4. General roles and responsibilities

Summary
The Civil Defence Emergency Management Act 2002 (CDEM Act) and National CDEM Plan establish specific roles and responsibilities. The acceptance of these roles and responsibilities by both public and private sector organisations is a key element in CDEM planning. Agencies also make commitments beyond their responsibilities under the CDEM Act and National CDEM Plan in order to reduce the impact of an emergency.

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4.1 Government Responsibilities

17 Maintaining government
The machinery of government must continue to run, even at a reduced level.

4.2 General Responsibilities

18 General responsibilities

(1) The Act puts responsibilities on specified agencies. These responsibilities include, at times of emergency, being able to—
(a) function to the fullest possible extent even though this may be at a reduced level; and
(b) respond to the emergency as required.

(2) The Act requires all government agencies, local authorities, emergency services, and lifeline utilities to—
(a) plan for functioning during and after an emergency; and
(b) be capable of continuing to function to the fullest extent possible (albeit at a reduced level).

(3) All agencies are expected to develop, review, and improve their emergency plans. Respective emergency-related roles may be detailed in The Guide.

(4) Agencies may have obligations under their own legislation to deal with hazards and consequences. The Act and this plan do not affect these obligations.

(5) Non-government organisations do not have specific responsibilities under the Act but this plan acknowledges their importance in a civil defence emergency. The principal mechanism for the national co-ordination of non-governmental organisations with other agencies in response and recovery is via the NWRCG or through other relevant clusters.

Note – Plan clause 18(5)
The title of the National Welfare Recovery Co-ordination Group (NWRCG) was replaced by the National Welfare Co-ordination Group (NWCG) after the making of the National CDEM Plan Order 2005.

Local authorities
Local government is an essential component of CDEM in New Zealand. Local authorities include city and district councils, and regional councils. Local authorities operate in terms of the Local Government Act 2002.

Local authorities have specific requirements under the CDEM Act and other legislation, including forming and maintaining CDEM Groups (see Section 5, Civil Defence Emergency Management Groups).

Emergency services
Emergency services with responsibilities under section 63 of the CDEM Act and other legislation are covered in clauses 20, 21, 22, 23, 24, 25, 26, 27, 28 and 32 of the National CDEM Plan (see section 6, Emergency services; Section 7, Police; Section 8, Fire Service; and Section 9, Health services).
## 4. GENERAL ROLES AND RESPONSIBILITIES

### Government departments

All government departments have obligations under section 58 of the CDEM Act. Departments are defined by the State Sector Act 1988.

### Lifeline utilities

Lifeline utilities with responsibilities under section 60 of the CDEM Act are covered in clauses 33, 34 and 35 of the National CDEM Plan and schedule 1 of the CDEM Act (see Section 10, Lifeline utilities for more information).

### Non-government organisations

Non-governmental organisations (NGOs) are a vital component in the national and local response to, and recovery from, emergencies. While their role is acknowledged and valued, they cannot be identified as lead agencies for specific functions at the national level due to variations in mandate, funding, scope and geographic spread. All functions specified within the Guide are led by a government agency at the national level and supported, where appropriate, by NGOs.

### Other agencies

Other organisations have committed to performing specific roles in civil defence emergencies or in support of CDEM. These arrangements are described in conjunction with all other agencies with arrangements set out in the Guide to the National CDEM Plan at Annex 4.A. Specific roles and responsibilities.

### 4.3 Volunteers

Volunteers are an important resource and are often an integral part of response and recovery activities. Volunteers are not managed at a national level, but are managed and co-ordinated at a CDEM Group or local authority level.

#### 4.3.1 Categories of CDEM volunteers

- **Established volunteers**: Established volunteers range from those who volunteer in emergency operating centres, welfare centres, sector posts and rescue teams, to voluntary controllers.
  
  Established volunteers are:
  
  - affiliated (a member of a recognised group);
  - trained with CDEM relevant skills;
  - accountable and responsible (through their organisation).

- **Spontaneous volunteers**: Spontaneous volunteers are:
  
  - unaffiliated (not a member of an organised, recognised group);
  - untrained in CDEM relevant skills;
  - not responsible or accountable to any given organisation.


#### 4.3.2 Responsibility of CDEM organisations in relation to volunteers

- **Planning for volunteers**: All organisations that use volunteers are expected to look after them and take responsibility for them. If they are unable to do this, organisations should hire and pay people to perform the tasks.
CDEM Groups and local authorities should have written documentation describing processes for managing CDEM volunteers. Documentation and planning must take account of legislation that affects CDEM volunteers, which includes:

- the CDEM Act;

**Legislation relating to volunteers**

The CDEM Act does not specify duties or obligations of local authorities toward volunteers. Nor does it prescribe codes of conduct towards, or training standards for, volunteers. The intent of the legislation is for CDEM Groups to determine the CDEM needs of their region and how best to meet those needs. This will include identifying roles/functions that are best fulfilled by employees or contractors and those that are appropriate for volunteers.

The CDEM Act addresses compensation and protection from liability (s107-110). These provisions apply to volunteers (and any other persons) who carry out CDEM under the direction of the Director or a Controller or Recovery Co-ordinator.

The Health and Safety in Employment Act 1992 provides for a general duty of care, and all practicable steps must be taken to ensure the health and safety of volunteers.

Other Acts that must be considered in the management of volunteers are:

- the Employment Relations Act 2000;
- the Human Rights Act 1993;
- the Privacy Act 1993; and

More information on the management of volunteers is available on the MCDEM website (www.civildefence.govt.nz).

