

## Practising for the big one

### Exercise Scenario

An earthquake measuring 7.5 on the Richter scale hits Wellington at 6.28 am. The quake is centred at Petone, at a depth of 10km. It causes widespread damage through the Wellington region as well as Nelson, Marlborough, Wairarapa, Horowhenua and Manawatu. The quake creates a surface rupture 75km long from Cook Strait to north of Upper Hutt. Aftershocks continue for many days.

- About 530 people are dead.
- At least 3800 are injured and requiring medical help.
- Over 1800 people are trapped in badly damaged and collapsed buildings.
- Major damage has been caused to the infrastructure of Wellington, Hutt Valley, Porirua and Kapiti areas.
- Road and rail access to the region has been severed and both harbour and airport facilities are inoperative.
- Water supply and local sewerage systems throughout the region are not working.
- Electricity and telecommunications are largely inoperative.
- Over 18,000 homes have been severely damaged.
- Over 50,000 people have been displaced from their residences.
- The lack of water, electricity and shelter gives rise to strong public health and welfare concerns.

**Wellington is isolated, badly damaged and in need of external help.**



In the exercise scenario, there has been damage to the main hospital building in the city.



Simulated photo of a damaged Wellington motorway at the bottom of the Ngaauranga Gorge with fires raging around the city.

That was the scenario for Exercise Phoenix, a major civil defence exercise which ran from 23 - 27 July 2002. It involved about 200 agencies – civil defence, emergency services, and national organisations who supply lifeline services in Wellington and Auckland.

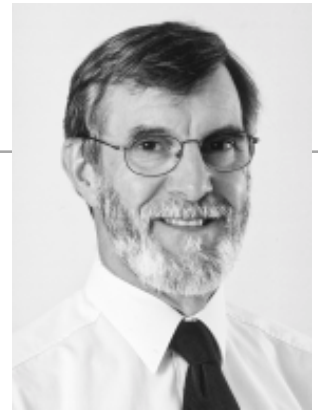
The scenario was developed with the help of the Institute of Geological and Nuclear Sciences and is a credible description of an earthquake on the Wellington Fault. There is a one-in-ten chance that it can happen in the next 50 years.

The exercise focused on Auckland providing Wellington with the extra resources needed to carry out:

- urban search and rescue
- treatment and movement of injured people
- provision of safe water
- establishing roading access into the region.

Several Emergency Operations Centres in Wellington were activated during the week. A number of local councils in the Wellington region took the opportunity to test how they gather information on the impact of the earthquake, and how they assess and respond to the needs of the community. Some local councils also tested specific aspects of their emergency plans. Kapiti Coast, for example, tested their siren alerting system and carried out school evacuations.

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## Where are we at?

With the elections in July, we have been busy with preparing the BIM – Briefing for Incoming Minister. This is standard procedure at election time but it does mean we look back on progress over the past three years and look to priorities for the future.

So some thoughts on the past three years.

New Zealand remains a hazardous place to live. All the science is telling us our hazards are more compelling rather than less so. We have been lucky we have not had a major disaster for 70 years but the risks remain. The launching of the EQC-funded Geonet monitoring network by the Institute of Geological and Nuclear Sciences last year is a major advance but further work and funding is necessary to convert that to real time advantage for managing events.

Awareness of the new Civil Defence Emergency Management (CDEM) environment has been created and bought into by and large as a concept embracing the four R's and coordinated emergency management. The legislative framework has been completed in the form of the CDEM Bill which has widespread support and now simply awaits enactment.

CDEM Group formation and planning structures have been developed and issued as guidelines and expectations on key agencies have been widely promulgated and discussed. In some areas this has followed through to commitment to the new structures, in others planning around hazardscapes has progressed but inevitably widespread and uniform action will not occur without the legislation.

In particular areas we have undertaken initiatives to support the sector. Professional development, public education and urban search and rescue are examples of this.

Key messages support the need to change the way we think:

- Disasters occur in communities - and are overwhelming.
- We can reduce hazards in our communities - but only by being explicit in our measures.

- We can significantly reduce the impacts of disasters - but only by planning for them.
- Agencies are expected to manage their disasters - there is no one else.
- The role of civil defence emergency management during disasters is to assess and prioritise impacts and coordinate and support agencies in response and recovery.

Changing the paradigms is taking a little longer. At the emergency manager level there is good commitment. At the executive and political level commitment is still developing. There is still the wish in some quarters that it is someone else's business. There are known hazards that are difficult to deal with. Vulnerabilities continue to be unacknowledged.

It is important to acknowledge the significant progress in understanding these issues and in progressively dealing with them.

### Our focus for the future

Our focus over the next three years will be on implementing the legislation and the civil defence emergency management framework. In the shorter term we are addressing the Beehive basement arrangements and our own capacity to operate within it as a National Crisis Management Centre. We will continue to address national capability issues with an emphasis on government agencies and utilities. Over the next 12 months we will be promoting and supporting capability programmes at a regional level for community response and recovery.

Finally, recent flooding events bring forward the familiar issues of coordination across agencies, land use and individual and collective risk. Exercise Phoenix in July was a valuable exercise in coordination between Auckland and Wellington. In each of these instances, the need for active management of information was highlighted. What information have we got, what does it mean and what do we need? – are all highly active questions to attach to the simple receiving of messages. It is a major discipline for an operations centre. It is called the 'assessment of impacts' and we need to understand it better.

## HOW TO CONTACT US

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# Director's Forum

Wellington 25-26 September 2002

This is the forum for CDEM managers and practitioners to meet and discuss work in progress within the sector, and issues of the day. The Ministry will report on initiatives in public education, professional development, various guidelines, USAR, the national strategy and monitoring and evaluation.

## Draft Programme

### Case Studies

Various case studies from the sector looking at events and exercises, and examining strengths and difficulties. Recent events will be discussed with panel and individual presentations and opportunity for questions. Focus will include issues such as: Emergency services capabilities and roles; Future reduction measures; Recovery long term and how it is managed in this area; Unique problems within impacted areas; Role of other government departments; Warnings, were they sufficient, how accurate, timings; Utilities.

### Media and Public Information

Dealing with the media in an emergency.

### Insurance and Civil Defence Emergency Management

How the insurance emergency council works. How EQC works and what their mandate involves. Insurance issues in the sector. Discussion and presentations.

### Volunteers

Issues and problems, how to get and keep them. Examples from

successful areas. Report on central government volunteer strategies.

### Alternative Communications

Looking at the extent of our risk in this area, and what recent events and exercises have highlighted. Also an opportunity to learn about new technologies and products - BCL presentation and others.

### Regional Capability Building Workshop

General rescue, USAR integration and development. Regional successes.

### National Public Education Strategy Session

Find out more about the national public education strategy and join the workshop discussion on where we want to be and how we are going to get there.

### Venue: Wellington Convention Centre

Accommodation: For help with booking your accommodation please contact Kim Bouttell on 04 801 4242 or email on [kim.bouttell@wcc.govt.nz](mailto:kim.bouttell@wcc.govt.nz).

