

# Introduction to CDEM



*“Sometimes it does us a power of good to remind ourselves that we live ... where two tectonic plates meet, in a somewhat lonely stretch of windswept ocean just above the roaring forties. If you want drama – you’ve come to the right place.”*

*Hon. Geoffrey Palmer 1989*

# Today's Health & Safety

- Emergency exits
- First aid
- On site hazards
- Phones
- Kitchen
- Toilets

*Have you signed in?*



# Hello, my name is ..

- Name, employer and role
- Any previous experience in CDEM or volunteering?
- Something about you that nobody else knows



# Today's plan

- Southlands hazards
- CDEM structure
- Emergency Management principles
- Being a CDEM volunteer coordinator
- Working with spontaneous volunteers
- Need for personal preparedness
- Community planning

# Activity – What happened



1. Spanish Influenza

2. Earthquake 8.+ causing a 380 Km rupture

6. Storms - worst for 25 years

7. Drought

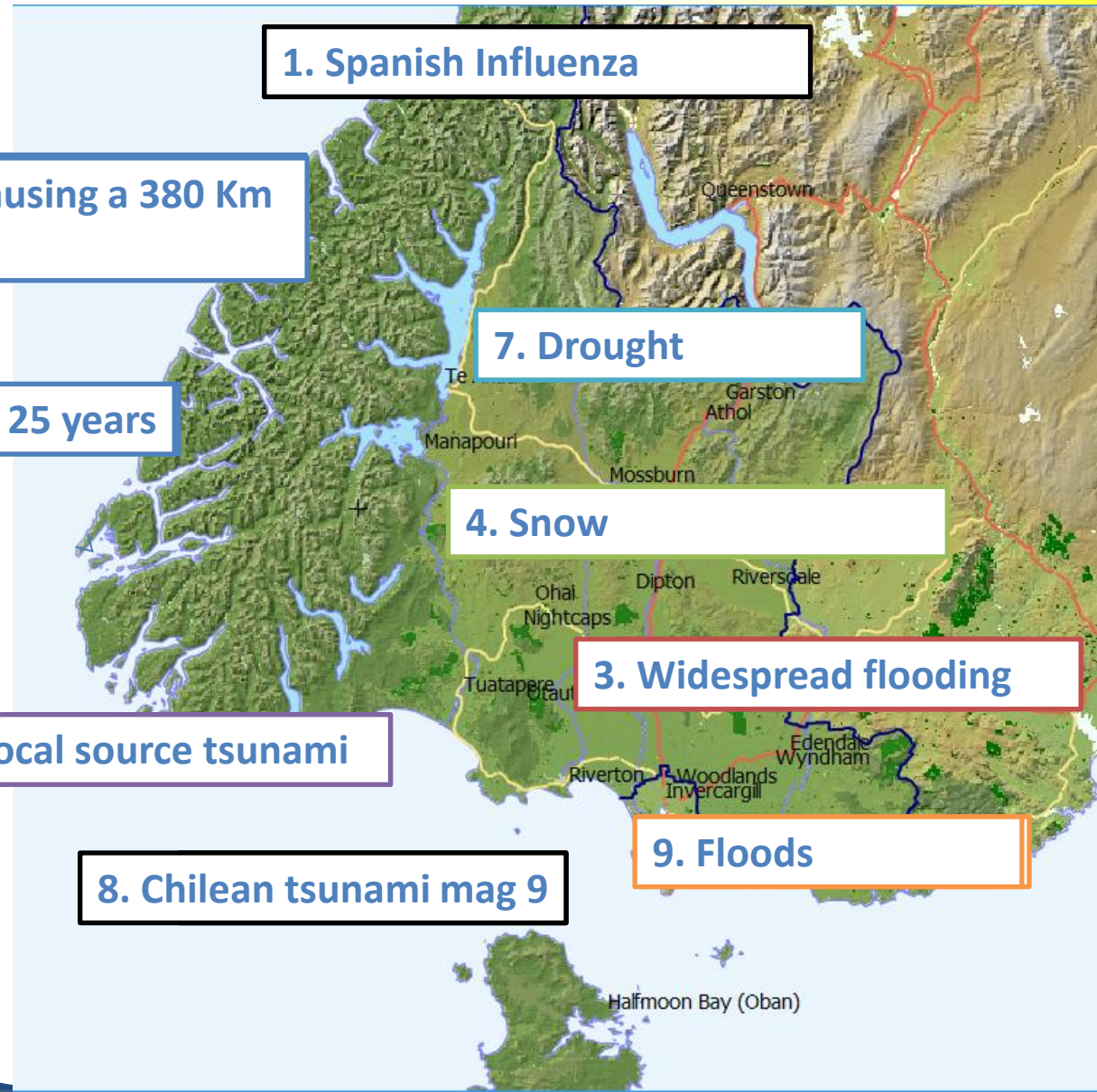
4. Snow

5. Local source tsunami

3. Widespread flooding

8. Chilean tsunami mag 9

9. Floods







# Hazards

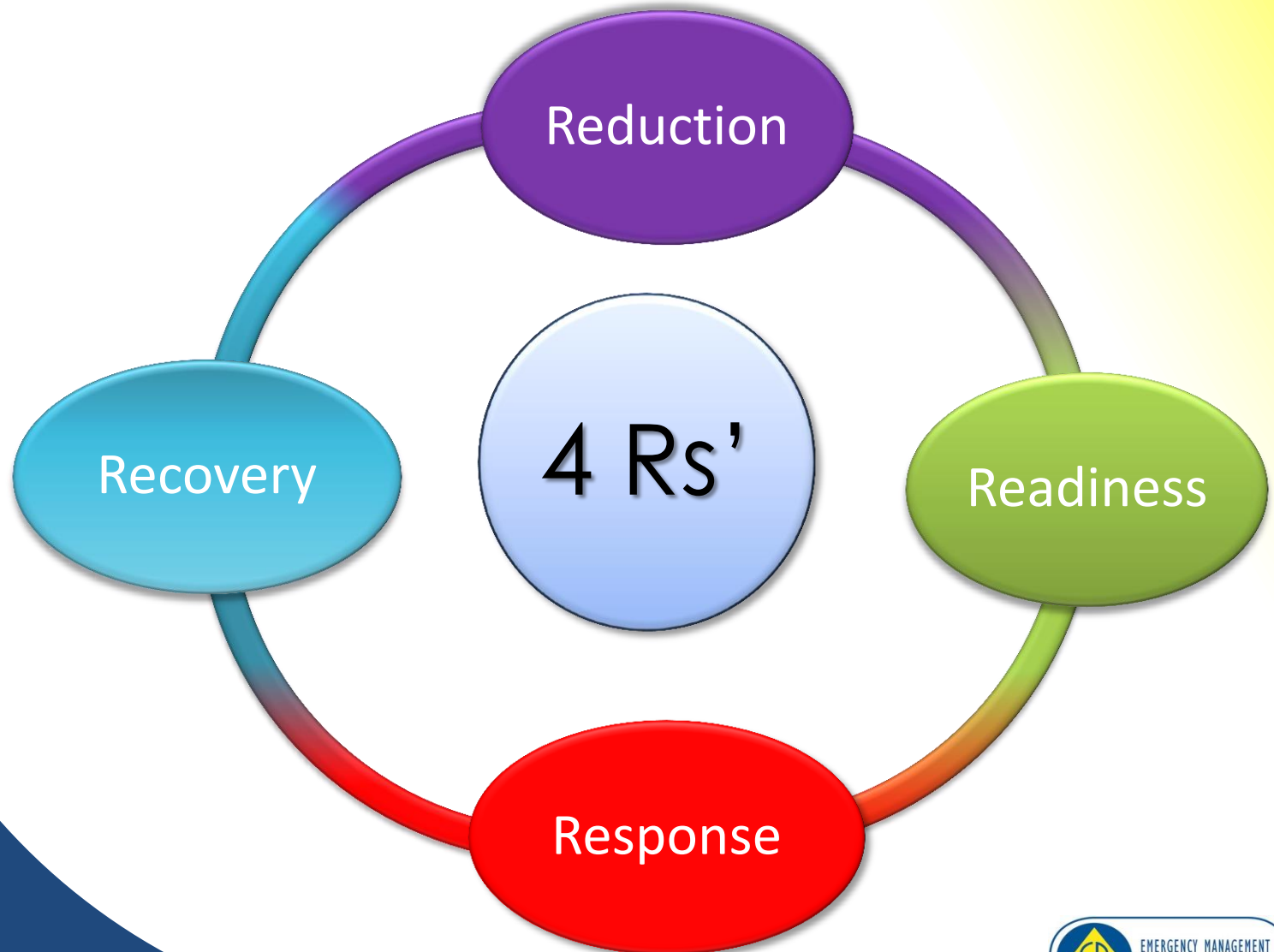


# CDEM Planning





# Principles of Emergency Management



# Emergency Management Southland

Ministry of Civil Defence  
& Emergency  
Management



Sectors

Joint  
Committee  
Coordinating  
Executive  
Group  
Readiness  
and Response  
Committee

