



Action Plan

Number: 03

CONFIDENTIAL

Coordination facility:	Event name:
Joint operation with Police and Whakatāne EOC	Whakaari/White Island Eruption
Effective date:	Controller:
11 December 2019	Nicholas Woodley
Operational Period – from:	Operational Period – to:
10:00 am (1000) 11 December 2019	10:00am (1000) 12 December 2019

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]
- 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. 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.
- 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.
- Refer to SitRep #7 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 by 0900 12 December 2019 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 to ensure the social, cultural, economic and environmental wellbeing of the Whakatāne District 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.)

Short term priorities (this action plan operation period)

Method:

The Whakatāne EOC is leading the Whakatāne welfare response functions, and is coordinated from the Whakatāne EOC, located at 14 Commerce Street, Whakatāne. The NZ Police are coordinating recovery and reconciliation. Group Welfare are coordinating welfare for those outside of the Whakatāne District.

The key objectives of the welfare response over the next 24 hours 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 to ensure the social, cultural, economic and environmental wellbeing of the Whakatāne District 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. In addition, planning for the long term wellbeing of the Whakatāne District community, including social, cultural, environmental, and economic wellbeing as recovery will become a focus.



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 by completing the below key tasks:

Objectives	Team Responsible	Notes
Support the NZ Police & Defence Force as necessary with recovery efforts		
Support recovery operation as required, through information, resources etc	Intel, Logistics, operations	Planning for recovery is being undertaken by NZ Police and Defence Force, and depending on conditions will hopefully occur today
Ensure iwi participation in the planning for the recovery of tūpāpaku from Whakaari	Ngāti Awa	
Liaise with Intel from NZ Police to establish necessary information including monitoring communications from NZ Police	Intel	Briefing 1100 11/12 - Ongoing
Establish security requirements and deploy as necessary (including road closures if required)	Logistics	Security Deployed at Airport.
Provide welfare for those affected by the incident in the Whakatāne District		
Establish 4 Commerce Street (old Harcourts building) as Civil Defence Centre (CDC) info point from 0900 11 December.	Welfare	Harcourts building opened at 11/12 0900
Improve integration of welfare efforts with varying agencies including specifically Ngāti Awa and local police liaison.	Welfare, Ngāti Awa, Local Police	
Provision of psychosocial support for survivors and families, and those effected and within the Whakatāne District including; White Island Tour staff and associated persons, other tourism providers.	Welfare	CD centre set up at old Harcourts building.
Work with Ngāti Awa to ensure appropriate tikanga adhered to and identify and support welfare needs for local people, specifically including	Welfare, Ngāti Awa	



affected whānau, colleagues and wider community		
Support CDC with regular briefings providing the latest information and updates	PIM/Police	
Establish accommodation requirements for affected people, and response support staff	Logistics	Working with Welfare Note: further accommodation may be needed if the recovery starts today.
All of government factsheet distributed	PIM	Received 10/12 2000
Establish key messages in liaison with Police and other agencies/ organisations	PIM	Ongoing. Police is concentrating all communications.
Clarify opportunity and process for those people wanting to make financial donations	Welfare	
Provide for ongoing operation of EOC and the welfare of response/support staff		
Establish and maintain EOC roster	Logistics	2x 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	Intel	
Contingency planning	Planning	
Action Planning	Planning	
Continue to establish facts and information	Intel	Ongoing
Develop SitReps as required (one per shift)	Intel	
Monitor weather and geological info and distribution of key facts from other agencies	Intel	
Maintain operational log	Logistics	Ongoing
EAP personnel to be available to staff within the EOC Centre	Logistics and Welfare	



Planning to ensure the social, cultural, economic and environmental wellbeing of the Whakatāne District community		
Develop plan to consider the longer term impacts of this event on the social, cultural, environmental and economic wellbeing of the Whakatāne District	Planning	
Determine key media messaging that start to address the future wellbeing of the Whakatāne District	PIM	
Prepare and deliver media releases	PIM	Media release times to be defined.
Media Briefing	PIM	
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.)

