

Auckland Welfare Plan

February 2019



**Working together to look after
people in an emergency**



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



Before you get started



This is an Easy Read booklet about the **Auckland Welfare Plan**.

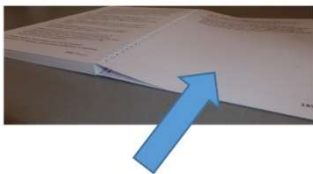


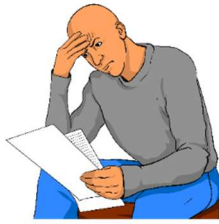
This booklet is long.



Here are some things you can do to make it easier:

- read it a few pages at a time
- go to **What is in here** on **page 3** to find the parts you want to read
- have someone assist you to understand it.





Some of the information in this booklet might worry you.



This booklet is about being ready **if** an **emergency** happens.



An **emergency** is when something dangerous happens like:

- a flood
- or
- an earthquake.



If you are worried about what might happen in an emergency you could talk about it with:

- family
- friends
- other people in your community.



What is in here?



Before you get started

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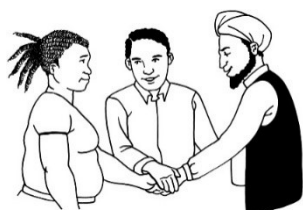
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He whakataukī



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

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



A **whakataukī** is like a saying - you
hear it said a lot.

Often a **whakataukī** says something
about what people think is important.



This **whakataukī** reminds us that
working together is what makes us
strong.

What is the Auckland Welfare Plan?



It is the job of **Auckland Emergency Management** to organise the services that people need in an emergency.

These services are provided by members of the **Auckland Welfare Coordination Group** like:



- emergency services



- health services

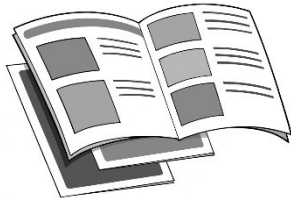
- government services



- social service organisations.



The **Auckland Welfare Coordination Group** plan how they will support people and animals in an emergency



The **Auckland Welfare Plan** says how we will do this work together.

A message from Auckland Council



Sharon Stewart is the chairperson of the **Auckland Council's Civil Defence and Emergency Management Group Committee**.



This group works to make sure that Auckland is ready if an emergency happens.



This is a message from Sharon:

I feel lucky to be the one to introduce this plan to you all.



When an emergency happens it is important that people can get support quickly.

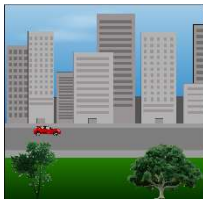
Auckland facts:



1. About **1 million 7 hundred thousand** people live in Auckland.



2. People in Auckland come from over **1 hundred and 20** different cultures.



3. Auckland is more than just the city.

What we call the **Auckland region** includes:



- low lying places
- busy places with lots of buildings
- places by the sea
- small islands
- the countryside.





4. The weather changes quickly in Auckland.

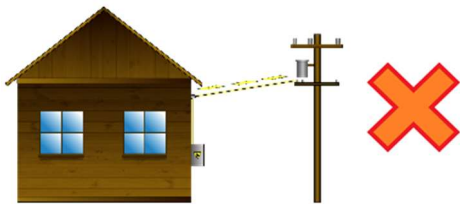


There can be very heavy rain and very strong winds.



This kind of weather can cause:

- floods
- fires
- power cuts.



5. There are other emergencies that are less likely that we also plan for:

- volcanoes
- earthquakes
- **tsunamis.**



A **tsunami** is a huge wave.



We all need to work together so that we can:

- get ready for emergencies



- look after people when emergencies happen



- help Auckland be ok after emergencies.



The plan you are reading will help us to do this.



This plan is for:

- people who have a job helping others in an emergency



- anyone who is interested in how we work together.

Important things to think about while we do this work



There is a plan for all of New Zealand about looking after people in an emergency.

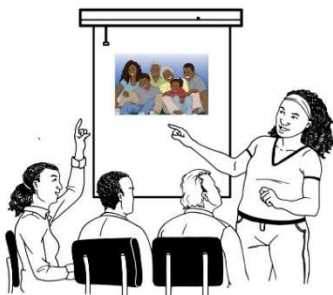


It is called the **National Welfare Plan**.



There are 5 **principles** in the **National Welfare Plan**.

Principles are important things to think about while we work.



The principles help us to put **communities** at the centre of our plans.

