



Bay of Plenty Civil Defence Emergency Management Group

Annual Report 2023-2024





Bay of Plenty Civil Defence Emergency Management Group Annual Report 2023-2024

Civil Defence Publication

September 2024

Bay of Plenty Civil Defence Emergency Management Group

C/O Emergency Management Bay of Plenty

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New Zealand

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Foreword

This Annual Report summarises the activities of the Bay of Plenty Civil Defence Emergency Management (Bay of Plenty CDEM) Group over the 2023-2024 financial year along with the financial performance of the Bay of Plenty CDEM Group.

At a national level, the New Zealand Government continues the Emergency Management System Reform programme that will improve the country's ability to respond to natural disasters and other emergencies.

Key national activities include reviewing and updating the Civil Defence Emergency Management Act 2002. To ensure public confidence in the emergency management system, it is necessary to enhance the application of current legislation, aligning it with the intent of the Civil Defence and Emergency Management Act (CDEM Act).

At the regional level, there has been a wide array of activities across the 4 Rs (Reduction, Readiness, Response and Recovery) including Monitoring and Evaluation, aimed at enhancing the Bay of Plenty's resilience when a disaster strikes.

Operationally, the Bay of Plenty CDEM Group finalised the review of its Group Plan. This plan informs the strategic direction and objectives of the CDEM Group and provides a framework to strengthen our communities across the 4Rs of emergency management.

The updated Group plan 2024-2029 includes a 5-year plan to incorporate the Māori worldview. It is essential that Māori are not just given a voice but have access to all relevant information to meaningfully contribute into the CDEM sector.

This report contains Bay of Plenty CDEM Group activities only. Individual Group members also report on local emergency management activities. via their own annual reports.

Directors Message

A key milestone for the 2023 – 2024 year was the delivery of our new CDEM Group Plan, the foundation document for how the Group will support its communities over the next five years. The new Group Plan was built during a time of flux in the sector with legislative overhaul and associated systemic change underway at the national level. Bay of Plenty CDEM group opted to stay the course with our Group Plan rollout, and this has put us in a good position to carry on our work while we wait to see what is in store for the broader sector.

This plan is a truly collaborative reflection of the needs and wishes of our partners and communities: through various stages of its development, CDEM partners, emergency services, key agencies, community organisations and individuals contributed to the final plan now in force.

Bay of Plenty also chose to be proactive with plans to update our updated tsunami evacuation maps, including the change to a blue evacuation zone. This approach was subsequently reflected nationally, with the National Emergency Management Agency mandating a move to blue evacuation zones across Aotearoa New Zealand.

As befits a mature approach to end-to-end emergency management, we are seeing pleasing developments in the way councils are incorporating emergency management considerations into district planning. Specialists across council roles are working to integrate the four R's of emergency management (reduction, readiness, response and recovery) into day-to-day activities and planning. Relationships with experts in key roles like the Toi Moana Bay of Plenty Regional Council flood team are strengthening, as are our connections with experts and specialists across the broader sector, such as GNS Science and MetService.

Over the past year, we have built physical and technological resilience through the establishment of an alternative Group Coordination Centre facility, including back-up offline resources and portable power and internet equipment. Our regional operational capability has been strengthened by New Zealand Response Team 16's official accreditation along with the establishment of Bay 8 – an advanced response team across Group councils.

Group emergency management staff have developed and delivered new training programs to enhance response capacity and continued to build their own expertise through national and international training and partnerships. These include leadership development with Response & Recovery Aotearoa New Zealand (RRANZ), national partnerships for recovery, and international training via the American Federal Emergency Management Agency (FEMA).

These efforts in support of Bay of Plenty resilience have been reflected in new and valuable connections both across CDEM and with our communities. These are critical for our success as a Group, both in 'peacetime' and response, and I am confident in the Group's continued ability to foster and grow partnerships ahead of the challenges we face.

Emergency Management is, by definition, an unpredictable occupation: Planned activities can be (and are) interrupted at any time by an emergency response. If it is major, a single response can derail an entire year's work. But rather than being a reason to shun plans, this uncertainty is our impetus: our hazard planning and awareness work, assurance framework and other core projects are designed to build our ability to do what we need to do when the road map fall away. Everything we do today is designed to make our communities stronger and safer tomorrow.

Mark Crowe
Director, Emergency Management Bay of Plenty
CDEM Group Controller

Reduction

Updated Tsunami Maps Rollout

A significant part of our region-wide Tsunami Resilience Program was successfully rolled out after a two-year project which created regionally consistent evacuation maps for the Bay of Plenty with simplified blue evacuation zones.

