###### Welfare Plan guide

|  |  |
| --- | --- |
|  | The following tables identify the requirements to be considered by CDEM Groups/local authorities when planning for welfare service delivery.  Note that while all requirements need to be considered, it is up to individual CDEM Groups/local authorities and welfare agencies to decide whether the details of the requirements are addressed within the CDEM Group Welfare Plan or Local Welfare Plans/arrangements. |

1. Introduction

|  |  |
| --- | --- |
|  | The following table describes the recommended content for the Introduction section of a Group or Local Welfare Plan. |

Table 1 Recommended content for *Introduction* section

| Sub-section or heading | Content |
| --- | --- |
| Purpose | Define the plan’s level (CDEM Group, local plan, or combined).  Confirm coverage.  State the plan’s authority. |
| Principles | Based on direction from *National CDEM Plan 2015* and *CDEM Group Plan.*  Tailor to CDEM Group or local context. |
| Context | Provide summary of social environment at CDEM Group/local level.  Provide an overview of communities at local level. |
| Links to the *CDEM Group Plan* | Describe how welfare planning picks up and includes relevant goals, objectives, and actions from the *CDEM Group Plan*. |
| Links to the *National CDEM Plan 2015* (and Guide) | Brief summary from these documents of requirements and roles and responsibilities for welfare services. |
| CDEM Group/local welfare roles and responsibilities | Provide brief overview of roles and responsibilities at CDEM Group level, and detailed overview at local level. |
| Welfare structure | Describe the CDEM Group or local level arrangements for welfare (these should reflect national arrangements, and show how welfare roles relate to and engage with wider CDEM Group and local structure). |
| Welfare services agencies | List all welfare services agencies active at the CDEM Group or local level. Include all agencies responsible for welfare services sub-functions, as well as support agencies (these are listed in the *National CDEM Plan 2015*).  Where agencies aren’t represented at the regional or local level, list alternative agencies/organisations that will be responsible for or support that sub-function (must be agreed with the agency responsible). |
| Relationship to other plans | Describe links to other CDEM plans and arrangements, including:   * community response planning * welfare agency emergency management plans (including BCPs), * recovery * mass evacuation * public information management * volunteer management * donated goods management, and * other relevant plans.   Also describe links or make reference to key local authority plans, such as the Regional Policy Statement, Long Term Plan (LTP) (10 year), Annual Plan, Community Development Plan, and any other relevant plans. |

1. Governance and management

|  |  |
| --- | --- |
|  | The following table describes the recommended content for the *Governance and management* section of a Group or Local Welfare Plan. |

Table 2 Recommended content for *Governance and management* section

|  |  |
| --- | --- |
| Sub-section or heading | Content |
| Joint Committee and Coordinating Executive Group (CEG) | Briefly describe responsibilities with respect to welfare.  Reference back to the National CDEM Plan 2015 and the CDEM Group Plan. |
| CDEM Group Welfare Manager | Briefly describe role of the CDEM Group Welfare Manager (including their function as Chair of the WCG). |
| Local Welfare Managers (if applicable) | Briefly describe role of the Local Welfare Managers. |
| WCG | Describe membership, roles, and responsibilities.  Provide overview of meeting frequency and links to relevant material (such as MOUs).  Insert the WCG Terms of Reference (as an appendix). |
| Local welfare committees (if applicable) | Define roles and responsibilities.  Confirm leadership.  Provide overview of meeting frequency and links to relevant material (such as MOUs).  Insert the Terms of Reference (as an appendix). |
| Other welfare-related management roles and arrangements (as required) | Controllers and Recovery Managers.  Public Information Managers.  Identified CDC Supervisors. |

1. Reduction and readiness

|  |  |
| --- | --- |
|  | The following table describes the recommended content for the *Reduction and readiness* section of a Group or Local Welfare Plan. |

