the Group, maintenance of member contact lists, secretarial support, notice of meetings, agenda, meeting records, outcomes and reporting significant issues or recommendations to the CDEM Group CEG.

### 10. VARIATIONS

- 10.1 Any Party 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 Welfare Advisory Group.
- 10.2 Once a proposed variation, deletion or addition to this Terms of Reference has been put to the Welfare Advisory Group, this agreement is not amended until the proposed variation; deletion or addition is approved and adopted by the Civil Defence Emergency Management Group.

## ANNEX 2: LEAD AGENCY AND IDENTIFIED SUPPORT AGENCIES

The following table sets out the lead agencies for each of the emergency welfare functions and lists the identified support agencies that can provide support for those functions during an emergency.

Function	Lead Agencies	Support Agencies
<b>Registration</b>	Various	<ul style="list-style-type: none"> <li>• City &amp; district Councils</li> <li>• Government Departments or agencies</li> <li>• Community Groups <i>(need to be specified)</i></li> <li>• Police</li> <li>• Institution Authorities <i>(need to be specified)</i></li> <li>• Emergency Medical Units <i>(need to be specified)</i></li> <li>• Iwi Liaison</li> </ul>
<b>Accommodation</b>	Housing NZ	<ul style="list-style-type: none"> <li>• Insurance Council</li> <li>• Maraes <i>(need to be specified)</i></li> <li>• Motels/ Hotel/ Backpackers</li> <li>• City &amp; District Council's</li> <li>• Ministry of Social Development</li> <li>• Ministry of Health</li> </ul>
<b>Catering</b>	Salvation Army	<ul style="list-style-type: none"> <li>• Catering Contractors <i>(need to be specified)</i></li> <li>• Voluntary Organisation's <i>(need to be specified)</i></li> <li>• Ministry of Defence</li> <li>• Department of Health</li> <li>• Iwi Liaison</li> <li>• Church groups</li> </ul>
<b>Clothing</b>	NZ Red Cross	<ul style="list-style-type: none"> <li>• Salvation Army Community Services</li> <li>• Voluntary Organisations <i>(need to be specified)</i></li> <li>• Service Clubs <i>(need to be specified)</i></li> <li>• Clothing Retailers <i>(need to be specified)</i></li> </ul>
<b>Social support services</b>	Work Income &	<ul style="list-style-type: none"> <li>• Department of Child Youth &amp; Family</li> <li>• Hawke's Bay District Health Board</li> <li>• Accident Compensation &amp; Rehabilitation Insurance Corporation</li> <li>• Church groups</li> <li>• Psychologists <i>(need to be specified)</i></li> <li>• Victim Support</li> <li>•</li> </ul>
<b>Function</b>	<b>Lead Agencies</b>	<b>Support Agencies</b>
<b>Domestic pet</b>	MAF	<ul style="list-style-type: none"> <li>• Agriquality</li> </ul>



welfare		<ul style="list-style-type: none"><li>• City &amp; District Council Animal Control</li><li>• RNZSPCA</li></ul>
Donated goods management	Red Cross	<ul style="list-style-type: none"><li>• Salvation Army</li></ul>

#### Contact Details for Lead Agencies

Contact details for Welfare Advisory Group appointees from each of the lead agencies are listed in the Hawke's Bay Civil Defence Emergency Management Group Standard Operating Procedure 1; Warning System and Contacts Procedures.

#### Contact Lists

Each Lead Agency undertakes to supply and maintain a schedule of their identified Support Agencies. The schedule will contain key contact names, telephone numbers and a summary of available resources both human and material. Annually a copy of the list will be supplied to Welfare Advisory Group. These lists will be appended to the Hawke's Bay Civil Defence Emergency Management Group Standard Operating Procedure 1; Warning System and Contacts Procedures but will not be made public.

## ANNEX 3: MARAE PROTOCOL FOR CIVIL DEFENCE EMERGENCIES

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Taiwhenua will need to be consulted about this Annex before it is finalised.

The intent of this annex is to ensure that no misunderstandings occur at the time of an emergency in relation to resources, payment for services, or lines of control, when Marae are used for the provision of welfare services.

A Marae can be used for two key functions during an emergency: either that of a welfare centre; or for emergency accommodation.

Before a Marae was to be used either as a welfare centre or for emergency accommodation, agreement for its use should be obtained from the appropriate Marae liaison staff.

It is not envisaged, unless extreme circumstances dictate, that a Marae will be 'requisitioned' for use in an emergency.

### Marae Courtesy

It is suggested that the Marae appoint a liaison officer to ensure the courtesies pertaining to their particular Marae are explained and observed and that the structural integrity of the Marae is not abused.

It must be remembered that evacuees are often wet, cold, and in a state of shock. It would be expected however that evacuees obey the rules of the Marae, as they should any other home.

If the Marae is needed for a tangi during the emergency, then the decision on proceedings will be the responsibility of the Marae and affected hupa or whanau. The Local Welfare Manager would consult with the Marae Liaison Officer and if appropriate, make other arrangements for the evacuees.