CDEM Group





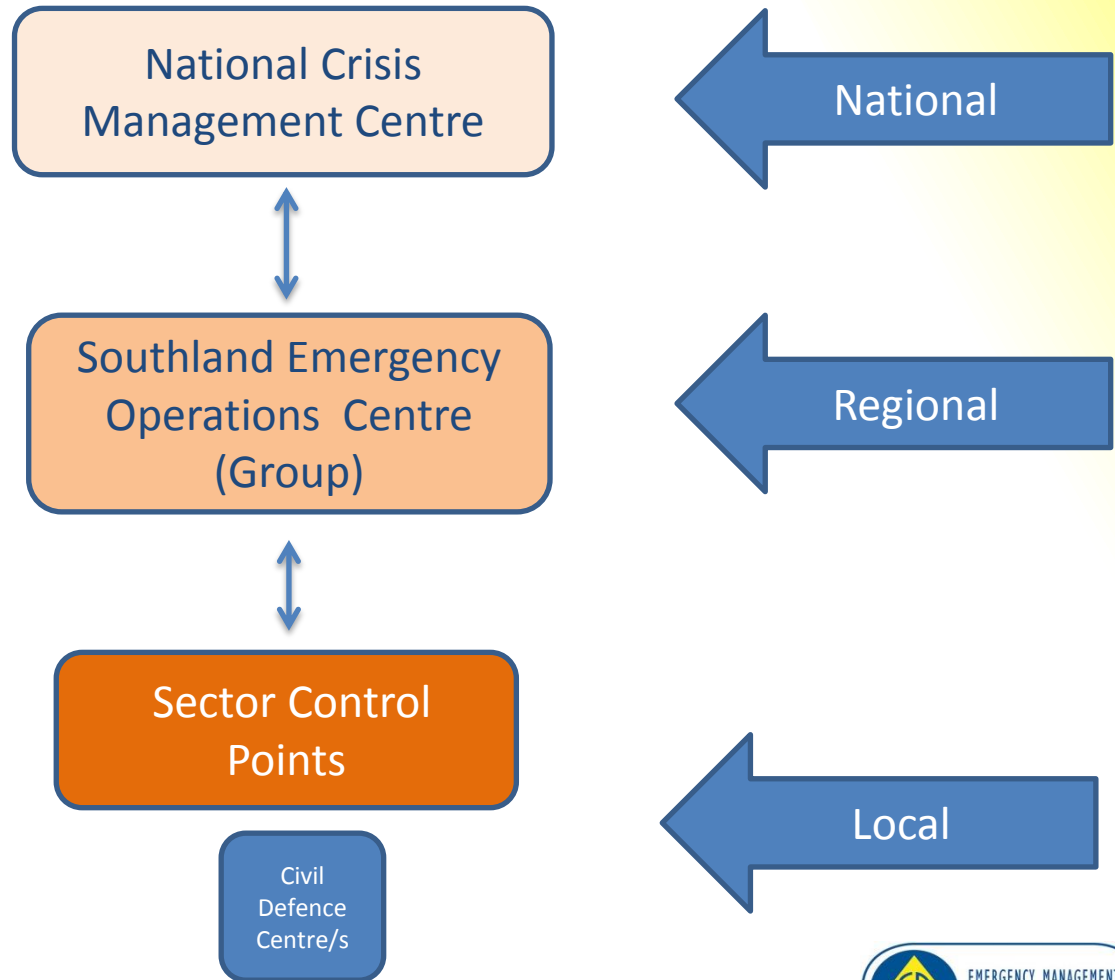
Tau-Waikomaru

- Emergency Operations Centre
- Emergency Management Southland
- Regional Training Centre
- Biosecurity
- Harbourmaster
- Hazards Mitigation Planning





# Where you could be based



# Civil Defence Centre



Ministry of Civil Defence  
& Emergency Management  
Te Rākau Whakamarumaru



NEW ZEALAND **RED CROSS**



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA



# Sector Control Point

Sector  
Coordinator

Sector Incident  
Management  
Team



Emergency  
services (local,  
may also be  
volunteers)



# Emergency Operations Centre (EOC)

Group Controller

EOC Incident Management  
Team

Public  
Information

Agency  
Liaison i.e  
SDHB



Welfare  
Manager

Emergency Services  
Liaison

**Match the role  
to the appropriate centre:**

- **Emergency Operations Centre**
- **Sector Control Point**
- **Civil Defence Centre**