**Please note: Registration at the Director's Forum is free, and includes all morning and afternoon teas, lunches and the delegates dinner on the night of Wednesday 25 September.**

## Wellington Faultline & Regional Water System

### By Tina Callcut, Communications Officer

Staff from the Ministry took time out from the office in June for a first hand look at some of the hazards in the Wellington region. The focus was on Wellington's water system, particularly its vulnerabilities if Wellington is hit by a reasonable sized earthquake. The site visits were held to bring all staff up to speed on the system prior to the July Exercise Phoenix scenario (a 7.5 earthquake in Wellington). We also invited interested people to join us - Gale Blikshavn and Graeme Brown from Wellington's Emergency Management Office and Paul Nickalls, the new emergency manager from Hutt City Emergency Management Office.

The tour started by driving along some of Wellington's main roads. Faultlines and consequences of the 1855 earthquake were pointed out and discussed as we travelled. The tour also covered all aspects of water supply from point of origin (the feeds to water treatment plants) to point of supply (the toby outside people's homes), and pipes, bridges and reservoirs in between. We travelled along the Petone foreshore to the Hutt Estmere bridge along which water is supplied from Wainuiomata to Wellington. We heard how in an earthquake, liquefaction will take place throughout the Petone area (due to the aquifer, sand, and seashells that make up the land underneath) and roads, piping, cables etc will be disrupted.

In Totara Park we saw how forward thinking by Upper Hutt City Council about the consequences of earthquakes meant that a newish (1970s) subdivision was built around a faultline rather than over the top of one. This contrasted strongly with other areas where houses and businesses have been built directly over faults in areas that were developed before faultlines were clearly identified.

Tour commentary and a briefing on the hazardscape of the Wellington region was supplied by Peter Wood of IGNS, and Dave Brunsdon of Spencer-Holmes. The water-related aspects were described by Dan Roberts, group manager operations with the Wellington Regional Council's Water Group.

At the Te Marua treatment plant Dean Riley outlined operations, with input from Bevan Heath. We not only saw how water was processed through the plant, but the end result of all the things that get filtered out! The tour finished at the Hutt City Council operations centre for a discussion on the issues surrounding water supply.



The group at the Hutt Estmere Bridge. In addition to the roading function, the bridge carries five other lifelines: two regional council watermains (the remaining half of the water supply to the Wellington metropolitan area), the Hutt Valley main trunk sewer, a medium pressure gas main, and power and telecommunication lines. The bridge was built in the 50's and studies had shown it to be an area that has a high potential for liquefaction in an earthquake. Retrofitting work was done in 1998 as a result of the identification of this risk.



# Baywash

By Lisa Pearce,  
Hawke's Bay Regional Council

On 17 May a region-wide exercise focusing on a storm scenario involved Civil Defence staff, utilities, and emergency service organisations from Wairoa, Napier, Hastings and Central Hawke's Bay. The 'Baywash' exercise was a three yearly opportunity to test Hawke's Bay's response to emergency situations.

A nasty 'cyclone' had hit Hawke's Bay and lingered for two to three days. Combined with a hypothetically waterlogged countryside after a wet summer, the cyclone caused persistent heavy rain, high rivers, surface flooding and drainage problems. A regional civil defence emergency was declared at 1900 hours the night before on 16 May, so staff were warmed up with a briefing in the morning outlining the expected problems.

The scenario was based on a real flood in 1938 that devastated the Esk Valley community and caused widespread flooding problems in the north and south of the region. Computer modelling was a useful feature for the exercise, with maps showing areas of flooding. Pre-briefing meetings also used a Powerpoint presentation showing the impact of past flood events in Hawke's Bay. In a dry autumn this was an essential reminder of how damaging such storms could be, especially as on the day of the exercise hydrology staff carrying out bridge gauging found themselves assessing the flow of a gentle late summer river rather than a storm-fed torrent.

It was a huge challenge to create an exercise that would realistically test all involved and achieve differing expectations. The exercise aimed to enhance cooperation between keylink agencies and other service groups, test local government and emergency service systems, test inter-regional communications systems, exercise 'Controllers' in preparation of Incident Management Plans, and improve planning for a flood event in Hawke's Bay. There was good buy-in from all the players to these goals.

Representatives from the Ministry of Civil Defence & Emergency Management and civil defence staff from other regions observed the



Esk Valley Flood 1938 – Up to 1000mm of rain fell over three days in some parts, resulting in extensive flooding and a very thick layer of silt. Houses were dug out, moved and re-used.

exercise and provided useful feedback.

Although the final exercise report is still to be completed as we await feedback from all those involved, there are heaps of lessons learnt. One of them seems to be a perennial - communication. It's the key, and it's essential to have good exercise communication plans in place. There are areas for improving this further, although many staff noted improvement since the 1999 exercise.

Now we have the utilities on board and exercising with us, they are developing a high expectation of what local authorities can deliver for them, some of them unrealistic. We need to manage this carefully so we maintain their enthusiasm to be involved, while clearly identifying what agencies can realistically expect from one another.

It has been 14 years now since Hawke's Bay was hit with a big cyclone, namely Bola, and with an annual probability of this type of storm for the region estimated as once every 10-15 years, we need to ensure we are prepared. 'Baywash 2002' was certainly an important exercise in ensuring our region is better prepared to cope with the next cyclone. Thank you to all those who made it such a successful learning experience.

## Preparing a Recovery Plan

By Kevin O'Kane,  
Emergency Management Planner

While recovery after a major emergency is part of the current National Civil Defence Plan, it has not had the same level of emphasis as planning for immediate response activities. A new document designed to help local authorities and others prepare a recovery plan has just been published. The title indicates the focus throughout, which is on summarising the advice offered by the reference group who contributed to its development. The Ministry acknowledges their work - this is not a document that has simply been written by our Wellington team, but is very much a cooperative effort. Many members of the group have learned the hard way what can go wrong during the recovery process, and have encapsulated those lessons in a very practical way.

The document does not provide a template for a recovery plan; instead, it works through the issues and problems of each of the

major tasks involved in recovery, and highlights the areas that require attention during the planning process. It includes a series of planning points for each task to ensure that any recovery plan covers those issues properly.

This publication represents only part of the task involved in addressing the wider issues around recovery. Some of the people who commented on that draft identified the need to extend work on recovery to address a number of priority needs. For example, they identified the development of advisory documents on the administration of Relief Funds, and a revision of previous survey forms and processes as important requirements. A new Recovery Page on the Ministry's website has been created as a reference point for relevant information. It already has links to reports from previous recovery experiences, and will be updated as each project is completed.

[www.civildefence.govt.nz](http://www.civildefence.govt.nz)

# National Crisis Management Centre

By Mike O'Leary, Manager Readiness

The events of September 11 and the subsequent government responses internationally and here within New Zealand have had a direct effect on the National Emergency Operations Centre (NEOC). The Operations Centre was established in the sub-basement of the Beehive when it was built in 1972. Since that time it has been used almost exclusively for the management of civil defence emergencies. On occasions it has been lent to Police for exercising government's response to terrorist attacks.

Prior to September 11, Government had been considering ways to optimise New Zealand's management of a broad range of emergencies from a terrorist one to a geologic one. A generic structure was decided for the formation of the Officials Domestic External Security Committee (ODESC) and value was seen in this group being served by a common operations centre. It was decided to move the NEOC from a single use civil defence facility to a National Crisis Management Centre (NCMC) capable of managing emergencies ranging from health to terrorism, bio-security and naturally occurring events such as earthquakes, floods and tsunamis.