Here are the **principles**:



1. We know that:

- communities are made up of lots of different kinds of people
- communities are always changing.



2. We will help people and groups to help themselves.



3. We will work with the needs of different:

- people
- families / whānau
- communities.



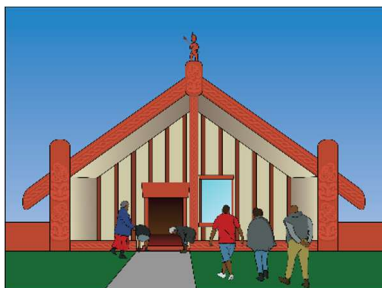


4. We will be **flexible** in how we work.

Being **flexible** means being ready to change the way we do things.



5. We will work together with people and groups that already do this work.

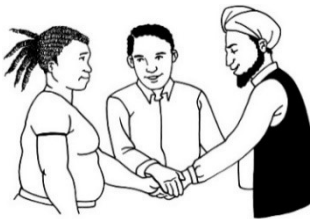


We will work in a way that fits with **how people already look after each other** in their communities.

The 4 R's of our work



In this book all the groups that provides services are called **agencies**.



The **agencies** on the **Auckland Welfare Coordination Group** work together to do these things:

1. Reduction



Reduction means that we work to:

- make it less likely an emergency will happen
- have less damage in an emergency if it happens.



2. Readiness

Readiness means that we get ready to look after people in an emergency.



We make sure that our agencies will be able to keep working in an emergency.

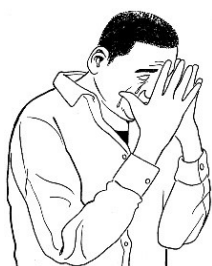
3. Response



Response is about working out which communities have been affected in an emergency.

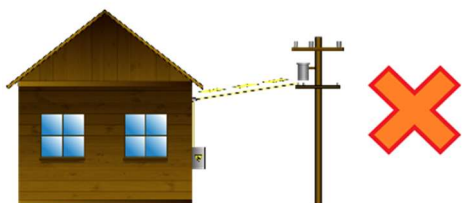


Being **affected** means that things have changed for the community.



There are lots of ways people and communities can be **affected**:

- people might be hurt or upset
- things might be broken or not working like they should.



We work with communities to make sure that services are still able to help them.

4. Recovery



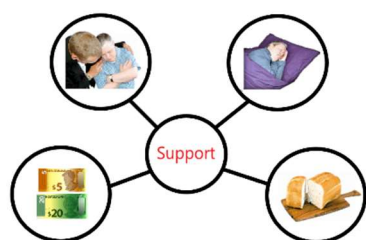
Recovery is about making sure that communities keep getting the support they need **after an emergency**.



We support communities:

- to recover after emergencies
- to get on with daily life.

Areas of work that need to be done



In an emergency there is a lot of work to do to look after people.

This work is separated into 9 areas:



1. Getting information about who is affected



2. Working out what support people need



3. Helping people to find each other



4. Supporting children and young people who cannot find their parent or caregiver



5. Supporting people with how they are feeling



6. Making sure that everyone has the things they need



7. Finding somewhere for people to stay if they cannot go home



8. Helping with money



9. Looking after animals

1. Getting information about who is affected



In an emergency we will ask people to **register** if:

- they have been **affected**
- and
- they need support.



To **register** means to tell us:

- who you are
- what has changed for you in the emergency
- what kind of support you need right now.



Being **affected** means that things have changed for you because of the emergency.



You do not have to register if you do not want to.

If you register we will:



- keep your information safe
- respect your privacy.



Auckland Emergency Management will do this work with the help of other agencies.



We also need to make sure that people:



- are treated kindly when they register
- can register no matter what languages they speak or what culture they are from.



The people who collect the information when people register are called **registrars**.



Registrars will register people:

- at a civil defence centre
- or
- out in the community
- or
- by telephone.



Before an emergency happens we need to make sure that:

- we will have enough **registrars** if a big emergency happens
- our **registrars** can be trusted with personal information.
- **registrars** get training so they can do their job well



2. Working out what support people need



After people **register** we work out what support they need.

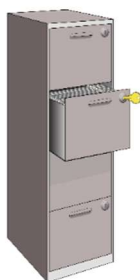


Auckland Emergency Management will do this work with the help of other agencies.



This means things like:

- getting information about what people need
- keeping this information safe
- respecting people's privacy
- sending people to the right place to get support.





The people who work out what each person needs are called **needs assessors**.