# What does a volunteer coordinator do?

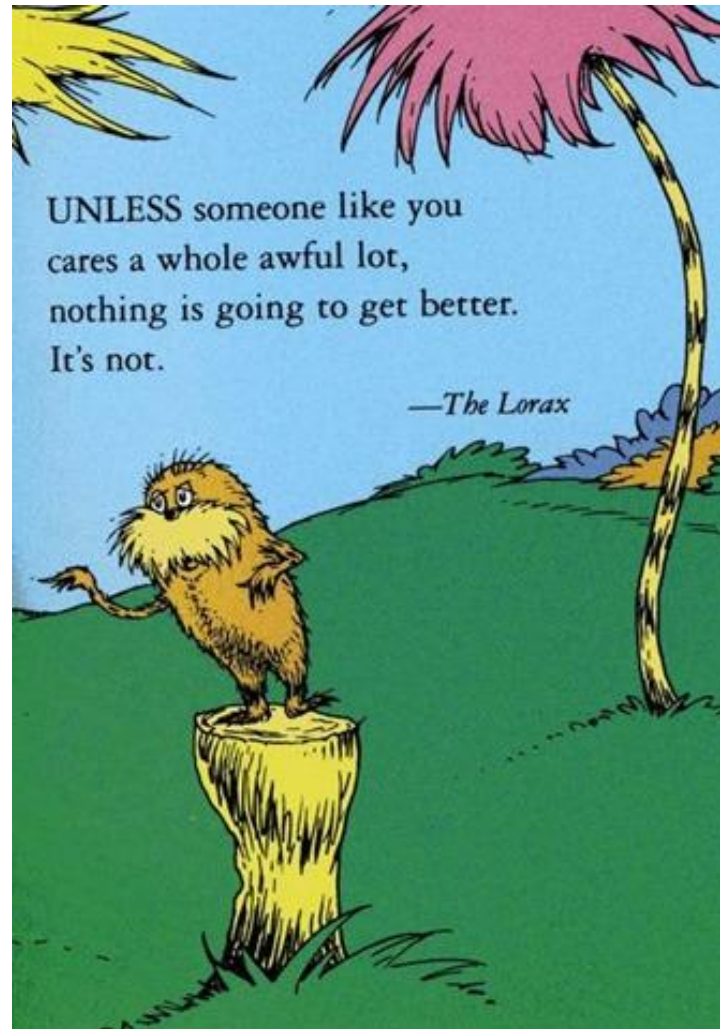




# Volunteer Coordinator Role Description

<b>Reports to</b>	<p><b>During readiness:</b> Volunteer Coordinator Supervisor</p> <p><b>During response:</b> Volunteer Coordinator Supervisor CDEM Controller Operations Manager</p>
<b>Functional Relationships</b>	Volunteers, Emergency Operations Centre, Incident Management Team, other CDEM personnel, community groups and group leaders, technical experts and representatives from other response organisations.
<b>Knowledge and Skills</b>	<p>Ideally a Volunteer Coordinator is someone who has or is prepared to develop through training;</p> <ul style="list-style-type: none"> <li>• The ability to effectively work with all types of people (from different socio-economic backgrounds and cultures)</li> <li>• The ability to act professionally under stress</li> <li>• Basic hazard and risk management skills and knowledge</li> <li>• Knowledge of office procedures</li> <li>• Personnel management and/or identified leadership skills</li> <li>• Some local knowledge, including community groups</li> <li>• Knowledge of CDEM processes and procedures.</li> </ul>
<b>Training</b>	Training and development will be provided. A minimum 2 x 4 hour trainings will be held annually.
<b>During Readiness</b>	<p>During readiness volunteer coordinators are expected to:</p> <ul style="list-style-type: none"> <li>• Make provisions to be prepared at home and at work in order to response should an emergency event happen</li> <li>• Support and promote Get Ready Get Thru week, Shakeout and Southland Civil Defence Warning text messaging</li> <li>• Attend training as required.</li> </ul>
<b>During Response</b>	<ul style="list-style-type: none"> <li>• During response, the Volunteer Coordinator could be called upon to establish volunteer coordination workspaces and venues (including volunteer centres) and ensure they continue to be adequately staffed and resourced</li> <li>• Liaise and work with the Incident Management Team</li> <li>• Identify suitable tasks for all volunteers</li> <li>• Ensure spontaneous volunteers are welcomed, screened, briefed, and deployed effectively and efficiently</li> <li>• Ensure spontaneous volunteers have appropriate support and resources for their tasks</li> <li>• Ensure the efforts of all volunteers are continually recognised</li> <li>• Ensure volunteers attend any required briefings and debriefings</li> <li>• Ensure volunteers are deployed into roles suited to their skills, and have the appropriate support and resources to complete their tasks.</li> </ul>