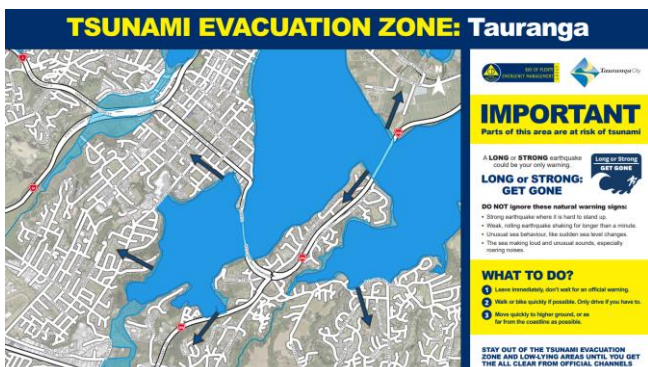
Some zone boundaries have changed because of the need to combine local data from different sources to create the regional maps, but the updated maps mean consistency for coastal communities and visitors.



Where there have been boundary changes, local councils have been working with affected communities to ensure they understand the updates. We have also made it easier for people to see if specific locations are in an evacuation zone by creating a searchable site that can be accessed by QR code.

We expect brand new evacuation maps (based on the comprehensive regional modelling we have commissioned) to be available in 2025: there could be further changes to evacuation zones depending on what that new modelling shows.

Until then, the updated maps are an important step towards a well-prepared Bay of Plenty. They represent significant work by GIS specialists and Emergency Management teams across the region, and they have been well-received by communities.



Updated Hazardscape report

As part of the ongoing review of our regional risks, EMBOP hosted staff from the wider CDEM group to understand and discuss the impacts of tsunami, drought and tropical cyclone on the Bay of Plenty.

This was one of a series of workshops with sector experts and scientists as we work towards an updated Hazardscape report. This work is critical because we must maintain both knowledge of the hazards themselves, and a meaningful understanding of the communities most at risk from them. Although Bay of Plenty has a wide range of hazards that may affect us, weather-related events are the most frequent, so changing climate patterns mean we need to stay abreast of the science.



Emergency Management role in District Plan changes and consenting

Over the past year Emergency Management Bay of Plenty has been working alongside Bay of Plenty Regional Council to understand the role of Emergency Management in District Plan changes and consenting.

As a result of this EMBOP staff have contributed towards submissions on multiple district plans and national pieces of legislation. As we move forward into the 24/25 financial year, EMBOP will be looking at empowering consent planners in the Bay of Plenty to consider Emergency Management in their work to ensure that we are working towards reducing the risk of our communities. This is an important indication of a mature, integrated approach to risk awareness, management and planning, and we look forward to collaborating across the board in support of risk reduction.

Readiness

Disaster Preparedness

EMBOP Capability and Development specialists Rob McLean and Jason Wharewera have been working to re-shape and expand Capability and Development for the Group and have been on the road around the region to support numerous exercises and resilience programs. This included collaborating with Māori wardens, working with Te Puni Kokiri on marae resilience and visiting neighbouring CDEM groups to build and support emergency preparedness and response capability through sharing best practices.

As part of this, Rob (left) and Whare attended a disaster preparedness forum hosted by Te Whare Wānanga O Awanuiarangi in Whakatāne which attracted community and agency groups from across Bay of Plenty to discuss response and recovery within Te Ao Māori environments.



Refresher training of the EMBOP team

Emergency Management Bay of Plenty have tested the alternate Group Emergency Coordination Centre (GECC) with drills and activation exercises. An alternative coordinaton centre is essential for operational continuity should the primary centre becomes unusable or inaccessible. Having a suitable back up in place aligns with best practices in emergency management for robust disaster response capabilities.

Staff are familiar with the backup location and how to access it, after a four-day training and exercise program designed to refresh skills, test standard operating procedures (SOPs). The program covered various aspects of response, including

legislation, hazards, technology systems, communications, operating in the monitoring center, and emergency driving.



At the same time, the EMBOP team tested setting up the Covertex inflatable mobile shelter. It is important to maintain these practical field skills in a realistic setting to ensure an effective and efficient response. An added bonus is the collaboration and cohesion among team members that comes from shared practical challenges.



Field operations base secured

A hangar at Tauranga Airport is now a base for field operations for the Group. Securing the base means we now have the flexibility and space to establish a response hub near air and road transport which could also be used for partner agencies where appropriate. Depending on the need, the hangar could be used as a volunteer muster point, an airbase for logistical operations, and an operational area for Tauranga City Council and Western Bay of Plenty District Council.

