



impact

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New signs for Horizons



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Common acronyms

MCDEM Ministry of Civil Defence & Emergency Management
CDEM Civil defence emergency management
NCMC National Crisis Management Centre
ECC Emergency Coordination Centre
EOC Emergency Operations Centre
EMO Emergency Management Officer

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EDITORIAL

Hon Nikki Kaye, Minister of Civil Defence



Honoured to tell our stories

I was recently invited to speak in Geneva at the opening of the United Nations' fourth global platform for Disaster Risk Reduction (DRR).

This was a huge honour for New Zealand and it came from our recent experience in managing the impacts of the Canterbury earthquakes. Our international credentials in disaster risk reduction and disaster risk management are strong.

It was an opportunity for me to tell New Zealand's story of success in disaster risk reduction here and in the Pacific, and as a result, a number of nations sought our assistance to enhance their domestic capabilities.

Accompanying me to Geneva were the Director of Civil Defence Emergency Management, John Hamilton; Roger Sutton, the Chief Executive of the Canterbury Earthquake Recovery Authority; Marc Jacobs of the Ministry of Health; Phillip Gibson and senior staff from the Ministry of Foreign Affairs and Trade; Wellington City Council staff; and researchers from GNS Science and many of our universities.

When we engage in an international forum such as this, we also help our own country. It is an opportunity for us to learn from others' experiences, to benchmark our approach and capabilities, and to strengthen the relationships which enhance collaborative research and the arrangements through which international support to a disaster is provided that proved so valuable to us in Christchurch after the February earthquake.

In my discussions I explained the range of natural hazards and risks we face in New Zealand, which all need to be managed to ensure we prosper as a nation. As you know, resilience is the key to managing these risks – ensuring that New Zealanders and their communities understand the risks faced and have the capacity to manage them, respond, and recover from emergencies.

The response to and recovery from the Canterbury earthquakes indicates that our approach is appropriate but we know there is still more that can be done.

At home we are applying the lessons identified by the response and recovery from the earthquakes, and we can share those experiences with other nations as our contribution to enhancing risk reduction.

The conference emphasised the value to DRR of involving the community, strengthening local government capacity and developing partnerships including with the private sector.

This reflects New Zealand's own experience and attendance at the meeting provided the delegation with a valuable opportunity to demonstrate New Zealand's expertise and experience in disaster preparedness, response and disaster recovery.

DRR is an important element of civil defence emergency management in New Zealand which has been developed and refined over several decades.

It was an honour for me to represent to this international audience the work you do for your communities to make them more resilient. ■



"I was recently invited to speak in Geneva ... It was an opportunity for me to tell New Zealand's story of success in disaster risk reduction"

When you have to go, you have to go!

Most people take the ability to flush the toilet for granted, but in an emergency broken and damaged sewerage lines can mean that alternative places to 'go' are needed.

In Wellington, a four week trial was conducted in October/November 2012 to see if emergency compost toilets could be an alternative to port-a-loos and chemical toilets.

Eleven households and workplaces volunteered to use the emergency compost toilets exclusively for the trial. During this time participants were regularly interviewed and surveyed.

This allowed information on any changes in perceptions to be monitored and information on usage to be gathered. Overall, participants found the compost toilets easy to use, hygienic and most prefer them as their emergency toilet option (Graph 1).

In addition, the trial highlighted some of the considerations emergency managers and those planning for sewerage outages need to consider.

A report on the trial has recently been published by Wellington Regional Emergency Management Office (WREMO) and is available from our website (www.gw.govt.nz), the MCDEM Resilience Fund page.

With the success of the trial, the team from WREMO are now working with the councils around the Wellington region to incorporate emergency compost toilets as an option in planning for sewerage disruptions.

This has included meeting with a wide range of council infrastructure staff, public health and resource consents. This means that all aspects, from material needed to waste disposal options and hygiene are considered at the planning stage.

Engaging key stakeholders in the pre-planning process also means that council staff are familiar with emergency compost toilets prior to any event.

Areas, such as apartment complexes, high density housing and schools, where an emergency compost toilet option may not be a viable option are identified and alternate planning can be undertaken.