Just like with **registrars** we need to make sure that:

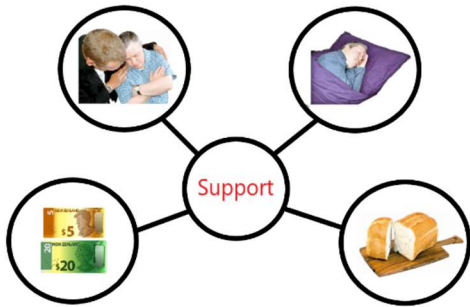
- we will have enough **needs assessors** if a big emergency happens
- our **needs assessors** can be trusted with personal information.
- **needs assessors** get training so they can do their job well





When we are doing this work we need to think about things like:

1. What people need will change over time.



2. Different people will need different kinds of support.



3. People can do a lot to look after each other in their communities.



We also need to plan how we will talk with people who do not speak English.

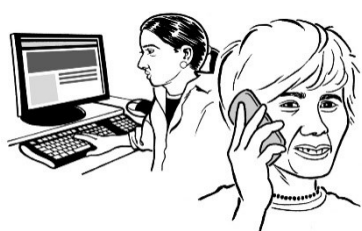


We will work together with other groups and agencies to work out how to do this.

3. Helping people to find each other



Often in an emergency there will be a lot of people trying to find each other.



It is good if families make their own plans about how to:

- get in touch with each other in an emergency
- meet up in an emergency.

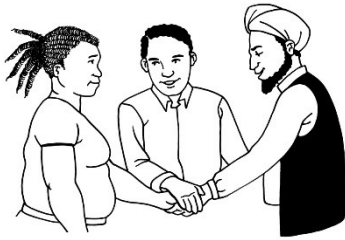


The **New Zealand Police** will do this work with the help of other agencies.



To get ready for an emergency we need to make sure that agencies have:

- plans for when **lots** of people are looking for each other
- ways of doing this work together.



We will let people know when they should:

- call the Police
- try other ways of finding each other



In large emergencies people may be able to use the **Red Cross Restoring Family Links** service on the internet.

4. Supporting children and young people who have been separated from their parent or caregiver



Sometimes in an emergency children will not be with their parent or caregiver.

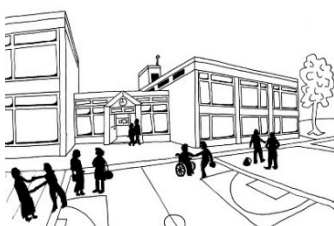


We will find out if this has happened when people **register**.



Then we need to:

- make sure these young people are looked after
- quickly find their parent or caregiver
- help young people get back to everyday life.





Oranga Tamariki – Ministry for Children will do this work with the help of other agencies.



Other agencies will help with things like:

- finding a parent or caregiver
- helping us understand what different groups of young people need.



All agencies may have a plan about how they will look after young people in an emergency.



We need to make sure that everyone who helps to look after young people is a safe person.



We need to think about what is going to happen for:

- children who did not have a home before the emergency
- children who move homes a lot.

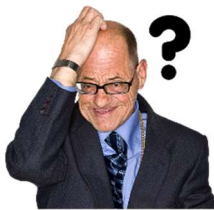


In an emergency **Oranga Tamariki – Ministry for Children** will have a phone number that people can ring.

5. Supporting people with how they are feeling

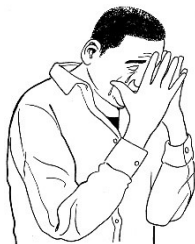


Emergencies are a very stressful time.



Sometimes in an emergency it might be hard to:

- think clearly about what is happening



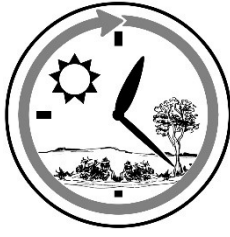
- know how to deal with our feelings.



It is good for people to talk to others.



Sometimes people may need support to reach out to others.



It will take time for people to feel better.



There are things people can do to help themselves and each other to feel better over time.

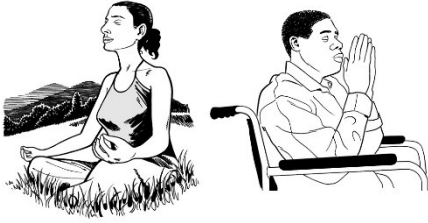


If people need more support we will help them to find it.



District Health Boards work with other agencies to support health needs.

A District Health Board looks after all the health services in its part of the country.



Some of the things that we need to think about when doing this work are:

- different people will have different needs
- people need support that fits with their culture
- what people need may change over time



Sometimes the people who need help the most will not ask for help.



