



impact

Volume 30 ▲ June 2008



Tsunami risk management

Scientific and emergency management work continues P4

In this Issue



New Auckland CD facility - P10



Supporting Tokelau - P6



Building community resilience - P8



Ministry of Civil Defence
& Emergency Management

Impact is a quarterly magazine for the Civil Defence sector published, March, June, September and December.

Previous issues can be found on the Ministry's website

<http://www.civildefence.govt.nz>

Items may be reproduced with acknowledgement

Emergency contacts

Public information and media enquires during activation of the National Crisis Management Centre (NCMC) should be directed to:

Telephone: 04 494 6951

Email: pim@ncmc.govt.nz

Published by

The Ministry of Civil Defence & Emergency Management
PO Box 5010 Wellington
Level 9, 22 The Terrace
Telephone: 04 473 7363
Facsimilie: 04 473 7369

Enquiries

Adrian Prowse
emergency.management@dia.govt.nz

Contributors

Sarah Stuart-Black
Adrian Prowse
Kiri Maxwell
Peter Ledingham
Peter Wood
John Lovell
Trevor Stone
Fiona Robinson
Jarrod Coburn
Aaron Matthews
Chris Schraders

Disclaimer

Impact may publish articles of interest to the CDEM sector that are not written by the Ministry. Such articles are the opinion of the author. They do not necessarily reflect Ministry policy and their publication is not an endorsement by the Ministry of the views expressed.

Visit us on the web

www.civildefence.govt.nz

www.getthru.govt.nz

www.whatstheplanstan.govt.nz



MESSAGE FROM

John Hamilton



Information is the key

In everything we do in this sector, access to information is the key to success.

To be successful in risk reduction we need to know how a hazard behaves, the probabilities and consequences as well as the options available to mitigate the risk. A similar approach is critical to ensuring we attain high levels of readiness. In the response and recovery phases, information passed to the control centre or the intelligence we have on hand, enable us to formulate plans and options.

But simply collecting information is not enough. The collection has to be backed by the ability to analyse the the situation based upon experience and knowledge. Information by itself will not come up with the options or make a decision. The goal is to give those with responsibility the best information available to make the best decisions.

The problem we face in the sector is that many of our procedures for managing information are manual in nature. This makes it difficult to track information and hard to draw on the results of previous similar emergencies. Some of our management processes are cumbersome and our ability to orientate, analyse and decide is slowed. We know we can do better.

The Ministry is well into a project to acquire an information management system for use in the National Crisis Management Centre (NCMC). The company Booz & Co. completed an analysis of the processes used in the NCMC and some changes were introduced and trialled successfully during Exercise Ruaumoko. Booz & Co. is now undertaking a second contract for the Ministry to develop the capability requirement statement and user requirements. These reports will be factored into system specifications and the request for tenders. There are a number of steps to be taken before a tendering process is commenced. I am keen to implement a system as soon as

practicable. While forecasting an implementation date is difficult, I would like to see something in place by the middle of 2009.

While the focus of the project is the NCMC and its functions and responsibilities, I am keen to ensure that the system acquired will also meet the major needs of CDEM Groups. At the most basic level, the NCMC system has to be connected to the Groups to ensure swift, accurate and traceable sharing of information. It must also be able to include information provided by key government agencies and partners at the national level.

Does this mean that the NCMC system will be the same as those used by CDEM Groups? Not necessarily; it's too early in the acquisition process to determine the system that will be acquired. Therefore I cannot yet say how it might be deployed and accessed by Groups. But for those Groups who are also seeking an electronic information management system, I strongly suggest you wait until the NCMC project can provide an indication of the direction taken.

If information does not make decisions, you can be assured that an information management system will not make decisions either! It falls to the Controller to decide drawing on their leadership, experience and local knowledge. But an information management system will make their task easier by enabling them to quickly and accurately gain an appreciation of the emergency and to predict the likely consequences. It will better enable Controllers to match the needs with the resources available. Information is the critical ingredient of any decision-making process and a management system will enable us to make a better response to affected communities. ▲

New radar a vital tool for emergency management

The commissioning of new weather radar equipment at New Plymouth Airport has been welcomed by Taranaki Civil Defence Emergency Management Group.

The new facility will allow Met Service to develop more up to date and accurate warnings of severe weather events and more accurate assessment of the risk of tornadoes, such as those which caused an emergency declaration in Taranaki last year.

“The ability to better anticipate and monitor such weather events will be of enormous assistance to emergency management in the region,” says the Taranaki CDEM Group Chairman, Brian Jeffares.

“The July 2007 tornadoes showed how destructive those events can be in relatively small areas. With an enhanced ability to predict who may be in the firing line and when the show might start and stop, there is far

greater potential to prevent loss of life and property damage.

“We’re delighted that the Met Service has given the Taranaki region a priority for this facility. Our exposed position on the west coast and our somewhat erratic weather patterns can conspire to deliver high winds, rainstorms and thunderstorms as well as tornadoes.”