A pamphlet, 'It's easy to make and use an emergency toilet', has been developed by WREMO and is available to the public from our website.

This pamphlet provides advice on how to build and use an emergency toilet, and includes options from a long drop to a box

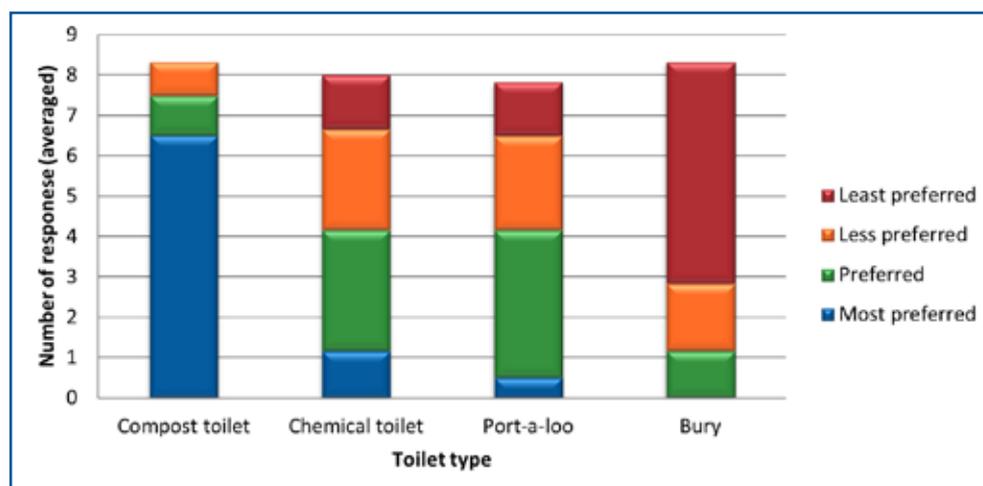


An emergency compost toilet being used by a household participating in Wellington's emergency compost toilet trial

toilet (see photo) which can be used inside a house. These emergency toilets rely on basic compost toilet principles, and can be made and used with resources which are readily available to a household (buckets, mulch, newspapers or leaf litter).

WREMO acknowledges the support of the Resilience Fund and Wellington City Council for their help in running the trial.

For further information contact Sarah Gauden-Ing (021 494 281) or Craig Hamilton (027 297 0811). ■



Overall emergency toilet preferences (participants from the Wellington emergency compost toilet trial)

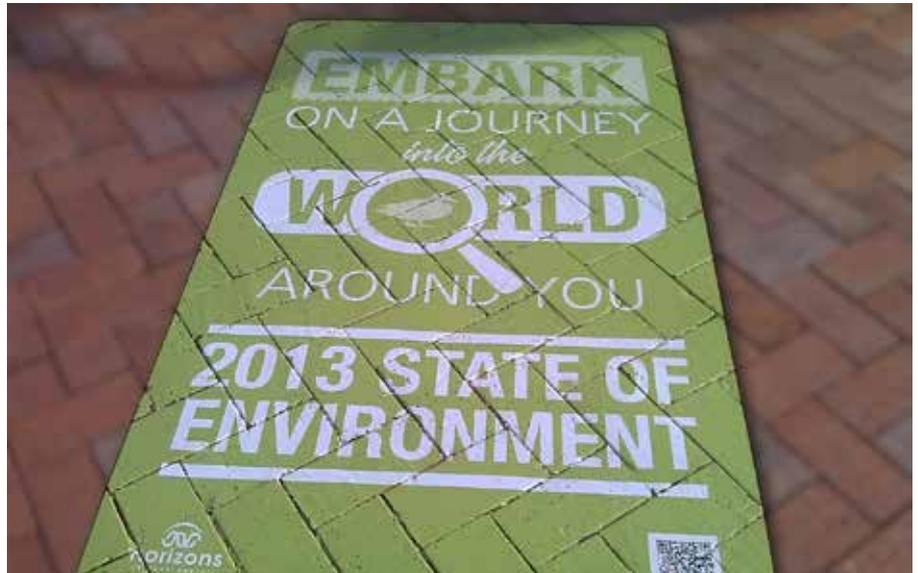
A snapshot of Horizons Regional Council

The recently released State of Environment report provides a view of the Manawatu-Wanganui Region's resources over the past seven years and the pressures these resources face.

The report, produced every 5-7 years, is split into four sections covering water quality and quantity, productive land, living heritage and biosecurity, and healthy communities, which incorporates hazard management, air quality and gravel use.

As part of promoting this report an information trail made up of graphics (which highlight a number of interesting facts about the region's land, air and water resources including hazard management) was stuck onto the local footpaths.

This trail began at Te Manawa Museum and winds its way 4 km to the Esplanade before finishing at Fitzherbert Bridge and the Manawatu River. ■



A trail of informative, eye-catching graphics was created on local footpaths. Palmerston North City Council Emergency Management Officer, Jock Robinson, proudly inspects one of the signs (cover).

Youth in Rotorua say "yes" to YES

Led by Ministry of Youth Development, Youth in Emergency Services (YES) aims to get young people involved in their communities.

The project's most recent session, which was held 7 April at Tui Ridge Park in Rotorua, has been in the planning for over six months.

The project is a 'multi-response agency' project, and has drawn upon input from St Johns, New Zealand Fire Service / Rural Fire, Land Search and Rescue and civil defence.

Prior to the session at Tui Ridge, each of the 15 participants took part in a range of different 'tasters', led by different agencies. These included a Thursday evening session (orientation), followed by a Saturday morning session (practical experience).

Rotorua District Council Emergency Management Coordinator, Pauline Hitchcock, arranged a number of activities including working with radios, operational support, stretchers, harnesses and some rescue work.

The scheduled activities presented participants with a range of challenges, scenarios and activities that they had to work through with the respective emergency service agency.

The civil defence scenario included a controlled lower in a harness over the abseil drop to the 'waiting' casualty below. The young participants then had to administer first aid and manage the casualty into a stretcher.

The project was a pilot, aimed at 16 - 19 year olds, and was intended to inform participants who may consider either volunteering or a career within the emergency services.

Civil Defence Minister Nikki Kaye presented certificates to both the young participants and the agencies involved at a graduation ceremony on 24 April in the Rotorua Council chambers.

The Ministry for Youth Development is keen for this to become a national project, and hopes to provide a similar session to young people in Rotorua each year, but this will depend on support from agencies and volunteers. ■



A week to celebrate our volunteers

Volunteers and volunteer organisations from around New Zealand were acknowledged and celebrated during National Volunteer Week (NVW), held from the 16th to 22nd of June.

This year NVW was celebrated in Te Reo Maori with the theme, “He Tangata! He Tangata! He Tangata!” which translates: it is people, it is people, it is people.

Chief Executive of Volunteering New Zealand (VNZ), Vanisa Dhiru, says National Volunteer Week is a prime opportunity to celebrate the diversity, passion, skills and generosity of volunteers.

“Volunteers are the back-bone of Aotearoa and there are many sectors of our

society, like civil defence and emergency management, which benefit from the time gifted by volunteers.”

Civil defence units, staffed mainly by volunteers, face challenges common to the volunteer sector.

VNZ recently surveyed several councils in 2012, including the Timaru civil defence unit who found they face shortages of volunteers and funding.

“National Volunteer Week was a time to encourage volunteering and to showcase the rewards of giving your time,” says Dhiru, a long-time volunteer. ■



AUT's second national emergency management forum

AUT University recently held its second national emergency management forum.

Following the success of last year's forum, this year featured third year undergraduate students who presented their research findings as part of completing their Graduate Certificate in Emergency Management.

The students selected an emergency management topic to research, submitted a literature review on their topic and then developed a 15 minute presentation to outline their findings.

The topics presented covered a wide range of pertinent emergency management subjects.

These included managing spontaneous volunteers, utilisation of social media, analysis of the Get Ready Get Thru campaign, debriefing – an emergency services perspective, and New Zealand's readiness for school shootings.

AUT emergency management staff were very impressed with the standard of research and the calibre of presentations which showed the enthusiasm the students had for this study.