The Ministry of Civil Defence & Emergency Management together with Police, Health and MAF have been identified as the potential lead agencies in such a centre. A working party from these agencies was established and is currently working through all our various needs. It was clear from the outset that to fulfill the needs of a

NCMC the facility had to be multi-use, inter-operable, scalable and highly flexible.

It has been recognised that the movement to a NCMC will take some time and considerable resources and cost. The necessary changes are planned over a series of phases that will address specific aspects of the functionality of the centre. The first phase has been a review of the operational area and in particular IT requirements and the ability to monitor and respond to the media.

To provide a flexible and scalable workspace, a number of walls have been demolished and movable walls installed. The operational area now contains approximately 42 workstations with supporting PCs, printers, scanners, copiers and data-shows. The sub-basement's entire LAN has been replaced and extended. The operational area has also been wired and equipped to take advantage of 24-hour broadcast news services.

Subsequent phases will address the space requirements of other government agencies and the centre's ability to manage a media call centre.

A high priority for all of the potential lead agencies in the NCMC is an information system that can receive and disseminate information about the emergency in a timely and acceptable way. The Ministry has a vision for a web-based, GIS enabled crisis management system and is leading a phase of the work in determining the exact business requirements and functionality of such a system.

## MOU with NZ Red Cross

John Norton, Director of the Ministry of Civil Defence & Emergency Management, and John Searle, Director-General of New Zealand Red Cross, signed a Memorandum of Understanding on 17 May, which works to augment the roles outlined in the National Plan.

NZ Red Cross is a major source of volunteer assistance during emergencies. Their undertaking to manage a national enquiry system, where relatives of someone in the disaster area can be reassured as to their well-being, links with their established international role of tracing people. In addition, they are the coordinator of emergency clothing. In a very large emergency, their links with other national Red Cross organisations would also make them a link in considering and processing offers of assistance.

"All of the undertakings within the memorandum are consistent with the existing provisions of the National Civil Defence Plan, but signal how the Ministry and the Red Cross intend to work more closely together. The new planning environment will have a much greater emphasis on agencies contributing to the development process," said John Norton.

John Searle said the Ministry's recognition of a Red Cross role was important to the organisation.



John Searle, New Zealand Red Cross and John Norton, MCDEM, sign a Memorandum of Understanding

"Throughout the world, the International Red Cross and Red Crescent Movement is a leading force in disaster response and recovery. We are pleased to have that role recognised in New Zealand as well. With our large volunteer pool, our skills in first aid training and our emergency management focus we are committed to contributing as much as we can during a major emergency."

# QSM for Larry

Marlborough district councillor Larry Pigou was awarded the Queen's Service Medal for public services in the 2002 Queen's Birthday awards. The award comes not only in recognition of his long and varied local body career but also for services to the general community in a number of fields.

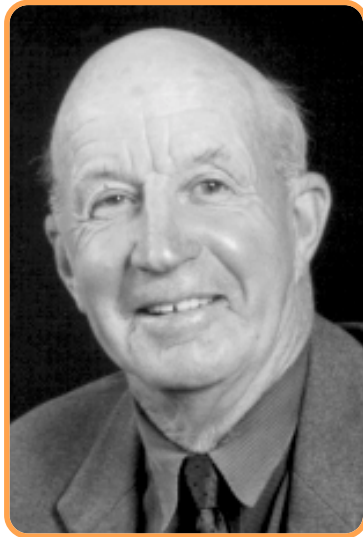
From 1949 to 1966, Larry was a member of the New Zealand territorial forces finishing with the rank of Captain. He was elected to Marlborough County Council in 1971 and retired from Marlborough District Council in 1992.

Following an approach in 1960, Larry was appointed sector warden of the Spring Creek sector in the fledgling Marlborough Civil Defence organisation.

Larry says "With very little money, no HQ and a band of volunteers civil defence was born. HQ was established in the Opawa rugby rooms and the first Comms vehicle was a converted bread van."

In 1971 he was elected to Marlborough County Council and was immediately appointed to handle civil defence at council level.

"Spring Creek sector was always a strong unit due to a solid working relationship with the Marlborough Catchment Board. The chief engineer, Peter Thompson, was quick to realise the potential of organised volunteers and many times they turned out to patrol and



Larry Pigou

sandbag the Wairau River banking system. This activity was purely voluntary," says Larry.

"There was a very big flood in 1975 and this seemed to help with ratepayers' appreciation of civil defence! In fact, it wasn't until after this flood that the organisation started to receive appropriate recognition from the local councils." He was then appointed Civil Defence Controller for Marlborough.

In 1983 two major floods affected the province and under Larry's control, both emergencies were successfully countered and amazingly no lives were lost.

His thirty years of continuous service to civil defence in Marlborough was recognised when his resignation was finally accepted by the Marlborough District Council in 1990, and he was able to retire. At the time of his retirement it was believed that Larry was the longest serving member of any civil defence organisation in New Zealand.

Subsequent to his retirement from the position of Marlborough CD Controller, he has retained a close interest in the organisation and was recently appointed as chairman of the D'Arcy Christopher Foundation Civil Defence Trust. This Trust was set up to budget and allocate a substantial amount of money received from this foundation.

However, following the Boxing Day fires in December 2000, it was obvious that the emergency operations centre (EOC) premises used by the rural fire management team (with support from CDEM and the council) were inadequate. Larry agreed that a new EOC was necessary so again stood for council and was subsequently appointed as chairman of the Assets and Services Committee. He was a recipient of a Marlborough Civic honour in June 2000.

Larry has also been instrumental in the preparations and research of the book entitled 'One Eyed and Blinkered' which covers the history of civil defence in Marlborough.

## One Eyed and Blinkered

In forty years Marlborough Civil Defence has had it all - floods, earthquakes, more floods and more recently, fires. As the result of a bequest from an old CD member, author Cynthia Brooks researched the history of Marlborough's Civil Defence and turned it into a book.

Marlborough Civil Defence was started in 1960. In that time it has moved premises several times, experienced major changes in technology (radio, vehicles, email, etc), governance - it was once administered by four different local authorities - and in its role as an educator of the public on self-help and disaster preparedness.

The book covers the pioneering days when, on an almost non-existent budget, Marlborough CD found its feet (by fair means and foul), through to the triumphant coming of age after the 1983 Wairau floods. It includes a full account of the July and October '83 floods and culminates with CD's part in fighting the Boxing Day fires in 2000.

The book is humorous, anecdotal and easy to read. It comes highly recommended and if you are interested in purchasing a copy, please contact Marlborough Civil Defence, P O Box 443, Blenheim or by email to [cd-marlborough@xtra.co.nz](mailto:cd-marlborough@xtra.co.nz).





# Training Advisory Group

**By Debbie Cunningham, Wellington Regional Council**

I have been appointed as the local government representative on the training advisory group of Fire and Rescue Services Industry Training Organisation (FRSITO). The training advisory group manages the unit standards and produces some training materials for FRSITO. These unit standards are for urban and rural fire fighting, urban search and rescue, and workplace emergency response.

Most of the FRSITO unit standards have been reviewed recently and FRSITO would like you to comment on them. This is your opportunity to check that the units will be useful to you and will address what you think is important.

To view the revised unit standards and make a comment go to the FRSITO website: [www.frsito.org.nz](http://www.frsito.org.nz)

If you have any issues about training that relate to FRSITO, please contact me and I will pass it on to the FRSITO training advisory group. I will also keep you informed of important issues as they arise.

