



# COMBINED BOP CDEM Group and WDC

## EOC Action Plan

Number: 06

### CONFIDENTIAL

|   |   |
|---|---|
| Coordination facility:                        | Event name:                                       |
| Joint operation with Police and Whakatāne EOC | Whakaari/White Island Eruption                    |
| Effective date:                               | Controller:                                       |
| 13 December 2019                              | Nicholas Woodley (WDC EOC); Clinton Naude (Group) |
| Operational Period – from:                    | Operational Period – to:                          |
| 10:30 (10.30am) - 13 December 2019            | Until superseded by Action Plan #7                |

#### 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.)

**BOP CDEM Group Coordination Centre and WDC EOC have combined their response from 1330 12<sup>th</sup> December 2019, which is reflected in this combined Action Plan.**

- 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”.
- At 17:00 Thursday 12.12.2019, GNS reviewed all available data and calculated the likelihood of an eruption that would impact beyond the vent area occurring within the next 24 hours. Their calculation was that there is a 50-60% chance (medium likelihood) of such an eruption.
  - At 17:00 on Thursday 12.12.2019, GNS advised (via a bulletin) that the Volcanic Alert Level remains to Level 2 due to no further eruptive activity since Monday. GNS also advised that the likelihood of future eruptive activity in the next 24 hours remains, due to ongoing volcanic tremors.
  - Aviation Colour Code remains at orange.
- 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
- All survivors were removed from the island within 4 hours of the initial eruption.
- Critically injured are being treated at Middlemore, Hutt Valley, Waikato and Christchurch hospitals. 11 patients have been transferred to Australia.
- The recovery process of retrieving bodies from White Island has begun today Friday 13 December 2019. Police have confirmed that 6 bodies have been recovered from the island. 2 bodies remain unaccounted for.
- White Island Tours took affected family members out towards Whakaari for a karakia and blessing, the boat returned at 7.30am.



- A no-fly zone of 15 nautical miles, 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 located within the Whakatāne District. A welfare centre has been set up at 4 Commerce Street, operational from 08:30 11 December 2019 and will remain open 9am-5pm until Sunday 15<sup>th</sup> December [TBC after this date].
- Information management is a key focus to minimise 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 #14 for further detail.

## 2. Mission: (Mission Statement.)

Following the eruptions at Whakaari White Island on 9 December 2019, the mission is to provide appropriate welfare-related support functions. This includes supporting NZ Police and the Defence Force as required, as well as liaising and collaborating with iwi to ensure appropriate tikanga and cultural protocols are respected throughout the operational period.

## 3. Objectives:

Objectives to be progressed are:

1. Movement of strategic welfare response from Whakatāne to Auckland
2. Support the NZ Police & Defence Force as necessary with recovery efforts
3. Provide welfare for those affected by the incident in the Whakatāne District
4. Coordinate and support the ongoing operation of EOC and the welfare of response/support staff
5. Develop a long-term plan for the economic, social, environmental and cultural wellbeing of the Whakatāne District to transition from the event.

## 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:

Welfare is being managed at different levels. The Whakatāne EOC is leading the district-level welfare response functions. The local welfare centre is located at 4 Commerce Street, Whakatāne.

The NZ Police are coordinating recovery and reconciliation. Auckland and BOP Group Civil Defence are working together to coordinate the welfare response 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. Move the strategic welfare response to Auckland (BOP CDEM Group)



2. Support the NZ Police & Defence Force as necessary with recovery efforts (both BOP CDEM Group and WDC EOC)
3. Provide welfare for those affected by the incident in the Whakatāne District (WDC EOC)
4. Provide for ongoing operation of EOC and the welfare of response/support staff (WDC EOC)
5. Develop a long-term plan for the economic, social, environmental and cultural wellbeing of the Whakatāne District to transition from the event (WDC EOC)

