



Auckland Emergency Management and Bay of Plenty Emergency Management

ACTION PLAN #001 13 Dec 2019 1000 NZDT

Event Name: Whakaari White Island Response

Control Centre:

Auckland Emergency Co-ordination Centre
Level 1 Bledisloe House (South)
24 Wellesley Street
Auckland 1142
akgeoc@aucklandcouncil.govt.nz
(09) 301 0101

Operational period covered: 0930 12 Dec until superseded.

Response Status: 2

Declaration Status: None

This report was current at the time of distribution.

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Controller's Intent

A seamless transfer of responsibility to enable continuity of care for victims and families, and continued standards of service, as tasked by Bay of Plenty CDEM Group. Operational accountability remains with Controller Bay of Plenty CDEM Group.

Summary of situation:

Tasks have shifted from recovery to processing of victims. The concentration of that effort will now be in Auckland, which aligns to an Auckland supported coordination. Auckland will assume responsibility for all Whakaari White Island eruption victims, and DVI processing has begun at Auckland, led by NZ Police.

Aim/Mission:

Hospital care of victims

Family support

DVI (inc logistics)

Repatriation of deceased and patients

Mission: to coordinate and support the victims and families, locally and nationally.

Designated Tasks:



Recovery of victims and DVI remains in the control of NZ Police.

Auckland CDEM Group will facilitate two Whakaari White Island Family Spaces, one close to Auckland City Hospital and one close to Middlemore Hospital, on the request of NZ Police (Inspector Jim Wilson telecon to Jennifer Rose 0912 13 December).

Auckland CDEM will assume responsibility for information regarding the patients cared for in Auckland and will feed this information into Bay of Plenty.

Auckland ECC will stand up the following functions: Controller, Response Manager, GM, Welfare, NZ Police Liaison, Logistics, PIM, Planning, Intelligence, Duty Manager.

Limiting Factors:

Victim information release from Ministry of Health will be controlled by Health. Some victims will be transferred between hospitals at short notice.

Coordination Measures:

All tasking will be received from Bay of Plenty CDEM Group.

Resource Needs:

Auckland ECC will require logistics support.

Roster to be produced for function managers (desk support for welfare additionally) for one week out by logistics.

Information Flow:

Patient information is extremely confidential and is not to be sent to generic mailboxes. The only authorised recipients of the patient database are Greg Morgan (Welfare Manager) and Zoe Marr (Logistics Manager).

The authorised members of the Microsoft Teams group are:

The patient database will continue to be controlled by Bay of Plenty CDEM Group. Auckland CDEM Group will feed updates of information to Bay of Plenty CDEM Group via welfare@bopcivildefence.govt.nz

Updates to Bay of Plenty Controller and Group Welfare Manager from Auckland CDEM will be as required.

Information into Bay of Plenty required by 0800, 1100, 1500

Bay of Plenty welfare meetings will be held at 0900 1200, 1600

Information sent from Bay of Plenty at 0930, 1230, 1630

Public Information Plan:

Key messaging remains via Bay of Plenty CDEM Group.

Localised task information to be coordinated by Auckland PIM, to be authorised by Bay of Plenty CDEM, as directed Bay of Plenty Group Controller.

Communications Plan:



Information flow will be as directed by Bay of Plenty, and will include details of additional family arrivals.
Contact numbers are listed below under organisations.

Organisations:

New Zealand Police Inspector Jim Wilson – [REDACTED]

Counties Manukau District Healthboard – Vicki Wright [REDACTED]

Ministry of Social Development – John Cavanagh [REDACTED]

Auckland Group Welfare Manager Duty Phone [REDACTED]

Authorisation

Report prepared by: Zoe Marr	Report authorised by: Jennifer Rose
Controller Bay of Plenty:	Next Action Plan will be issued at: as required
Controller Auckland:	

[Handwritten signature: JENNIFER ROSE]

[Handwritten signature: ZOE MARR]

[Handwritten signature: NIAKE WARD]