### Resources

The term resources refers to any item that the Marae may need to look after the people evacuated to it by the civil defence organisation. This could be anything from food, to extra staff, to portaloos.

Civil Defence does not expect any Marae to handle any more people than they could be expected to handle under normal circumstances when it is being used for emergency accommodation - so does not expect any Marae to carry out any abnormal preparations for a civil defence emergency. If an unexpected strain on resources does arise during an emergency, then it is the Welfare Manager's (Group or Local) responsibility to provide the necessary items to overcome the shortfall.

Food will come to the Marae from many sources, evacuees, donations, and purchase. If evacuees bring food to the Marae then it should be seen as a donation for all the evacuees. If it is food that would have spoiled when they left it at home then they could be recompensed through insurance, Work & Income or a Disaster Relief Fund. Food that is purchased should be bought through local business where possible. The Local Welfare Manager will help establish, where necessary, supply and credit lines.

### Finance

When a Marae is used for emergency accommodation Work & Income will pay a billeting allowance to the Marae, which will assist with the costs of food and board for those people staying there. The Local Welfare Manager can arrange to reimburse the Marae for any other expenses associated with its use for emergency accommodation not covered by the billeting allowance.



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When a Marae is used as a Welfare Centre the Local Controller will ensure that payment is made for all costs associated with the use and functions of the Marae as a welfare centre.

### **Marae designated for emergency welfare use in a civil defence emergency**

The following are the Marae in Hawke's Bay that can be used for welfare purposes during an emergency.

## **ANNEX 4: WELFARE CENTRE INFORMATION**

This Annex provides information on the services that will be provided at welfare centres and the criteria used to determine the best locations for establishing Welfare Centres.

Territorial Local Authority's will identify suitable facilities in their districts at which Welfare Centres can be operated and will develop and maintain readiness and activation plans for Welfare Centres .

### **Services at welfare centres**

The following is a list of the services that will be delivered through a Welfare Centre. The size and scale of the emergency will determine the nature of the services required.

- a) **Reception:** the meeting and greeting of people and dealing with any immediate needs.
- b) **Registration:** the registration of displaced people to allow individuals to be traced, families to be reunited and enquiries to be answered, and to ensure that appropriate services can be provided to meet their needs.
- c) **Clothing:** the provision of essential emergency clothing, blankets and toiletries to replace items destroyed, inaccessible, lost or contaminated.
- d) **Catering:** the provision of meals for affected people and emergency workers and also the provision of supplies to isolated homes and community groups.
- e) **Accommodation:** the organisation of emergency shelter in a safe area. Facilitate temporary accommodation for persons who can not return to their normal place of residence.
- f) **Social support services:** the co-ordination of the social support services provided by on-site support agencies, including government departments and other organisations. These services could include the arrangement of financial assistance or counselling support.

### **Criteria for locating Welfare Centres**

Welfare Centres will be established in places, which have facilities suitable for the purpose required. Matters that need to be considered are: catering and toilet facilities, seating, and covered space. Places such as Church halls, schools, Public halls, or Marae are generally suitable.

Once established there locality must be made known as widely as possible. The Local Welfare Manager is to ensure the Public Information Officer is made aware of all operative Welfare Centres.

## Annex 5: MEMORANDUM OF UNDERSTANDING

Below is a suggested draft MoU that can be used between the Civil Defence Emergency Management Group and various welfare agencies to formalise the provision of welfare services.

**BETWEEN:** **Hawke's Bay Civil Defence Emergency Management Group** (hereinafter referred to as Hawke's Bay Civil Defence Emergency Management Group)

**AND**

**1**

### **BACKGROUND**

#### **Civil Defence Emergency Management (Civil Defence Emergency Management) Principles**

Civil Defence Emergency Management 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 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 Civil Defence Emergency Management organisations and individual stakeholders and partners.

#### **Community Welfare and Hawke's Bay Civil Defence Emergency Management**

To advance the desire level of integrated planning for Hawke's Bay, a Civil Defence Emergency Management Group Welfare Advisory Committee 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 are being explored that will ensure the optimum delivery of coordinated support to affected communities. Our readiness will be enhanced by having response and recovery plans in place.

**2**

### **INTENTION OF PARTIES**



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The parties acknowledge the need to document, for the avoidance of doubt their capabilities and their expectation of each they in responding to an emergency. Schedule 1 details the roles and responsibilities of each party, accepting that in all cases, any undertaking will be on a best endeavour basis. This schedule is not attached, as work is needed on it to reflect individual agencies regional welfare responsibilities).

### 3

#### **ADMINISTRATIVE ARRANGEMENTS**

Administrative arrangements are detailed separately in schedule 2. (This schedule is not attached, as further work is required).

### 4

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

This agreement shall take effect upon execution by the parties.

This agreement shall remain in effect until superseded by mutual agreement between the parties, or cancelled by one party advising the other in writing.

This agreement may be amended from time to time by mutual agreement between the parties.

This agreement shall be routinely reviewed every year, more or less, with the first review taking place on or about 1 March 2006.

### 5

#### **ACCEPTANCE**

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

(Organisation)

Hawke's Bay Civil Defence Emergency Management Group

Date:

Date: