



Action Plan

CONFIDENTIAL

Number: **04**

Coordination facility:	Event name:
Joint operation with Police and Whakatāne EOC	Whakaari/White Island Eruption
Effective date:	Controller:
12 December 2019	Nicholas Woodley
Operational Period – from:	Operational Period – to:
9.30 am (09:30) 12 December 2019	Until superseded by Action Plan #5

1. Summary of Incident / Event:

(A summary of the hazard impacts, environment and response actions to date, including the most dangerous and most likely hazard scenarios. This is based on the IPOE and SitReps.)

- Joint response with NZ Police
- At 14:11, 16:30, 17:49 on 9 December 2019 eruptions occurred at Whakaari/White Island
- The initial volcanic eruption was "short-lived and generated an ash plume to ~12,000ft above the vent".
- Volcanic alert was initially raised to alert level 4 (moderate), and has since been reduced to level 3
- White Island Tours boats and helicopter tour provider were around/on the island with 47 people estimated to have been on the island at time of first eruption
- [REDACTED]
- [REDACTED]
- [REDACTED]
- Critically injured moved to hospitals throughout NZ (Christchurch, Wellington, Hutt, Waikato, Tauranga, Middlemore, Auckland). No persons are remaining at Whakatāne Hospital.
- GNS is to continue surveying Whakaari/White Island today for safety. GNS observations of increasing volcanic tremors. Recovery process of those remaining at the island is to commence subject to conditions.
- A no-fly zone, and maritime exclusion zone is in place at 5 nautical miles around Whakaari/White Island.
- Welfare nationally is being coordinated at a Group welfare level, with the focus for the EOC being for those within the Whakatāne District. A welfare centre has been set up at 4 Commerce Street, operational from 08:30 11 December 2019.
- Information management remains to be a key focus, with aims to control information/misinformation.
- Aerodrome Road is under security to limit the general public to those with a legitimate need to be at the airport. Whakatāne heads and the green wharf (Game Fishing wharf) is also cordoned off.
- Refer to SitRep #11 for further detail.



2. Mission: (Mission Statement.)

Following the eruptions at Whakaari White Island on 9 December 2019, the mission for the EOC is to provide appropriate welfare-related support functions in conjunction with our partners, including Iwi, honouring appropriate tikanga and cultural protocols.

3. Objectives:

Objectives to be progressed are:

1. Support the NZ Police & Defence Force as necessary with recovery efforts
2. Provide welfare for those affected by the incident in the Whakatāne District
3. Provide for ongoing operation of EOC and the welfare of response/support staff
4. Planning for the future needs of the Whakatāne Community

4. Intent: (Give the intent, best stated as a concept, key tasks and end-state. It is a broad statement of what must happen and when.)

Method:

The Whakatāne EOC is leading the Whakatāne welfare response functions, the local welfare centre is located at 4 Commerce Street, Whakatāne. The NZ Police are coordinating recovery and reconciliation. Group Welfare are coordinating welfare for those outside of the Whakatāne District.

Short term priorities (this action plan operation period):

The key objectives of the welfare response over this action plan period are to:

1. Support the NZ Police & Defence Force as necessary with recovery efforts
2. Provide welfare for those affected by the incident in the Whakatāne District
3. Provide for ongoing operation of EOC and the welfare of response/support staff
4. Planning for future needs of the Whakatāne community

Key tasks to progress these objectives are set out in Section 5 below. By the end of this operational period, these objectives will have been progressed.

Longer term priorities:

In the longer term, the intent is to provide ongoing psychosocial support, civic support (including any media support), and other welfare needs as required.

Additionally, as future needs become a focus, planning will be required for the long term wellbeing of the Whakatāne District community, including social, cultural, environmental, and economic wellbeing.

5. Designated Tasks: (Specific tasks and timings for each agency under the plan.)



Key Tasks:

The objectives for this operational period will be reached or progressed through the below key tasks:

Objective 1: Support the NZ Police & Defence Force as necessary with recovery efforts		
Actions	Team Responsible	Notes
Support lead agency through recovery operation as requested.	All EOC functions	Ongoing - Planning for recovery is being undertaken by NZ Police and Defence Force, and depends on conditions. EOC is on standby to support
Support NZ Police and Ngāti Awa as required to ensure iwi participation in the planning for the recovery of tūpāpaku from Whakaari	EOC iwi liaison with Ngāti Awa/NZ Police	Ongoing
Liaise with Intel from NZ Police to be aware of necessary information including monitoring NZ Police communications	Intel	Ongoing – next briefing TBA
Establish security requirements and deploy as necessary (including road closures if required)	Logistics	Security currently deployed at Airport, WDC Foyer, Mataatua reserve, CDC Centre, The Heads and Wharf
Objective 2: Provide welfare for those affected by the incident in the Whakatāne District		
Actions	Team Responsible	Notes
Maintain Commerce Street Civil Defence Centre (CDC) info point. Monitor effectiveness and requirements based on demand.	Welfare	CDC opened 11/12/19 at 0900. Will continue to operate until after recovery is complete.
Consider and advise all teams how we are referring to 4 Commerce Street (do not refer to as Harcourts building)	PIM	Building has posters/signage identifying it as the Civil Defence Centre & Welfare Services. Formal branding not necessary at this stage. Building's physical address is also locatable via Google Maps.