When not needed for emergency response, the hangar serves as home base for Bay of Plenty's NZRT 16 and accommodates Youth Search and Rescue and Amateur Radio operators. The base is managed by Emergency Management Bay of Plenty.

Capability & Development

Training across general and function-specific roles has expanded, with new nationally and locally-designed programs scheduled. Response function experts at EMBOP have worked to address gaps in nationally-available training, and capability development staff are also ensuring, sector-wide courses such as CIMS 4 are available for council response staff.

Over the past 12 months, 300 people from local councils, partner agencies and NZRT 16 have taken part in CDEM training courses in Whakatane, Tauranga and Rotorua.

Response training gives participants a deeper understanding of the emergency operations and builds confidence and comfort levels among people whose normal work is outside CDEM.

In addition, specialist Community of Practice (COP) sessions are scheduled every few months for all response and recovery roles including operations, logistics, PIM, welfare, intelligence, planning, recovery and response management.

COPs are open to all interested staff. They cover a range of relevant updates, learnings and specialist information, and are a valuable and intractive way for staff to to expand their skills in CDEM and connect with people across different Group councils.



Bay 8 response training

Another significant hands-on programme is the Bay 8 response team. In February, selected participants from across Bay of Plenty councils took part in a successful week-long residential training programme near Rotorua. Those involved had already completed national CDEM training and applied for selection in order to take a greater role in emergency response.

Bay 8 members are expected to serve as CIMS function leaders during local and regional events and will be preferred responders for out-of-region deployment. The course was a

combination of operational skills and personal development and culminated in a challenging exercise on the final day (pictured).



BOP CDEM Group Plan Adopted

The Bay of Plenty CDEM Group 2024-29 is now in place. It sets the strategic direction and objectives for our CDEM Group to enable resilient communities and whānau in the Bay of Plenty through delivering comprehensive emergency management before, during and after emergencies.

This plan is a truly collaborative reflection of the needs and wishes of our partners and communities: through various stages of its development, CDEM partners, emergency services, key agencies, community organisations and individuals contributed to the final plan now in force.



NZ Response Team 16

NZRT members are qualified responders who support Civil Defence Emergency Management Groups and their communities during an emergency event. Team members work alongside and assist the emergency services and other responding agencies and each response team boasts a wide range of skills.

Tauranga-based NZRT 16 has reached a significant milestone: the volunteer response team has been evaluated as part of formal NEMA accreditation and now has a formal NEMA accreditation.

As part of their evaluation, team members had to demonstrate a range of skills and capabilities as well as an understanding of regulatory issues that affects their work in support of Civil Defence Emergency Management. These include search and rescue work and storm and flood responses.



CDEM and FENZ Collaboration

Effective CDEM training and preparedness goes beyond the core Emergency Operations Centre and CIMS training. Our teams are also working to build knowledge and readiness through practical exercises, leadership development and by supporting partners in their own preparedness.

EMBOP supported a Fire and Emergency NZ five-day simulation exercise in Rotorua (pictured). Multi-day exercises like this are extremely valuable, not just for capability and expertise, but for inter-agency collaboration and understanding.

This wildfire season is predicted to start early, fuelled by warm westerlies and the El Nino weather patterns, so operational awareness and preparedness are critical.

Group Controller Mark Crowe and EMBOP Operations Advisor, Bruce Rutherford also joined Stephen Ellery from Whakatane District Council for a wildfire-focussed Community Resilience Planning hui at Te Runanga o Ngati Manawa in Murupara.



Training with the American Federal Emergency Management Agency

Emergency Management Bay of Plenty communications lead Lisa Glass has completed two block courses of the Master PIO (Public Information Officer) programme at the US Department of Homeland Security's National Emergency Training Centre in Maryland.

Before the end of the programme this September, Lisa must submit an individual research paper. For this, she is looking into multi-agency PIM coordination during complex emergency responses.

Other participants in the programme pictured here are from Florida, Colorado, California, Massachusetts, Washington State, New Hampshire and Tennessee. Lisa is the first person outside the US to take part in the Master PIO programme.



Regular Collaboration & Information Sharing

Controllers & Recovery Managers Forum

Group controllers' and recovery managers' forums are an opportunity for response leaders to share information and learn about practical elements of emergency awareness and preparedness such as updates on hazard resources from EQC, GNS Science and NIWA, discussions about the formal transition to recovery and setting up a recovery office, information on recovery categorisation of land, business continuity guides, and progress towards a professional development pathway for controllers and recovery managers.