### 4.4 References and links

**Other sections of the Guide**

- Section 5, Civil Defence Emergency Management Groups
- Section 6, Emergency services
- Section 7, Police
- Section 8, Fire Service
- Section 10, Lifeline utilities

**Other documents**


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1 Other legislation may provide protection for volunteers operating under it. For example, the Fire Service Act 1975 provides protection for volunteer firefighters.
Annex 4.A. Specific roles and responsibilities

The following agencies have roles and responsibilities set out in the National CDEM Plan and the Guide to the National CDEM Plan. They are either mandated to fulfil these functions or are voluntary commitments to national CDEM arrangements.

Accident Compensation Corporation

Function

Accident Compensation Corporation is a crown agency who’s role is to prevent injury, ensure people can get treatment for injury, and if it happens assist people get back to everyday life as soon as possible. This involves receiving clients’ injury claims, overseeing and co-ordinating the help clients get, to make sure they get the help they need; and paying weekly compensation (a regular form of income, calculated at a percentage of the client’s usual earnings).

Accident Compensation Corporation is a member of the National Welfare Co-ordination Group (Welfare Cluster).

See • Section 12, Welfare

Association of Non Government Organisations of Aotearoa

Function

The Association of Non Government Organisations of Aotearoa (ANGOA) is a network of organisations from across the range of non-government organisations in Aotearoa New Zealand including national, regional and local groups. ANGOA facilitates non-government organisations networking around issues of common concern with a particular emphasis on strengthening relationships across the sector and between the sector and government. ANGOA disseminates information as part of its effort to strengthen the Community and Voluntary Sector in Aotearoa New Zealand.

ANGOA’s primary functions are the provision of an independent vehicle for interaction, co-operation, and mutual support and exchange amongst non-government organisations within Aotearoa New Zealand and working in partnership with appropriate tangata whenua organisations and networks.

See • Section 24, International assistance for New Zealand

Amateur Radio Emergency Communications

Function

Amateur Radio Emergency Communications is a national organisation of volunteers with a structure allowing professional radio communications representation, planning, management and operational assistance at national, regional and local levels.

Able to assist with communications, planning, management and operational aspects. Provision of alternative supplementary radio communications systems.

Attorney-General’s Department of Australia

Function

The Attorney-General’s Department of Australia and the Ministry of Civil Defence & Emergency maintain an administrative arrangement in order to strengthen emergency management arrangements between the two countries. The purpose of the arrangement is to:

• assist in creating disaster resilience and reducing disaster risk in Australia and New Zealand communities, bearing in mind the need for continuous improvement in emergency management;
• foster familiarity with each countries’ emergency management systems in order to facilitate co-operation during disasters; and
• support the Participants’ membership of the Australian Emergency Management Committee.

Child Youth and Family (a service provided by the Ministry of Social Development)

**Function**  
Child, Youth and Family is the government agency that has legal powers to intervene to protect and help children. Child Youth and Family can provide relevant services to children affected by a civil defence emergency. Child, Youth and Family is a member agency of the National Welfare Co-ordination Group (Welfare Cluster).

**See**  
• Section 1, Introduction
• Section 12, Welfare

Citizens Advice Bureau

**Function**  
Citizens Advice Bureau (CAB) is an independent community organisation whose member bureaux and specialist services around New Zealand provide information, advice, advocacy and support to individuals. The CAB aims to ensure that individuals do not suffer through ignorance of their rights and responsibilities, or of the services available, or through an inability to express their needs effectively.

**See**  
• Section 12, Welfare

Civil Aviation Authority

**Function**  
The Civil Aviation Authority is responsible for:
• civil aviation policy advice and civil aviation rules (including safety and security standards);
• certification and licensing of aviation participants;
• investigation of accidents and incidents and analysis of trends;
• the promotion of safety and security;
• regulating the provision of aviation security services for international and domestic air operations including airport security, passenger and baggage screening;
• publication of aeronautical information;

The Civil Aviation Authority is directly responsible for responding to emergencies as necessary in it’s specialist areas of:
• investigating aviation accidents and incidents;
• providing information on the availability of operational resources and expertise that may be able to be used during an emergency including the location and capabilities of aerodromes, aircraft and aircraft operators;
• providing data on all aircraft registered in New Zealand;
• ensuring compliance with legislation, regulations and CAA rules.

The Civil Aviation Authority is a member of the Transport Emergency Management Co-ordination Group (Transport Cluster). It also participates in the Transport Response Team. When activated, the role of the Transport Response Team is to facilitate the
flow of information through the transport sector, and to provide strategic advice and recommendations to the lead agency and government on transport related issues.

The Civil Aviation Authority can provide the following:

- aviation transport advice generally and in its specialist areas of aviation accident and incident investigation;
- facilitating information from aviation stakeholders where appropriate;
- providing information on the availability of operational resources and expertise that may be able to be used during an emergency;
- aerodrome, aircraft and operator and data on all aircraft registered in New Zealand;
- advice and implications regarding the status of particular aviation services and infrastructure where appropriate.

See
- Section 10, Lifeline utilities
- Section 23, Mass evacuation

Classic Hits

Function

Classic Hits is one of four radio networks under the Radio Broadcasters Association (which represents commercial radio networks), to have voluntarily committed (as agreed in a memorandum of understanding with the Ministry of Civil Defence & Emergency Management) to provide broadcasts of alerts or warnings as required through their network, and to be supplemented where appropriate by other networks or individual stations, prior to or during an emergency.

