

Te rurukutanga mahi  
toko i te ora i ngā  
mate ohotata

---

# Welfare coordination in emergencies

---

Auckland Welfare Plan  
February 2019



**Auckland  
Emergency Management**  
Tokonga Mate Ohotata o Tāmaki Makaurau

**Auckland  
Council**  
Te Kaunihera o Tāmaki Makaurau





# Whakataukī:

Ehara taku toa i te toa takitahi,  
engari he toa takitini.

*My strength is not mine alone,  
but that of many.*





# Kupu Whakataki

## Foreword

Emergencies, by their nature, take many forms and can affect us in different ways. They can have life-altering impacts on the physical, emotional and psychological well-being of individuals, whānau, and communities. It is important that in these events, those affected have timely access to emergency welfare support and services.

As home to New Zealand’s largest city, more than one third of the national population, approximately 1.7 million people from over 120 different ethnicities, live in the Auckland region. Auckland is as geographically diverse as it is demographically, from people living in low lying suburbs and coastal communities, to rural communities, to geographically isolated islands, and communities of urban high-rise city dwellers.

Our subtropical climate is dominated by irregular, sometimes severe, atmospheric conditions that can bring ex-tropical cyclones with strong winds and intense rain. These weather phenomena mean we are most susceptible to events such as flooding, and consequences like fires and electricity outages. The additional threat from low-frequency and high-consequence hazards such as volcanic eruption, earthquake and tsunami, make the hazard-scape of the region additionally complex.

Given Auckland’s exposure to hazards, our size, and our level of population growth and diversity, we can draw on the strength of our people and the partnerships with emergency welfare service agencies

to provide appropriate support where it is most needed.

The Auckland Welfare Coordination Group, made up of key welfare services agencies, have co-designed the Welfare Coordination in Emergencies Plan to guide and enhance the delivery of emergency welfare services and support.

This plan can be used by anyone who has a role or interest in how this group of agencies are co-ordinated to respond to the welfare needs of the people of Auckland.

We all have a shared responsibility to grow our collective capability for preparing and responding to emergencies and we all have to work together to build a resilient Auckland.

As Chair of Auckland’s Civil Defence and Emergency Management Group Committee it is my privilege to introduce this plan for welfare coordination in emergencies.

**Councillor Sharon Stewart,**  
Chair of Auckland’s Civil Defence and Emergency Management Group Committee



# Rārangi Kōrero

## Contents

Foreword .....	4
What is welfare.....	7
Welfare coordination in an emergency.....	7
The Auckland Welfare Coordination Group .....	8
Welfare in emergency principles .....	8
The way we work .....	10
Considerations.....	12
Auckland at a glance .....	13
How the plan fits.....	14
The work we do .....	17
1. Registration .....	20
2. Needs assessment.....	22
3. Inquiry.....	24
4. Care and protection of children and young people .....	26
5. Psychosocial support .....	28
6. Household goods and services.....	30
7. Shelter and accommodation.....	32
8. Financial assistance.....	34
9. Animal welfare.....	36
Ways to get involved.....	38





# He aha te mahi toko i te ora

## What is welfare

The delivery of welfare in emergency management is made up of emergency services, social and health services and non-government organisations. We work together to minimise and address the impacts of an emergency on individuals, whānau and communities.

# Te rurukutanga mahi toko i te ora i te mate ohotata

## Welfare coordination in an emergency

Auckland Emergency Management (AEM) is responsible for the overall coordination of welfare services in an emergency. This is delivered in partnership through the Auckland Welfare Coordination Group (AWCG).

The AWCG work together to plan for and respond to emergencies through the development of a shared plan of action that can be followed in the event of an emergency.

When an emergency event occurs, it is crucial for AWCG agencies and others to provide a coordinated approach

to responding to the impacts on individuals, whānau and communities.

The AWCG is supported by the National Welfare Coordination Group (NWCG). They provide strategic support and guidance of planning, development and coordination.

This document has been developed by AEM and the AWCG to show the way we work and the work we do.