# What motivates people to volunteer?



# Common volunteer motivations

Learn more about an  
issue or cause

Make new friends

Learn new skills

To give back

Personal growth

To feel valued



Express a belief

Professional  
experience

Networking

Career exploration

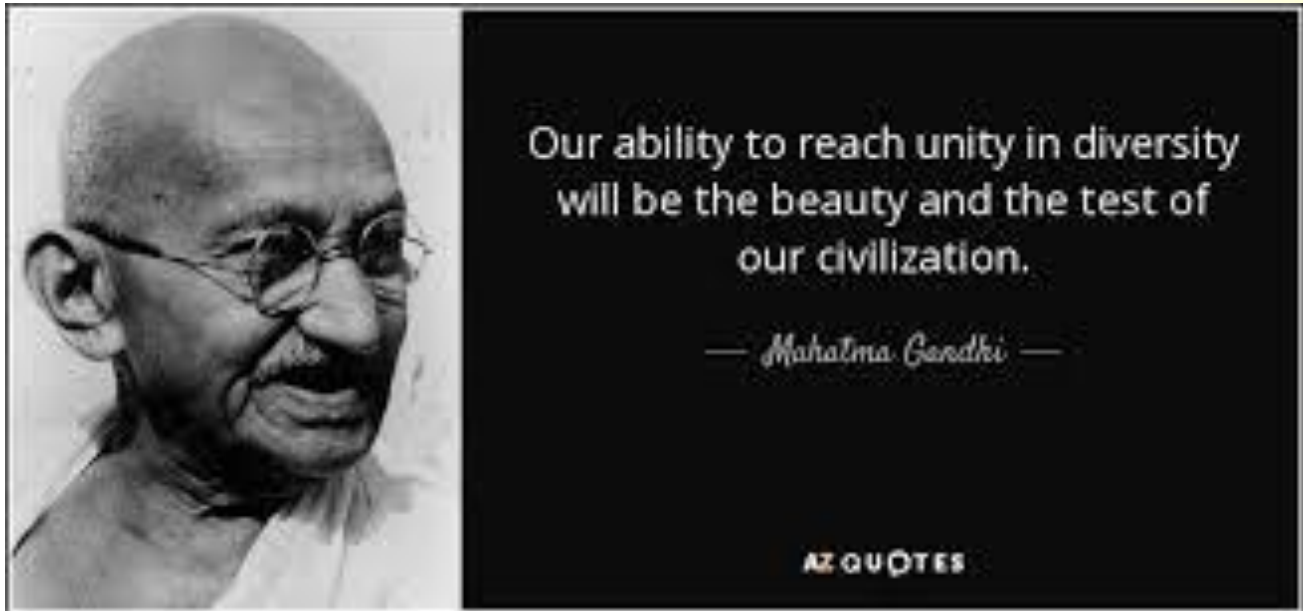
Eliminate boredom



# VOLUNTEER REGISTRATION FORM

Personal details			
Name	<input type="text"/>	Home phone	<input type="text"/>
Address	<input type="text"/>	Mobile phone	<input type="text"/>
Availability	<input type="text"/>	Alternative/emergency phone	<input type="text"/>
Skills, strengths, and interests			
Current or past occupation(s)	<input type="text"/>		
Relevant qualifications	<input type="text"/>		
Relevant skills and experience	<input type="text"/>		
<input type="text"/>			
<input type="text"/>			
<i>I would be interested in volunteering for tasks related to (please tick):</i>			
Administration	<input type="checkbox"/>	Public education	<input type="checkbox"/>
Care of elderly	<input type="checkbox"/>	Coordinating other volunteers	<input type="checkbox"/>
Care of children	<input type="checkbox"/>	Logistics and organising supplies	<input type="checkbox"/>
Catering	<input type="checkbox"/>	Developing coordination systems	<input type="checkbox"/>
Cultural or community liaison/outreach	<input type="checkbox"/>	Other (please specify below)	<input type="text"/>
<input type="text"/>			
<input type="text"/>			
<i>I can provide the following resources (please tick and provide detail):</i>			
Transport	<input type="checkbox"/>	Equipment or supplies	<input type="checkbox"/>
<input type="text"/>		<input type="text"/>	
<input type="text"/>		<input type="text"/>	
Declaration (please tick and provide details if necessary)			
<i>I have an illness or disability that may prevent me from performing some tasks.</i>		No	<input type="checkbox"/>
		Yes	<input type="checkbox"/>
If yes, please provide detail:			
<input type="text"/>			
<input type="text"/>			
<i>I give permission for Emergency Management Southland to ascertain my criminal record via a Police background check.</i>		No	<input type="checkbox"/>
		Yes	<input type="checkbox"/>
Volunteer signature	<input type="text"/>		
Date	<input type="text"/>		