See
- Section 22, Public information management

Department of Building and Housing

Function

The Department of Building and Housing (DBH) is government’s lead agency on New Zealand’s building and housing policy, building law and regulations. The Building Act 2004 aims to improve the control of, and encourage better practices in, building design and construction. It regulates constructing, altering, demolishing and maintaining new and existing buildings throughout New Zealand.

DBH is the lead government agency involved in building safety evaluation following events that impact on buildings. DBH has supported the New Zealand Society for Earthquake Engineering develop guidelines, see Building Safety Evaluation During a Declared State of Emergency - Guidelines for Territorial Authorities; New Zealand Society for Earthquake Engineering (2009) (www.dbh.govt.nz).

DBH also has a support agency role in the welfare service of accommodation.

See
- Section 5, Civil Defence Emergency Management Groups
- Section 12, Welfare

Department of Internal Affairs

Function

The Department of Internal Affairs provides a range of services supporting government, communities and citizenship. The Department of Internal Affairs can provide financial support to local authorities affected by a civil defence emergency. The Department of Internal Affairs is a member agency of the National Welfare Co-ordination Group (Welfare Cluster).
Department of Labour – Services to Workplace

**Function**

Workplace Services in the Department of Labour is responsible for reviewing and maintaining the currency of the key messages to employers, and responding to enquiries and complaints from workplace participants.

The Department of Labour has a role to play in:

- assisting workplace to prepare (by having health and safety plans and employment relations arrangements and agreements that could cope with any type of emergency, and the recovery period after it, so that people were safe and businesses maximise their ability to survive and operate);
- advising workers and employers what to do during an emergency (e.g. how to deal with situations where workers could not get to work, or employers were temporarily unable to open the business as normal);
- responding to particular health and safety or employment relations incidents, particularly those affecting essential services (e.g. hospitals) that could occur during an emergency.

**See**

- Section 12, Welfare

Department of the Prime Minister and Cabinet

**Function**

The Department of the Prime Minister and Cabinet serves the Executive (the Governor-General, Prime Minister and Cabinet) through the provision of high quality impartial advice and support services which facilitate government decision making at both strategic and operational levels.

The Domestic and External Security Group (DESG) is a business unit of the Department and Prime Minister and Cabinet. DESG:

- deals with national security threats that affect New Zealand and its interests, both onshore and offshore;
- co-ordinates the activities of central government agencies in preparing for and responding to security crises, emergencies and natural disasters; and
- advises the Prime Minister on intelligence and security matters.

**See**

- Section 1, Introduction
- Section 2, Hazards and risks
- Section 3, Statutory basis for national management of an emergency
- Section 17, CDEM exercise programmes
- Section 22, Public information management

**Earthquake Commission**

**Function**

The Earthquake Commission (EQC) is New Zealand’s primary provider of natural disaster insurance to residential property owners. The Earthquake Commission insures against damage caused by earthquake, natural landslip, volcanic eruption, hydrothermal activity, tsunami; in the case of residential land, a storm or flood; or fire caused by any of these.

EQC operates as mandated by the Earthquake Commission Act 1993.
Fire and Rescue Service Industry Training Organisation

Function
The Fire and Rescue Service Industry Training Organisation is responsible for setting national standards and facilitating training and assessment for the fire and rescue service industry, moderating internal and external training provision, and supports a framework for training and qualifications.

GNS Science

Function
GNS Science is a government-owned research organisation offering independent scientific and technical advice. GNS Science provides real time monitoring data from the EQC funded GeoNet project and specific science advice in relation to earthquake, volcano, landslide and tsunami hazards.

The details of this role have been agreed with MCDEM in a memorandum of understanding (MOU). The core component of this MOU specifies how and on what basis GNS Science capabilities can be mobilised in times of crisis to assist MCDEM.

Housing New Zealand Corporation

Function
Housing New Zealand Corporation is a Crown agent that provides housing services for people in need. It is also the New Zealand Government’s principal advisor on housing. Housing New Zealand Corporation is a member of the National Welfare Co-ordination Group (Welfare Cluster).

Inland Revenue Department

Function
Inland Revenue Department collect most of the revenue that government needs to fund its programmes. The Inland Revenue Department can provide tax assistance to those affected by a civil defence emergency. Inland Revenue Department is a member of the National Welfare Co-ordination Group (Welfare Cluster).

Immigration New Zealand (a service provided by the Department of Labour)

Function
Immigration New Zealand is a service of the Department of Labour. During an emergency Immigration New Zealand will ensure border security is maintained to address serious threats to law and order. Objectives will be:

- provision of emergency visas;
• facilitating the travel of New Zealanders in emergency situations where there are no travel documents;
• collation and dissemination of intelligence from a Department of Labour perspective;
• accommodation and support for refugees in Mangere and Takanini Refugee Centres;
• provision of policy advice if changes are required to go to Ministers or Cabinet.

**Institution of Professional Engineers**

**Function**
The Institution of Professional Engineers maintains a register of professional engineers who can assist during a civil defence emergency.

**Insurance Council of New Zealand**

**Function**
Insurance Council of New Zealand can provide consistent insurance-related emergency information to the insurance sector, local authorities and the insured. Liaison with member insurers, the Earthquake Commission and local authorities.

During a civil defence emergency, the Insurance Council can:

• gather information on the nature and severity of the emergency event and act as a conduit for this information to all member insurers;
• provide information through the media to affected property owners on what to do;
• liaise with member insurers, the Earthquake Commission and local authorities;
• provide local authorities with technical advice on insurance issues during recovery.