Until now, weather radar coverage of Taranaki has been provided from Wellington. However because of the curve of the earth, this could only display what was happening 5-7km above the region. The new radar facility provides real-time coverage down to sea level. Whilst tornadoes cannot be seen on radar, the ability to accurately monitor conditions conducive to tornado formation will greatly enhance community preparedness.

The new Taranaki radar was commissioned in late May and similar



stations are being established to monitor Bay of Plenty, Hawke’s Bay and Gisborne. Met Service says the new facilities will allow it to establish a severe thunderstorm watch system for much of the country. ▲

Oil spill response exercised

Environment Bay of Plenty staff improved their oil spill response skills during an exercise in Tauranga on Tuesday 27 May 2008. The exercise involved assessing, monitoring and communicating a potential spill on Tauranga harbour.

The team identified areas at risk of contamination if an oil spill occurred and discussed the best way to respond to protect sensitive sites. They looked at the timing of tides, weather and natural features nearby and discussed the types of booms and other oil collecting equipment they could use.

An operation team inflated two red booms, one near the marina and one near the Sanford wharves, to recover oil in the event of a spill. A skimmer machine (pictured), a device that can remove oil by skimming the surface of the water, was also deployed.

Environment Bay of Plenty Harbourmaster Carl Magazinovic said the exercise went very smoothly and everyone in the team made an important contribution.

“Holding these practical exercises gives us an opportunity to practise the skills we’ve learned and also apply



them to our local environment,” Mr Magazinovic said.

The oil response team consists of staff from Environment Bay of Plenty, Port of Tauranga, Maritime New Zealand, and Bay of Plenty Civil Defence Emergency Management. The team carry out regular training exercises together. ▲

“TRIANGLE OF LIFE” EMAIL RESURFACES

New Zealand agencies involved in promoting earthquake safety are concerned that advice from a source discredited overseas is again being circulated by e-mail in New Zealand, most likely in response to the recent earthquake in China.

The Ministry of Civil Defence & Emergency Management, the New Zealand Society for Earthquake Engineering, the Earthquake Commission (EQC) and GNS Science have spoken out against the e-mail, sometimes known as the “triangle of life”. They have done so because the e-mail discourages people from taking what is usually the safest option, covering under desks, in doorways etc.

“When an earthquake starts, the best advice is still to ‘drop, cover and hold’,” the Ministry’s Director, John Hamilton said.

A fact sheet on the Ministry’s website, www.civildefence.govt.nz, presents the agreed New Zealand advice about what to do during an earthquake. It is based on international best practice. ▲

The scientific and emergency management communities working together to build tsunami resilience

Tsunami risk management

The devastating events of Boxing Day 2004 reminded the world of the potential for catastrophe when tsunami waves inundate densely populated areas across a wide region.

Tsunamis are a threat to life and property for all people living near the ocean. New Zealand's geographic location means that our entire coastline is potentially at risk from tsunami.

To increase New Zealand's tsunami preparedness, considerable work and research has been undertaken by the scientific and emergency management communities. Comprehensive reports have been produced examining tsunami risk, effects and most likely causes, as well as considering recommendations for preparation. Work also continues on inundation modelling to allow emergency managers to plan for evacuation.

A national standard for tsunami signs was recently developed and released by the Minister of Civil Defence, Rick Barker. Local authorities will now be able to put up nationally standard signs that indicate: tsunami evacuation zones, evacuation routes for vehicles and pedestrians, tsunami safe locations, and information boards and signs about previous tsunami.

"The national standard will mean



Minister of Civil Defence Rick Barker (left), and Waitakere City Mayor, Bob Harvey (right), at Westpark Marina, Waitakere City at the launch of the national standard for tsunami signage.

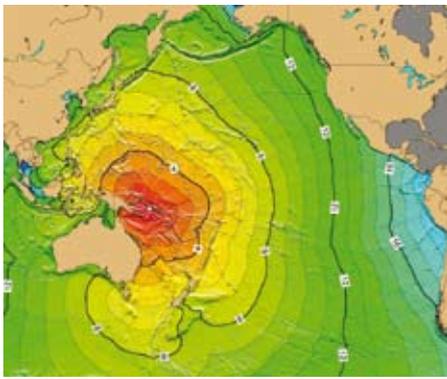
that wherever people travel in the country the signs will look the same and mean the same things. The signs should also be familiar to overseas tourists, as they are based on international best practice," Mr Barker said at the launch at Westpark Marina, Waitakere City.

Waitakere City, along with several other local authorities, has implemented a siren-based tsunami warning system. However, in the event of a tsunami generated by an earthquake near to the New Zealand coast, there is no warning system

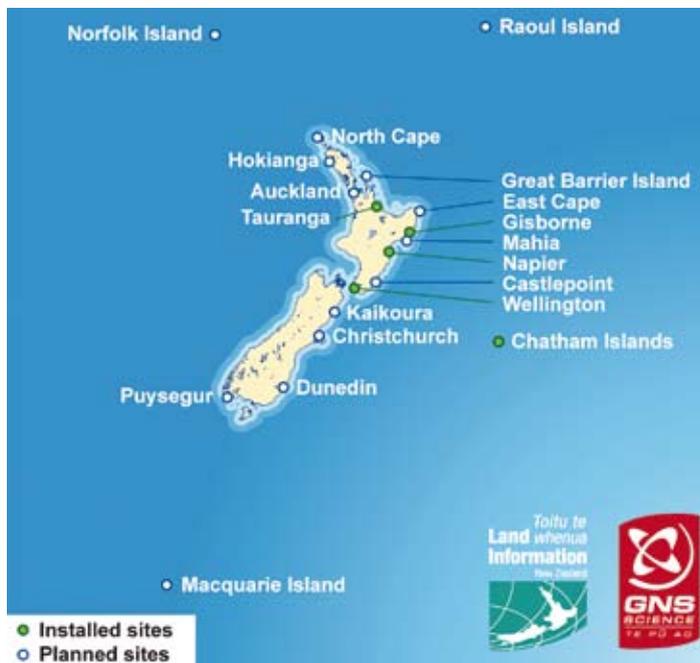
in the world that can alert people in time. Having nationally consistent signs can help prevent confusion and possible delay if people have to evacuate an area quickly.

The signs will be rolled out over time, with the details being up to each city and district council to decide according to their local knowledge and needs.

The tsunami signage standard is part of a much wider tsunami risk management programme. Close links have been formed between New Zealand-based and



Travel times and likely affected areas for a regional tsunami originating in the Solomon Islands. New Zealand's entire coastline is a risk from tsunami.



Installed and planned tsunami sensing stations. New Zealand is part of a Pacific-wide tsunami sensing network.

international science agencies to monitor earthquakes and tsunami. This was demonstrated recently by the installation of a pair of pressure sensors at the Port of Tauranga. The sensors form part of a national network of sea-level gauges for monitoring tsunamis.

The Tauranga installation is the fifth in a planned New Zealand network of 20 stations. Five will be on offshore islands, with the rest at coastal locations. The network is scheduled for completion in 2010.

Instruments in the network send continuous data by radio to GNS Science in Lower Hutt where the wave height information is freely available through the GeoNet website. This information is also made available to the international community in order to build regional tsunami resilience. New Zealand benefits from similar networks throughout the Pacific. These sensors supply information vital for evacuation planning in the event of a tsunami generated many thousands of kilometres from New Zealand.

Other tsunami risk management projects include a planning guideline for mass evacuations developed by the Ministry of Civil Defence & Emergency Management with input from the wider emergency management sector. A range of mapping, alerting and evacuation plans and systems within each of the

country's 16 civil defence emergency management regional groups are also being developed.

Earlier this year the Minister launched a new partnership between MCDEM and the New Zealand Fire Service (NZFS) to provide a 24/7 civil defence emergency management warning and advisory system. Based in the NZFS Northern call centre, the system delivers faster emergency warnings for civil defence emergency management agencies.

The new system means there are more people available to react to information about an emergency – including potential tsunami. The Ministry's existing on call team are also freed up to focus immediately on national response activities and working with the CDEM agencies in the area that has been, or is about to, be hit by an emergency.

Finally, planning continues on the development of publicity and information for the public, including signs, brochures and on-line information. An important component of this work is ensuring that a nationally consistent message is developed so as to minimise public confusion and maximise the likelihood of surviving a tsunami. ▲

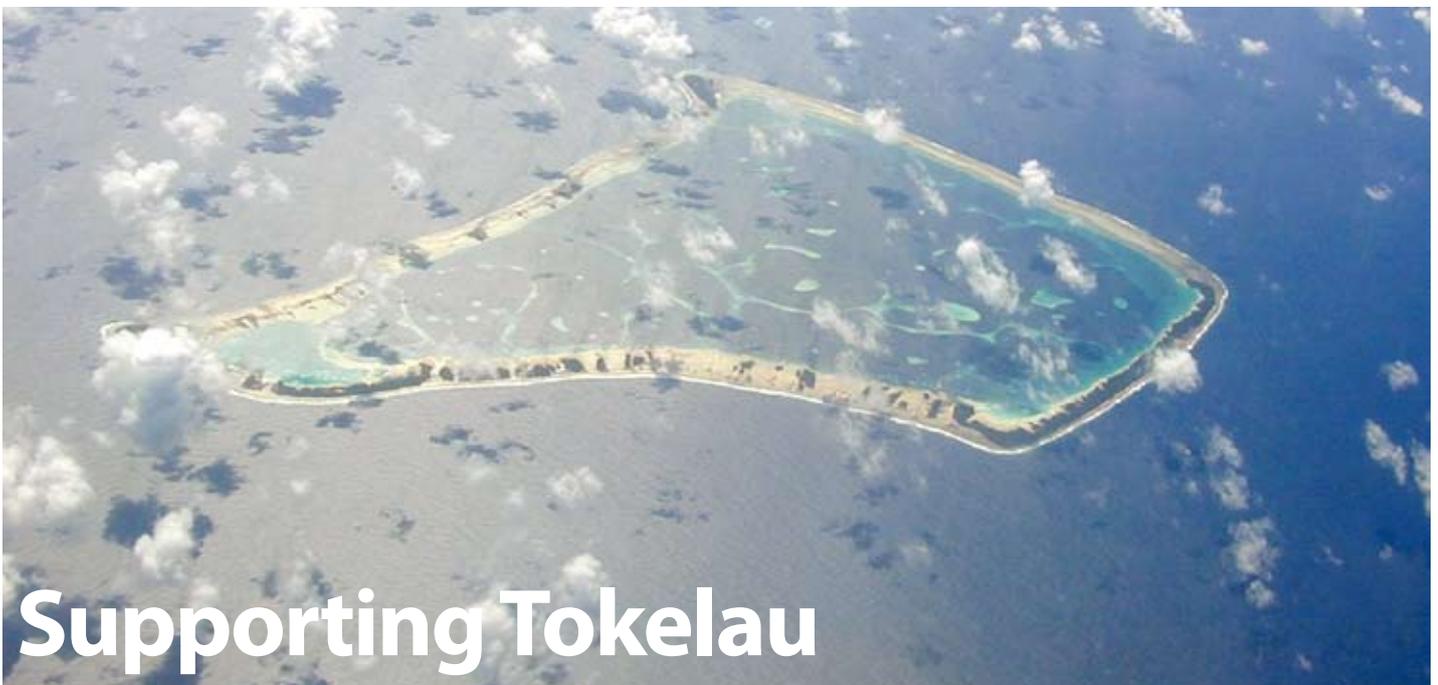
TSUNAMI WORKSHOPS

To assist Groups in building tsunami resilience, MCDEM is organising a series of workshops throughout the country during June and July.

Who should attend?

All members of the Group and its stakeholders (Group committee members, CEG committee members) along with members of the various Group committees (WAG, Lifelines, Readiness and Response, all EMO's) and other stakeholders (District/Regional planners, health planners etc).

Workshops will cover most aspects of tsunami planning and will be held in: **Auckland**, June 24; **Rotorua**, June 25; **Palmerston North**, June 26; **Nelson**, July 8; **Christchurch**, July 9; and **Balclutha**, July 10, For more information, please contact your Regional Emergency Management Advisor.



Supporting Tokelau

The Ministry of Civil Defence & Emergency Management has been engaged by NZAid to work with Tokelau as part of a three-year programme to further develop and improve Pacific Island capability. Emergency Management Advisors, John Lovell from Christchurch and Peter Wood from Wellington, recently returned from a three week visit to the atolls.

Above: An aerial view of Fakaofu, the southern most atoll in the Tokelau group, reveals just how low-lying, and therefore vulnerable, these islands are. This is especially the case given their remote location. Photo: Wikipedia.

Tokelau is a territory administered by New Zealand and consists of three atolls, Atafu, Fakaofu and Nukunonu which lie approximately 500 kilometres north of Samoa. Each atoll is separated by 60-100km of water. The atolls comprise strips of land no more than 300 metres wide and never more than about five metres above sea level.

The populations of each atoll are concentrated on one island within each atoll except Fakaofu where there are two populated islands, one kilometre apart. The total population of Tokelau is around 1500, equally distributed between the atolls.

One of the most remote environments in the world, Tokelau does not have any air services and relies solely on shipping for its supply and transport needs. Most transportation is undertaken by sea via the 180-ton MV Tokelau. The vessel travels regularly between Samoa and Tokelau, taking about 28 hours to reach the nearest atoll in often lumpy seas.

The village on each of the three atolls is governed by its own Council of Elders (Taupulega) which is the source of authority/pule. The General Fono is the parliament of Tokelau and meets 3-4 times a year for 3-4 days a session on the atoll where the Ulu-o-Tokelau (head of government) resides. The position of Ulu-o-Tokelau rotates each year among

the three Faipule (village leaders).

When the General Fono is not in session Tokelau is governed by an executive council called the Council for the Ongoing Government of Tokelau composed of the 3 Faipule and 3 Pulenuku (village mayors).

Supporting the General Fono and the Council for the Ongoing Government is the national public service, consisting of the General Manager, Apia, and Directors of Health, Education, Transport and Support Services, and Economic Development, as well as other departmental staff.

Supporting each Taupulega is a General Manager (also known as Director or Coordinator) who heads the villages "Office of the Taupulega", and other public staff members including teachers, medical staff and the traditional workforce.

Tokelau operates its own judicial system and public service along with a shipping line and telecommunications. Disaster management is organised from the Tokelau Apia Liaison Office in Samoa and is managed by the Director of Transport.

The primary emphasis of the visit was familiarisation as this was the first time anyone from MCDEM had visited the atolls to observe local emergency management. It was an opportunity to meet key people and assess current



capability and capacity. Areas where there was opportunity to strengthen and improve the ability to respond and manage routine emergency events such as cyclones were also examined.

Meetings held on each atoll with the Taupulega allowed John and Peter to outline the purpose of the visit as well as learn from the experiences of local events such as Cyclone Percy in February 2005. Winds of up to 250 km/hr impacted the atolls sending waves across the islands and through the villages. The resultant storm surge caused waves from the ocean and atoll lagoons to clash in the middle of the islands.

Tokelau has a National Emergency Plan and the atolls each have their own emergency management arrangements in place, led by the elders. Experiences and information are passed down verbally between generations.



Above: MV Tokelau . Above right: Landing on each atoll is via a barge or small boat. Conditions dictate whether you got wet or not. The boat crews were very experienced at waiting for the right conditions.

Good systems have been developed for cyclone preparation. Before the season arrives the Taupulega issue instructions and promote securing of items, checking buildings for loose material and initiating a general cleanup. “Safe houses” are also identified.

Emergency management priorities identified include:-

- Revise and update the Tokelau Emergency Plan and include plans for each of the three atolls
- Work with all agencies to improve warning systems with emphasis on weather-related events.
- Develop a programme for safety at sea.
- Develop a public awareness and education programme both for their schools and general population.

Other areas where the provision of support and advice would further improve Tokelau resilience and capability include:

- Working with Red Cross to conduct first aid training
- Supporting minimal fire fighting capability development
- Waste management and environment issues
- Improvements to weather recording
- Sea level monitoring
- Ensuring emergency management is linked to other projects undertaken in Tokelau such as infrastructure.

As the project is to run for three years, once the Emergency Plan is completed and approved by the Executive Council it is proposed to test it next year by running training and a table top exercise on each of the atolls followed by a major exercise in the third year.

John Lovell believes the visit was mutually beneficial. “We were received positively and left with feelings of having accomplished what we set out to do which was to gain an in-depth understanding of Tokelau life, culture and customs and how we can work positively to further support them.

“Equally we learnt a lot from them and left having feelings of mutual respect for each other. I found it immensely satisfying and our challenge now is to keep this project moving forward to the benefit of Tokelau.” ▲



John Lovell with Maka Ioane, (left) Manager Operations. Maka acted as the main liaison and guide throughout the visit. Zak Palelesio, (right) Director Transport and Support Services Tokelau Liaison Office Apia



Peter with Tonga, one of our hosts on Nukunonu. Tonga and his wife moved back to Tokelau after living for several decades in the Wellington area. At one time he was the operations manager for Newlands Coachlines. He has fished extensively in the Cook Strait area and has taken that experience back to Tokelau to help improve marine safety there.



Improving community resilience

The New Zealand Resilience Trust is a non-profit organisation that aims to create environments whereby communities can develop a state of high resilience.

It defines community resilience as the ability of that group of people to 'bounce-back' from an adverse experience. In this context an adverse experience might be a group of young children killed on a pedestrian crossing, a large local employer closing down, a spate of teen suicides, a major earthquake or other disaster, a place of worship burning down, the closure of a major employer, an economic downturn, or anything else that has community-wide negative ramifications.

Trust Director, Jarrod Coburn of Wellington, acknowledges that resilience is not something easily or artificially developed, which is why the work of the Trust is focused on identifying 'attributes of resilience' and assisting local community groups to develop those attributes.

In his view, attributes of resilience include **attitudes** (a sense of place, respect for one-another), **actions** (strong and clear communication, active participation in democracy), and **awareness** (communal self-awareness, a willingness to develop and draw-on resources within the community). But overall, according to Jarrod Coburn, resilience is driven by a well-understood common vision.

"The model proposed by NZ Resilience Trust, and which we are developing right now in the form of the New Zealand Resilience Corps, is an 'unstructured-loose-inclusive' model. This means volunteers do not have specific job descriptions but are invited to participate in a community-owned civil defence project. Large numbers of people are invited to join the project from diverse backgrounds: young; old; people with disabilities; people who can't speak English... it doesn't matter who they are, just that they are given the opportunity to become involved. There is a culture of transparency and co-operation. There are no "managers": everyone has a responsibility to everyone else," explains Jarrod.

"The reasoning behind this model lies in the understanding that 'loose networks' build resilience and aid recovery post-disaster. Loose networks can be developed through increasing the participation of individuals in their respective community groups, and

then building informal links between those groups."

"There doesn't need to be any formal recognition or relationship between the people or groups and the local Council," says Jarrod, "Because everyone who wants to become involved in civil defence already recognises that it is their community that survives or falls based on what they achieve."