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:

| BOP CDEM Group   |                        |  |
|--|------------------------|--|
| Objective 1: Movement of strategic Welfare response to Auckland including coordinating the support to the victim and families where required.  |                        |  |
| Actions  | Team Responsible       | Notes  |
| Seamless transfer of responsibility to enable continuity of care for victims and whānau and continue standards of service is tasked by CDEM Group<br><br>Operational accountability remains with Controller BOP CDEM Group<br><br>Task Plan to be developed and approved by Group Controller to capture support handover of DVI and patient response Welfare roles to Auckland CDEM Group. | BOP CDEM Group Welfare | Auckland CDEM Group to take responsibility for all whānau, deceased / DVI process, repatriation, and coordinate with all relevant DHBs as required as patients. This transition of responsibilities is underway. |
| Supporting the movement of whānau that will be attending the blessing and return of victims  | BOP CDEM Group Welfare | Currently in progress Friday 13/12   |



|   |  |   |
|---|--|---|
| Determine what patient and whānau information can be shared (the process and to whom)                               | BOP CDEM Group Welfare                   |   |
| <b>BOP CDEM Group and WDC EOC</b>   |  |   |
| <b>Objective 2: Support the NZ Police &amp; Defence Force as necessary with recovery efforts</b>                    |  |   |
| <b>Actions</b>  | <b>Team Responsible</b>                  | <b>Notes</b>  |
| Support lead agency through recovery operation as requested.  | All EOC functions                        | EOC is on standby to support. Recovery is underway during 13/12 from 0900.  |
| Support NZ Police and Ngāti Awa as required to ensure iwi participation in 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                                | Ongoing as required.<br><br>Security currently deployed at Airport, WDC Foyer, Mataatua reserve, CDC Centre, The Heads and Green Wharf.<br><br>Airport is currently the key area throughout 13/12.<br><br>The security roster from ISCL is being sourced through to Tuesday 17.12.19. |
| <b>WDC EOC ONLY</b>   |  |   |
| <b>Objective 3: Provide welfare for those affected by the incident in the Whakatāne District</b>                    |  |   |
| <b>Actions</b>  | <b>Team Responsible</b>                  | <b>Notes</b>  |



|   |  |   |
|---|--|---|
| <p>Maintain Commerce Street Civil Defence Centre (CDC) info point.</p> <p>The 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.</p> <p>Monitor effectiveness and requirements based on demand.</p> | <p>Welfare</p>   | <p>CDC opened 11.12.19 at 0900. Will continue to operate until after recovery is complete at 4 Commerce Street.</p> <p>BOP CDEM Group has appointed a Welfare person to be stationed at the CDC whilst opened. CDC Supervisor position currently being considered if required.</p> <p>CDC to remain open Saturday 14th and Sunday 15th December. Times TBC, subject to agency availability.</p> |
| <p>Memorial service being considered and will be led by Ngāti Awa; liaise with Ngāti Awa to understand how WDC can assist. Likely to be escalated to Group or National level depending on requirements and Ngāti Awa requirements.</p>  | <p>Controller, Ngāti Awa Liaison, Logistics, Operations, Welfare</p> | <p>National memorial under consideration</p> <p>Ngāti Awa to be involved.</p>   |
| <p>Consider whether the flowers and offerings placed around Whakatāne need to be collected and transferred to the memorial.</p>   | <p>Welfare</p>   | <p>Not considered appropriate at this stage.</p>  |
| <p>Improve integration of welfare efforts with varying agencies including specifically Ngāti Awa and local police liaison.</p>  | <p>Welfare to liaise with Ngāti Awa and Police</p>                   | <p>Underway and ongoing</p>   |
| <p>Ensure good flow of information to Ngāti Awa</p>   | <p>Intel, Planning, other EOC functions as appropriate</p>           | <p>Ngāti Awa liaison present in EOC – liaising with Ngāti Awa and Te Puni Kokiri to ensure flow.</p>  |
| <p>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</p>   | <p>EOC Iwi liaison with Welfare, Ngāti Awa</p>                       | <p>In progress and ongoing.</p>   |