# Te Rōpū Ruruku Mahi Toko i te Ora o Tāmaki Makaurau

## The Auckland Welfare Coordination Group

The Auckland Welfare Coordination Group is made up of the following partners:

- Adventist Development and Relief Agency
- Air New Zealand
- Auckland Council Animal Management
- Auckland Emergency Management
- Auckland Regional Public Health
- Department of Corrections
- District Health Boards
- Inland Revenue
- Ministry for Primary Industries
- Ministry of Business, Innovation and Employment
- Ministry of Civil Defence and Emergency Management
- Ministry of Education
- Ministry of Foreign Affairs and Trade
- Ministry of Health
- Ministry of Social Development
- NZ Companion Animal Council
- NZ Police
- Oranga Tamariki – Ministry of Children
- Red Cross
- Rural Support Trust
- Salvation Army
- SPCA
- St John
- Te Puni Kōkiri
- Victim Support

The AWCG also work with key non-governmental organisations and other agencies during an event.

# Ngā mātāpono mō te mahi toko i te ora i te mate ohotata

## Welfare in emergency principles

The National Welfare Plan has five principles that guide emergency welfare planning and arrangements to ensure that we keep the community at the heart of everything we do.

The principles for emergency welfare services are to:

- recognise the diverse and dynamic nature of communities
- strengthen self-reliance as the foundation for individual and family and whānau and community resilience
- ensure that emergency welfare services address the specific welfare needs of individuals and families and whānau and communities
- ensure flexibility in the services provided and how they are best delivered
- integrate and align with local arrangements and existing welfare networks.







Ā mātau  
tikanga mahi  
**The way  
we work**

The Auckland Welfare Coordination Group has adopted an integrated approach across the 4Rs of emergency management (see diagram). We do this maintaining strong interagency relationships and through the development of practices and tools (i.e. standard operating procedures) that we build and test together.





# Ngā mea hei whakaaro ake

## Considerations

Welfare service considerations across all sub-functions.



**Respect** – need to respect and show empathy towards those needing assistance.



**Business continuity planning** – welfare services need to have arrangements in place to ensure they can contribute to the delivery of essential services and critical functions.



**Culturally and linguistically diverse communities** – need to have access to services.



**Community connectedness and networks** – foster/encourage communities to work together.



**Public information** – need to use a variety of communication channels.



**Training and vetting** – of people delivering welfare services.



**Respect privacy (information sharing)** – all people collecting personal data need to abide by Privacy Act (1993) and Vulnerable Children's Act (2014).



**Adaptable use of technology and manual systems.**

# He kōrero poto mō Tāmaki Makaurau

## Auckland at a glance



**Population** - already at 1.7M people and projected to grow to 2.4M by 2048.



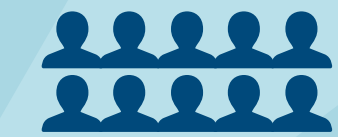
**Languages** - there are over 175 languages spoken in Auckland.



**Housing** - Auckland needs approximately 14,000 new homes built per year to keep up with projected population growth.



**Visitors** - over 2.7M international arrivals per year.



**New residents** - approximately 740 new residents per week.



**Māori** - Māori Mana whenua are represented by 19 iwi (tribes) or hapu (sub-tribes) with territorial affiliations to the area.



**Size** - approximately covers 16,157 km² land and sea.



**Ethnicities** - home to over 180 ethnicities.



**Rural land** - approximately 84% rural.



**Coastlines** - approximately 3,100 km of coastlines.



**Urban** - 94 per cent live in urban areas.



**Age** - under 25's make up 34 per cent of the population.



# Ko te wāhi ki tēnei mahere

## How this plan fits

### Our welfare framework



This Act outlines the welfare response required by Civil Defence Emergency Management Groups to 'provide for the relief of distress, including emergency food, clothing and shelter'.

Our strategy is the guiding document for how we work to build a resilient Auckland.

This is a dual purpose, inward and outward facing document that helps to inform and educate on what we do and why we do it.

The plan is informed by:

- The Guide to the National CDEM Plan (2015)
- The Directors Guidelines for Welfare Services in an Emergency (2015)

**Welfare toolkit**

- standard operating processes
- position descriptions, competency framework, training
- operational documents and templates
- guides
- practice tools

### Welfare sub-function action plans

These plans are owned by members of the AWCG and will detail the nine welfare sub-functions at an operational level.