The Insurance Council lists its members’ insurance emergency telephone numbers on its website (www.icnz.org.nz).

**Kiwi Rail**

**Function**
Kiwi Rail Group owns and manages New Zealand’s rail network on behalf of the government, maintaining 4,000kms of railway track, bridges and tunnels. Kiwi Rail also manages the signals that control the safe movement of trains around the country. Kiwi Rail also operates freight train services on the National Rail Network, along with long distance passenger trains on some routes, and the Wellington suburban trains.

In a civil defence emergency, Kiwi Rail is responsible for restoring the rail network to a satisfactory operating condition as quickly as possible.

Kiwi Rail is a member of the Transport Emergency Management Co-ordination Group (Transport Cluster) and participates in the Transport Response Team. When activated, the role of the Transport Response Team is to facilitate the flow of information through the transport sector, and to provide strategic advice and recommendations to the lead agency and government on transport related issues.

Kiwi Rail can provide the following:

• information about the rail network and status;
• advice and recommendations on any national implications regarding the status of particular infrastructure;
• information about damage to the network, priorities for restoration, contractors resources required and alternative routes where applicable;
• information regarding utilisation of freight and passenger rail assets, including capacity, availability and external support requirements (including human resources, electricity, fuel etc);
• advice on variations to land transport legislation regulations and rail standards in emergencies.

See • Section 23, Mass evacuation

Local Government New Zealand

Function Local Government New Zealand represents the national interests of councils of New Zealand. As the champion of best practice in the local government sector, they provide policy, advice and training to councils. Local Government New Zealand is a member of the Transport National Emergency Management Co-ordination Group (Transport Cluster).

See • Section 10, Lifeline utilities

Maritime New Zealand

Function Maritime New Zealand is responsible for:

• developing maritime safety and marine environment protection rules, licensing seafarers and registering ships;
• investigating and analysing the causes of maritime accidents including health and safety responsibilities;
• educating the maritime community on safety and environmental issues;
• providing and maintaining navigation aids, maritime distress and safety radio service and search and rescue expertise;
• overseeing and assisting in the development of port and vessel security plans;
• in partnership with other stakeholders, preparing for and responding to marine oil pollution incidents in New Zealand waters;
• educating and communicating with the recreational boating sector about safe boating behaviour.

Maritime New Zealand is directly responsible for responding to emergencies as necessary in its specialist areas of:

• marine oil response (New Zealand Marine Oil Response Strategy);
• maritime security (the Maritime Security Act 2004);
• search and rescue (Maritime New Zealand has oversight of the Rescue Co-ordination Centre (RCCNZ) that is responsible for co-ordinating all major aviation and maritime search and rescue missions within the New Zealand Search and Rescue Region);
• vessel safety.

Maritime New Zealand is a member of the Transport Emergency Management Co-ordination Group (Transport Cluster). It also participates in the Transport Response Team. When activated, the role of the Transport Response Team is to facilitate the flow of information through the transport sector, and to provide strategic advice and recommendations to the lead agency and government on transport related issues.

Maritime New Zealand can provide the following:

• maritime transport advice generally, and in its specialist areas of oil spill response, maritime security, search and rescue and vessel safety;
• information about navigation aids, maritime distress and search and rescue expertise;
• facilitate assistance from other maritime stakeholders where appropriate;
• provide information on the safety aspects of vessels and other maritime resources that may be able to be used during an emergency;
• advice and recommendations on any national implications regarding the status of particular maritime services and infrastructure where appropriate;
• advice on variations to maritime legislation, regulation and rules.

See

• Section 10, Lifeline utilities
• Section 23, Mass evacuation

Meteorological Service of New Zealand Limited

**Function**

Meteorological Service of New Zealand Limited (MetService), under the terms of the Meteorological Service Act 1990, is designated the only authorised meteorological warning service for New Zealand. The services provided are agreed in a contract between the Minister of Transport and MetService and are freely available to CDEM organisations, local authorities and the public at large. The services for land areas of New Zealand provided by MetService include:

• Severe Weather Warnings and Watches of widespread heavy rain, heavy snow and severe gales;
• Severe Weather Advisories notifying of disruptive weather that is not likely to reach the threshold requiring a formal severe weather warning;
• Road Snowfall Warnings for key roads in the North and South Islands;
• Severe Weather Outlooks for the next 6 days;
• Severe Thunderstorm Outlooks and Watches (and Warnings from July 2009) indicating the risk of localised heavy rain, hail and strong winds due to thunderstorm activity;
• warnings of heavy swells for specified coastal areas;
• advice on the likelihood of storm surges leading to the seawater inundation of specified parts of the coast.

In addition to meteorological warnings, MetService will:

• relay non-meteorological warning and advisory messages as required to MCDEM, e.g., messages relating to tsunamis and nuclear emissions;
• provide support relating to generally unforeseeable events of a physical or chemical nature such as volcanic ash dispersal;
• provide, on request, representation at the National Crisis Management Centre (NMC) in order to supply briefings and advice.

See

• Section 19, National CDEM warnings

Ministry of Agriculture and Forestry

**Function**

The Ministry of Agriculture and Forestry (MAF) has a role in emergencies and adverse events that impact on the agriculture, forestry and horticulture sectors.