|   |  |   |
|---|--|---|
| Support EOC and CDC with regular briefings providing the latest information and updates   | PIM to liaise with Police for updated info | Ongoing   |
| 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.<br><br>Few requests currently, but have a list of available accommodation. Further accommodation may be needed depending on recovery process and transfer of functions to Auckland during 13/12.         |
| Ensure regular key messages are provided in liaison with Police and other agencies/ organisations – and disseminate the messages as appropriate | PIM  | Ongoing. Police are concentrating all communications.   |
| Clarify opportunity and process for those people wanting to make financial donations  | Welfare                                    | Complete: Financial donations are to be made through Red Cross website <a href="http://www.redcross.org.nz/donate/where-the-need-greatest/">www.redcross.org.nz/donate/where-the-need-greatest/</a><br><br>Contacting local whānau to encourage creation of GiveALittle Page. Refer to Te Tohu o te Ora o Ngāti Awa (NASH). |
| Consider implications of delay in recovery from the island  | Planning                                   | To be considered through Long Term Plan and possibly Contingency Plan (see Objective 5)   |
| <b>WDC EOC</b>  |  |   |
| <b>Objective 4: Provide for ongoing operation of EOC and the welfare of response/support staff</b>  |  |   |
| <b>Actions</b>  | <b>Team Responsible</b>                    | <b>Notes</b>  |
| Establish and maintain EOC roster   | Logistics                                  | Ongoing for length of EOC. 8 hour roster (3 shifts) in place).<br><br>Roster released up to Monday 16th 06:00   |



|   |                          |   |
|---|--------------------------|---|
| 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  | Intel, Welfare, Planning | Ongoing   |
| Ensure SitReps, Action Plans, and updates are provided to agencies.   |                          |   |
| Contingency planning  | Planning                 | Underway and ongoing  |
| Action Planning   | Planning                 | Underway and ongoing  |
| Continue to establish facts and information   | Intel                    | Ongoing   |
| Develop SitReps as required (two 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.  |
| <b>WDC EOC</b>  |                          |   |
| Objective 5: Develop a long-term plan for the economic, social, environmental and cultural wellbeing of the Whakatāne District to transition from the event |                          |   |
| <b>Actions</b>  | <b>Team Responsible</b>  | <b>Notes</b>  |
| Develop Long Term/ Demobilisation Plan  | Planning                 | Being drafted - Release time to be established after the recovery of remaining bodies on Whakaari during 13/12. |
| 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 [REDACTED]           | 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                      | Ongoing support   |
| 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
- Dangerous recovery conditions on Whakaari
- Unknown numbers of family members and friends of victims that may require welfare assistance.

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

MONDAY 9 DECEMBER:

- 14:50 – Whakatāne EOC activated
- 16:00 – IMT meeting and IAP developed
- 17:15 – SitRep1 completed
- 18:30 – Briefing
- 19:10 – IAP sent to Clinton Naude at Group Operations
- 21:00 - Action Plan #1 due
- 21:24 – SitRep2 completed
- 22:00 - Action plan #1 distributed
- 22:00 - Shift changeover

TUESDAY 10 DECEMBER:

- 04:00 – Action Plan #1 signed by Mike Naude and Police
- 04:38 – SitRep3 completed
- 06:00 - Shift changeover
- 07:00 - Prime Minister and Mayor press briefing at Lightning Hub
- 08:00 - SitRep #4 completed
- 09:30 - Action Plan #2 signed by Nicholas Woodley
- 09:30 – IMT briefing
- 14:50 - SitRep #5 completed
- 14:30 – EOC briefing
- 16:30 – IMT briefing
- 17:15 – Media Statement/Briefing
- 18:00 – EOC briefing/ Shift change
- 22:00 – Shift end – EOC closed for the night