My contact details: Debbie Cunningham, WRC,  
04 381 7742, 0274 846 822

# LGITO Civil Defence Advisory Group

The Civil Defence advisory group are the people who write and review the Civil Defence unit standards registered by Local Government Industry Training Organisations (LGITO).

The Civil Defence advisory group are currently reviewing the unit standards and producing guides that candidates can use to help them gather the evidence they need to be assessed. These evidence workbooks will be trialled later this year.

If you have issues relating to training in civil defence unit standards please contact a committee member. The LGITO Civil Defence Advisory Committee comprises:

Tom Roche	Ray Johnson	Deni King
Bill Obers	Barry Wallace	Ian Craig
Tom Shaw	Debbie Cunningham	

Email: [tom.roche@dia.govt.nz](mailto:tom.roche@dia.govt.nz)

## Profiles:

### David Coetzee - Emergency Management Planner - Intelligence

David joined the Ministry in January 2002. He has extensive experience in intelligence collation, analysis and management, spanning a period of more than twenty years. Mainly based in Pretoria, South Africa, he also spent a two-year term in Belgium and occupied the position of Provincial Head (Northern Province) of the National Intelligence Agency based in Pietersburg, South Africa, from 1996 to 2000.



Prior to entering the intelligence environment, David was a member of the South African Police. He holds a BA in Political Science as well as a Diploma in Industrial Relations.

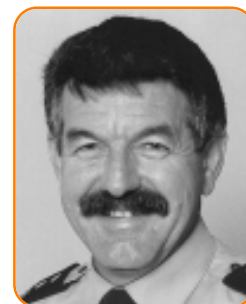
In his role as Intelligence Planner, David is primarily involved with maintaining the National Emergency Operations Centre (NEOC) in a state of readiness; maintaining national warning systems, identifying and updating the Ministry's procedures for dealing with hazards; and looking after the national alternative communications network. Some of his current projects also include the upgrading of the NEOC capabilities and infrastructure, as well as upgrading the national alternative communications systems.

David emigrated to New Zealand from South Africa in 2001. He is a keen jogger and has successfully completed a number of ultra marathons. He never misses an opportunity to get into the outdoors. He lives in Lower Hutt with his wife and two children.

### Bernie Rush – Emergency Management Advisor, Wellington

Bernie Rush joined the Ministry on 15 May on a two-year secondment from the NZ Fire Service.

Bernie spent 31 years in the Fire Service, with 23 of those years in Auckland. From 1995 he was the Regional Training Manager for the Western Fire Region, then in 1998 he became the Chief Fire Officer for Wanganui.



In 2001 he became the Acting Assistant Fire Commander Operations (Western Region). He was then seconded to the New Zealand Fire Service national office as the National Rescue Manager in January 2002.

He has been involved with Urban Search and Rescue (USAR) since 1995 and he has been part of the Australian Steering Committee for USAR since 1998. He has also represented the New Zealand Fire Service at international search and rescue conferences run by the United Nations. Bernie says the most rewarding thing is that in 1995 USAR had virtually nothing but now they have a resource that can make an impact in a disaster.

For relaxation, Bernie plays the bagpipes. He used to be the pipe major for the Avondale RSA pipe band that won two national championships. His other love is the speedway, so on fine summer evenings that's where you'll find him. He is married to Donna (who he met in New Orleans) and between them they have six children (three here and three in the US) and two grandchildren.

# Urban Search and Rescue

By Lynda Angus,  
Manager, Capability

## Recent Highlights and Overall Project Status

The Category 1 and 2 training packages have been completed. They were officially handed over to Mike Hall, New Zealand Fire Service Chief Executive and John Norton, Director of the Ministry of Civil Defence & Emergency Management at a recent ceremony. The Orange Card for qualified responders and technicians was also launched at this occasion, and the first cards handed out.

The first Category 2 course using the new training package was held at Palmerston North in May. We now have task force teams established and trained to Category 2 level in both Palmerston North and Christchurch.

A series of Category 1 Train-the-Trainer courses have been held in Christchurch, Wellington and Auckland, resulting in 47 qualified trainers at this level. A number of local Category 1 courses are now being organised and delivered.

Protocols for requesting and receiving international USAR teams in accordance with the International Search and Rescue Advisory Group (INSARAG) guidelines have been prepared. These protocols set out the procedural requirements for requesting international teams, border control processes and deployment arrangements. A memorandum of understanding with Australia has also been developed.

A charter which defines the authorities and responsibilities of the steering committee was prepared, and has been signed off by John Norton and Mike Hall.

## Current Project Focus

We have finalised the project plan for the 2002/03 financial year. The key element of this plan is the integration of General Rescue with USAR, and establishing a sustainable basis for involving the specialist skill groups of engineers, paramedics and search dogs.

Guidelines for the registration of regional response teams are being prepared.

We are also working on creating a more effective communication platform with the various stakeholder groups and individuals who have an involvement and interest in USAR. To this end, a USAR website is to be launched in September, and our email list is being upgraded.

ACENZ (Association of Consulting Engineers New Zealand) recently presented an Award of Merit to Spencer Holmes, the Ministry of Civil Defence & Emergency Management and the New Zealand Fire Service for the project: Integrated Urban Search & Rescue Capability for New Zealand. This award was given in recognition of an outstanding project. It acknowledged the work that has been done to develop a USAR capability in this country and its multi-agency approach.



From left to right: NZ USAR TF1 management team members Gary Hills, Bryce Coneybeer, Graeme Mills and national support team member David Neil completing site assessment documentation at Meri Meri in Auckland

## Involvement in Exercise Phoenix

This included the arrival in New Zealand of three international advance teams, with the objective of exercising the recently completed protocols and providing a further training opportunity for the leaders of our task force teams.

For more information on USAR activities, visit [www.usar.org.nz](http://www.usar.org.nz)

## Operations Coordination Centre

Pictured below left to right: Guillaume de Montravel - Chief of the Military, Civil Defence and Logistics Section in OCHA Geneva; Georgina Bonin - Samoa UNDP; Leveni Aho, Deputy Director of Works - Tonga; John Titmus - Ministry of Civil Defence & Emergency Management, New Zealand; Joe Barr Emergency Management Consultant - Australia.

They made up OSOCC (On Site Operations Coordination Centre) for the UN and their four main objectives were to:

- provide a system for coordinating and directing the activities of an international relief effort at the site of a disaster/emergency.
- provide a framework for cooperation and coordination among the international humanitarian entities at a disaster/emergency site.
- act as a link between such entities and the affected country's authorities.
- coordinate the activities of international USAR teams in an earthquake.





## Practising for the big one ... continued from page one



In Wellington, Regional Council dealt with the range of information provided by local councils, and sent requests for logistics support to Auckland and the National Emergency Operations Centre in Wellington.

International assistance was also sought and urban search and rescue (USAR) teams from Australia, Singapore and the USA joined the recently-formed New Zealand USAR teams to plan for rescue of people from collapsed buildings.

In Auckland, there were a series of activities designed to test response to requests from Wellington and coordinate delivery of assistance from around New Zealand and overseas.