Registration



Needs assessment



Inquiry



Care and protection services of children and young people



Psychosocial support



Household goods and services



Shelter and accommodation



Financial assistance



Animal welfare



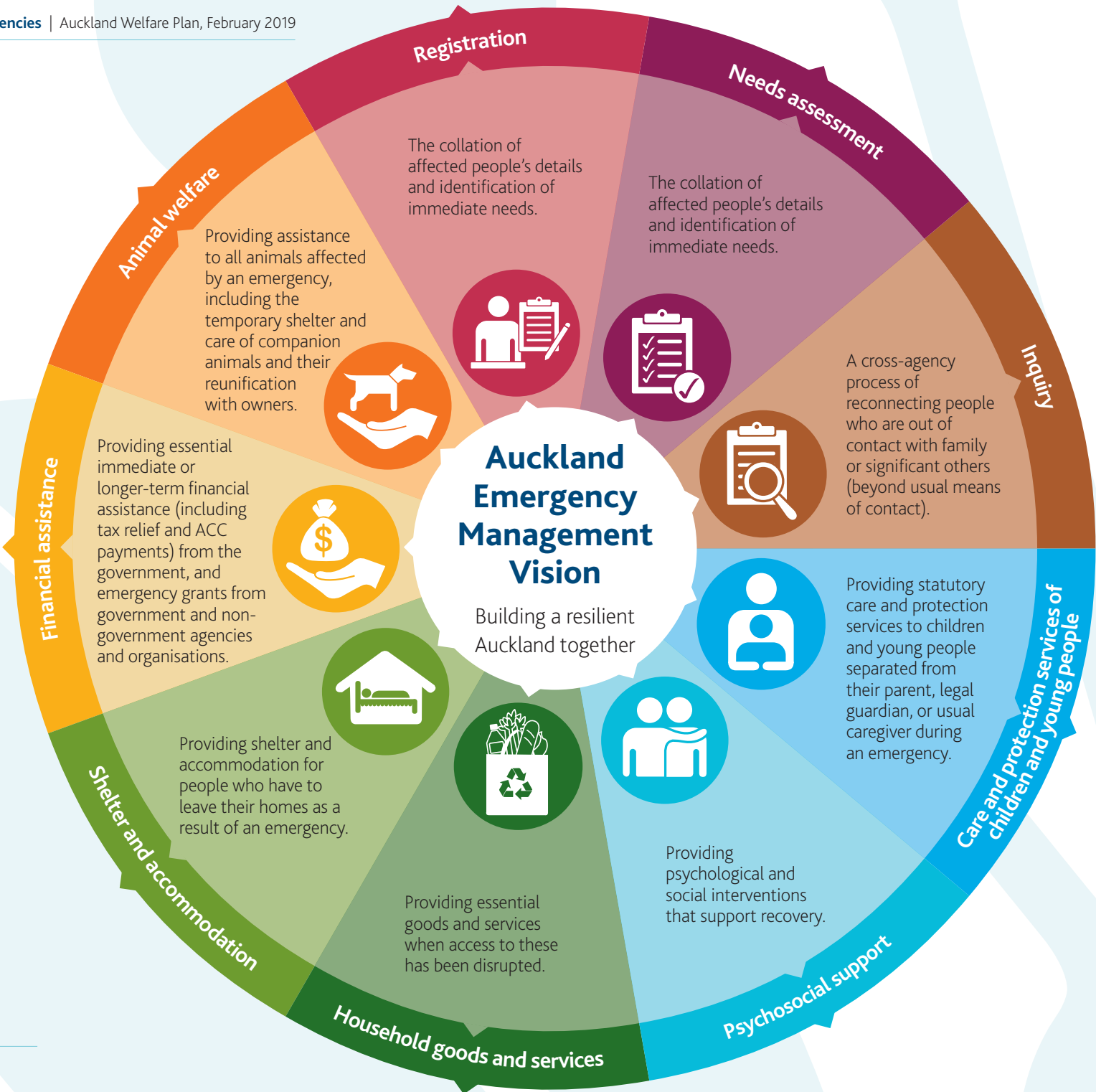











# Ā mātau mahi

## The work we do

Welfare is made up of nine sub-functions. Each has an identified lead agency and agencies that are responsible for the coordination and delivery of services of that sub-function.