**WEDNESDAY 11 DECEMBER:**

06:00 – EOC reopened, shift started

07:00 – IMT meeting

10:00 - Action Plan #3 due

10:00 – SitRep7 due

14:00 - EOC briefing/shift change

15:30 – Situation Report

17:00 - National Police Briefing

18:00 - IMT briefing

20:00 – IMT briefing

22:00 – End of shift/skeleton staff

**THURSDAY 12 DECEMBER:**

06:00 – EOC briefing/shift change

11 00 – SitRep11 due

11:00 – Action Plan #4 due (approved and distributed 12:20pm)

13:30 – IMT Briefing

14:00 – Shift Change

15:30 - National Media Stand up (Wellington)

16:00 – SitRep due (approved and distributed 5pm)

17:00 – Media Briefing (Whakatane)

18:00 – EOC briefing / Controller Shift Change

19:00 – IMT Briefing

22:00 – Shift change to skeleton staff overnight

**FRIDAY 13 DECEMBER:**

06:00 – EOC Briefing / shift change

11:00 – SitRep due

11:00 – Action Plan #6 due

13:30 – IMT Briefing

14:00 – Shift Change

18:00 – EOC Controller Shift Change

19:00 – IMT Briefing

22:00 – Shift change to skeleton staff overnight

*Media briefings to occur as required and liaison with NZPolice*

**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



- Planning need personnel to progress the Long Term Plan

**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 (2 per shift, excepting skeleton staff)
- 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 (contact details available from Logistics):

The Roster shown below is accurate as at 10:00 13.12.2019.

| Friday 13 DECEMBER 2019     |                  |                             |                   |                             |                           |
|-----------------------------|------------------|-----------------------------|-------------------|-----------------------------|---------------------------|
| SHIFT GAM - 2PM             |                  | SHIFT 2 - 2PM - 10PM        |                   | SHIFT 3 - 10PM - GAM        |                           |
| POSITION                    | Name             | POSITION                    | Name              | POSITION                    | Name                      |
| Controller                  | Nickolas Woodley | Controller                  | Mike Harty        | Controller                  | Steve Roberts             |
| PA to Controller            | [Redacted]       | PA to Controller            | [Redacted]        | PA to Controller            | [Redacted]                |
| Response Manager            | Peter Smith      | Response Officer            | Mike Forrest      | Response Manager            | [Redacted]                |
| Recovery Manager            | Julie Gardyne    | Recovery Manager            | Julie Gardyne     | Recovery Manager            | [Redacted]                |
| Public Information Manager  | Mike Pickett     | Public Information Manager  | Leanne Wood-Lewis | Public Information Manager  | Frank van der Meer        |
| 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     | [Redacted]       | Operations Team Manager     | Glenn Cooper      | Operations Team Manager     | Chris King Havel          |
| Operations                  | [Redacted]       | Wellfare Manager            | Kristina Ben      | Wellfare Manager            | Christy Whalley           |
| Wellfare Manager            | Tangimariana Rua | Wellfare Officer            | [Redacted]        | Wellfare Officer            | [Redacted]                |
| Wellfare Officer            | [Redacted]       | Wellfare Officer            | [Redacted]        | Wellfare Officer            | [Redacted]                |
| Logistics Team Manager      | Gary Smith       | Logistics Team Manager      | Melissa Surtent   | Logistics Team Manager      | 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               | Katey Martin     | Planning Team               | Cathy Bell        | Planning Team               | [Redacted]                |
| Incident Team               | [Redacted]       | Incident Team               | Colin Carter      | Incident Team               | N/A - Covered By Planning |
| Incident Liaison Officer    | [Redacted]       |                             |                   |                             |                           |
| Incident Liaison Officer    | [Redacted]       |                             |                   |                             |                           |
| Incident Liaison Officer    | [Redacted]       |                             |                   |                             |                           |
| Sign in (EOC)               | [Redacted]       | Sign in (EOC)               | [Redacted]        | Sign in (EOC)               | [Redacted]                |
| Building monitor            | [Redacted]       | Building monitor            | [Redacted]        | Building monitor            | [Redacted]                |
| Wellfare monitor            | [Redacted]       | Wellfare monitor            | [Redacted]        | Wellfare monitor            | [Redacted]                |