Group Welfare Forum

The focus for the October Welfare Forum at the Emergency Management Centre was Psychosocial Elements of Emergency and Recovery.

It featured speakers from Hauora a Toi, Te Whatu Ora's national psychosocial team, the Rural Support Trust, Group councils, Here To Help You and EMBOP. Topics included psychosocial elements of the Edgecumbe flood, accessibility issues in emergencies, the use of navigators in recovery, and working with service providers to support community needs during and after an emergency.



Lifelines Forum

The annual Bay of Plenty & Waikato Joint Forum was held in September at Tauranga Race Course. Presenters from across the sector spoke about progress with the Emergency Management Bill, NEMA's catastrophic event planning, work on major hazard facilities in Tauranga, GNS Science's National Seismic Hazard Model, Waikato infrastructure resilience and land stability work, and lifelines issues in recovery.

Multiethnic forum

There was an enthusiastic turnout for the Multi ethnic forum at the Bay of Plenty Emergency Management Centre in Tauranga.

Emergency managers from our Group Office and local councils met up with around 50 representatives of the many cultures who make their home in the Bay.

This was a great way to highlight common ground and identify untapped ways to help each other.



Ministerial visit

The Hon Mark Mitchell, Minister of Emergency Management and Recovery, and National Emergency Management Agency Chief Executive Dave Gawn, attended the April Joint Committee to meet Group Members and for the final approval of the Group Plan.

The Minister commended the Group on the new Group Plan and discussed the complexity of the different challenges facing the Emergency Management sector.

Minister Mitchell and Mr Gawn also visited Tauranga City for a demonstration of their Tsunami Awareness VR tool.

Pictured (left to right): Dave Gawn (NEMA), Clinton Naude (Director, EMBOP), Mayor Faylene Tunui (Chair, BOP CDEM Group Joint Committee), Hon Mark Mitchell, Mayor James Denyer (Deputy Chair, BOP CDEM Group Joint Committee) and Commissioner Anne Tolley.



EMPA Awards Success

EMPA (Emergency Media and Public Affairs) recognises excellence in emergency communications. The Bay of Plenty CDEM Group was highly commended in the Response category for our work during Cyclone Gabrielle. Pictured are Clinton Naude, Paula Naude, Lisa Glass and Mark Crowe at the awards evening at Te Papa in Wellington.



Japanese Tsunami Group visit

The Bay of Plenty CDEM Group welcomed Prof Hiroyuki Nomoto from Tokyo Metropolitan University as part of an enduring friendship with the Bay of Plenty.

Since the Great Eastern Japan Earthquake of 2011 and the devastating tsunami that followed, Prof Nomoto has called himself a 'tsunami awareness activist', working to build knowledge and share experiences with coastal communities like those in Japan.

This visit, the professor brought two Japanese educators with him; The delegations' presentation included the moving story of a Japanese primary school which lost dozens of students and teachers in the fatal tsunami.

Local emergency managers shared regional work on awareness and preparedness, including the updated tsunami maps rollout. The Japanese guests were also hosted by Tuapiro Marae in Western Bay of Plenty District, where Mayor James Denyer and emergency managers welcomed the chance to discuss resilience practice and to share the visitors' experience with local communities.

Response

GECC- Full Network Connectivity

The Bay of Plenty Emergency Management Centre (the Group Emergency Coordination Centre during response) now has full connectivity for integrated displays of GIS, live cameras, web and audio-visual feeds.

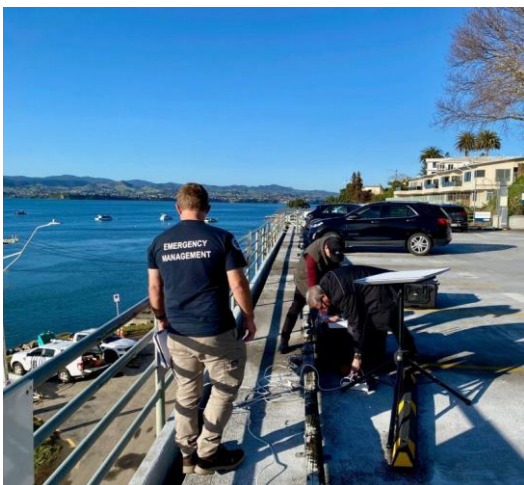
This final aspect of the fitout was complex, connecting more than 30 live data sources to the centre's 30+ screens. We had already made use of integrated data displays in the 'hot operations' room during the response for Cyclone Gabrielle, but now all screens in the centre can play video and sound from any of the incoming data feeds.