Consider memorial service. This will possibly need to be escalated to group/national level.	Controller, Ngāti Awa, AGH	National memorial under consideration
Consider whether the flowers and offerings placed around Whakatāne need to be collected and transferred to the memorial.	Welfare	
Improve integration of welfare efforts with varying agencies including specifically Ngāti Awa and local police liaison.	Welfare to liaise with Ngāti Awa and Police	Underway and ongoing
Ensure good flow of information to Ngāti Awa	Intel, Planning, other EOC functions as appropriate	Ngāti Awa liaison present in EOC – liaising with Ngāti Awa and Te Puna Kokiri to ensure flow.
Provision of psychosocial support for survivors and families, and those effected within the Whakatāne District including; White Island Tour staff and associated persons, other tourism providers.	Welfare	CDC operational at 4 Commerce Street with psychosocial support available. Ongoing – but not 24/7 at this time. Focus will transition to providing support to only the local community.
Work with Ngāti Awa to ensure appropriate tikanga adhered to and identify and support welfare needs for local people, specifically including affected whānau, colleagues and wider community	EOC Iwi liaison with Welfare, Ngāti Awa	In progress and ongoing.
Support EOC and CDC with regular briefings providing the latest information and updates	PIM to liase with Police for updated info	
Establish accommodation requirements for affected people, and response support staff	Logistics	Working with Welfare and iSite. Majority of accommodation in Whakatāne but also offers from Hamilton and Tauranga. Note: further accommodation likely to be needed depending on recovery process.
Ensure regular key messages are provided in liaison with Police and other agencies/ organisations – and	PIM	Ongoing. Police is concentrating all communications.



disseminate the messages as appropriate		
Clarify opportunity and process for those people wanting to make financial donations	Welfare	Complete: Financial donations are to be made through Red Cross website www.redcross.org.nz/donate/where-the-need-greatest/
Consider implications of delay in recovery from the island	Planning	To be considered through Long Term Plan and possibly Contingency Plan (see Objective 4)
Objective 3: Provide for ongoing operation of EOC and the welfare of response/support staff		
Actions	Team Responsible	Notes
Establish and maintain EOC roster	Logistics	Ongoing for length of EOC. Next roster is being created to have 8 hour shifts.
Provide Iwi liaison function support within the EOC	Iwi Liaison	Ongoing
Establish ongoing catering requirements and delivery of foods	Logistics	Ongoing
Strengthen inter-agency communication channels Ensure SitReps, Action Plans, and updates are provided to agencies.	Intel, Welfare, Planning	Ongoing
Contingency planning	Planning	Underway and ongoing
Action Planning	Planning	Underway and ongoing
Continue to establish facts and information	Intel	Ongoing
Develop SitReps as required (one per shift)	Intel	Ongoing
Monitor weather and geological info and distribution of key facts from other agencies	Intel	Ongoing
Maintain operational log	Logistics	Ongoing
EAP personnel to be available to staff within the EOC and Civic Centre.	Logistics and Welfare	Continues to be available.



Objective 4: Planning for future needs of the Whakatāne community

Actions	Team Responsible	Notes
Develop Long Term/ Demobilisation Plan	Planning	Being drafted - Release time to be established after the recovery of remaining people on Whakaari.
Draft Contingency Plan	Planning	To be released if/when required
Determine key media messaging that start to address the future wellbeing of the Whakatāne District	PIM/ Campbell Squared Consultants	PIM liaising with consultants
Prepare and deliver media releases	PIM	As required/ongoing. Media release times to be defined.
Media Briefing	PIM	Ongoing support
Brief ministers and politicians	PIM	Same as above
Monitor media environment	PIM	Ongoing
Develop longer term communications plan	PIM	Ongoing
Work with other partners to provide ongoing support as required, including Ngāti Awa	Welfare, PIM	Ongoing

6. Limiting Factors: (Matters that may or will limit options, timeframes, or outcomes.)

- Ongoing uncertainty of further eruptions without warning
- Smaller eruptions have been experienced but need to consider possibility of larger eruptions
- Muddy and dirty rescue conditions
- Relying on boats, difficult conditions for helicopters – exclusion zone in place for boats and planes
- Dangerous recovery conditions on Whakaari
- GNS has advised activity has increased at Whakaari/White Island over the past 24 hours.