An exercise debrief was held for all participants on 29 July in

Wellington to bring together the lessons learnt and identify areas for development. The biggest challenges in such a disaster would be coping with massive casualties which are likely to overwhelm the region's hospitals; ensuring supplies of clean water; lack of transportation access; and improved communications networks to talk and transmit data between agencies.



The Wellington USAR Activity Day on 27 July was an opportunity for the local rescue teams to display rescue techniques to the public. Despite the challenges of holding the activity on election day and biting cold Wellington winds, the teams had a successful day.

Above: USAR's Bryce Coneybeer being interviewed by TV3 reporter Whena Owen.

Left: A precious opportunity to try out the trapped person locator, which can sense heartbeat in rubble.

## ALL ABOARD

### By Bill Morley, Waitakere City Council

Being able to practice rescue skills on a \$30 million yacht is not something that happens very often. Thanks to the generosity of the West Auckland company Alloy Yachts International, that's exactly what the Waitakere and North Shore CD Initial Response Units and Laingholm Cliff Rescue Team were recently given the opportunity to do.

Admittedly, in this case the yacht was under construction and was a maze of alluminium without any expensive fittings in place. Given the tight nature of the ship's compartments and with all factory lighting turned off, the exercise proved to be an excellent test for the team's abilities.

In another programme, the Waitakere and North Shore IRU's have combined in a dedicated training programme aimed at gaining the USAR CAT1 Responder qualification.

With the advent of raising USAR teams in New Zealand, the way ahead for CD Rescue teams lies within this sphere of activity. We have put together a programme and the teams are making excellent progress towards gaining their USAR qualifications. It has opened up a whole new playing field for team members and they are quite excited to have this new goal to aim for.

In addition to the new skills learnt, there are also the NZQA qualifications they pick up along the way and the ultimate opportunity of being able to work more closely with the emergency services.



Preparing a casualty for extraction, L to R: Brent Percy (Laingholm Cliff Rescue), Mark Genet (North Shore IRU) and Eoin Cahill (North Shore IRU)

# Working together before the event

## National Emergency Planning Workshop: 8-9 May 2002

### By Hans Brounts, Emergency Management Advisor

As one participant said "This [conference] has certainly blown away some of my assumptions!"

The elegant Wellington Convention Centre was the setting for a recent workshop hosted by the Ministry of Civil Defence & Emergency Management. Forty-five representatives from local and central government spent a day and a half getting to know each other, discussing issues of mutual significance and examining a cooperative approach to CDEM planning.

The need to address and improve our emergency planning arrangements is compelling. The world in which we work has changed, and our capability to manage a national emergency is far from robust. Whilst many organisations or authorities individually plan for emergencies, this capability is often not integrated across sectors - or the nation.

The workshop aimed to:

- review existing readiness and response planning arrangements for large-scale emergencies that require a multi-agency approach
- outline a process for applying risk management principles to the process of emergency planning
- begin identifying key weaknesses in the nation's capability for subsequent action.

Participants sought to:

- improve understanding of each other's respective CDEM responsibilities and roles
- strengthen relationships between key CDEM players
- identify issues for individual and collective action.

The Ministry offered a CDEM planning framework based in part upon New Zealand's risk management standard AS/NZS 4360:1999. Workshop sessions and discussions were structured around this. CDEM functions, purchase agreement deliverables of agencies, and the policy or resource limitations agencies face in achieving these functions were examined during the 'risk assessment' process.

The greatest value from such workshops is the ability to make new and valuable associations. Some recurring themes arose during conversations:

- Any lack of understanding of each other's respective roles in major emergencies serves to exacerbate shortfalls in resources.
- There are gaps in process and planning that need to be filled so that we can work together, within and across sectors during major events.
- Some organisations lack a clear mandate (and linked funding via purchase agreements) in order to perform their CDEM functions during emergencies.
- Some organisations still await imposition of a declaration with external control and direction prior to acting, instead of knowing their roles in advance and performing them as 'business as usual' automatically when an emergency occurs.

Participants generally agreed that whilst all our national capability has faltered, there is no reason why these weaknesses should persist. This workshop was seen as an important first step for all of the participants - working with the Ministry towards rebuilding the nation's capability.

Over the next three years the Ministry aims to improve New Zealand's ability to manage an event of national significance. This includes assisting government departments, local government, lifeline utilities and other sectors to improve their individual business continuity capability, their ability to coordinate, and their effective linkages at the national level.

This workshop provided a 'snapshot' of the CDEM Group planning process to be carried out by local government and how it may link to departmental planning. The cooperative process for developing a new national CDEM strategy and national CDEM plan were discussed. A discussion paper on the shape of the national plan was released for comment in June, to continue the mutual development process. The development of a 'whole-of-government' approach to national level event management, including the establishment and maintenance of a multi-agency national crisis management centre was also outlined for participants' feedback.

Participants expressed the view that we all have a shared responsibility to work together to make the most of our limited resources and improve the nation's capability. The workshop was characterised by participants' willingness to participate, facilitating the development of ideas and processes. The Ministry looks forward to working with the CDEM community and hosting a programme of similar workshops to assist sectors in achieving cooperative CDEM planning and activity.

## The following organisations were represented at the workshop:

- |  |   |   |
|--|---|---|
| • Department of Child, Youth and Family Services | • Order of St Johns                     | • Ministry of Social Development              |
| • Department of Prime Minister & Cabinet         | • Environment BOP                       | • NZ Fire Service                             |
| • Maritime Safety Authority                      | • Environment Waikato                   | • NZ Rural Fire Authority                     |
| • Ministry for the Environment                   | • Gisborne District Council             | • Transport Accident Investigation Commission |
| • Environment Southland                          | • Nelson City Council                   | • Auckland Regional Council                   |
| • Ministry of Health                             | • Taranaki Regional Council             | • Environment Canterbury                      |
| • NZ Ambulance Board                             | • Department of Conservation            | • Wellington Regional Council                 |
| • NZ Defence Force                               | • The Earthquake Commission             | • West Coast Regional Council                 |
| • Police National HQ                             | • Ministry of Agriculture and Forestry  | • horizons. MW                                |
| • Hawkes Bay Regional Council                    | • Ministry of Foreign Affairs and Trade | • Tasman District Council                     |
|  | • DHB representation                    |   |

The proceedings from the workshop have been posted on the Ministry's website at [www.civildefence.govt.nz/Ministry Activity](http://www.civildefence.govt.nz/Ministry%20Activity).

# Professional Development Workshop

## Tom Roche, Advisor Education

A training development workshop held at the Royal NZ Police College on 10-12 June 2002 will simplify assessment documentation and speed up the process for those in the emergency management sector seeking to gain the national qualifications in civil defence:

- Level 3 National Certificate in Civil Defence Response
- Level 5 National Certificate in Civil Defence Management.

The primary output of the three-day workshop, conducted under the auspices of the local government ITO, was to develop standard 'Assessment Evidence Workbooks' (AEW) and 'Assessor Evidence Guides' (AEG) for the 22 civil defence unit standards that make up the building blocks of the national qualifications.

The workbooks will provide information for both candidates and assessors on:

- the unit standard, elements and performance criteria
- persons authorised to sign off/assess the unit
- pre-requisites required to achieve the unit
- theory and/or practical assignments forming part of the assessment
- a checklist to enable candidates to confirm their readiness for assessment
- reporting procedures.