Although the Emergency Management Centre has been seismically strengthened and has back up power and internet connectivity, we have also established a backup off-site GECC facility should the main centre be damaged or inaccessible. The back up location has been stocked with resource boxes for all response functions as well as emergency power and internet capability.

Starlink Units for Response Resilience

A core part of technological resilience is internet capability. Pictured here, Bruce Rutherford from EMBOP's Operations team tests one of two new commercial-sized Starlink units outside the Bay of Plenty Emergency Management Centre. Powered by a generator, a single unit could support our GECC (Group Emergency Coordination Centre) in an emergency response if we were to lose power and internet.

Several Group councils are looking at the benefits of mobile Starlink units like this one (or smaller residential-sized units) to provide emergency internet support for their EOCs or specific communities.

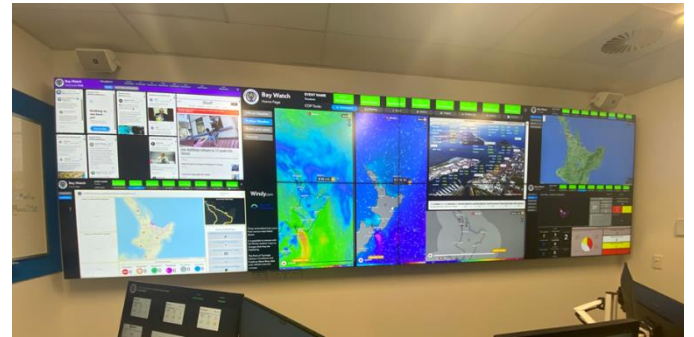


Situational viewer: Baywatch

An update to the Bay of Plenty shared situation viewer has been released, aptly named Bay Watch.

The Bay Watch viewer is a regionally accessible GIS (geospatial information systems) tool to help build a shared common operating picture before, during and after emergency response. It streamlines and collates different data sources and also lets response staff from across the Bay share their own data.

GIS is becoming an increasingly critical part of emergency management. It is used by numerous functions during activation and for enhanced planning, modelling and information-sharing during 'peacetime'.



Severe weather activations Group and deployments

In May, fast-rising river levels at Ngongotaha led to a rapid activation of Rotorua Lakes Council's Emergency Operation Centre (EOC). The Group Emergency Coordination Centre (GECC) activated to support Rotorua with coordination and situational awareness.

Pictured are Emergency Management Bay of Plenty team members accessing Bay of Plenty Regional Council's live river level data in the GECC's 'hot operations' centre.



Rotorua CDEM called for voluntary evacuations of stream-side homes, but fortunately water levels fell without the stream breaching, and residents were able to return home a few hours later.

Wairoa Deployment



In June, six Bay of Plenty CDEM Group staff responded to a call for specialist support in Wairoa following severe flooding. Emergency Management Bay of Plenty staff shared expertise in GIS and took on several roles in the Emergency Operations Centre. As well as supporting our CDEM colleagues and their communities, this experience builds and broadens our peoples' expertise.

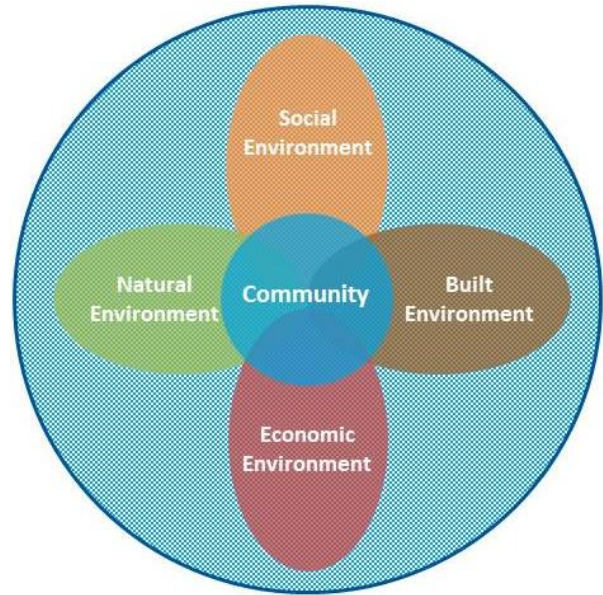
Recovery

Over the past year, New Zealand has made significant strides in emergency management and recovery, particularly in response to severe weather events and through legislative updates.