									
	Registration	Needs assessment	Inquiry	Care and protection services of children and young people	Psychosocial support	Household goods and services	Shelter and accommodation	Financial assistance	Animal welfare
Sub-function lead	Auckland Emergency Management	Auckland Emergency Management	NZ Police	Oranga Tamariki – Ministry of Children	District Health Boards	Auckland Emergency Management	Auckland Emergency Management / Ministry of Business, Innovation and Employment	Ministry of Social Development	Ministry of Primary Industries
Sub-function support	Inland Revenue NZ Red Cross	District Health Boards Ministry of Primary Industries Ministry of Social Development NZ Police NZ Red Cross Salvation Army St John Te Puni Kōkiri Victim Support	Auckland Emergency Management District Health Boards Ministry of Education Ministry of Health Ministry of Foreign Affairs and Trade NZ Red Cross Primary Health Care St John	Ministry of Education Ministry of Health Ministry of Civil Defence and Emergency Management NZ Police NZ Red Cross Te Puni Kōkiri	Community-based Networks Counselling Services Ministry of Education Ministry of Primary Industries Ministry of Social Development NZ Red Cross Primary Health Organisations General Practitioners Public Health Units Pharmacies The Salvation Army Victim Support	Adventist Development and Relief Agency Auckland Council Animal Management Auckland Regional Public Health Service District Health Boards Ministry of Health Ministry of Primary Industries NZ Defence Force NZ Red Cross Te Puni Kōkiri The Salvation Army	Housing New Zealand Ministry of Education Ministry of Health Ministry of Social Development NZ Defence Force NZ Red Cross Te Puni Kōkiri The Salvation Army	Accident Compensation Corporation Earthquake Commission Inland Revenue Ministry of Business, Innovation and Employment NZ Red Cross The Salvation Army	Auckland Council Animal Management Federated Farmers of New Zealand New Zealand Companion Animal Council NZ Veterinary Association SPCA (Royal NZ Society for the Prevention of Cruelty to Animals) World Animal Protection



1



# Te rēhitatanga Registration

Registration enables us to identify and document who requires assistance during and after an emergency. The registration process enables welfare agencies to implement their welfare response.

## Principles

- Demonstrate a respectful and empathetic approach towards those affected by the emergency.
- Uphold privacy of information.
- Protect the autonomy of affected people by ensuring the process of registration is voluntary.
- Ensure information is gathered and collated in a timely and accurate manner.

## Planning actions

- Decide what the mechanisms for registration are, both primary and back-up.
- Make sure all staff have had background checks and are suitably trained.
- Develop a plan for increasing numbers of registrars if the emergency event is large.
- Ensure the registration process covers options for culturally and linguistically diverse communities.

## Response actions

- Make sure each affected person is registered. This can come from:
  - the person presenting themselves at the registration desk/area, or to a registrar
  - contact being made with a registrar in a community setting (or via self-service in a remote setting).
- Use the EMIS Welfare Registration System to store registrations and inquiries whilst ensuring the privacy and security of personal information about all registrants.

## Challenges

- Language barriers.
- Capability and capacity of registrars.
- Lack of understanding of the purpose of registration.
- Cultural barriers or fear of the registration process.

**LEAD AGENCY**  
Auckland Emergency Management

**SUPPORT AGENCIES**

- Inland Revenue
- NZ Red Cross

**INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS**

- Needs Assessment
- Inquiry



2



# Te arotake i ngā hiahia Needs assessment

Needs assessment is the process of understanding the changing needs of people who have been affected by an emergency. It includes the system by which needs are identified and how the response to the needs are coordinated through the sub-functions.

## Principles

- Promote and respect people’s self-reliance and how they can support each other.
- Adopt a flexible and community-centred approach.
- Understand that needs may not be immediately apparent and will differ between people and over time.
- Respect people’s privacy.
- Keep the process simple and timely.