7. Coordination Measures: (Times, locations, boundaries, and other measures designed to coordinate the response.)

MONDAY 9 DECEMBER:

- ~ 2:50pm – Whakatāne EOC activated
- 4:00pm – IMT meeting and IAP developed
- 5:15pm – SitRep1 completed
- 6:30pm – Briefing
- 7:10pm – IAP sent to Clinton Naude at Group Operations
- 9:00pm - Action Plan #1 due



9:24pm – SitRep2 completed

10:00pm - Action plan #1 distributed

10:00pm - Shift changeover

TUESDAY 10 DECEMBER:

4:00am – Action Plan #1 signed by Mike Naude and Police

4:38am – SitRep3 completed

6:00am - Shift changeover

7:00am - Prime Minister and Mayor press briefing at Lightning Hub

8:00am - SitRep #4 completed

9:30am - Action Plan #2 signed by Nicholas Woodley

9:30am – IMT briefing

2:50pm - SitRep #5 completed

2:30pm – EOC briefing

4:30pm – IMT briefing

5:15pm – Media Statement/Briefing

6:00pm – EOC briefing/ Shift change

10:00pm – Shift end – EOC closed for the night

WEDNESDAY 11 DECEMBER:

6:00am – EOC reopened, shift started

7:00am – IMT meeting

10:00am - Action Plan #3 due

10:00am – SitRep7 due

2:00pm - EOC briefing/shift change

3:30pm – Situation Report

5:00pm National Police Briefing

6:00pm IMT briefing

9pm – IMT briefing

10:00pm – End of shift/skeleton staff

THURSDAY 12 DECEMBER:

6:00am – EOC briefing/shift change

11:00am – SitRep11 due

11:00am – Action Plan #4 due

8. Resource Needs: (Who will provide what and when they will do it –including: information, supply, personnel, equipment and transport.)

- We need to know how we can support NZ Police through recovery process
- Also need to ensure smooth information flow between NCC, GECC, EOC, AGH, Ngāti Awa and Police



9. Information Flow: (Who needs to know and who has information we need? May include key information requirements, or they may be attached.)

- Information being shared across function teams on an ongoing basis
- Regular SitReps being developed and disseminated
- Regular IMT briefings
- Watching brief kept on media and Comms from Police
- Briefings from NZ Police as required

10. Communications Plan: (Frequencies / purpose / coverage, role cell phone numbers communications schedule, etc..)

Communications are being led by Bay of Plenty CDEM Group and assisted by NZ Police.

11. Organisation: (List / Organisation chart of key roles, contact details and rosters of people assigned to the roles.)

EOC Roster 12/12 (contact details available from Logistics):

The Roster shown below is incomplete currently being updated and will be released within the next 12 hours.

Thursday 12 DECEMBER 2019					
SHIFT 6AM - 6PM		SHIFT 6PM - 6AM			
Controller	[Redacted]	Controller	[Redacted]		
PA to Controller	[Redacted]	PA to Controller	[Redacted]		
Response Manager	Esau Fraser	Response Manager	[Redacted]		
Recovery Manager	Julie Gardyne	Recovery Manager	Julie Gardyne		
SHIFT 6AM - 2PM		SHIFT 2 - 2PM - 10PM		SHIFT 8 - 10PM - 6AM	
POSITION	Name	POSITION	Name	POSITION	Name
Public Information Manager	[Redacted]	Public Information Manager	Estelle Reid	Public Information Manager	Frank
Public Information Media	[Redacted]	Public Information Media	[Redacted]	Public Information Media	[Redacted]
Public Information - Social	[Redacted]	Public Information - Social	[Redacted]	Public Information - Social	[Redacted]
Operations Team Manager	Renee Twomey	Operations Team Manager	Glenn Cooper	Operations Team Manager	Chris King-Mazel
Welfare Manager	Tangieriana Rux	Welfare Manager	Jan Fryer	Welfare Manager	Kristina Kaye
Welfare Officer	[Redacted]	Welfare Officer	[Redacted]	Welfare Officer	[Redacted]
Welfare Officer	[Redacted]	Welfare Officer	[Redacted]	Welfare Officer	[Redacted]
Logistics Team	[Redacted]	Logistics Team	Melvyn Surtees	Logistics Team	N/A - Covered By Ops
Logistics Officer 1	[Redacted]	Logistics Officer 1	[Redacted]	Logistics Officer 1	[Redacted]
Logistics Officer 2	[Redacted]	Logistics Officer 2	[Redacted]	Logistics Officer 2	[Redacted]
Planning Team Manager	Kayla Manson	Planning Team Manager	Teryl Lepper	Planning Team Manager	Janelle Storey
Incident Team Manager	[Redacted]	Incident Team Manager	Tom Gardiner	Incident Team Manager	N/A - Covered by Planning
Sign In (EOC)	[Redacted]	Sign In (EOC)	[Redacted]	Sign In (EOC)	[Redacted]
Building monitor	[Redacted]	Building monitor	[Redacted]	Building monitor	[Redacted]
Welfare monitor	[Redacted]	Welfare monitor	[Redacted]	Welfare monitor	[Redacted]