Members of the audience included Auckland Council emergency management staff, St John senior staff, AUT faculty staff, and postgraduate students.

Auckland Council North West Zone Manager, David Neil, presented a plenary session entitled “building resilience in communities through community and neighbourhood response planning.”

This session focused on the work currently being undertaken by Auckland Council on developing resilient communities.

From here, as with last year, some of the students will be invited to write up their presentations and these will later be published and made available to the emergency management sector. ■



David Neil, Auckland Council presenting at the recent AUT Emergency Management Forum

Embracing community driven emergency management

A dramatic shift has occurred at the Wellington Region Emergency Management Office with the introduction of their community-driven emergency management approach. The first major project to undergo a change based on this shift in philosophy is the CD Volunteer programme.

Community Resilience Manager for the Wellington Region Emergency Management Office (WREMO), Dan Neely, says the change is about building relationships throughout the community, and seeding it with emergency preparedness and response capacity.

“We’ve seen around the world, the public responds wholeheartedly to emergencies facing their communities, and we recognised the importance of community-driven activities. We want to embrace and support these community-based systems, and the many different individuals and organisations that reside within them, as part of the solution before the event,” Mr. Neely said.

A city of volunteers

However, it wasn’t that simple for WREMO. Wellington’s old CD Volunteer programme tried to apply a top-down, response-focused, Emergency Operations Centre (EOC) structure that focused on a few

people, rather than building capacity across the 4Rs across the whole community.

“We realised we needed an entire city of volunteers, who were embedded across a range of communities and organisations to champion our preparedness message amongst their own networks, in ways that we simply could not achieve by ourselves. But our volunteer model was a mess, and didn’t match our change in philosophy,” Mr. Neely said.

Previous volunteer training in Wellington had focused on CIMS, first aid, how to operate under a fixed structure using lots of different forms. No one was taught how to help their community get prepared, how to provide comfort (and not cross the line into counselling), or how to act as a facilitative leader and work with the wider community response, according to Mr. Neely.

“The other issue we had to face is our society has changed to become time-poor; people have limited time to volunteer.

Our new model recognises the long-term trend towards episodic volunteering,” said Community Resilience Advisor for WREMO, Jason Paul.

“We believe if we provide our volunteers with a decent understanding of their hazards and risks, and how individuals and the community can be prepared, then they can champion our preparedness messages through their networks. If we can provide some basic skills and guidance, they will be able to respond efficiently and effectively as part of their communities, as well as be able to provide surge capacity to the CDEM response, if required.”

The bottom line for WREMO: people are busy in today’s society, but in an emergency, most will drop everything and do the best they can for their community. Let’s empower them do that by providing the right skills and expectations.



(Left to right) Gina McGrath, Tracy Norfleet, Mike Ennis, and Jackie Buckley promoting preparedness at the Island Bay Day

What the WREMO volunteer training looks like now

The new volunteer training programme is delivered as four three-hour sessions, and focuses on community preparedness (volunteers act as a link to various organisations and the community before, during and after an event), and teaches the basic skills to operate a civil defence centre or emergency welfare centre.

“We tell our volunteers during the initial interview that the opportunity to respond is actually quite unlikely. However, they have an important role every day in helping us to connect with their networks and influence them to become more prepared,” Mr. Neely said.

There are three themes that run through the course:

- flexibility - in emergencies, things rarely go to plan. We need to be flexible, solutions-focused and agile to meet the dynamic needs of the situation.
- coordination – the community and CDEM need to work together to manage our respective activities and resources.
- customer service - we are here to support one another during times of turmoil and provide the best outcome under the circumstances.

“These themes underpin everything we do in our training. They are the guiding principles for our volunteers, and we put these in context for every module,” Mr. Paul said.

There are four basic modules:

- personal and community preparedness
- sourcing and communicating emergency information
- providing comfort in the community
- working with your community after a large emergency.

Once they have completed the course, volunteers are provided other opportunities to stay engaged, through promoting preparedness at community events, additional training, WREMO barbecues and presentations. Volunteers can decide what level of continued engagement suits their interest or availability. They are encouraged to continue volunteering with other organisations and strengthening relationships with those networks.