## Planning actions

- Decide the mechanisms for needs assessment collection, referral and follow-up, both primary and back-up.
- Make sure all needs assessors have had background checks and are suitably trained.
- Develop a plan for increasing numbers of needs assessors if the emergency event is large.
- Build partnerships with existing networks and relevant organisations to enhance communication channels with non-English language speakers.

## Response actions

- Work with support agencies for needs assessment.
- Identify what support each person needs before referring them to the appropriate agencies.
- Information collected will be collated by the Welfare function in the Emergency Coordination Centre.

## Challenges

- Language and cultural barriers.
- Changing needs over time.
- Collating large amounts of information.

**LEAD AGENCY**  
Auckland Emergency Management

- SUPPORT AGENCIES**
- District Health Boards
  - Ministry of Primary Industries
  - Ministry of Social Development
  - NZ Police
  - NZ Red Cross
  - Salvation Army
  - St John
  - Te Puni Kōkiri
  - Victim Support

- INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS**
- Needs assessment can occur in conjunction with Registration
  - Needs assessment has interdependencies with all welfare sub-function

“There is no shame in getting assistance from people in such a situation.”



3



# He aromātai Inquiry

The process of inquiry involves assisting family, whānau, and significant others to make contact, and the subsequent inquiries and investigations to ensure they are reunited.

“When you are involved in something you want your loved ones to know that you are alive and well. Nothing becomes more important to you than knowing that everyone is ok.”

## Principles

- Inter-agency cooperation to manage inquiry functions.
- Reconnecting people.
- All agencies will abide by the Privacy Act 1993.

## Planning actions

- Encourage people to develop their own emergency plans that identify a means of contacting family members in an emergency, as well as where and how to meet in an emergency.
- Build lead and support agency contingency plans to cope with increased public demand.
- Establish a single non-emergency phone number for use during times of high-call volume.

## Response actions

- NZ Police will assist in missing person matters when a member of the public has exhausted their own means.
- When the scale of the emergency is such that the Police cannot manage the volume of calls through their BAU processes, the Red Cross Restoring Family Links should be considered.
- Ensure consistent public messaging around how and when to inquire with NZ Police as well as other alternatives.
- NZ Police will continue to perform duties to ensure preservation of life and property.

## Challenges

- Ensuring quality information is provided to the inquiry group.
- Getting people to see the importance of registering on the Red Cross Restoring Family Links.

### LEAD AGENCY

- NZ Police

### SUPPORT AGENCIES

- Auckland Emergency Management
- District Health Boards
- Ministry of Education
- Ministry of Health
- Ministry of Foreign Affairs and Trade
- NZ Red Cross
- Primary Health Care
- St John

### INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS

- Registration
- Needs Assessment
- Care and Protection of Children and Young People



4



Ko te tautiaki me  
te whakahaumaru  
i ngā tamariki me  
ngā rangatahi  
**Care and protection  
of children and  
young people**

To plan for, deliver, and coordinate  
care and protection services  
for children and young people  
who have been identified (after  
registration) as being separated  
from their parents, legal guardians  
or usual caregivers.

**Principles**

- Children are kept safe and are cared for.
- Reunite children with their parents, legal guardians or usual caregivers as soon as possible and take all reasonable steps to do so before referring to NZ Police.
- Maintain strong relationships with community organisations and develop a clear understanding of the welfare needs of individuals and whānau.
- Recognise the diverse and dynamic nature of emergencies and their consequences on children and young people.

**Planning  
actions**

- Make sure all agencies develop and maintain plans that outline how they will collectively ensure that the needs of children and young people are met.
- Ensure that people involved in the provision and care of children and young people in an emergency are vetted according to legislative requirements.

**Response  
actions**

- Identify children and young people who are separated from their families.
- Utilise support agencies' information to identify caregivers and parents as soon as possible.
- The Oranga Tamariki National Contact Centre will be the primary contact point for community members to ensure an accessible and responsive service.

**Challenges**

- Language and cultural barriers.
- Working with homeless or transient youth.
- Getting back to a normal routine, for example, school.