During response to a civil defence emergency, MAF has a role in the provision of:

• leading the National Animal Welfare Emergency Management Group, and providing overall national co-ordination and monitoring of issues relating to domestic animals;
• gathering intelligence on the impact of adverse events and emergencies affecting agriculture, forestry and horticulture;
• advice to government on any appropriate recovery measures;
• co-ordination of any rural recovery measures targeted at farmers, growers and/or foresters.
MAF has begun a programme to develop the rural response capability through Rural Support Trusts.

See

- Section 2, Hazards and risks
- Section 3, Statutory basis for national management of an emergency
- Section 5, Civil Defence Emergency Management Groups
- Section 12, Welfare
- Section 20, National Crisis Management Centre
- Section 26, Government financial support

Ministry of Civil Defence & Emergency Management

Function

The Ministry of Civil Defence & Emergency Management (MCDEM) is the lead agency for civil defence emergencies, and is therefore responsible for the national management and support to local management of such emergencies (as set out in the National CDEM Plan and Guide). MCDEM is also responsible for initiating and coordinating any national emergency response from the CDEM sector regardless of the emergency.

MCDEM’s role is to:

- provide strategic policy advice on New Zealand’s capability to manage and be resilient to the social and economic costs of emergencies;
- ensure the establishment of structures to provide the capability to manage and respond to civil defence emergencies;
- provide support to sector stakeholders in their delivery of civil defence emergency management;
- ensure a co-ordinated approach, at both national and community level to planning for reduction, readiness, response, and recovery;
- manage central government response and recovery functions for large scale civil defence emergencies that are beyond the capacity of local authorities.

See

- Section 1, Introduction
- Section 2, Hazards and risks
- Section 4, General roles and responsibilities
- Section 6, Emergency services
- Section 10, Lifeline utilities
- Section 11, Clusters
- Section 12, Welfare
- Section 13, Readiness
- Section 14, Co-ordinated incident management system
- Section 15, Public education
- Section 16, Professional development
- Section 17, CDEM exercise programmes
- Section 19, National CDEM warnings
- Section 20, National Crisis Management Centre
- Section 22, Public information management
- Section 24, International assistance for New Zealand
- Section 25, Recovery
- Section 26, Government financial support
Ministry of Economic Development

**Function**

Ministry of Economic Development (MED) advise the Government and implement policy in relation to a wide range of economic issues, primarily from a business perspective – including information and communications technology (ICT), energy, commerce, industry development, small business, tourism, and consumer affairs. MED also deliver a wide range of services to businesses, for example administering company registrations and insolvencies.

In relation to emergency management, MED advise the Government on measures to mitigate impacts on the energy, ICT and tourism sectors in particular, and helps to develop and implement business policies and services to lessen disruption to the economy.

In relation to reduction of risk and readiness for an emergency, MED:

- ensures that the resilience of energy and ICT services is considered in the development of policy;
- develops policies which aim to minimise the disruption of an emergency on energy and ICT services;
- encourages businesses, including energy and ICT service providers, to develop and maintain continuity plans;
- supports the readiness planning of other agencies by providing advice or information as required, for example the Ministry of Tourism (part of MED) provides advice on the specific needs of visitors in emergency situations.

During national emergencies MED continues the provision of advice on energy, ICT, tourism and business matters. It provides support to other government agencies, including for example Treasury, MCDEM and Health Authorities.

Of particular note is MED’s role as the lead advisor to Government on measures to improve supply or restrain demand of petroleum products in a nationally significant oil emergency, where industry response alone is insufficient to maintain appropriate provision.

MED’s provision of advice during and after a civil defence emergency will address the effects on businesses, and the energy, ICT and tourism sectors in particular, to assist long term recovery.

Ministry of Education (and educational institutions)

**Function**

Ministry of Education can provide advice on education matters and the application and operation of the Education Act 1989. The Education Act (1989) gives principals and boards powers to exclude particular students and to close their school in certain circumstances. National Administration Guideline 5 requires boards: ‘to provide a safe physical and emotional environment for students.’

During response to a civil defence emergency, Ministry of Education has a role in the provision of advice related to education and support upon request from MCDEM, other lead agencies (during an emergency other than a civil defence emergency), or Cabinet.

Ministry of Education has a leadership role for the education sector in the reduction, readiness and recovery phases.

Ministry of Education can support the readiness planning of other agencies by providing education related advice or information as required on the areas within its statutory functions. Ministry of Education would also expect to have a role in national-level multi-agency recovery processes.

Although, the education sector does not have a specific operational role in the response to an emergency, the actions of schools and early childhood education services may have an impact on other sectors.
Prior to making a decision to close their facilities, schools and early childhood education services should consult with local agencies e.g. local or CDEM Group Emergency Management Office, Child, Youth and Family, or relevant health authorities and give careful consideration to the effect closures will have on the wider community.

See

- Section 12, Welfare

Ministry for the Environment

Function

Ministry for the Environment can provide advice on environmental matters and the application and operation of the Resource Management Act 1991 (RMA) and the Hazardous Substances and New Organisms Act 1996 (HSNO).

During response to a civil defence emergency, Ministry for the Environment has a role in the provision of advice (on request) related to the application of the RMA and HSNO Act, and the environmental implications of response measures.

Ministry for the Environment has a more wide-ranging role in the readiness and recovery phases, in line with its statutory function under the Environment Act 1986 to advise on management of natural hazards, assessment of environmental impacts, environmental pollutants, and the application of the RMA, HSNO Act and other environmental legislation. Ministry for the Environment also has some residual hazards-related powers under the Soil Conservation and Rivers Control Act 1941.