Review of the Group Recovery Plan

This activity, initiated in the current financial year and set to conclude in the 2024-25 Annual Plan cycle, aims to develop and deliver an updated Bay of Plenty CDEM Group Recovery Plan. The update will incorporate new insights from recent emergency events, ensuring the Plan aligns more closely with the group's strategic direction while remaining consistent with national legislative requirements.

The Group Recovery Plan aims to ensure robust recovery capabilities and processes across the Bay of Plenty CDEM Group Rohe by outlining and confirming the necessary recovery arrangements, including roles, responsibilities, structures, and processes required to support emergency recovery management.



Our 'world famous' Recovery Guru

Recovery expert Julian Reweti has not only led local recovery efforts but has also assisted teams in Auckland, Hawkes Bay, Tairāwhiti, and Marlborough following numerous severe weather events.

Recently, Julian shared his extensive experience in critical infrastructure and business continuity management with researchers from University College London (UCL), who are studying community recovery and the role of local authorities. Additionally, Julian was recognized with the Australasian Institute of Emergency Services (AIES) National Award of Commendation for his service to recovery.

This commendation, presented by Jon Mitchell and Sally McKay, was acknowledged by the Minister of Emergency Management and Recovery, the Honourable Mark Mitchell.



Monitoring and Evaluation

Assurance Framework

At the end of the financial year, the Group's Joint Committee approved the first version of the Assurance Framework.

The Assurance Framework establishes guidelines and provides the Group with a uniform approach for conducting assurance activities. It equips the Group and stakeholders with a framework for regularly reporting, reviewing and evaluating performance of the CDEM Group and its members.

It is designed to increase the confidence of the community and the sector in the ability of the emergency management system to plan for, respond to, and recover from emergencies.

Annual Emergency Operations Centre Audits

The purpose of the regional auditing process to ensure that there is local and regional capability (Emergency Operations Centre and Emergency Coordination Centre) to activate and effectively establish a response capability; as well as develop the capacity and capability of the Bay of Plenty CDEM Group.

The audit process assesses the ability to contact and activate staff and access to appropriate facilities and infrastructure and equipment to support an emergency to enable an effective and efficient response.

The audit undertakes an evidence-based approach to ensure consistency in the auditing process between the Emergency Coordination Centres (ECC) and Emergency Operation Centres (EOC).

Farewell to Emergency Management Bay of Plenty Director



From Rena to Gabrielle, and numerous emergency responses in between, Clinton Naude has been a constant of Emergency Management leadership in Bay of Plenty.

During Clintons career with EMBOP, the number of professional emergency managers in bay of Plenty, and the level of expertise and sophistication of their work, have grown, as have the demands and expectations of the emergency management sector and our communities.

As one of a small number of experts who have strong experience of every aspect of emergency management- from hands-on response, to operational management, strategic leadership, legislation, investigations and reform, Clinton is well qualified to support the broader sector through his new consultancy role. He takes with him the gratitude of Emergency Management Bay of Plenty, and his many friends across CDEM.

Financials

* Unaudited Financial statement. The amounts in the financial statements should be read multiplied by 1000.

Bay of Plenty CDEM Group *	Year ended 30 June 2024	
	Budget (\$)	Actual (\$)
Targeted Rates	3,984	3,984
Other Revenue	77	411
Total Operating Revenue	4,060	4,395
Total Operating Expenditure	4,594	4,324
Net Surplus (deficit)	(534)	71

Bay of Plenty Lifelines Group	Year ended 30 June 2024	
	Budget (\$)	Actual (\$)
Member Contributions	46	19
Total Operating Revenue	46	19
Total Operating Expenditure	46	8
Net Surplus (deficit)	0	12

Bay of Plenty CDEM Group Reserve Account		
Opening Balance	1,774	1,774
Surplus transferred	(534)	(67)
Tsunami Modelling fund carried forward	0	138
Closing Balance	1,240	1,845

Bay of Plenty Lifelines Group Reserve Account		
Opening Balance	79	79
Surplus transferred	0	12
Closing Balance	79	90

CDEM Group Deployment overview

Number of Staff Deployed	Location	Days deployed	Estimated Hours Worked (Based on 12 hr shift)	Total Combined Hours per Deployment
6	Wairoa Floods	6	72	432
hourly rate at \$150**		Total:	\$64,800.00	

** This is an estimate of the hourly rate and the deployed hours, and should only serve as a point of reference.



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