



Ministry of Civil Defence & Emergency Management

Te Rākau Whakamarumarū

Media release

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Communities to benefit from new guidance to manage welfare services in emergencies

Improvements are being made to how welfare services are coordinated and delivered to communities when there is an emergency.

The Ministry of Civil Defence & Emergency Management has just released a new guideline governing how, when and where welfare services should be delivered in emergencies.

“We have developed a better way of working, which makes it clearer who does what, and when during an emergency like a flood, earthquake or major storm,” says Sarah Stuart-Black, Director, Ministry of Civil Defence & Emergency Management.

“The changes in the guideline enable communities to be better supported by making it faster and easier for things like emergency food, water and shelter for people and pets to be delivered.”

The Director’s Guideline for Welfare Services in an Emergency has been developed with Civil Defence Emergency Management Groups, welfare services agencies, and other agencies. The guideline is an important resource for planning for, responding to, and recovering from emergencies.

“Nationally and locally, we work with communities to make sure they are as prepared as possible for an emergency, but sometimes extra help is needed,” says Mrs Stuart-Black.

“Sometimes, providing food and medication or safe places for people to stay needs to be organised quickly. The guideline promotes better collaboration, coordination and support for these sorts of services.”

The guideline is available at www.civildefence.govt.nz/cdem-sector/cdem-framework/guidelines/welfare-services-in-an-emergency/, and includes arrangements for the registration of people’s details, needs assessment, an inquiry process, care and protection services for children and young people, psychosocial support, household goods and services, shelter and accommodation, financial assistance, and animal welfare.

The Ministry of Civil Defence & Emergency Management at the national level, and Civil Defence Emergency Management Groups at the regional level, assume overall responsibility for the leadership and coordination of welfare services in an emergency from the Ministry of Social Development from 1 December.

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