

CONFIDENTIAL – NOT FOR CIRCULATION

Meeting held on 10 December 2019 at 1.30pm

Attendees:

Murray Mills (Ministry of Health), [REDACTED] ([REDACTED] Royal Caribbean), Caroline Bilkey (NZ Foreign Affairs & Trade), Suzanne Vowels (NEMA), Angela Reade (Emergency Management) [REDACTED] (Inchcape McKay), Mark Harrison (NZ Police), Nicky Parker (BOPRC, Rebecca Wood (MFAT) Sharleen Augustus (Bay of Plenty Regional Council)

Who is doing what?

Royal Caribbean:

Guest and media responsibility

- 26 guests in hospital
- 9 Unaccounted for
- Mortal remains to go to Auckland
- Care teams will be assigned to each of the 6 hospitals to assist and will make themselves known to the families of the injured
- Christchurch to have 5 Care teams who will rotate
- Sort out issues with families who have been separated, among 9 patients
- No media to date and happy to follow our lead
- [REDACTED] will provide details on which patients have insurance via the cruise line so as to assist with understanding which patients are eligible for repatriation assistance. Not all patients will have insurance particularly the Australians who rely on reciprocal assessments
- [REDACTED] to provide a list of Care team staff to Mark Harrison
- Cruise line has a process for supporting and contacting next of kin.
- Police to take DNA of deceased
- Police Family Liaisons will be at each of the hospitals

Ministry for Foreign Affairs (MFAT):

- Note that patient consent is required in the first instance (to be approached by their foreign government representatives who are able to provide consular assistance). This requires someone to have confirmed with patient first, but there may be circumstances to waive consent/privacy.
- Repatriation of some patients will be required. Caroline Bilkey will speak to Murray Mills. Ministry of Health after the meeting regarding DHB requirements to liaise with consulates and regarding repatriation advice.

NZ Police:

- Police to meet families at the airport of the deceased
- Will keep deceased in Auckland for ease of access for families.

- BOPRC Civil Defence Emergency Management are putting together a spreadsheet of patients and nationality, police contacts, MFAT contact, cruise contact
- MFAT will be supporting incoming families
- Minister to be updated on a regular basis
- **Caroline will follow up on the Repatriation program and will let Murray know.**
- NZ Immigration to update their website with updated information
- ACC assisting re public information for support
- **Angela's team is putting together a fact sheet to share with the Police**

Communications:

- Police to do any media releases via their liaison person regarding releasing of names of the deceased.
- Press releases should be going out through PIMS

Nicky to send out the AOG factsheet to the attendees at the meeting

- Mark confirmed that the process of identification could take some time and will hopefully be able to provide some information by either Thursday or Friday.
- Mark confirmed that there is some misinformation being sent to the media about the number missing. **Family links and Police Headquarters to put together a list to check who is on their list and advise concerned relatives if their person is not on the list.**
- Nationalities will be recognised as per their passports.

Next meeting to be held on 11 December 2019 at 8.00am

Contact details:

Caroline Bilkey – [REDACTED]

Craig Harris – [REDACTED]

Gavin Smith – [REDACTED]

Suzanne Vowles – [REDACTED]

Angela Read – [REDACTED]

Murray Mills – [REDACTED]

Nicky Parker – [REDACTED]

Rebecca Wood – [REDACTED]

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