

KEY RESPONSIBILITIES

- Ensure planned, coordinated, and effective delivery of welfare services to affected people and animals
- Ensure the Controller and wider IMT are informed of the Welfare aspects of the response
- Provision of expert Welfare advice to the Controller and other functions
- Identification of welfare priorities
- Support the planning, coordination, and integration of welfare activities with other CIMS functions and activities
- Provision of coordination, direction, support, and/or mentoring to local level Welfare leads
- Ensure timely and accurate welfare services information is disseminated to affected people, whānau/families, and communities through PIM

KEY RELATIONSHIPS

- Controller (and deputy), Response Manager
- The IMT and other functions, particularly Operations, Logistics, and Iwi/Māori Representation
- Welfare functions at other ECCs and at local and national level (if applicable)
- Recovery Manager
- Welfare service providers and clusters
- Rural Advisory Groups / Primary Industry Clusters
- Affected communities
- Iwi rūnanga and liaison staff

KEY OUTPUTS

- Needs assessment (when required)
- Develop Welfare coordination plans or appendices for the Action Plan (when required)
- Welfare service information for affected people, animals, and other functions
- Welfare input and advice to governance
- Input into the Action Plan
- Welfare Status Reports

CONSIDERATIONS

- Regional and national Welfare Plans and ongoing welfare needs
- Whether the welfare services being offered are appropriate to the diverse nature, capabilities, and vulnerabilities of affected people and animals
- Understanding the capability and capacity of the community and welfare service organisations to support a community response
- Privacy, record-keeping, and security
- Working with Iwi/Māori Representation to ensure welfare planning and services are appropriate for iwi/Māori
- Human rights, self-determination, mana, dignity, respect, and privacy of individuals
- Consider if the size, scale, and complexity of the response warrant the establishment of other sub-functions to allow for targeted coordination of support

WELFARE SUB-FUNCTIONS

- Needs Assessment
- Welfare Delivery Coordination

INITIAL TASKS

- Obtain briefing from the Controller to gain situational awareness / obtain Controller’s intent
- Establish Welfare function; appoint, brief, and task staff; ensure staff have had an induction (including a Health and Safety induction)
- Work / connect with CIMS functions, EOCs, other ECCs and NCCs (if relevant), iwi/Maori, communities, and welfare service organisations to understand immediate and predicted welfare needs
- Plan for the coordinated delivery of welfare needs
- Provide Welfare advice to the Controller and other functions
- Set up logs (as required) to record decisions and actions
- Contribute to the development of the Action Plan

DEMOBILISATION

Refer to *Appendix F Demobilisation* in page 96 of the 3rd edition of the CIMS Manual for more information.

ONGOING TASKS

- Analyse, prioritise, and understand needs of affected people and animals
- Ensure the coordination and delivery of welfare services; monitor and review delivery, ensuring that emerging needs are identified
- Record decisions, actions, and other activities
- Provide reports, briefings (including handovers for incoming shifts) and situation updates (as required)
- Identify resource requirements and request from Operations
- Contribute to the planning process
- Maintain awareness of, and work with, spontaneous community initiatives wherever possible
- Liaise with, and provide ongoing support to local and national Welfare functions (if applicable)
- Work with PIM to ensure public information about welfare services is accurate, up-to-date, and accessible
- Provide Welfare input and advice to Governance
- Manage demobilisation for Welfare; contribute to Transition Planning