# Working with diversity



# Disability does not mean inability

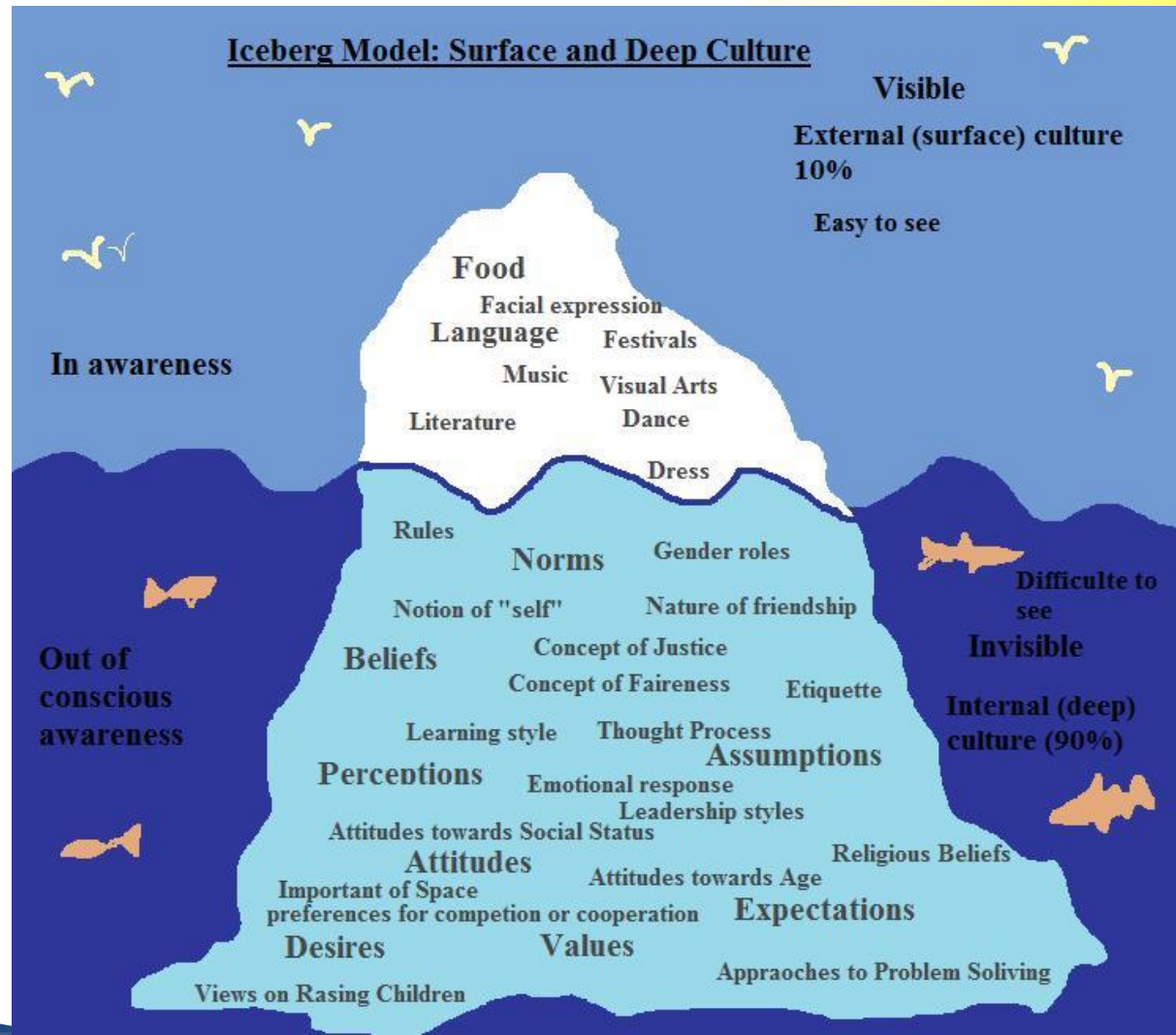
Nearly  $\frac{1}{4}$  of the working aged population is disabled