Saturday 14 DECEMBER 2019

**SHIFT 6AM - 2PM**

| POSITION                    | Name                           |
|-----------------------------|--------------------------------|
| Controller                  | [REDACTED]                     |
| PA to Controller            | [REDACTED]                     |
| Response Manager            | [REDACTED]                     |
| Recovery Manager            | Julie Garwood/ additional TBC? |
| Public Information Manager  | Frank                          |
| Public Information Media    | [REDACTED]                     |
| Public Information - Social | [REDACTED]                     |
| Operations Team Manager     | Hanna Van der Boven            |
| Welfare Manager             | Jan Pryor                      |
| Welfare Officer             | [REDACTED]                     |
| Welfare Officer             | [REDACTED]                     |
| Logistics Team Manager      | Judy Searle                    |
| Logistics Officer 1         | [REDACTED]                     |
| Logistics Officer 2         | [REDACTED]                     |
| Planning Team Manager       | Charlotte Manser               |
| Incident Team Manager       | Kate Southworth                |
| Iwi Liaison Manager         | [REDACTED]                     |
| Iwi Liaison Officer         | [REDACTED]                     |
| Iwi Liaison Officer         | [REDACTED]                     |
| Sign in (EOC)               | [REDACTED]                     |
| Building monitor            | [REDACTED]                     |
| Welfare monitor             | [REDACTED]                     |

**SHIFT 2 - 2PM - 10PM**

| POSITION                    | Name              |
|-----------------------------|-------------------|
| Controller                  | [REDACTED]        |
| PA to Controller            | [REDACTED]        |
| Response Manager            | Mike Furness      |
| Recovery Manager            | [REDACTED]        |
| Public Information Manager  | Julian            |
| Public Information Media    | [REDACTED]        |
| Public Information - Social | [REDACTED]        |
| Operations Team Manager     | Shari Jones       |
| Welfare Manager             | [REDACTED]        |
| Welfare Officer             | [REDACTED]        |
| Welfare Officer             | [REDACTED]        |
| Logistics Team Manager      | Melaine Surten    |
| Logistics Officer 1         | [REDACTED]        |
| Logistics Officer 2         | [REDACTED]        |
| Planning Team Manager       | Tadri Livingstone |
| Incident Team Manager       | Rita Hamilton     |
| Sign in (EOC)               | [REDACTED]        |
| Building monitor            | [REDACTED]        |
| Welfare monitor             | [REDACTED]        |

**SHIFT 3 - 10PM - 6AM**

| POSITION                    | Name                      |
|-----------------------------|---------------------------|
| Controller                  | Mike Naudé?               |
| PA to Controller            | [REDACTED]                |
| Response Manager            | [REDACTED]                |
| Recovery Manager            | [REDACTED]                |
| Public Information Manager  | Frank                     |
| Public Information Media    | [REDACTED]                |
| Public Information - Social | [REDACTED]                |
| Operations Team Manager     | Mary Bates                |
| Welfare Manager             | Chris Kingwood            |
| Welfare Officer             | [REDACTED]                |
| Welfare Officer             | [REDACTED]                |
| Logistics Team Manager      | N/A - Covered by Ops      |
| Logistics Officer 1         | [REDACTED]                |
| Logistics Officer 2         | [REDACTED]                |
| Planning Team Manager       | Jennie Storey             |
| Incident Team Manager       | N/A - Covered by Planning |
| Sign in (EOC)               | [REDACTED]                |
| Building monitor            | [REDACTED]                |
| Welfare monitor             | [REDACTED]                |

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

As at 0830 13 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<br>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<br><br>Anaru Pewhairangi (cultural)<br><br>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:<br>Planning           | Signed:                       | Date/time:                  |
| Approved by:<br><i>[Signature]</i> | Signed:<br><i>[Signature]</i> | Date/time:<br>13/12/19 1156 |
| Approved by:<br><i>[Signature]</i> | Signed:                       | Date/time:                  |

Group Controller  
13/12/19  
1154