**LEAD AGENCY**

Oranga Tamariki – Ministry of Children

**SUPPORT AGENCIES**

- Ministry of Education
- Ministry of Health
- Ministry of Civil Defence & Emergency Management
- NZ Police
- NZ Red Cross
- Te Puni Kōkiri

**INTERDEPENDENCIES  
WITH OTHER SUB-FUNCTIONS**

- Needs Assessment
- Inquiry
- Psychosocial Support

“When you have kids you need to be  
able to get things back to normal  
as fast as possible and sometimes  
something as simple as a pillow  
makes all the difference.”



5



# He tautoko mō ngā āhuatanga pāpori ā-hinengaro **Psychosocial support**

Psychosocial support during an emergency focuses on the interventions that are delivered to individuals and communities to ensure physical, psychological and social difficulties are eased at times of stress and uncertainty.

## Principles

- Recognise that individuals and communities need time to recover.
- Reduce further harm.
- Provide wellbeing strategies over intensive forms of psychosocial assistance.
- Use the 'look, listen, link' approach.

## Before an emergency

- Identify what communication methods will be used between lead and support agencies.
- Identify specialist support agencies to undertake the NZ Red Cross Psychological First Aid course and to participate in exercises.
- Develop a contingency plan for delivery of services if support agencies are unable to assist.
- Foster and maintain relationships with support agencies to assist with identification of vulnerable groups.

## During an emergency

- Use the psychosocial 'look, listen and link' model to support community recovery.
- Provide targeted support through referral to health and other support agencies.
- Continuously review and endeavour to understand the needs of the community, including vulnerable groups.

## Challenges

- Common understanding of what is 'normal' in emergencies.
- Culturally appropriate support.
- Changing nature of needs over time.
- Accessing those in need of support.

### LEAD AGENCY

District Health Boards

### SUPPORT AGENCIES

- Community-based Networks
- Counselling Services
- Ministry of Education
- Ministry of Primary Industries
- Ministry of Social Development
- NZ Red Cross
- Primary Health Organisations
- General Practitioners
- Public Health Units
- Pharmacies
- The Salvation Army
- Victim Support

### INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS

- Needs Assessment
- Inquiry
- Care and Protection of Children and Young People

“Natural disaster events are stressful and we often don't think clearly during them.”



6



# Ngā rawa me ngā ratonga ā-kāinga

## Household goods and services

Basic household goods and services may be provided to support affected people. This is a broad category, including food, water, clothing, bedding, furniture, medication and hygiene requirements. Goods and services are provided until normal systems of supply become available again.

### Principles

- Basic supplies are provided to support community resilience.
- Work with community based support organisations to supply what is needed through mutual support.
- The provision of household goods and services is only undertaken when the usual means of supply is insufficient or inaccessible.
- Must at all times account for the dignity of those affected and consider culture, family make-up and religion where relevant.

### Planning actions

- Work with support agencies to develop integrated plans based on agency capability, capacity and existing arrangements.
- Work with Auckland Council Local Boards and regional community organisations to develop mechanisms that enable communities to help themselves.
- Expand the range of supporting agencies to provide a flexible and appropriate response.

### Response actions

- The Emergency Coordination Centre Logistics function will work closely with the Group, Auckland Council departments, suppliers and community leaders to access goods and services.
- Work with community networks to support them to coordinate a community response based on targeted needs.

### Challenges

- Coordination of multiple suppliers.
- Supporting communities without disrespecting their innate resilience.
- Managing offers of assistance and donated items.

#### LEAD AGENCY

Auckland Emergency Management

#### SUPPORT AGENCIES

- Adventist Development and Relief Agency
- Auckland Council Animal Management
- Auckland Regional Public Health Service
- District Health Boards
- Ministry of Health
- Ministry of Primary Industries
- Ministry of Social Development
- NZ Defence Force
- NZ Red Cross
- Salvation Army

#### INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS

- Needs Assessment
- Shelter and Accommodation
- Financial Assistance

“Nearly every belonging was covered in flood water, what was untouched was eaten away by mold in the weeks following.”



