

Welfare Appendix to the Action Plan

Welfare Appendix for the:	Action Plan 1	Date	9/12/2019
Coordination Centre	Whakatāne District Council EOC	Emergency	White Island Eruption
Prepared by	Meagan Edhouse – Emergency Management Advisor	Approved by	Jan Pryor

Situation

At approximately 14:11 on 9 December 2019, Whakaari / White Island erupted. The Volcanic Alert Level was raised to 4 and has since been reduced to 3 and the Aviation Colour Code raised to **Orange**, recognising the potential for airborne ash. Initial reports indicated it was possible there was up to 100 individuals located on the ground on Whakaari / White Island at the time of the eruption. It is now believed there were fewer than 50 people on the Island when it erupted. A number of people are still unaccounted for, a number of people are injured with injuries ranging from moderate to critical and it is believed that a number of people have died from this event although only one has been confirmed at this time. The Whakatāne EOC was activated around 3pm to respond to the event. The lead agency co ordinating the welfare response to people affected by this event is Civil Defence and Emergency Management.

A key priority is to provide ongoing psychosocial support to those affected by this event. This support is currently being delivered by the Bay of Plenty DHB supported by Ngāi Awa Social and Health services, Victim Support and EBOP PHA. Mātaatua Marae has activated overnight to provide a place for people to gather. Accommodation and support for the victims and family of passengers from the Carnival Cruise ship is being provided by the cruise line. Awanuiarangi are providing accommodation for others affected by the event and response staff from out of the region.

Higher response level welfare plan

The Local Welfare Manager will make a decision tomorrow morning as to whether the Local Welfare Committee will need to convene.

Welfare plan of action

Welfare Objectives
Provide Welfare Functions following eruptions

Tasks
A table of tasks to address the Welfare objective is provided below with the detail of actions to be undertaken over the next operational period.

Task	Strategy (how)	Assignment (Who)	Resource Needs	Completion
Gain a clear understanding of who is affected. Determine how many foreign nationals are affected.	Request information from Intelligence about numbers injured and nationality of affected	Local Welfare Manager	Cruise Ship Rep looking after all the needs of their passengers & their families. Food, accommodation & support. 12:31am 2 PeeJay staff & 16 cruise ship passengers are unaccounted for.	
Set up a CDC to provide information on Welfare Support Services. Ongoing assessment to determine the need for it to continue.	Provide staff and resources to Whakatāne Isite	Local Welfare Manager BOPDHB and supporting agencies	Staff, information, psychosocial staff.	
Psychosocial support - navigators		To be contacted later in the morning.		
AOG Factsheet				
Determine welfare structure for the next 7 days		Local Welfare Manager		
Welfare Registration and Needs Assessment	Determine if we need to set up a registration and needs assessment process.	Admin Support Intelligence Customers Services		
Iwi liaison	█ – cultural liaison to accompany Police for recovery of bodies			
Determine Language Services and Cultural requirements		Cruise ship liaison	None	

Sub function arrangements			
List specific arrangements for each activated sub-function			
Registration			
Task	Strategy (how)	Assignment (Who)	Resource Needs
Ensure process for registration is available if required.	Seek advice from Group Welfare Manager	Local Welfare Manager	Staff Computers/ipads printer
Needs assessment			
Task	Strategy (how)	Assignment (Who)	Resource Needs
Ensure needs assessment process is available if required	Seek advice from Group Welfare Manager	Local Welfare Manager	Staff Computers/ipads printer
Inquiry			
Task	Strategy (how)	Assignment (Who)	Resource Needs
Police 0800 number has been set up for inquiry and matching	NZ residents call 105 or go to police website International concerns call +64 9105 105	Police	
Care and protection services for children and young people			
Task	Strategy (how)	Assignment (Who)	Resource Needs
Determine if there are any children involved		Local Welfare Manager Oranga Tamariki rep	

Psychosocial support			
Task	Strategy (how)	Assignment (Who)	Resource Needs
Provide ongoing support to those affected by the event. Victim Support heading to Marae x4 more on the way	Understand what level of support is required and co ordinate ongoing support for those affected.	Local Welfare Manager BOPDHB	Completion

Household goods and services			
Objective (what) (Use SMART)	Strategy (how)	Assignment (Who)	Resource Needs
No requirement for household goods and services at this time.			Completion
Shelter and accommodation			

Task	Strategy (how)	Assignment (Who)	Resource Needs
Determine Accommodation Needs (if any)	Assess what accommodation is being provided for those affected and whether it can be sustained. Determine if further accommodation is required.	Local Welfare Manager	Completion

Financial assistance			
Task	Strategy (how)	Assignment (Who)	Resource Needs
Determine if financial assistance is required.	Communicate with Marae, Awanuiarangi and other isite to understand if there is a need for financial assistance	Local Welfare Manager (liaise with Work and Income if required)	Completion

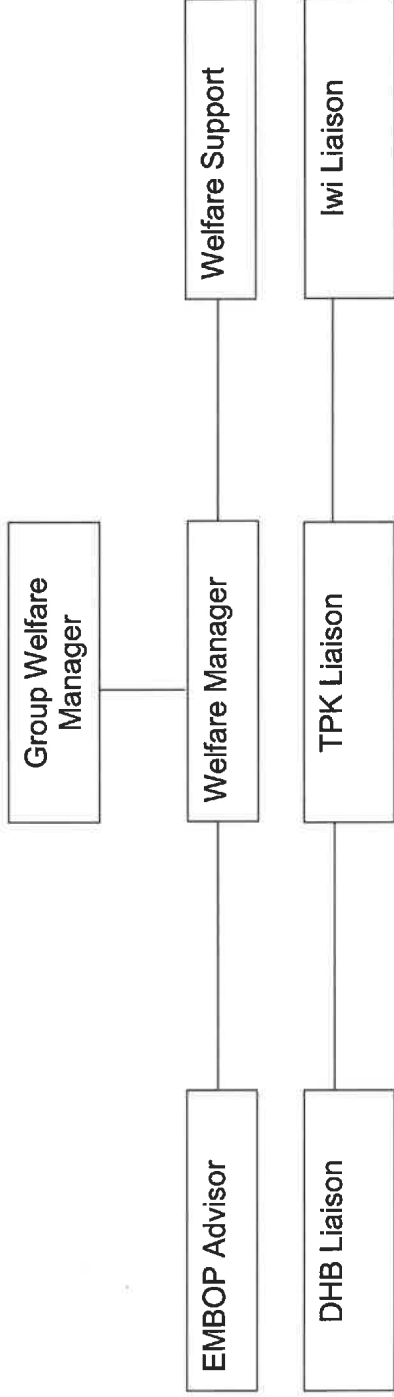
Animal welfare			
Task	Strategy (how)	Assignment (Who)	Resource Needs
			Completion

Not required				
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Welfare control arrangements

Welfare Team Structure Day Shift



Welfare Team Structure Night Shift