Ministry for the Environment can support the readiness planning of other agencies by providing advice or information as required on the areas within its statutory functions, and on giving effect to the emergency response objective of protection of natural and physical resources. Ministry for the Environment would also expect to have a role in national-level recovery processes for both the natural environment and the built environment.

Ministry of Foreign Affairs and Trade

Function

The Ministry of Foreign Affairs and Trade is the government’s lead adviser and negotiator on foreign and trade policy, and diplomatic and consular issues. The Ministry of Foreign Affairs and Trade also provides legal advice on international issues. Under international practice, it is the formal channel for the Government’s communications to and from other countries and international organisations. The Ministry maintains key relationships with international countries and membership with the United Nations.

During a civil defence emergency the Ministry of Foreign Affairs and Trade has responsibilities relating to the welfare of foreign nationals, and matters relating to international assistance to New Zealand.

See

- Section 3, Statutory basis for national management of an emergency
- Section 12, Welfare
- Section 20, National Crisis Management Centre
- Section 22, Public information management
- Section 23, Mass evacuation
- Section 24, International assistance to New Zealand

2 For example, the Flood Risk Management Review and ongoing related work is a Ministry for the Environment-led workstream which contributes to national emergency preparedness.
Ministry of Health

Function

The Ministry of Health is government’s principal health and disability policy advisor. The Ministry is the lead agency for health emergencies, and is therefore responsible for planning for health-related emergencies through the National Health Emergency Plan. The Ministry of Health is also responsible for initiating and co-ordinating any national emergency response from the health sector regardless of the emergency. The Ministry of Health is a member agency of the National Welfare Co-ordination Group (Welfare Cluster).

See

- Section 1, Introduction
- Section 2, Hazards and risks
- Section 3, Statutory basis for national management of an emergency
- Section 6, Emergency services
- Section 9, Health services
- Section 12, Welfare
- Section 19; National CDEM warnings
- Section 20; National Crisis Management Centre
- Section 22, Public information management
- Section 24, International assistance to New Zealand

Ministry of Research Science and Technology

Function

The Ministry of Research Science and Technology (MoRST) can provide scientific knowledge to contribute effectively to the management of hazards. MoRST does not have a specific operational role or capability in an emergency. However, it does have a wider role to ensure that knowledge and the existing science capability base contribute effectively to the management of natural hazards.

Ministry of Social Development

Function

The Ministry of Social Development (MSD) is government’s principal social policy advisor and is responsible for a range of income support and employment services. MSD is the chair and lead agency for the National Welfare Co-ordination Group (Welfare Cluster) and is mandated to undertake national welfare co-ordination and responsibility for planning for the delivery of national welfare, when assistance or support is required to be co-ordinated at a national level.

See

- Section 1, Introduction
- Section 5, Civil Defence Emergency Management Groups
- Section 11, Clusters
- Section 12, Welfare
- Section 20, National Crisis Management Centre
- Section 22, Public information management
- Section 26, Government financial support

Ministry of Transport

Function

The Ministry of Transport (MoT) is the government’s principal transport policy adviser, both leading and generating policy. MoT also acts as the Minister of Transport’s agent for managing the interface with the transport Crown entities.
MoT is responsible for:

- co-ordinating multi modal transport planning for significant emergencies;
- managing the Transport Emergency Management Co-ordination Group (Transport Cluster) and programme of activity;
- maintaining the Transport National Response Emergency Management Plan, activating the Transport Response Team (TRT) and managing the TRT Emergency Operations Centre capability.

MoT is responsible for co-ordinating TRT operations to ensure:

- facilitation of information flow throughout the transport sector;
- information provided to stakeholders, the lead agency, Chief Executives and the Minister of Transport provides a ‘whole of transport’ picture;
- transport related strategic advice and recommendations are provided to the lead agency, Chief Executives and the Minister of Transport;
- transport sector advice and recommendations comply with legislation, regulations and policy;
- ongoing transport related risks associated with an event are anticipated and managed.

See

- Section 10, Lifeline utilities
- Section 11, Clusters
- Section 19, National CDEM warnings
- Section 22, Public information management

More FM

Function

More FM is one of four radio networks under the Radio Broadcasters Association (which represents commercial radio networks), to have voluntarily committed (as agreed in a memorandum of understanding with the Ministry of Civil Defence & Emergency Management) to provide broadcasts of alerts or warnings as required through their network, and to be supplemented where appropriate by other networks or individual stations, prior to or during an emergency.

See

- Section 22, Public information management

New Zealand Customs Service

Function

New Zealand Customs Service is the government agency responsible for the management and control of New Zealand’s borders.

During a civil defence emergency, the New Zealand Customs Service assists by:

- in conjunction with other agencies and at government direction, closing or imposing restrictions on the border, to prevent the entry of potential hazards;
- expediting the rapid processing of international aid, allowing workers and goods to cross the border as quickly as possible;
- assisting the Ministry of Foreign Affairs and Trade to keep the international community informed of the safety and whereabouts of foreign nationals.

See

- Section 24, International assistance to New Zealand
New Zealand Defence Force

**Function**
The Defence Act 1990 allows the Armed Forces to be made available for the performance of public services and assistance to the civil power in time of emergency, either in New Zealand or elsewhere.

During a civil defence emergency in New Zealand, the New Zealand Defence Force is a support agency, and support in the form of resources and equipment (to be determined by the New Zealand Defence Force) can be provided.