7



Ngā wāhi  
whakamaru me  
ngā wāhi noho  
**Shelter and  
accommodation**

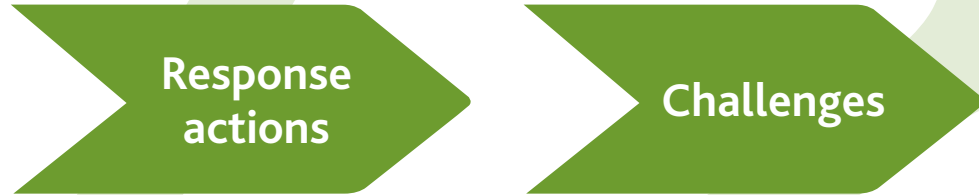
The purpose of the shelter and accommodation sub-function is to coordinate the provision of shelter and accommodation for people who have been displaced from their homes as a result of emergency.

Shelter	Emergency accommodation	Temporary accommodation
Provided usually in a communal facility (but not necessarily a pre-designated Civil Defence Centre), for a few hours up to a few days only.	Provided to displaced people for up to two weeks.	Provided to displaced people who cannot return to their homes for a prolonged period (weeks, months or years).



- Encourage people to stay at home or with family and friends (when safe to do so).
  - Take into account family and community connections and aim to keep families together and close to essential services.
  - People needing shelter and accommodation are likely to need other support services and should be referred accordingly.
  - Shelter options should be safe, hygienic and accessible to those who need them.
  - Avoid moving displaced people multiple times.
- Lead agencies work together to plan the transition between shelter and/or emergency accommodation to temporary accommodation.
  - Work with support agencies to develop integrated plans for the shelter and accommodation sub-function including those people who may be able to shelter in place.
  - Identify communal accommodation options through the Civil Defence Centre designation programme and other facilities partnerships.

“Everyone wants to get back to normal as soon as possible. Having nowhere to call my own was the most destabilising thing of all.”



- Auckland Emergency Management’s welfare and logistics teams will work together to identify the needs of those displaced and the best practical shelter or emergency accommodation solutions.
  - Auckland Emergency Management and Ministry of Business, Innovation & Employment will work together to ensure a seamless transition between shelter or emergency accommodation into temporary accommodation.
  - People accessing this sub-function will also be referred to other sub-functions for further support and will be encouraged through active case management to identify further accommodation options if return home is not possible.
- Housing availability in Tāmaki Makaurau / Auckland and shortage of commercial accommodation.
  - Geographical clustering of appropriate commercial accommodation options.
  - Auckland Emergency Management / Ministry of Business, Innovation & Employment shared responsibility.

**LEAD AGENCIES**

- Auckland Emergency Management (Shelter & Emergency Accommodation)
- Ministry of Business Innovation & Employment (Temporary Accommodation)

**SUPPORT AGENCIES**

- Ministry of Education
- Ministry of Health
- Ministry of Social Development
- NZ Defence Force
- NZ Red Cross
- Te Puni Kōkiri
- The Salvation Army

**TEMPORARY ACCOMMODATION**

- Housing New Zealand
- Ministry of Education
- Ministry of Health
- Ministry of Social Development
- NZ Defence Force
- Te Puni Kōkiri

**INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS**

- Needs Assessment
- Financial Assistance
- Household Goods and Services



8



# He āwhina ā-pūtea Financial assistance

The Ministry of Social Development coordinates the provision of information about, and access to, the range of financial assistance available to people affected by an emergency.

## Principles

- Agencies are responsible for determining whether eligibility criteria are met for the financial programmes they administer.
- Participating agencies will provide information on the assistance available through their agency, including contact information.
- People affected by emergencies have access to information on the range of financial assistance available through a variety of formats.
- Agencies will liaise closely with other sub-function agencies to ensure that where multiple needs are identified, the individual and/or family receives a wrap-around service to meet those needs, including financial assistance.

## Planning actions

- Coordinate planning undertaken by all agencies involved in the provision of financial assistance.
- Coordinate the development of public information, including culturally and linguistically diverse options, so people affected in an emergency know how they can access the services provided.

## Response actions

- Monitor the situation to ensure that available financial assistance meets the needs of those affected.
- The amount and type of financial assistance will depend on need and eligibility. Extra measures of assistance can also be granted depending on the scope and scale of the emergency.
- Pre-prepared information on and access to a range of financial assistance will be available through a variety of channels.
- In a large scale emergency the Government 0800 Helpline may be activated in consultation with the Group and the National Welfare Coordination Group.