We work with other agencies to support these people.

6. Making sure that everyone has the things they need



In an emergency people might not be able to get the supplies they need like:

- food



- water



- clothes

- bedding



- furniture



- medication

- ways to stay clean.



We can give people some of these supplies.



In an emergency people will help each other out with the supplies they need.



People from outside the community may offer supplies as well.



Part of our job is to make sure that these things are given to the people who need them.



We may also need to buy extra things that people need.



Auckland Emergency Management will do this work with the help of other agencies.



Other groups will help with this work too like:

- Auckland Council and the Local Boards
- community groups.





To be ready for an emergency we need to:

- find more groups to help with this work



- make sure all the groups that are part of the work know how we will work together.



We also need to think about things that might affect the kind of supplies people need like:

- who is in the family



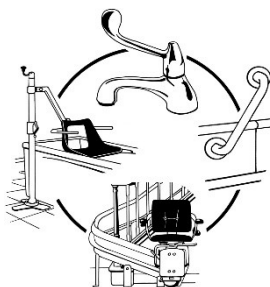
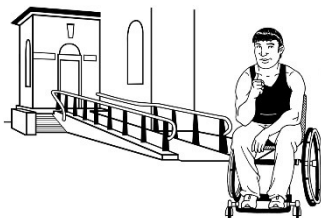
- culture
- religion.

7. Finding somewhere for people to stay if they cannot go home



It is important that people have somewhere to stay in an emergency that is:

- safe
- clean
- **accessible.**



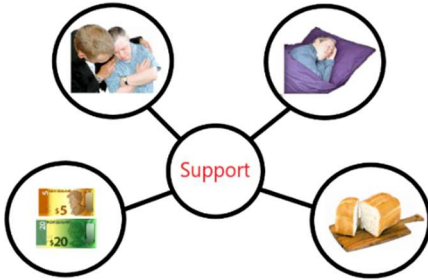
Accessible means that everyone can:

- get there
- get around
- use things like the bathroom.



We also think it is important:

- to keep families together
- to help people find the support they need
- **not** to make people move too many times.



Some people will be able to stay:

- in their own homes
- with other people they know.



Some people will have nowhere to stay.



When this happens we will give them **shelter**.

Shelter is somewhere to stay when an emergency first happens.



Shelter is often:

- shared with lots of people
- in a community place like a local hall.



People who still cannot go home within several days may be moved to **emergency accommodation**.



Emergency accommodation is a place to stay for **up to 2 weeks** after an emergency.

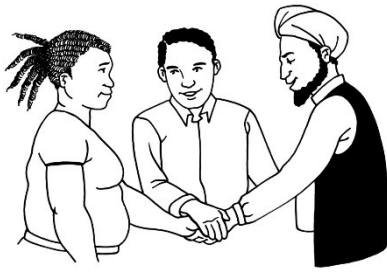
Auckland Emergency Management
will look after:

- **shelters**
- and
- **emergency accommodation.**



If people need somewhere to stay for
longer than 2 weeks this is called
temporary accommodation.

The **Ministry of Business
Innovation and Employment** will
look after **temporary
accommodation.**



Auckland Emergency Management
and the **Ministry of Business**
Innovation and Employment will
work together to help people move
easily between:

- shelter
- emergency accommodation
- temporary accommodation.



8. Helping with money



There are different places that can support people with money after an emergency.



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

The **Ministry of Social Development** is the main agency.

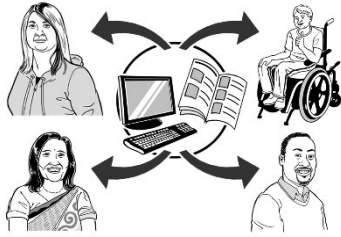


One of the most important things is making sure people know:

- what kind of support they may get with money
- and
- how to get this money.



Each agency will share information about the kind of support **they** can offer.



All the agencies will work together to share this information with people in a number of different ways.



Information may:

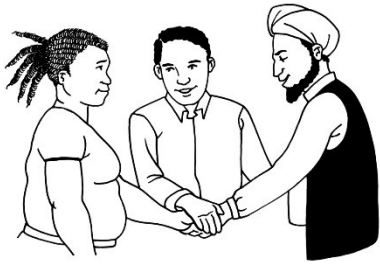
- be in a language they understand
- meet their cultural needs.