Friday 13 DECEMBER 2019

SHIFT 6AM - 6PM

Controller	Nicholas Woodley
PA to Controller	[REDACTED]
Response Manager	[REDACTED]
Recovery Manager	Julia Gardyne

SHIFT 6PM - 6AM

Controller	[REDACTED]
PA to Controller	[REDACTED]
Response Manager	[REDACTED]
Recovery Manager	Julia Gardyne

SHIFT 6AM - 2PM

POSITION	Name
Public Information Manager	Alice Pugh
Public Information Media	[REDACTED]
Public Information - Social	[REDACTED]
Operations Team Manager	Dean Finlay
Welfare Manager	Tangimariata Rua
Welfare Officer	[REDACTED]
Welfare Officer	[REDACTED]
Logistics Team	Gary Searle
Logistics Officer 1	[REDACTED]
Logistics Officer 2	[REDACTED]
Planning Team	Kayla Marston
Sign In (EOC)	[REDACTED]
Building monitor	[REDACTED]
Welfare monitor	[REDACTED]

SHIFT 2 - 2PM - 10PM

POSITION	Name
Public Information Manager	Leslie Ford
Public Information Media	[REDACTED]
Public Information - Social	[REDACTED]
Operations Team Manager	Kristen Staniewicz
Welfare Manager	Christy Whalley
Welfare Officer	[REDACTED]
Welfare Officer	[REDACTED]
Logistics Team	Melvyn Surtess
Logistics Officer 1	[REDACTED]
Logistics Officer 2	[REDACTED]
Planning Team	Cathy Ball
Sign In (EOC)	[REDACTED]
Building monitor	[REDACTED]
Welfare monitor	[REDACTED]

SHIFT 8 - 10PM - 6AM

POSITION	Name
Public Information Manager	Frank [REDACTED]
Public Information Media	[REDACTED]
Public Information - Social	[REDACTED]
Operations Team Manager	Chris King-Hassell
Welfare Manager	[REDACTED]
Welfare Officer	[REDACTED]
Welfare Officer	[REDACTED]
Logistics Team	N/A - Covered By Ops
Logistics Officer 1	[REDACTED]
Logistics Officer 2	[REDACTED]
Planning Team	[REDACTED]
Sign In (EOC)	[REDACTED]
Building monitor	[REDACTED]
Welfare monitor	[REDACTED]

See contact details below for partner agencies and other groups involved:

As at 0930 12 December 2019, this is a list of other contacts being held. Note that these may change as shifts and rosters change.

Service Group	Name of Contact	Contact Number
DHB Duty Manager	Julie Chapman	[REDACTED]
	Lois Austin	[REDACTED]
DHB Incident Controller	Jo Peters	[REDACTED]
DHB EOC Rep	Kim McClure	[REDACTED]
NZ Defence Force	Captain Coombes	[REDACTED]
Welfare (Group)	Angela Reade	[REDACTED]
White Island tours	[REDACTED]	[REDACTED]
Ngāti Awa	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
Te Puni Kōkiri	Shaneen Simpson	[REDACTED]
Royal Caribbean – Cruise liner	[REDACTED]	[REDACTED]
Iwi Liaison for EOC	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
St Johns	[REDACTED]	[REDACTED]
MFAT	Caroline	[REDACTED]
	Rebecca	[REDACTED]
Te Whare Wānanga o Awanuiarangi	[REDACTED]	[REDACTED]



Coastguard	[REDACTED]	[REDACTED]
Victim Support liaison	[REDACTED]	[REDACTED]
Police	Changes according to shift – org chart available at Whakatāne EOC Anaru Pewhairangi (cultural) Don Te Maipi (Iwi Liaison)	[REDACTED]
Red Cross	[REDACTED]	[REDACTED]
Salvation Army	[REDACTED]	[REDACTED]
Ministry of Social Development	Dominick Lepa	[REDACTED]
Te Mānuka Tūtahi marae		[REDACTED]

Prepared by: Planning	Signed:	Date/time:
Approved by: <i>Controlle</i>	Signed: <i>[Signature]</i>	Date/time: <i>12/12/14 12:12</i>