## Challenges

- Increasing public awareness of available support.
- Coordination of multiple agencies.

### LEAD AGENCY

Ministry of Social Development

### SUPPORT AGENCIES

- Accident Compensation Corporation
- Earthquake Commission
- Inland Revenue
- Ministry of Business Innovation & Employment
- NZ Red Cross
- The Salvation Army

### INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS

- Needs Assessment
- Shelter and Accommodation
- Household Goods and Services

“We hadn’t faced this before. We didn’t know what to do, where to go and who would help.”



9



# Te tiaki kararehe Animal welfare

Animal welfare helps provide for the needs of animals when their owners (or people in charge) are not able to do so themselves due to the consequences of an emergency.

## Principles

- All animal owners, or people in charge of animals, should develop their own plans to care for their animals during emergencies.
- Comprehensive emergency management to support an all-hazards and all-species approach.

## Planning actions

- Lead the development of animal welfare planning arrangements involving all animal welfare sub-function support agencies.
- Develop plans to allow animals, accompanied by owners, to attend nominated Civil Defence Centres for registration.

## Response actions

- Coordinate the animal welfare sub-function for all animals (including animal rescue, animal shelter, food, water, husbandry and veterinary care and other essentials) delivered by support agencies. This includes companion animals, production animals, animals in research, testing and teaching facilities, zoo and circus animals and wildlife.
- Animal rescue should be considered across welfare and operations functions in the Emergency Coordination Centre.
- Resources should be mobilised as soon as possible during an emergency.

## Challenges

- Temporary housing of animals.
- Dependence on assistance animals.
- Risk of pet owners breaching cordons to retrieve animals.
- Creating a scalable framework.

### LEAD AGENCY

Ministry of Primary Industries

### SUPPORT AGENCIES

- (Shelter & Emergency Accommodation)
- Federated Farmers of New Zealand
  - New Zealand Companion Animal Council
  - NZ Veterinary Association
  - Royal NZ Society for the Prevention of Cruelty to Animals
  - Auckland Council Animal Management
  - World Animal Protection

### INTERDEPENDENCIES WITH OTHER SUB-FUNCTIONS

- Needs Assessment
- Shelter and Accommodation

“ My animals are a part of my family. I would never leave my animals. ”



# He huarahi e whai wāhi mai ai te tangata

## Ways to get involved

To be prepared and able to deal with emergencies, here are some key considerations and questions to get you started:



### 1. Understand risk

- How might you and others be affected by an emergency?
- Are there reasons that make you more vulnerable to the impacts of an emergency?
- What could you do to reduce your exposure or vulnerability to risks? It needn't cost money.
- Future-proof your life by considering long term changes in your environment, including the impacts of climate change, for example the likelihood of severe storm events.



### 2. Plan to stay safe

- Have you discussed what you, your family, community or business plan to do if an emergency occurs?
- Does your place of work have a business continuity plan?
- Do you know how you are going to contact each other during and after an emergency?
- Where would you and those closest to you meet up if there are communication or access issues?



### 3. Be prepared

- Thinking about the potential impacts that could occur, for example, power, water, communications outages, transport issues, needing to stay in or out of home for an extended period of time...
- What information and resources do you, your family, community or business need to have available?
  - What strengths and resources do you have available now and how could you use them to cope during and after an emergency?
  - Try to find solutions that benefit you every day which will also help in an emergency e.g. solar lighting, a car phone charger, access to camping gear, maintaining a full gas bottle for cooking.



### 4. Stay connected

- Get to know people in your neighbourhood and community.
- Support and participate in local community events.
- Communities and businesses that know each other are stronger in good times and in bad.



### 5. Stay informed

- Find out more; talk to others about emergency risks and resilience; sign up for emergency alerts and warnings.
- Keep learning and building your own capacity to deal with disruption and problem solve so you, your whānau and community can be more resilient.
- For further information go to the Auckland Emergency Management website: [aucklandcivildefence.org.nz](http://aucklandcivildefence.org.nz)







**Auckland  
Emergency Management**  
Tokonga Mate Ohotata o Tāmaki Makaurau