- Ash plume of about 12,000 feet (seems contained to island – minor ash may occur on East Cape)
- Ongoing uncertainty of further eruptions without warning
- Smaller eruptions have been experienced but need to consider possibility of larger eruptions
- Poor visibility on island for visual response – large quantities of dust
- Muddy and dirty rescue conditions
- Relying on boats, difficult conditions for helicopters – exclusion zone in place for boats and planes

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

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

- Main information required is to establish welfare function needs. Refer to key actions section above.

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. Watching brief being kept on media and comms from Police.

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

A statement is being prepared with key messages and is expected to be released to the public within this operational period.



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

EOC Roster 11/12:

SHIFT 6AM - 2PM

POSITION	Name
Controller	Nicholas Woodley
PA to Controller	[REDACTED]
Response Manager	Beau Fraser
Recovery Manager	Julie Gardyne
Public Information Manager (PIM)	Alex Pickles
Public Information Media	[REDACTED]
Public Information – Social media	[REDACTED]
PIM Media monitoring	BOPRC?
Operations Team	Leilani Salanguit
Standby (in a meeting from 9-11)	[REDACTED]
Standby	[REDACTED]
Welfare Officer	[REDACTED]
Welfare Officer from 7.45	[REDACTED]
Welfare Officer	[REDACTED]
Logistics Team Manager	Melvene Surtees
Standby	[REDACTED]
Standby	[REDACTED]
Standby	[REDACTED]
Planning Team Manager	Cashy Ball
Standby	[REDACTED]r
Intel Team Manager	Wouter Vullings
Standby	[REDACTED]
Sign in (EOC)	[REDACTED]
Building monitor	[REDACTED]

SHIFT 2 - 2PM - 10PM

POSITION	Name
Controller	Mike Naude
PA to Controller	[REDACTED]
Response Manager	David Bewley
Recovery Manager	Julie Gardyne
Public Information Manager (PIM)	Estelle Reid
Public Information Media	[REDACTED]t
Public Information – Social media	[REDACTED]
PIM Media monitoring	BOPRC?
Operations Team Manager	Chris King-Hazel
Standby	[REDACTED]
Standby	[REDACTED]
Welfare Officer	[REDACTED]
Welfare Officer	[REDACTED]
Welfare Officer	[REDACTED]
Logistics Team Manager	Gary Searle
Standby	[REDACTED]
Standby	[REDACTED]
Standby	[REDACTED]
Planning Team Manager	Charlotte Haesler
Standby	[REDACTED]
Intel Team Manager	Ross Gardiner
Standby	[REDACTED]
Sign in (EOC)	[REDACTED]
Building monitor	[REDACTED]



See contact details below:

As at 0900 10 December 2019, these are the contacts of which numbers are available.

Service Group	Name of Contact	Contact Number
DHB Duty Manager	David van Dyke	[REDACTED]
	Julie Chapman	[REDACTED]
DHB Incident Controller	Karen Smith	[REDACTED]
DHB EOC Rep	Kim McClure	[REDACTED]
Defence LO	Major Vince Copeland	[REDACTED]
	Sgt Major John Harris	[REDACTED]
Air LO	Sqn Ldr Hayden Sheard	[REDACTED]
Welfare (Group)	Angela Reade	[REDACTED]
White Island tours	[REDACTED]	[REDACTED]
Ngāti Awa	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]
Te Puni Kōkiri	Shaneen Simpson	[REDACTED]
Royal Caribbean – Cruise liner	[REDACTED]	[REDACTED]
Iwi Liaison for EOC	[REDACTED]	[REDACTED]
St Johns	[REDACTED]	[REDACTED]
MFAT	Caroline	[REDACTED]
	Rebecca	[REDACTED]
Te Whare Wānanga o Awanuiarangi	[REDACTED]	[REDACTED]
Coastguard	[REDACTED]	[REDACTED]
Police	Inspector Harrison	[REDACTED]

Prepared by: Planning	Signed:	Date/time: 11/12 10:50
Approved by: 	Signed:	Date/time: 11/12 10:50