24% of people in New Zealand  
identify themselves as having a disability

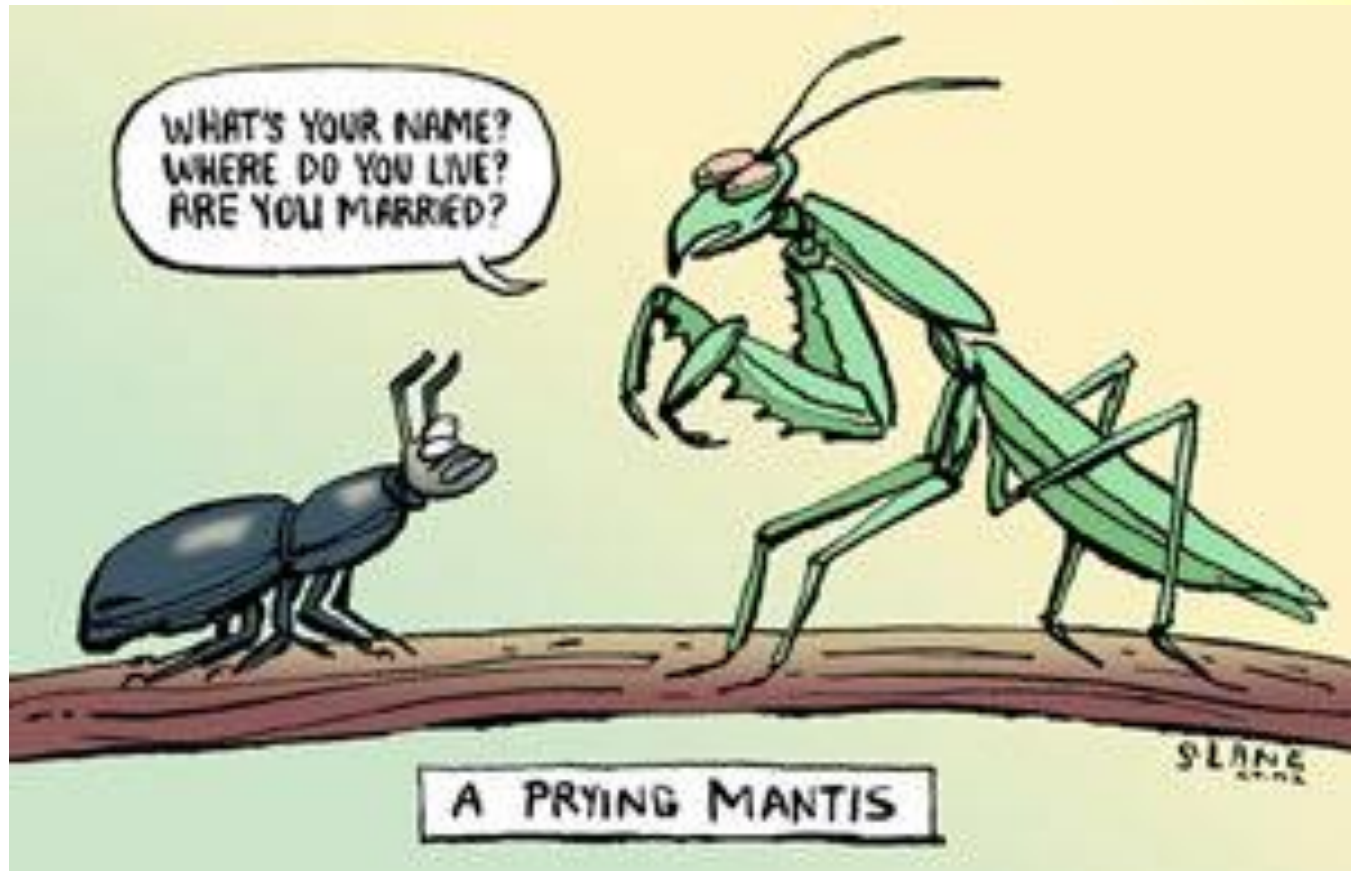




# Working with people from different cultural backgrounds



# What information do we gather, and what do we do with it



# Health and Safety





# How could it happen

- An emergency event may start as
  - BIG BANG  
Sudden beginning
  - Rising tide  
Problem creeps up gradually
  - Cloud on the horizon  
Incident in one place/location could affect others.

# Information?

## Radio Stations

[Classic Hits](#)

[Hokonui](#)

[More FM](#)

[Newstalk ZB](#)

[Radio New Zealand](#)

[Radio Southland](#)



Facebook.com/cdsouthland

www.civildefencesouthland.govt.nz



# Activity

*It's 4am and your phone rings.*

**What are the  
things you need  
to consider?**



# Household Emergency Plan

**HOUSEHOLD EMERGENCY PLAN**  
COMPLETE THIS PLAN WITH ALL MEMBERS OF YOUR HOUSEHOLD

**YOUR HOUSEHOLD**

Name	Address	Phone numbers

**1.** If we can't get home or contact each other we will meet or leave a message at:

Name	Contact details

**2.** The person responsible for collecting the children from school is:

Name	Contact details

**3.** Emergency Survival Items and Getaway Kit  
Person responsible for checking water and food items will be checked and replenished on: \_\_\_\_\_  
Check and replenish at least once a year!

**4.** The radio station (inc AM/FM frequency) we will tune in to for local civil defence information during an emergency: \_\_\_\_\_

**5.** Friends/neighbours who may need our help or who can help us:

Name	Address	Phone

**6.** On a separate sheet of paper draw a plan of the house showing places to shelter in an earthquake or storm, exits and safe assembly areas and where to turn off water, electricity and gas.