The assessment guides will provide information for the assessors on:

- nature of the tasks/assignments
- elements and performance criteria
- typical answer/product/performance expected from the candidate (Evidence)
- statements that define standards to be achieved (Judgement).

The 17 participants at the workshop, primarily civil defence officers from across the country, representatives of the Ministry of Civil Defence & Emergency Management, and the industry training organisation, were able to develop relevant documents for more than half the unit standards.

As part of the development process, all the unit standards were moderated to determine their relevance in a changing emergency management environment and to confirm that related elements and performance criteria were valid. Several will require amendment and further review by industry specialists.

Workshop participants agreed to complete the documents over the next couple of months. It is expected that the newly drafted AEWs and AEGs will be available on the LGITO website from mid-October 2002.

A meeting of the Civil Defence Advisory Group to LGITO was convened on the last day of the workshop. The meeting endorsed the proposal to introduce the new assessment documentation. Agreement was also reached on the contents of a Memorandum of Understanding to be drawn up between LGITO and the Fire & Rescue Service ITO. Close links are being

established in the emergency management sector between the fire services and local government civil defence emergency management organisations. Where training synergies exist, the two ITOs should work together; that way processing assessments for joint agency initiatives like CIMS and USAR will be enhanced.

The Ministry of Civil Defence & Emergency Management acknowledges the significant input of the civil defence officers involved in this project. Without their generous support such projects would be cost prohibitive.

Unit Std	Title	Responsible for draft
528	Demonstrate Survival Techniques for a Civil Defence Emergency	Bill Obers, Tom Shaw, Trevor Auld
7135	Establish and Maintain a Civil Defence Operational Communications System	Trevor Auld, Tom Shaw, Bill Obers
7317	Demonstrate Knowledge of the Civil Defence Rescue Function	Bill Obers, Alan Gamble, Bill Morley, Ian Craig
7318	Rescue Casualties using Civil Defence Rescue Techniques	Alan Gamble, Bill Obers, Bill Morley, Ian Craig
7120	Prepare a Civil Defence Plan	David Etchells, Barry Wallace, Debbie Cunningham
7321	Process Information During a Civil Defence Emergency	Debbie Cunningham, Barry Wallace, David Etchells
7322	Produce Operating Procedures for a Civil Defence Organisation	Barry Wallace, Debbie Cunningham, David Etchells
7323	Prepare Contingency Plan for Specific Civil Defence Threats	Deni King, Wilson Brown
7325	Establish a Civil Defence Section	Judy Fowler, Ray Johnston, Deni King
7326	Declare State of Civil Defence Emergency	Bill Morley, Alan Gamble, Wilson Brown
7330	Supervise a Civil Defence Emergency Welfare Centre	Judy Fowler, Ray Johnston, Deni King
7331	Manage the Provision of Resources to meet Civil Defence Demands	Barry Wallace, Tom Roche
7332	Control the Movement of People and Vehicles in Civil Defence at a Specified Location	Debbie Cunningham, David Etchells
7334	Demonstrate Knowledge of the Function and Operation of Civil Defence in New Zealand	Alan Gamble, Bill Morley, Wilson Brown
7335	Demonstrate Knowledge of the Role and Powers of a Controller in a Civil Defence Emergency	Alan Gamble, Bill Morley, Wilson Brown
7336	Act as an Emergency Welfare Centre Staff Member in a Civil Defence Emergency	Judy Fowler, Ray Johnston



# Civil Defence Headquarters Training

by Max Benseman,  
Wanganui District Council

In November of last year, we looked at an earthquake scenario with significant damage to the central business district, including a moderate impact on the council building.

Team members were asked, "How soon would you be available, given your home circumstances, to help run an operational CDHQ?"

From that list, we developed two 'shifts' of people, and based the February 02 training session on their availability, with the second team coming in later, and being briefed on the (known) situation before the handover from the first shift.

Monday 13 May was a bright sunny autumn day, just right to relocate the headquarters – based on some damage to the third floor of the council in the imaginary scenario – out to the council car park compound, and the CD rescue shed.

Whilst Shift Two found enough materials to set up a basic

operational centre, Shift One became the support team, and helped by providing extra resources. This consisted of firing up the generator, setting up the barbecue, slicing onions, (oh the aroma!), getting the all-important urn filled and boiling, and having a wonderful time trying to erect a strange tent. Special thanks to Bryce Coneybeer and the New Zealand Fire Service for the loan of a magic team building bonding apparatus which tested the cooperation and coordination qualities of Shift One to the utmost.

Meanwhile Shift Two discovered to their horror that they had only five biros between 11 bureaucrats, but rose to the challenge magnificently and generated a number of outward messages seeking more information on the mythical situation. I was impressed at how quickly they settled into their "normal" routine, WITHOUT any checklists or operating procedures to follow. They gathered as much information as they could, which nearly answered all the questions being posed by the messages coming in way before they were sent, wrote up a specific situation report, and briefed Shift One, then relaxed with a nice BBQ lunch, before tidying up "Barry's shed".



## SPONSORED SIMULATION DAY

by Chris Webb,  
Professional Development Manager

Managing disasters and emergencies effectively requires communication and coordinated action by independent agencies. Research has shown that it is not possible to effectively train these skills without a context that provides sufficient complexity to mimic real workload and that responds plausibly to the actions of the people being trained. One method of providing plausible and responsive training exercises is to make use of interactive computer simulation.

To this end the Professional Development Unit of the Ministry of Civil Defence & Emergency Management recently sponsored a simulation day at Linton Army Camp, Palmerston North. The New Zealand Army Simulation Centre kindly agreed to co-host the day and provided the venue and the catering.

The purpose of the day was to provide those organisations involved in emergency management with the opportunity to see what simulated computer programmes had currently been developed and how these programmes might benefit their learning and assessment programmes.

Twenty-five people from a wide range of organisations involved in emergency management attended the day. Demonstrations were provided by the NZ Army Simulation Centre (JANUS programme), New Zealand Fire Service (Vector Command Simulator) and the National Rural Fire Authority (KiwiFire).

The response to the various demonstrations was exceptionally positive and organisations are now evaluating the benefits of the programmes and how they may further enhance training and assessment of critical decision-making roles.

# New publications from the Ministry

Three new information series publications have been produced for the CDEM sector by the Ministry, with substantial input from local government, utility and emergency services personnel. The booklets are:

## Working Together: Lifeline Utilities & Emergency Management

The Bill, when enacted, will require key agencies (including lifeline utilities) to be able to continue functioning to the fullest possible extent during and after an emergency. This document reflects the expectations around that requirement for utilities.

Contact [hans.brounts@dia.govt.nz](mailto:hans.brounts@dia.govt.nz)

## Working Together: The Formation of CDEM Groups

This document has been developed to advise and assist local government and the emergency services to meet their anti-

pated responsibilities under the proposed civil defence legislation. It sets out the minimum expectations for the formation and conduct of CDEM Groups - highlighted in shaded text boxes as 'Key Expectations'.

Contact [hans.brounts@dia.govt.nz](mailto:hans.brounts@dia.govt.nz)

## Preparing a Recovery Plan

This document works through the issues and problems of each of the major tasks involved in recovery, and highlights areas that require attention during the planning process.