Table 3 Recommended content for *Reduction and readiness* section

|  |  |
| --- | --- |
| Sub-section or heading | Content |
| Communities | Describe the communities in the CDEM Group or local area (refer to *Community Engagement in the CDEM Context [BPG 4/10]*).  Define capability and capacity of communities (including strengths and weaknesses).  Identify existing community groups and local community leaders. |
| Hazards, risks, and community vulnerability | List hazards and risks at all relevant levels, using existing information.  Identify likely emergency scenarios.  Define community vulnerabilities based on hazards and risks, (e.g. physical or social isolation of communities). |
| Links to related reduction activities and responsibilities | Briefly describe (and include links or references to) wider plans or programmes to reduce community vulnerability. These may be CDEM plans, local authority plans, or the plans of other agencies.  Make reference to business continuity plans of welfare services agencies and (if relevant) lifeline utilities. |
| Welfare governance and management arrangements | Describe how welfare governance and management arrangements will be monitored and evaluated. |
| Relationship building and management | Identify the core welfare relationships (between roles, between agencies, and between national, CDEM Group, and local levels).  Describe how these relationships will be managed and enhanced. |
| Planning | Describe welfare plan linkages across the CDEM Group (for example, between the Group Welfare Plan and Local Welfare Plans).  Define how often the Group or Local Welfare Plan will be reviewed.  Describe the review process (including a process for consultation). |
| Community-based planning | Describe how communities are currently engaged in welfare preparedness. Include references to any community response or recovery plans. |
| Capability development | Identify capability development needs.  Identify capability development methods.  Describe how training will be developed and implemented across the CDEM Group.  List any upcoming exercises, especially those that include a welfare component. |
| Local welfare services delivery capacity | Describe local delivery capability and capacity.  Identify delivery issues and gaps.  Confirm how delivery gaps will be addressed, and the CDEM Group will monitor effectiveness. |

1. Response and recovery

|  |  |
| --- | --- |
|  | The following table describes the recommended content for the *Response and recovery* section of a Group or Local Welfare Plan. |

Table 4 Recommended content for *Response and recovery* section

|  |  |
| --- | --- |
| Sub-section or heading | Content |
| Role of the Welfare function in response | Describe welfare role as it applies to the CDEM Group or local area.  Include a list of:   * basic structure of the Welfare team in an ECC * basic structure of the Welfare team in EOCs (if applicable) * possible locations for CDCs, and a description of the relationships between the Welfare function and CDC staff.   Outline key response relationships and linkages, such as with the Controller, WCG or local welfare committee, and the other CIMS functions in coordination centres. |
| Activation | Describe procedures for activation of the Welfare function in response, including:   * roles of CDEM Group Welfare Manager and Local Welfare Managers * activating Welfare in ECCs/EOCs * activating CDCs * convening the WCG and local welfare committees. |
| Links to other CIMS functions | Describe how the activities of the other coordination centre functions will interact with welfare:   * Volunteer Coordination (under direction of Operations) * Logistics (for example, some Logistics sub-functions, such as Supply, Transport, Facilities, Catering, and ICT, may be involved in the set up and management of CDCs) * PIM (is responsible for drafting and issuing public messaging related to welfare services sub-functions). |
| Management of welfare services delivery | Describe the roles of the agencies responsible for the welfare services sub-functions:   * registration * needs assessment * inquiry * care and protection services for children and young people * psychosocial support * household goods and services * financial assistance * shelter and accommodation * animal welfare.   Describe the roles of the support agencies for each sub-function.  Include relevant plans, Standard Operating Procedures (SOPs), Memoranda Of Understanding (MOU), or operational arrangements between these agencies (or refer or link to them if inclusion is impractical).  Describe the possible roles of any community-based organisations. |
| Transition from response to recovery | Describe welfare transition arrangements alongside response and recovery plans. |

1. Monitoring, reporting, and review

|  |  |
| --- | --- |
|  | The following table describes the recommended content for the *Monitoring, reporting, and review* section of a Group or Local Welfare Plan. |

Table 5 Recommended content for Monitoring, reporting, and review section

|  |  |
| --- | --- |
| Sub-section or heading | Content |
| Monitoring activities | Describe the monitoring activities that will be undertaken (include timeframes and responsibilities). |
| Reporting | Describe reporting requirements, including:   * how often CDEM Group Welfare Managers will report to the CEG on welfare activities and progress * any documented reports that will be developed and issued periodically (for example, progress reports on welfare-related work programmes). |
| Review of the Welfare Plan | State the Welfare Plan expiry and review arrangements (this should be no more than five years, in line with *CDEM Group Plan* reviews). |