**See**
- Section 6, Emergency services
- Section 10, Lifeline utilities
- Section 20, National Crisis Management Centre
- Section 26, Government financial support

New Zealand Fire Service

**Function**
The New Zealand Fire Service (NZFS) is one of the key agencies making up New Zealand’s emergency services. The principal roles of NZFS in a civil defence emergency are firefighting, containment of releases and spillages of hazardous substances, urban search and rescue (USAR), limitation of damage and redistribution of water for specific needs.

**See**
- Section 5, Civil Defence Emergency Management Groups
- Section 6, Emergency services
- Section 8, Fire Service
- Section 10, Lifeline utilities
- Section 13, Readiness
- Section 19, National CDEM warnings
- Section 20, National Crisis Management Centre
- Section 23, Mass evacuation

New Zealand Historic Places Trust

**Function**
New Zealand Historic Places Trust (NZHPT) is responsible for the preservation of New Zealand’s historic heritage. Many organisations will have a role in the protection of historic heritage in response to an emergency. These organisations will include the NZHPT, local authorities, iwi, private heritage trusts and community historical societies.

The NZHPT’s resources with regard to a national civil defence emergency response may include a range of NZHPT staff such as Māori heritage staff, architects, planners, archaeologists and property managers. The NZHPT may also call upon the voluntary assistance of branch committee members.

NZHPT can deploy multi-disciplinary teams\(^3\) as appropriate to affected areas to offer advice and assistance. This can include such measures as conservation workshops to assist the community in any cleanup.

NZHPT acknowledges its role to provide assistance but notes that limited funding and resources restrict this. NZHPT will be working with other organisations, especially local authorities, to provide historic heritage protection during a civil defence emergency.

\(^3\) For example, staff may include Māori heritage, architects, and archaeologists.
New Zealand Police

Function

New Zealand Police is one of the key agencies making up New Zealand’s emergency services and is responsible for reducing crime and enhancing community safety. The New Zealand Police are also the lead agency for counter-terrorism emergencies. The principal roles of the New Zealand Police in a civil defence emergency are maintaining law and order, protecting life and property, assisting the movement of rescue, medical, fire, and other essential services, assisting the coroner as required by the Coroners Act 2006, coordinating movement control over land and conducting inland search and rescue.

See

- Section 1, Introduction
- Section 2, Hazards and risks
- Section 5, Civil Defence Emergency Management Groups
- Section 6, Emergency services
- Section 7, Police
- Section 9, Health services
- Section 10, Lifeline utilities
- Section 12, Welfare
- Section 14, Co-ordinated incident management system
- Section 19, National CDEM warnings
- Section 20, National Crisis Management Centre
- Section 22, Public information management
- Section 23, Mass evacuation
- Section 24, International assistance to New Zealand

New Zealand Red Cross

Function

New Zealand Red Cross can mobilise and provide assistance and support during emergencies. New Zealand Red Cross provides a number of key emergency management activities at a national and local level during emergencies including a National Inquiry Centre and Red Cross Response Teams. New Zealand Red Cross is a member agency of the National Welfare Co-ordination Group (Welfare Cluster).

See

- Section 7, Police
- Section 12, Welfare
- Section 22, Public information management
- Section 23, Mass evacuation
- Section 24, International assistance to New Zealand

New Zealand Transport Agency (NZTA)

Function

The New Zealand Transport Agency is responsible for:

- land transport planning;
- managing the state highway network including operations, maintenance, renewal and upgrade;
- regulating access to an participation in the land transport network;
- promotion of land transport safety and sustainability;
- allocation of government funding for land transport and coastal shipping.

In an emergency, the New Zealand Transport Agency is responsible for restoring the
state highway network to a satisfactory operating condition as quickly as possible.

The New Zealand Transport Agency is a member of the Transport Emergency Management Co-ordination Group (Transport Cluster). It also participates in the Transport Response Team. When activated, the role of the Transport Response Team is to facilitate the flow of information through the transport sector, and to provide strategic advice and recommendations to the lead agency and government on transport related issues.

The New Zealand Transport Agency can provide the following:

- information about the State Highway network and status;
- advice and recommendations on any national implications regarding the status of particular infrastructure;
- information about damage to the network, priorities for restoration, contractors resources required and alternative routes where applicable;
- local road information via regional Civil Defence Emergency Management Group links;
- ownership information about road registered vehicles from the motor vehicle register;
- advice on special funding for roading in emergencies;
- advice on general road transport issues, including movement of hazardous goods and materials;
- advice on the movement of road transport for oversize and overweight loads;
- advice on variations to land transport legislation, regulations and rules in emergencies.

See

- Section 10, Lifeline utilities
- Section 23, Mass evacuation
- Section 26, Government financial assistance

Newstalk ZB

**Function**

Newstalk ZB is one of four radio networks under the Radio Broadcasters Association (which represents commercial radio networks), to have voluntarily committed (as agreed in a memorandum of understanding with the Ministry of Civil Defence & Emergency Management) to provide broadcasts of alerts or warnings as required through their network, and to be supplemented where appropriate by other networks or individual stations, prior to or during an emergency.

See

- Section 22, Public information management

Pacific Tsunami Warning Centre

**Function**

The Pacific Tsunami Warning Centre is one of two tsunami warning centres operating within the National Oceanic and Atmospheric Administration (United States Department of Commerce). The Pacific Tsunami Warning Centre is responsible for the dissemination of messages and the provision of interpretive information to emergency managers and other officials, news media, and the public within set geographic boundaries, which include New Zealand.