'Loose networks' build resilience and aid recovery post-disaster

Civil defence is only a very small part of the Trust's work, yet it is a major beneficiary. The concept is being developed through a pilot project based in the northern suburbs of Wellington in partnership with local residents' associations. This pilot project is a local charitable trust called the North Wellington Resilience Trust. To date the NWRT has undertaken research (a hazardscape analysis and identification of resources of the area), community education (two courses run at the local college introducing residents to disasters and emergencies), and is less than three months away from opening a community-based ambulance service.

In addition, the Trust will be running training for its Resilience Corps and other community groups, most notably first aid, PHEC, and some RAPID modules. Other large projects include an economic impact study of the loss of government services to Wellington City after a large earthquake, and support to the Federation of Wellington Progressive and Residents' Associations and the community web portal www.residents.org.nz.

"The Trust does not act on behalf of any group or individual. But we will work with anybody," says Jarrod. "We act to make societies better, but without being directed by anyone's agenda or particular vision of what that society should look like. The New Zealand Resilience Trust - and everyone involved in the Trust - strongly believe that by improving communication, self-confidence, and awareness then good things will follow." ▲



Te Reo version of “Stan” to be launched

The Te Reo version of What’s The Plan Stan is in its final production stages and will be sent out to over 300 kura and bilingual schools in mid July 2008. The civil defence emergency management teaching resource Kia Takatū is aimed at involving students in an educational programme that focuses on disasters and emergencies to help them to prepare and give them the skills to act in a safe manner. It is designed to be used in Maori language immersion schools, and can also be used at home and in the community

Kia Takatū is based on the What’s the Plan Stan English language resource. The resource which comprises a handbook, CD-ROM and a dedicated website was first sent out to about 3000 primary and intermediate schools in early 2006. In 2007 the CD-ROM was upgraded based on feedback from a teachers’ survey. A storybook and audio CD for younger audiences were also added. To support teachers a series of workshops were held around the country which were very well received.

The Ministry developed Kia Takatū with the help of a working group of representatives from the Māori

community. Ian Cormack of Taumatua Māori Language Services translated and developed the materials. The Ministry would also like to acknowledge the input and assistance of staff from within the Department of Internal Affairs, in particular Bob Penitito, David Kingi, Trevor Stone and Ian Wilson, for their guidance on the project.

Kia Takatū comprises a handbook for teachers, a CD-ROM and an audio CD for children to listen to disaster stories in Te Reo Māori. These stories provide a Māori worldview of earthquakes, volcanic eruptions, tsunami, floods and storms. Each story concludes with information on what to do before, during and after a disaster. The audio CD is suitable for younger listeners as well as the target audience of 8-12 year-olds. The resource will also be added to the What’s the Plan Stan website to make it easier for teachers to download material.

The Minister of Civil Defence will be launching the resource at the start of the third term in July.

A copy of Kia Takatū will be sent out to all councils in July. For further information on the resource please contact chandrika.kumaran@dia.govt.nz △

Auckland's new regional emergency management office

The team in the new Auckland Region Emergency Management Office (AREMO) has the facility needed to manage a region-wide emergency.

A dedicated team of Auckland Regional Council (ARC) volunteers, who comprise the majority of staff in the Group Emergency Operations Centre (GEOC), enable co-ordination and operations across the Auckland Region in support of the Group Controller.

After the experiences afforded by Exercise Ruauumoko, ARC volunteers provide invaluable advice for setting up the new emergency management office and their brand new GEOC headquarters.

Alastair Smaill, Planning and Intelligence Manager: "It's great to be able to establish good processes right at the beginning that we know will work during operational periods. It saves time by not having to make changes when emotions are running high during emergency events."

The GEOC will be exercised and optimized over the coming months. Russell Croker trains volunteer staff:

"It has been great being a part of the ongoing development of the GEOC and contributing to the response capability of the Auckland region. The AREMO team and the wider emergency management community in Auckland have a real passion for building Auckland's resilience and that makes it an exciting industry to work in," says Russell.

Dave Neil joins after serving 40 years in the New Zealand Fire Service. "I have been with the Auckland EMO for two months now. I am enjoying the new role, working with the new team and learning new things. Coming from a background of emergency services emergency management has certainly helped the settling in process. The new GEOC and emergency management office facilities are excellent and a lot of energy is going into setting up the supporting systems and processes. I am looking forward to the busy year ahead."



The AREMO team: Back – Jim Stephens, Dave Neil, Russell Croker, Front – Lauren Valentine, Ben Stallworthy, Kiri Maxwell

Areas of responsibility within the AREMO team are:

Reduction: Ben Stallworthy, supported by Jim Stephens.

Readiness: Russell Croker is responsible for operational preparedness of the GEOC. Dave Neil leads professional development and training. Kiri Maxwell coordinates public education and public information as well as media management for the Auckland region.

Response: As well as GEOC preparedness, Russell Croker is responsible for training the ARC volunteer staff.

Recovery: Dave Neil.