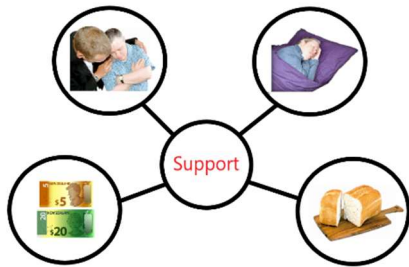
In a big emergency there may be a free phone number that people can ring from anywhere in New Zealand.



Each agency will follow their own rules about when and how they can help.



All agencies work together to support everyone.

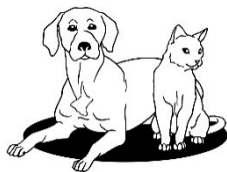


Agencies also work together with groups that offer other kinds of support **so that people can easily get the help they need.**

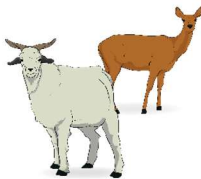
9. Looking after animals



In an emergency people will normally look after their own animals but sometimes this is not possible.



We need to plan how we will look after animals like:



- pets
- farm animals



- animals that are kept for research or teaching



- animals in a zoo or in a circus



- animals that live in the wild.



In an emergency animals might need:

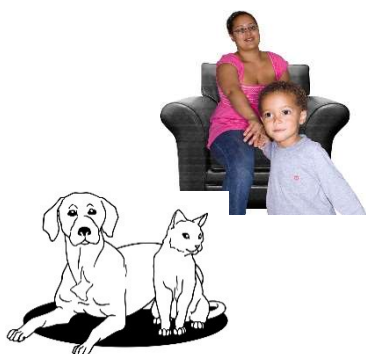
- to be rescued
- to be looked after
- food and water
- vet care.



Ministry for Primary Industries
Manatū Ahu Matua



The **Ministry for Primary Industries** will do this work with the help of other agencies.



The agencies that look after people in an emergency need to think about animals too.



We need to think about how we help people who want to rescue their animals when it is not safe.



We need to also think about people who have working animals like:

- Guide Dogs
- Hearing Dogs for the Deaf.



We know that even in an emergency these dogs need to be with their owners at all times.



We are planning for places where people can take their animals with them to **register** in an emergency.

What can I do?



On the next pages are some questions.



They are about what you can do in an emergency to help look after:

- yourself
- the people around you.



These are good things to talk about with your:

- family
- community
- workplace.



1. Think about what might happen



Here are some things to think about:

1. What might happen in an emergency for:

- you?
- your family?
- other people?



2. Are there things that will make it harder for you in an emergency than it is for other people?



3. Are there things you can do **now** to be safer if an emergency happens?



These things do not have to cost money.

2. Make a plan to stay safe



Here are some questions about your plans for an emergency:

1. How will you contact the people you are close to:



- in an emergency?
- after an emergency?



2. Where can you meet up if you cannot contact each other?



3. Where can you meet up if you cannot get to your meeting place?

For example if your meeting place is flooded.



4. Does your workplace have a plan for how important work will get done in an emergency?

3. Get ready



These are some things that **could** happen in an emergency:

- power cuts



- the water supply might stop working



- the phone and internet might stop working



- public transport might not run
- roads could be closed



- you might have to stay in your house for a long time



- you might **not** be able to stay at your house.



Here are some questions to help you get ready for the different kinds of things that could happen:



1. What **information** do you need to have with you in an emergency?



2. What **things** do you need to have with you in an emergency?



3. What things do you **already have** that could help you in an emergency?



4. What are you **good at** that could help you in an emergency?

5. Are there things you could get that will be helpful to you:



- in an emergency

and

- in your everyday life?

Here are some ideas:



- a phone charger for your car



- a full gas bottle for cooking

- solar lights



- camping gear.

4. Stay connected



Here are some ideas for how help make your community stronger:



1. Get to know the people who live close to you.



2. Go to things that happen in your community.



If you know each other well your community will be stronger:

- in good times
- and
- in bad times.

5. Keep learning



Here are some ideas on how to keep learning about emergencies:

1. Talk to people about what might happen in an emergency.



2. Talk to people about how we can look after each other if an emergency happens.



3. Sign up to get sent emergency alerts and warnings.



4. Visit the **Auckland Emergency Management** website for more information:

<https://www.aucklandemergencymanagement.org.nz>

This information has been translated into **Easy Read**
by the **Make It Easy service**
of **People First New Zealand Inc. Ngā Tāngata Tuatahi.**



The ideas in this document are not the ideas of
People First New Zealand Inc. Ngā Tāngata Tuatahi.