See

- Section 19, National CDEM warnings
Radio Live

Function
Radio Live is one of four radio networks under the Radio Broadcasters Association (which represents commercial radio networks), to have voluntarily committed (as agreed in a memorandum of understanding with the Ministry of Civil Defence & Emergency Management) to provide broadcasts of alerts or warnings as required through their network, and to be supplemented where appropriate by other networks or individual stations, prior to or during an emergency.

See
• Section 22, Public information management

Radio New Zealand

Function
Radio New Zealand (RNZ) is a Crown entity established under the Radio New Zealand Act 1995. It has responsibilities to fulfil under the CDEM Act as a lifeline utility. Additional to these responsibilities RNZ is required (as agreed in a memorandum of understanding with the Ministry of Civil Defence & Emergency Management) to develop and maintain arrangements to ensure the effective and consistent broadcast of warnings and emergency information prior to or during an emergency through its networks – Radio New Zealand National and Radio New Zealand International.

See
• Section 22, Public information management

Royal New Zealand Society for the Prevention of Cruelty to Animals

Function
The Royal New Zealand Society for the Prevention of Cruelty to Animals (SPCA) is a voluntary organisation dedicated to the welfare of animals. During a civil defence emergency the SPCA supports the Ministry of Agriculture and Forestry in the care of domestic animals, and where possible supports local authorities. The SPCA is a member agency of the National Welfare Co-ordination Group (Welfare Cluster)

See
• Section 12, Welfare

Salvation Army

Function
The Salvation Army offers a wide range of welfare support services across New Zealand. Some of which include food assistance, counselling, crisis and supportive accommodation, and can be accessed by communities during civil defence emergencies. The Salvation Army is a member agency of the National Welfare Co-ordination Group (Welfare Cluster)

See
• Section 12, Welfare

St John

Function
St John is a charitable organisation with a volunteer ethos. It operates independently of Government and business, and serves New Zealand communities. St John serves communities throughout New Zealand by delivering an extensive range of services and products in the health and health-related fields. St John is a member agency of the National Welfare Co-ordination Group (Welfare Cluster)

See
• Section 12, Welfare
Statistics New Zealand

Function
Statistics New Zealand can provide high-level data to assist other agencies in their response to a civil defence emergency.

Te Puni Kōkiri

Function
Te Puni Kōkiri (Ministry of Māori Development) is the Crown’s principal adviser on Crown-Māori relationships. The principal roles of Te Puni Kōkiri in a civil defence emergency are assisting recovery centres, working with local iwi and iwi providers regarding welfare support and services and engaging with Māori communities to ensure that their needs are met. Te Puni Kōkiri is a member agency of the National Welfare Co-ordination Group (Welfare Cluster).

See
• Section 12, Welfare
• Section 26, Government financial support

Television New Zealand

Function
Television New Zealand is a state-owned television broadcasting corporation in New Zealand. It has responsibilities to fulfil under the CDEM Act as a lifeline utility. Additional to these responsibilities Television New Zealand is required (as agreed in a memorandum of understanding with the Ministry of Civil Defence & Emergency Management) to develop and maintain arrangements for the reliable and guaranteed channel of communication for broadcast of official warnings and emergency information messages prior to or during an emergency.

See
• Section 22, Public information management.

Transport Accident Investigation Commission

Function
The Transport Accident Investigation Commission investigates all aviation, rail or marine accidents and incidents within New Zealand the circumstances of which, in the Commission’s opinion, have or are likely to have significant implications for transport safety. Transport Accident Investigation Commission is a member of the Transport Emergency Management Co-ordination Group (Transport Cluster).

See
• Section 10, Lifeline utilities

TV3

Function
TV3 is required (as agreed in a memorandum of understanding with the Ministry of Civil Defence & Emergency Management) to broadcast official warnings and emergency information messages prior to or during an emergency.

See
• Section 22, Public information management

United Nations Office for the Coordination of Humanitarian Affairs

Function
The United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) is a United Nations body formed by General Assembly Resolution 46/182. The resolution was designed to strengthen the United Nation’s international response to complex
emergencies and natural disasters. New Zealand joined consensus on the United Nations General Assembly Resolutions 46/182 and 57/150. UNOCHA is able to deploy resources at short notice in response to a state of national emergency or a civil defence emergency of national significance in New Zealand if requested by the New Zealand Government.

See
• Section 24, International assistance to New Zealand

Veolia Transport

Function
Veolia Transport is contracted to operate rail services in Auckland. Veolia Transport in conjunction with other railway infrastructure owners, access providers and rail operators, including local authorities and Kiwi Rail has responsibilities to provide advice on and management of the operation of the track system during a civil defence emergency.

See
• Section 23, Mass evacuation

Victim Support

Function
Victim Support provides 24-hour emotional support, personal advocacy and information to all people affected by crime and trauma throughout New Zealand. Victim Support may be contracted during emergencies to provide necessary welfare services as appropriate. Victim Support is a member of the National Welfare Co-ordination Group (Welfare Cluster).

See
• Section 12, Welfare
• Section 26, Government financial support

Work and Income (a service provided by the Ministry of Social Development)

Function
Work and Income (a service of the Ministry of Social Development) is the agency primarily responsible for delivering financial support and information regarding financial support to individuals affected by a civil defence emergency.

See
• Section 12, Welfare
• Section 26, Government financial support

World Health Organisation

Function
The World Health Organisation is the directing and co-ordinating authority for health within the United Nations system. It is responsible for providing leadership on global health matters, shaping the health research agenda, setting norms and standards, articulating evidence-based policy options, providing technical support to countries and monitoring and assessing health trends.

See
• Section 9, Health services