AREMO Office Programme Management: Jim Stephens is responsible for maintaining programme continuity by ensuring recommendations from previous work activities continue to be implemented in accordance with the Group Plan. Lauren Valentine is responsible for administration

If you are involved in emergency management in the Auckland Region give the AREMO a call on 09 366-2000 Ext: 8700 and come and have a look around. ▲

Wairoa leads Marae emergency management plan development

Marae have traditionally been the centre for community gatherings and for hundreds of years have provided care for their Whanau and wider community.

They could well be regarded as one of the first emergency management welfare centres or shelters. It is therefore not surprising that the Ministry of Civil Defence & Emergency Management received a request in late 2005 from Ngati Kahungunu Iwi Incorporated to assist with the development of emergency management plans for Marae within the Ngati Kahungunu Rohe.

The project has progressed with MCDEM input and encouragement to its current status of plans developed for Marae in Hawkes Bay, Wairarapa, Wanganui, and current interest and ongoing work for development in the South Island, Auckland and the Bay of Plenty.

It is notable that in Wairoa the project has evolved in the way it was originally conceived, that being a kanohi ki te kanohi (face to face) engagement with Iwi by Wairoa District Council Emergency Management Officer Kevin Duley

Kevin has worked with enthusiasm with his local contacts to

establish the project in Wairoa to the extent that there are now six Marae in the area with emergency management plans either developed or in the process of completion and many more Marae considering plans.



Lana Ngawhika, Wawi Watene, Kevin Duley, Trevor Stone (MCDEM). Photo: The Wairoa Star

Kevin worked in partnership with MCDEM, Nigel Simpson, Hawke's Bay CDEM Group Coordinator and Lana Ngawhika, Maori Liaison Officer New Zealand Fire service Bay Waikato & Eastern Fire Regions in developing the plans together with Ngati Kahungunu Marae.

Kevin's work has established Wairoa as a leading example of how this project can support a community in building resilience. ▲

New MCDEM publications

Two new MCDEM publications are nearly ready for publishing and you can expect to see copies early in the new financial year.

We hope that these will be useful support documents for CDEM Groups and other CDEM stakeholders. They have both benefited from wide sector consultation, with a number of submissions made by CDEM Groups and other agencies.

The *CDEM Group & Local Controllers' Guideline* has been developed to support CDEM Group and Local Controllers to fulfil their statutory obligations by providing guidance and clarification around the powers and functions in the CDEM Act, and the roles and responsibilities of a Controller across the 4Rs. Performance criteria, identified by a group of experienced Controllers from around New Zealand in 2007, forms the basis of the content of this Guide. The CDEM Group & Local Controllers' guideline is generic to all Controllers regardless of location and local circumstances, and it is intended to be used in conjunction with your CDEM Group Plan and local arrangements. While it has been written specifically for Controllers, it provides a snapshot of CDEM that will be useful to many others working in emergency management.

The *Mass Evacuation Planning Guideline* came about after incidents like Hurricane Katrina and the Indian Ocean tsunami raised questions about New Zealand's ability to cope with large-scale evacuations. While the guideline is targeted at emergency management officers at CDEM Group and local level, it is relevant to anyone involved in planning for evacuation. While not a plan, the document details all necessary considerations for planning for evacuation on a stage-by-stage basis, and builds on Section 23 of *The Guide to the National Plan*. It is intended to bolster planning activities and ensure that community development practices are encapsulated in evacuation planning.

Look out in the e-bulletin for the announcement of the launch of these two publications. ▲

New focus for stakeholder survey

On 9 June the Ministry of Civil Defence & Emergency Management (MCDEM) distributed its annual survey on stakeholder perceptions of its performance over the last twelve months to more than 150 individuals.

This year, feedback is being sought from a much greater number of organisations. In addition to local authorities, the survey has been expanded to include key partners amongst government departments, emergency services, non-government organisations, crown and state owned entities, and other organisations.

The survey differs from previous versions in that it seeks views from individuals rather than the collective position of the organisation. The survey has been designed to seek feedback from people who have regularly engaged with MCDEM or have an awareness of key issues within the sector. Data will be treated confidentially. Individual responses will be merged with other responses to preserve anonymity in the final results. We therefore encourage those who participate to provide their views freely and fully.

A collaborative CDEM education pathway in Palmerston North

Over the past two years, a number of tertiary education providers have been working collaboratively to establish a continuum of education through integration of each provider's specialist courses, from entry-level certificates through to a doctorate-level qualification in emergency management.

The key providers of this pathway are Massey University, Tai Poutini Polytechnic, the Emergency Management Academy of New Zealand and a proposed new qualification in development by the International Pacific College. Each of these providers has their own niche area of provision such as applied skills, undergraduate development and post-graduate research. While each provider maintains autonomy and ownership of their respective programs, the intention of the pathway is to provide flexible entry and exit points to allow for learners to move freely between work and study.