Contact [kevin.o'kane@dia.govt.nz](mailto:kevin.o'kane@dia.govt.nz)

These booklets are also available on our website:

[www.civildefence.govt.nz](http://www.civildefence.govt.nz)

under Information for the Emergency Sector/Publications

# Flooding in Gisborne

## By Richard Steele, Gisborne

Heavy rains over a thirty-six hour period in Gisborne on 6 August had the local civil defence authority on alert. There was a small team in the Gisborne Emergency Operations Centre from early Tuesday morning till the small hours of Wednesday morning. They were kept very busy answering phone calls from people in affected areas, monitoring and responding to situation reports via radio calls from Gisborne District Council staff in the field. There was also close liaison with the Police with advice and assistance for the evacuations, rescues and road closures being carried out by Police and Fire Service staff. Emergency Services were able to handle all situations without the need of a civil defence declaration – but it must be recognised that they probably would not have managed without civil defence involvement.

It is estimated that up to 310 mm of rain fell over a large part of the Gisborne district. In the worst affected area it is estimated that 400mm of rain fell in 24 hours. The damage to farms in the region is the worst since Cyclone Bola and some inland farms sustained serious damage as bad if not worse than damage experienced in Bola.

The heavy rains caused slips and washouts on roads from Manutuke south of Gisborne, to north of Ruatoria. The highway was closed between Gisborne and Wairoa due to silt and large slips near Muriwai north to Opotiki and north of Te Karaka. Several rural schools also

closed during the period, most on advice from Civil Defence. Rural kids that attend school in the city were also bused home early in the event once conditions in their home locations were deemed safe and their parents had been contacted. One school bus made it out of a valley only 10 minutes before it flooded.

At least 60 people were evacuated from their homes. Residents in the settlements of Papatu, Opou, Tarau Valley and Manutuke near Gisborne were forced from their homes, and about 20 people from the East Coast township of Mangatuna. This latter was the first “live” test for an evacuation contingency plan that has been developed as a result of the three people that died prior to the Bola declaration - this time there was no one there to die.

## From Science to Practice

New Zealanders are at risk from a large range of natural hazards, including earthquakes and landslides, storms and floods, volcanic eruptions and fires, damaging waves and tsunamis.

These were among the hazards discussed at the 5th National Hazards Management Conference at Te Papa on 13-16 August. The conference had a “science to practice” focus, with the aim of communicating the scientific understanding of these hazards to planners and hazard managers.

The 180 people attending the three day workshop and conference included planners, emergency managers, insurers, university and Crown Research Institute scientists, government departments, and weather forecasters. NIWA's research director Dr Rob Murdoch, one of the opening speakers at the conference, said “The whole focus is to make New Zealand a more resilient society. We, as scientists, want to better communicate our findings to the people making decisions, and we want to hear from them where they want us to focus our efforts.”



Aerial view of the Poverty Bay Flats looking north from Manutuke.

# “Know What it Takes”

The “Know What it Takes” radio campaign launched on 4 June on radio stations around the country. The current campaign runs till September and a second burst is planned for December this year. A complimentary CD-Rom copy of the commercials that make up the current national radio campaign was sent in May to all civil defence offices. The feedback so far has been very positive and it was great to see that several offices took up the opportunity to build on the national campaign to run localised campaigns.

The campaign was developed to fill the need for a national high level campaign that promotes the key messages and which complements and reinforces local and regional public education programmes. Radio was selected as the most cost effective medium as it allows for a series of customised messages, aimed at specific groups. What we have developed is a suite of 30 commercials building on the central theme of “Know what it takes” which can be used in combinations to suit the various regions.

The radio campaign aims specifically to:

- create awareness that we live in a country where disasters happen. Important for everyone to know the hazards they face in their community
- encourage individuals/families to take some simple steps to be prepared for a disaster
- promote awareness of where they can get access to civil defence information- your local council/yellow pages/website [www.civildefence.govt.nz](http://www.civildefence.govt.nz)

Following a tender process and presentation in March to the national public education working group, there was wide consultation with civil defence staff who have responsibility for public education programmes. The support for the winning campaign from the Stooges production company was unanimous. The Ministry then worked with the Radio Bureau to develop a radio mix that gave us reach into various target groups.

Main stations and broad targets for the campaign are:

- ZB Network – primary all people +35, secondary all people 25-54
- Classic Hits/Community Networks – all people 25-54
- ZM Network - all people 18-39
- More Network - all people 20 - 44 female bias
- Edge Network - all people 15-34

- Rock Network - all people 18-40, male bias, males 18-44, females 18-25
- Localworks Network - all people 20-54 (varies station by station)
- Channel Z Network - all people 18-34 with a male skew.

## The voices and the music behind the campaign .....



Gareth Curtis (centre back) received the lyrics from creative director Neil Jenkins, then wrote the music for the ads. Gareth has been writing and producing jingles for about 13 years. He was an original member of the band The Mockers, composing the music, notably the successful single “Forever Tuesday Morning”.

That fresh voice on the jingle - Pepsi de Macque-Crockett is British but moved here with her fiancé and married in Kaikoura. For Pepsi, living in New Zealand is a real lifestyle change. In her previous life she toured and made records with Wham (think George Michael). She has done voiceover work for L’Oreal, Birdseye and Mitsubishi to name a few, spending three years in London doing this kind of work. Since arriving in New Zealand she has worked with musicians such as Rhian Sheean. She has also discovered a love of painting and she is enthusiastically putting brush to canvas.

And that deep voice going “now what if that disaster was to hit in the next hour” - Jeremy Brookman is also English but hails from Manchester. He has been a stage manager in the West End for productions such as Les Misérables. His voiceovers include work for Nintendo, Channel 4, BBC, BBC World Service as well as voicing documentaries, TV and radio advertising, film trailers, promos and cartoons. In New Zealand Jeremy works at Te Papa installing exhibitions, does theatre reviews for national radio, and works with various theatres around Wellington such as Circa and Downstage.

## On the Web

### Disaster preparedness information in other languages

Information on hazards and what to do to be prepared is available in a number of languages on the website: [www.civildefence.govt.nz](http://www.civildefence.govt.nz) under the section on Information for all New Zealanders/Be Prepared. Languages include Maori, Cook Island Maori, Fijian, Niuean, Samoan, Tokelauan, Tongan, and Chinese.

### EM Preparedness for schools

The Ministry of Education has a very good emergency preparedness section for schools on their website under the section Worksafe at Schools. Look under the School Administration and

Management section at [www.minedu.govt.nz](http://www.minedu.govt.nz). A link is also available from the Ministry website under the Links section.

The Worksafe at Schools project aims to deliver a web-based guide that schools can use to build health and safety systems, or to review against existing systems, to ensure legislative compliance. The guide contains a number of toolkits that schools can download, customise and integrate into their systems. There are no copyright issues so schools can adapt and use as much of the material as required. The material is also available for schools in CD ROM format. The guide consists of “Getting Started” and eight other sections, including Emergency Management. There are templates for developing plans for reacting to emergency situations including fire, floods, earthquakes, chemical spills, gas leaks, volcanic eruptions, bomb or arson threats, armed intruders, and missing children.



# Developing a national public education strategy

## Vision

### Resilient communities that:

- are aware of, and understand the hazards they face; and
- take action to be prepared to look after themselves

The National Public Education Working Group agreed on the above vision at its first public education strategy development workshop on 30 July. It was agreed that we will work towards developing a five-year strategy to achieve the vision.