Sarah Newman (facing), Teri Capstick and David Slack practice in the last session of their training

“Many volunteers stay highly connected while others fade back into the community. We run into them occasionally, and they almost always say they are there for us if we need them in a disaster. We are completely fine with that level of involvement. People leave the course with a greater sense of ownership of preparedness in their household, and promote it amongst their networks,” Mr. Neely said.

“Many good people in the community simply don’t have the time to commit to CDEM on a regular basis, but can still be extremely valuable during emergencies. As seen in disasters past, leaders emerge from the community, and are often not the people we expected. We are trying to build capacity and establish relationships across our many diverse communities.”

“We are seeing this leadership present itself everyday. For example, last year, one of our Wellington schools decided not to sign up for New Zealand Shakeout. One of our volunteers, a high school student at that school, signed up his classroom and got everyone in his class to participate. He championed the initiative because, after completing the course, he had ownership of the concept of preparedness and relayed the importance of it amongst his networks. We can’t buy that type of advertising and commitment. It is one of many awesome stories we can tell by engaging our community in this way.”

All volunteers who complete the training are considered ‘Partners in Preparedness’.

The wider team at WREMO can leverage off the volunteers in many ways to enhance resilience and possible assistance during a response.

So, what does a community-driven response look like?

It could be signing up a school to participate in New Zealand Shakeout, promoting preparedness at a school fair, organising a Neighbour’s Day barbecues, working the reception desk in a welfare centre or acting as the eyes and ears for a community after a large scale disaster.

“A big part of our planning for emergencies is first listening to the interests and needs of our community members. We can do that better if we’ve helped build capacity across the whole of the community before the emergency. We believe this will also make for a smoother recovery process,” said Dan Neely.

“It’s all about empowering and supporting our communities to make the best decisions possible to meet their own needs. We think that can only lead to good things in the future.”

Contact us at dan.neely@gw.govt.nz or jason.paul@gw.govt.nz for further information. ■

Thames Valley Emergency Operating Area – Exercise Mahuika's tsunami

On Thursday 23 May 2013 the Thames Valley Emergency Operating Area tested its capabilities across Hauraki, Matamata Piako and Thames Coromandel District Councils.

The exercise was based around a significant earthquake occurring on the Tonga Kermadec Trench followed by tsunami inundation approximately one hour after the initial earthquake.

It was recognised early in the planning stage that, in reality, such an event would have national and regional impact as well as locally.

The primary purpose of the exercise was to put the emergency operations centre (EOC) staff under a sustained period of operation. This was achieved by having a dedicated injects officer who was employed prior to the exercise to prepare injects. For many of the EOC staff it was the first time they had operated in this environment.

In addition to the EOC testing it was also decided that a number of welfare centres would operate across the three Councils. A large number of paper people were created as part of the injects preparation and welfare teams felt this was a good way to test processing.

The exercise also provided an opportunity for Waikato CDEM Group staff to participate. Group Controller, Lee Hazlewood, carried out the task of local controller, while Sharon Cousins-O'Donnell undertook her Group role of exercise co-ordination. Derek Phyn provided support as the exercise was also an opportunity to trail EMIS.

Newly appointed local controllers Gary Towler and Steve Fabish had the opportunity to observe, with Steve running the afternoon session.

Given the large number of staff that participated it was necessary to spread the EOC functions throughout the building and in the hot debrief at the end of the day this was one area where it was felt that better sharing of information was needed to maintain a good common operating picture.

One key message for the day was “This is a training exercise, not a testing exercise – if you are unsure at any stage please ask questions”. It was also agreed the local controller could halt proceedings if any group appeared to be struggling.

The exercise as a whole was well received and would not have been possible without the added support of our partner agencies Police, St John, New Zealand Fire Service, Rural Fire, the District Health Board, Ministry of Health and NZ Red Cross.

NZ Red Cross deployed one of their support vehicles to the Waihi Welfare Centre and this was greatly appreciated as it gave a good insight into their capabilities.

Although there are some lessons that now need to be embedded into more improved EOC operations, people found the exercise very beneficial and encouraging, with many now wanting to progress their knowledge.

