Welfare response checklist

This checklist is optional, and is intended to:

* be adapted for use at an activated coordination centre
* be amended to reflect actual processes used by the Welfare team.

[Grey text] is replaced with required information. Brown text can be deleted.

Ensuring tasks are carried out is the responsibility of the CDEM Group or Local Welfare Manager. The tasks may be assigned to welfare personnel, unless stated otherwise.

Activation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Done  (tick) | Assigned to | Started (date/time) | Finished  (date/time) |
| [Group or Local] Welfare Manager is informed of the emergency |  | CDEM Duty Officer |  |  |
| [Group or Local] Welfare Manager is briefed by the Controller about current situation and the response |  | [Group or Local] Welfare Manager |  |  |
| [Group or Local] Welfare Manager sets up Welfare team: |  | | | |
| Determine how many Welfare personnel are needed initially |  | [Group or Local] Welfare Manager |  |  |
| Recruit personnel for Welfare team from pool using agreed process and set up a short term roster |  | [Group or Local] Welfare Manager |  |  |
| Set up the Welfare workspace: |  | | | |
| Determine initial location of Welfare team workspace |  | [Group or Local] Welfare Manager |  |  |
| Set up Welfare workspace with resources and personnel as available |  | [Group or Local] Welfare Manager |  |  |
| [Group or Local] Welfare Manager attends Incident Management Team (IMT) briefing |  | [Group or Local] Welfare Manager |  |  |
| [Group or Local] Welfare Manager convenes the WCG as soon as practicable/appropriate |  | [Group or Local] Welfare Manager |  |  |
| [Group or Local] Welfare Manager activates/liaises with CDC supervisors (where necessary) |  | [Group or Local] Welfare Manager |  |  |

Ongoing response work

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| [Group or Local] Manager’s ongoing tasks | | Assigned to | | | | | | | | | | | |
| Lead the identification of and planning for the welfare needs of the affected communities | | [Group or Local] Welfare Manager, and team | | | | | | | | | | | |
| Lead the delivery of CDEM-led welfare services sub-functions | | [Group or Local] Welfare Manager, and team | | | | | | | | | | | |
| Support the work of agencies responsible for the other welfare sub-functions as per agreed arrangements | | [Group or Local] Welfare Manager, and team | | | | | | | | | | | |
| Activate CDCs as required (in conjunction with Controller and CDC Supervisor) | | [Group or Local] Welfare Manager, and team | | | | | | | | | | | |
| Support CDC Supervisors as required | | [Group or Local] Welfare Manager, and team | | | | | | | | | | | |
| Provide welfare-related input to the Action Plan | | [Group or Local] Welfare Manager, and team | | | | | | | | | | | |
| Develop a Welfare appendix to the Action Plan (if required) | | [Group or Local] Welfare Manager, and team | | | | | | | | | | | |
| Liaise with other function managers (Operations, Logistics, PIM, etc) | | [Group or Local] Welfare Manager | | | | | | | | | | | |
| Liaise with welfare services support agencies (individual members of WCG, or local welfare committee) | | [Group or Local] Welfare Manager | | | | | | | | | | | |
| Convene WCG or local welfare committee as often as necessary/practicable | | [Group or Local] Welfare Manager | | | | | | | | | | | |
| Liaise with Welfare function personnel at other coordination centres, and at any activated CDCs | | [Group or Local] Welfare Manager, and team | | | | | | | | | | | |
| Carry out daily tasks as listed in following section | | [Group or Local] Welfare Manager, and team | | | | | | | | | | | |
|  | | |  | |  | |  | | | *Indicate with a tick* | | |
| Daily checklist | Date: | |  |  | |  | |  |  | |  |  |
| **[Group or Local] Welfare Manager daily tasks** | | |  | | | | | | | | | |
| Attend CDEM/IMT briefings at coordination centre, present progress and any welfare-related issues or concerns | | |  |  | |  | |  |  | |  |  |
| Review Welfare team requirements (personnel, resources, spaces) | | |  |  | |  | |  |  | |  |  |
| Review CDC requirements (if activated) with CDC Supervisor, in conjunction with the Logistics function | | |  |  | |  | |  |  | |  |  |
| Ensure welfare-related tasks are assigned and completed in good time | | |  |  | |  | |  |  | |  |  |
| Ensure that welfare-related resources are identified for subsequent approval and supply by Operations and Logistics (respectively) | | |  |  | |  | |  |  | |  |  |
| Ensure that accurate welfare-related public messaging information is passed on to the PIM team | | |  |  | |  | |  |  | |  |  |
| Liaise with National Welfare Manager | | |  |  | |  | |  |  | |  |  |
| Liaise with Group or Local Welfare Managers in other coordination centres | | |  |  | |  | |  |  | |  |  |
| Liaise with welfare services support agencies | | |  |  | |  | |  |  | |  |  |

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| Daily checklist | Date: |  |  |  |  |  |  |  |
| **Daily checks – [Group or Local] Welfare Manager to carry out remedial actions if not occurring** | |  | | | | | | |
| Information provided to all welfare personnel and welfare services agencies is current and accurate | |  |  |  |  |  |  |  |
| Information collected from all welfare services agencies (and passed on to the Controller and other functions) is current and accurate | |  |  |  |  |  |  |  |
| All documented processes and procedures related to welfare are being followed | |  |  |  |  |  |  |  |
| Welfare personnel working in the coordination centre and CDCs are having regular breaks during their shifts | |  |  |  |  |  |  |  |
| Sufficient Welfare personnel are available to be rostered, ensuring:  the required skills  Welfare personnel have days off for rest and recuperation as appropriate | |  |  |  |  |  |  |  |
| Staff briefings at the shift handover are completed with new information and outstanding tasks communicated | |  |  |  |  |  |  |  |
| Welfare personnel are managing stress, and getting enough nourishment and refreshment | |  |  |  |  |  |  |  |

Transition to recovery

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Done  (tick) | Assigned to | Started (date/time) | Finished  (date/time) |
| Ensure all unused resources are stored for use during recovery (or BAU), returned, or disposed of |  |  |  |  |
| Return any facilities used to their BAU state |  |  |  |  |
| Debrief Welfare personnel before they return to their BAU roles, as teams and/or individuals |  |  |  |  |
| Provide Welfare issues and learnings to CDEM debriefing sessions |  |  |  |  |
| Ensure new resources are ordered to replace used stock |  |  |  |  |
| Ensure plans and procedures are updated to reflect debriefing lessons |  |  |  |  |
| Ensure all records are archived, following the requirements of the Public Records Act 2005 |  |  |  |  |