The group comprises: Phil Walls (Northland, Auckland), Alan Pearce (Taranaki, Waikato, BOP, Hawkes Bay, Gisborne), Rian van Schalkwyk (Wellington, Wairarapa, Manawatu-Wanganui), Josie McNee (Nelson/Marlborough, West Coast, Canterbury), Michele Poole (Otago, Southland), Jo Martin, EQC, Lesley Wallis, NZ Police, Jim Dance, Fire

Service, and from the Ministry- Chandrika Kumaran, Sara Williams, and Tina Callcut.

Good progress was made on developing a framework for the strategy and there was healthy discussion on the goals and issues. The sessions were facilitated by the Ministry's Professional Development Manager Chris Webb. To progress the development of the strategy it was agreed that we need to canvass the civil defence staff for their input on what they see as the key issues and what can be done to address them. Following the workshop, a questionnaire has been sent out to all civil defence offices by the group members. The information will be compiled by end August, and the group will meet again on 5 September to analyse the feedback, refine the strategy and work through the priorities for the five-year strategy. The draft of the strategy will be presented at a public education workshop to those attending the Director's Forum on 25/26 September. Copies will also be sent to civil defence staff who are not at the Forum for their input.

## Stocktake - who's doing what in public education

In April, the Ministry's Communications unit sent out a public education survey questionnaire to all 86 councils to take stock of what is currently being done in public education, and what resources are available. The aim is to develop a database of information and resources for the sector and to provide access to that information in a useable format via the web.

The questionnaire was sent out to all district, regional and city councils. So far we have received 42 replies which have been varied. It's obvious that people have been very creative in their approach to producing and disseminating hazard information. Many of the replies came with examples of the information and materials used, much of which will go on the website.

The survey report will be presented at the Director's Forum in September and copies circulated to all civil defence offices. Below is a preview.

### School programmes

The majority of those who responded run school programmes. There was great support for producing material on hazards as part of the school curriculum. Some of the qualifiers were:

- it needs to be written for school age children
- teachers need to have access to material on local hazards as well as the overall picture
- children need to know why hazards happen, how to prepare and what to do during and after an event.

### Community / business programmes

Ninety percent of the respondents run community programmes.

Two thirds of those who responded have involvement in businesses/business continuance programmes. Two-thirds of CDOs are involved with businesses, with varying degrees of input. Again, the variety of information that businesses are

provided with was an indication of the creativity that has gone into much of CD work. For example, information covered such things as flood plans, combined evacuation plans, risk management, pre-event responsibilities, results from site investigations, and assistance with hazard identification.

Only two out of 36 replied that they held building wardens' programmes; many said that the Fire Service in their areas is responsible for this.

### Promotional material

Brochures, posters and videos were the most common ways of communicating with all groups, although websites are becoming increasingly popular. The variety of methods for communicating with local communities was impressive, including such things as oral history, newsletters in rates demands, community involvement in various exercises (easier in small communities), combined emergency services radio slot on local radio, with a predetermined topic and each service taking turns week about. About half of the respondents used radio advertising and more would like to but can't afford to.

Very few areas used any language other than English to communicate with their communities, even in those areas that are highly multi-lingual. Links to the various websites will be available through the public education section of our website.

### Volunteer programmes

About 80% of respondents use volunteers. Volunteers are used in a variety of ways and are recruited in a variety of ways ranging from "tackle them and hold them down till they say yes", or as someone suggested "coercion" is a great tool. 90% of volunteers received training of some sort.

And last but not least, almost everyone had something to say in the wishlist section. This section will be given serious consideration and is quite useful for us as we consider how we will continue to develop the public education area.

# Record Rains Cause Havoc

**By James Gee,  
EM Planner Auckland**

The 'weather-bomb' which hit eastern and central North Island from Northland to Taupo on the night of Thursday 20 June produced gale force winds and devastating record cloud-bursts. Thames/Coromandel and South Waikato districts both declared civil defence emergencies early on Friday 21 June.

In these two districts alone, there were seven recordings of more than 200mm in 24 hours. Te Aroha, at the base of the Kaimai Ranges, recorded an astonishing 97mm in an hour – the heaviest downpour on record – while at Putaruru in South Waikato, 120mm was dumped in just two hours.

Sadly, a woman was swept away on the Coromandel's west coast and drowned.

Fortunately, that was the only fatality. But it could so easily have been much worse. Trickling hillside streams became raging torrents in just a few minutes, carrying fallen trees, huge boulders and many thousand tonnes of mud, flooding roads, houses and shops, causing landslides and felling electricity supply lines.

In the Thames/Coromandel district, more than 350 properties



Minister of Civil Defence George Hawkins with Controller Basil Morrison and TCDC Mayor Chris Lux, meeting with locals in Pohue Creek Road, Waioimu.

were affected, with at least 37 houses structurally damaged, some of which will never be habitable again. If it had not been for a programme of mitigation work throughout the Thames/Coromandel district to make the communities more resilient after the devastating 1985 floods, damage, and probably loss of life, would have been far worse.

Despite the dreadful conditions of the following morning, the community response was outstanding according to Thames/Coromandel Civil Defence Officer, Ron White.

"The local communities took in over 150 evacuees who therefore didn't need outside help. It was marvellous to see how they all turned to help themselves and each other."

In South Waikato, electricity was cut over a wide area, Tirau and Putaruru lost their water supplies, roads and railways were washed out. For two days, Tirau had to rely on tanker deliveries of water as the normal source of spring water had been overwhelmed by flood water for the first time ever.

Civil Defence Coordinator Barrie Herlihy said there had been downpours "heavier than any in living memory. Some of our streams have completely changed their course. And a busy road bridge over one of our larger streams now ends about 20 metres from the washed out bank!"



Prime Minister Helen Clark being briefed at the Waioimu Motor Camp on the Thames Coast.

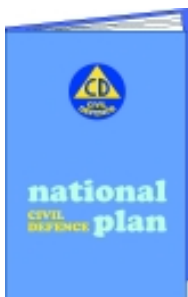


# National Plan Revised

**By Kevin O'Kane, Emergency Management Planner**

A further update to the National Civil Defence Plan came into effect on 31 May. This amendment made substantive changes to the Introduction and Part One - Response, with updates and clarification being made to Parts 2 - Recovery, 7 - Public Information and 9 - Logistics. The entire plan has now been revised, with the oldest sections dating from June 2000. This represents a very large number of discussions over the last two years – for example, more than 70 formal letters were sent out to confirm the details in Annex A to Part 1 - the list of roles that various departments and agencies have undertaken.

The revision brings a much greater emphasis on the need for each participating agency to accept responsibility for their own role and for sharing information so coordination is possible. It also outlines how civil defence emergency management may be called upon to



support an event managed by agencies such as the Maritime Safety Authority. This already happens - as seen in the Jody F Millennium grounding - but the national plan was previously focused only on civil defence emergencies.

Amendment 14 update packs have been sent to all councils across New Zealand, and the website listing has also been changed to bring it into line with recent changes.

For the first time in more than 12 years, we have also reprinted the whole plan in its current form. As departments have restructured we have lost contact with some holders of the plan. We also need to ensure that every copy is current. Up till now holders had to use amendment packs or print copies from our website. Being able to issue complete copies will make the process considerably easier both for the Ministry and those who need a current plan.