The proposed collaborative arrangement consists of seven qualifications:

Provider	Qualification	Level
Massey University	Doctor of Philosophy (Emergency Management)	10
Massey University	Master of Philosophy (Emergency Management)	9
Massey University	Graduate Diploma in Emergency Management	7
International Pacific College	Bachelor of International Studies (Emergency Management and Humanitarian Aid)*†	7
Tai Poutini Polytechnic	Applied Diploma in Emergency Management*†	5
Tai Poutini Polytechnic	Certificate in Emergency Management†	4
Tai Poutini Polytechnic	Certificate in Emergency Management†	2

* Under development; proposed for delivery from 2009 onwards.

† Emergency management topics delivered by EMANZ under agreement.

More information is available from www.emanz.ac.nz ▲

In addition to gaining feedback on the Ministry's overall performance, the survey is seeking comment on: how well we have developed partnerships with organisations; our performance in providing support and leadership at the national level; the quality of our publications for the sector; the quality of our support at the local and regional level; and our engagement with government departments on policy issues.

This extremely important survey provides the Ministry with stakeholders' perspectives of how it has fulfilled its role in supporting the sector and ensures that MCDEM is working with stakeholders as effectively as possible. The data gathered indicates where we can improve performance, where we can provide greater support and it contributes to shaping our future work.

The close-off date for response is June 25. If you have any queries, please phone Aaron Matthews on (04) 495-6844 or email aaron.matthews@dia.govt.nz ▲

CDEM Specialist Services

The CDEM Specialist Services Unit has been working on a range of projects and initiatives since the March edition of *Impact*.

Professional Development

The Competency Framework Project

The Competency Framework Project is about to enter its first phase, with the Project Reference Group meeting for the first time in July. The Project Reference Group consists of twelve members of the sector representing the CDEM Groups, MCDEM, Local Government ITO and other agencies. Its role is to provide strategic oversight and quality assurance across the project, and will ensure that the work that we do reflects the needs and functions of the wider sector.

Work on the first of the roles to be evaluated (that of Emergency Management Officer) will also occur around this time. The consultation process on the framework will be comprehensive and there will be many opportunities to contribute to its development.

Training for NZFS Communications Centre Staff



MCDEM's Jonny Mckenzie (top left) facilitates training with NZFS staff

In February and March this year, 28 staff members from the New Zealand Fire Service (NZFS) Northern Communications Centre were trained in the new 24/7 duty arrangements by MCDEM Professional Development.

The training is part of an agreement between MCDEM and the NZFS. The NZFS will provide dedicated staff in their Auckland Communications Centre on duty 24/7 to provide initial communications response to a civil defence emergency, including, if necessary, the issuing of national warnings and advisories.

Staff took part in scenario-based learning to familiarise themselves with the type of information they would be receiving in their role. Training included how to send national warnings and advisories via the National Warning System.

Ongoing monthly refresher training has been developed, and operational support is being provided by MCDEM's National Operations unit.

Course dates November 2008

The dates and venues are now booked for the next Controller, Recovery Manager and Public Information Manager courses, details as follows:

Recovery Manager's Course 3 & 4 November 2008 in Christchurch

This two-day course is for Recovery Managers (Group, local and alternates) and will be facilitated by MCDEM. The content of this course has been designed to cover the trainable competencies identified at the Recovery Managers' needs analysis workshop on May 8, 2007 and the performance criteria of a Recovery Management Unit

Standard. It is designed to enable Recovery Managers to adequately prepare themselves with the technical process knowledge to discharge their role. It will include a mix of practical exercises and guest speakers. Spaces are limited to 30 people.

Public Information Manager's (PIM) Course 6 November 2008 in Christchurch

This 1-day course is for anyone who may be required to perform core public information management functions in an emergency. It will focus on developing the PIM skills detailed in the *Public Information Management: Information for the CDEM Sector* booklet, through a mix of practical exercises and activities, guest presentations and discussions. The prerequisite for registration is that the attendee is skilled and experienced in basic communications functions such as devising key messages, identifying audiences and collating and developing content for channels such as media releases and websites. Spaces are limited to 30 people.

Controller's Course 5-7 November 2008 in Christchurch

This two and half day course facilitated by MCDEM will involve participants applying skills in the role of Controller in an exercise format. Throughout the course a number of experts will review decisions made by participants and provide feedback. The content of this course is designed to cover the competencies and performance criteria identified by the participants of the Controllers' Needs Analysis workshop on 28 June 2007 and is also informed by the conclusions drawn from the analysis of the survey of Controllers. All Controllers (Group, Local and alternates) are invited to attend though spaces are limited to 35 people.

Costs There is no cost to attend these courses; however it is the responsibility of the participant to fund their own transport, accommodation, other meals and any other incidentals incurred.

To nominate yourself for any of these courses, please contact your MCDEM Regional Emergency Management Advisor.

Professional Development contacts

Recovery Manager Course – Jonny Mckenzie
Public Information Manager Course – Jane Pierard
Controller Course – Alex Tait

Please do not hesitate to contact the CDEM Specialist Services team on 04 473 7363 with any queries or comments.



By Sarah (Norm) Stuart-Black