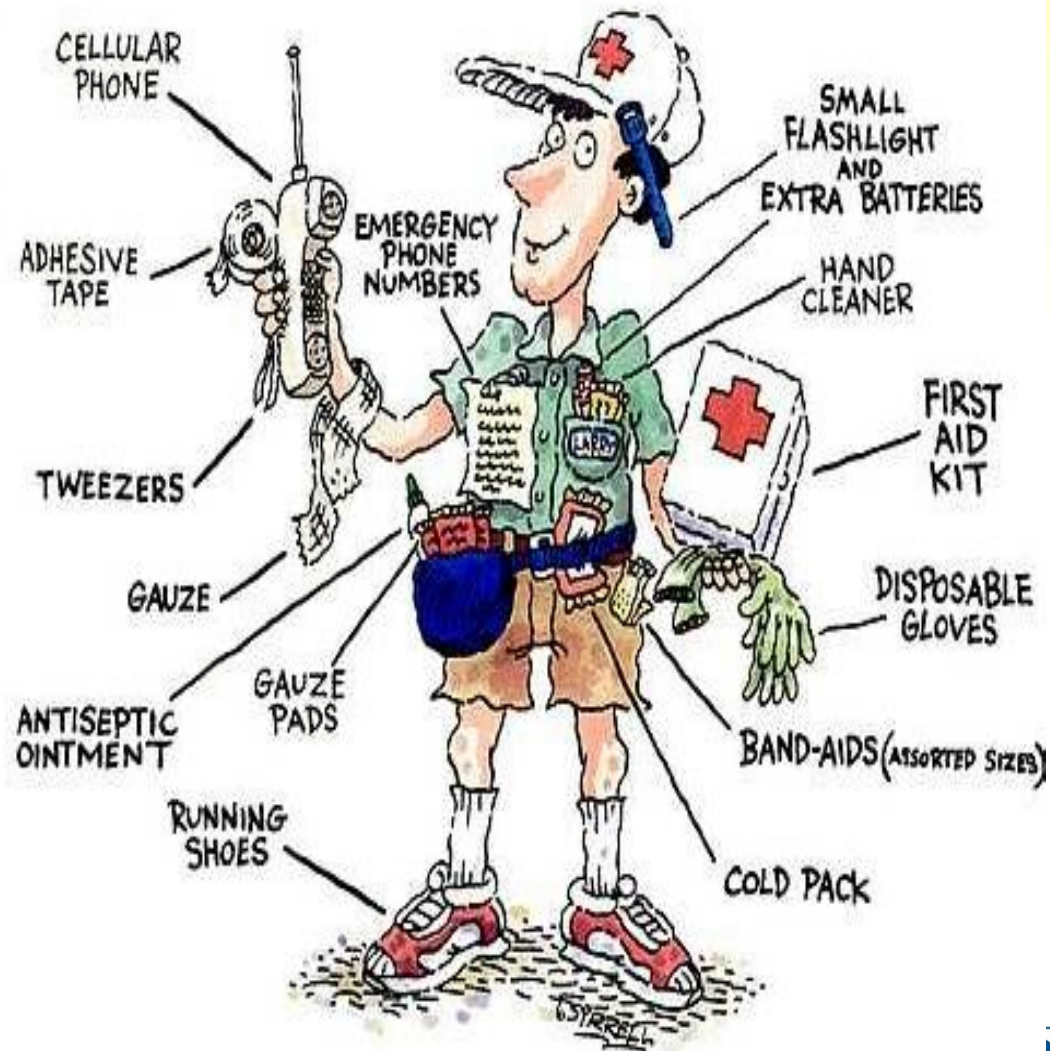
**IMPORTANT PHONE NUMBERS FOR POLICE, FIRE OR AMBULANCE CALL 111**

Local Police station		Water Supplier	
Medical Centre		Gas Supplier	
Insurance Company		Electrician	
Vet/Kennel/Cattery		Plumber	
Electricity Supplier		Builder	
Council Emergency Helpline			

# Household Kit

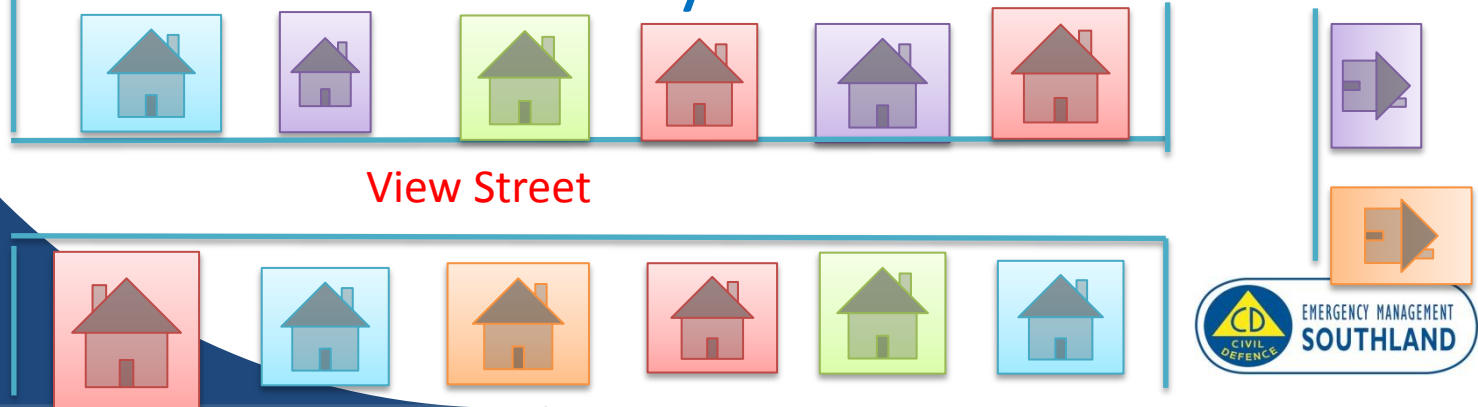


# Getaway Kit



# Activity

1. Make a list of things that would collectively make your street or work place more resilient?
2. Who in your street and workplace would need help?
3. Make a plan using the information that you have gathered to help you through.
4. What would be your immediate actions.





# Stress

- Shift work
- Unfamiliarity with role
- Working with other people
- Dealing with affected people
- Personal and home issues
- Life can be carrying on as usual around you.

Need to be aware of stressors and signs and symptoms of stress in self and others

# Debrief

“Ok, so what went well for you today?”



Working with cultural  
and linguistic diversity  
experts discussion

Working with  
volunteers role plays  
and exercises

Volunteerism and  
working with  
volunteers experts  
discussion

The Health and  
Safety at Work Act  
2015

## Where to from here? Future training.

The Human Rights  
Act

First aid training

Working with  
people with  
disabilities experts  
discussion

Working with people  
from different cultural  
backgrounds experts  
discussion

# Contact details

## Emergency Management Southland

- Cnr North Rd & Price St  
Private Bag 90116  
Invercargill 9840
- Phone: 03 211 5115 (Ask for Emergency Management Southland)
- Fax: 03 211 5252
- Tollfree: 24 hours 0800 76 88 45  
(Southland only)



# **Thank you**

# Questions?