The focus for the Thames Valley Emergency Operating Area going forward will be on targeted training around the key functions within an EOC using more localised scenarios. Welfare training will also be maintained.

A big thank you to all who participated. ■



Northland celebrates 10 years of CDEM

Northland CDEM Group hosted its annual forum in early May and used the occasion to celebrate 10 years since the group was formed.

The forum's programme focused on celebrating 10 years of the Northland CDEM Group and acknowledged the significant contribution that Community Response Groups have made to building community resilience across the region.

A panel discussion highlighted some of the group successes and opened up an opportunity for discussion and interaction with the audience.

The panel was facilitated by Paul Houlston, and included John Hamilton (Director Civil Defence Emergency Management), Lisa Roberts (Lifelines Group project manager), Trevor Andrews (ex Region Fire Commander and New Zealand Fire Service member of original Northland Coordinating Executive Group), Jo Field (Ministry of Social Development; Welfare Chair) and Graeme MacDonald (Northland Group Manager).

Denise Thompson from Environment Canterbury provided an insight into the impact of a disaster on business. This was both topical and interesting particularly in light of the local project that the Northland CDEM group have been undertaking in relation to business continuity planning and workshops.

As a manager within the records management area, Denise talked of the changes to the overall business structure both geographically and from a human resources viewpoint, as well as the issues associated with the storage and retrieval of records as a result of the Christchurch earthquakes.

The Police Area Commander for the Far North, Inspector Wendy Robilliard, provided a candid overview of the role of police in dealing with families and victims of large scale emergencies, and shared her experiences in dealing with those involved with Pike River and Christchurch earthquake.



Whangarei MP Hon Phil Heatley attended and presented certificates to representatives of the respective community groups.



Director Civil Defence Emergency Management, John Hamilton, outlined the Ministry's priorities for the coming 12 months.

Northland Group Manager Graeme MacDonald said this year's forum celebrated a significant milestone.

"A decade has passed since the Northland CDEM Group was established. Since our first group plan highlighted a number of gaps in civil defence arrangements, significant progress has been made in focusing on community resilience."



Northland CDEM Group Chair, Colin Kitchen, cuts the cake to celebrate 10 years of CDEM in Northland watched by representatives of community groups.

Graeme noted that since the introduction of the 2002 legislation there has been a real shift in how civil defence is viewed in the community.

"With recent disasters, people are more aware, more engaged and more prepared. We have made some inroads but still have a way to go to." ■

Hohepa tsunami evacuation drill

At 11.10am Wednesday 29 May, on a bright, chilly, beautiful Hawke's Bay day, Hohepa in Clive sounded sirens and blew air horns to announce a full evacuation drill in response to a simulated earthquake that could trigger a tsunami.

Alan Daly, Community Constable for Clive, Warren Meldrum from civil defence in Hastings and a number of other civil defence volunteers came along to advise and aid in the full evacuation of approximately 140 residents and staff to Ellwood Park, Pologrounds in Hastings.

Everyone had been well rehearsed in what was expected of them and where they needed to go to get in vehicles and leave promptly, heading inland via Farndon Road.

This event was timed and ran extremely smoothly, with everyone off the Clive site within 10 minutes of the siren sounding, and arriving to the Pologrounds armed with their lists of vehicle occupants within half an hour of the start.

Participants were treated to the added benefit of a sausage sizzle at the Pologrounds.

The food helped to stop any anxiety and allowed everyone to leave with broad smiles on their faces along with added knowledge of what to do in the event of a large earthquake off the New Zealand coast.

Another drill, unannounced, will take place within the next month to ensure that the message is further inculcated in everyone as to what they need to do to speedily evacuate the Hohepa site. ■



New emergency warning signs for coastal residents

A new emergency warning sign is being trialed in the Cape Coast area of Hawke’s Bay to warn residents and travellers of danger in times of emergency.

The Cape Coast is about 20 kilometres east of Hastings and includes the settlements of Haumoana, Te Awanga and Clifton. This area of coastal land is prone to flooding during storms or high seas and civil defence has been required to facilitate the evacuation of residents during past emergencies.

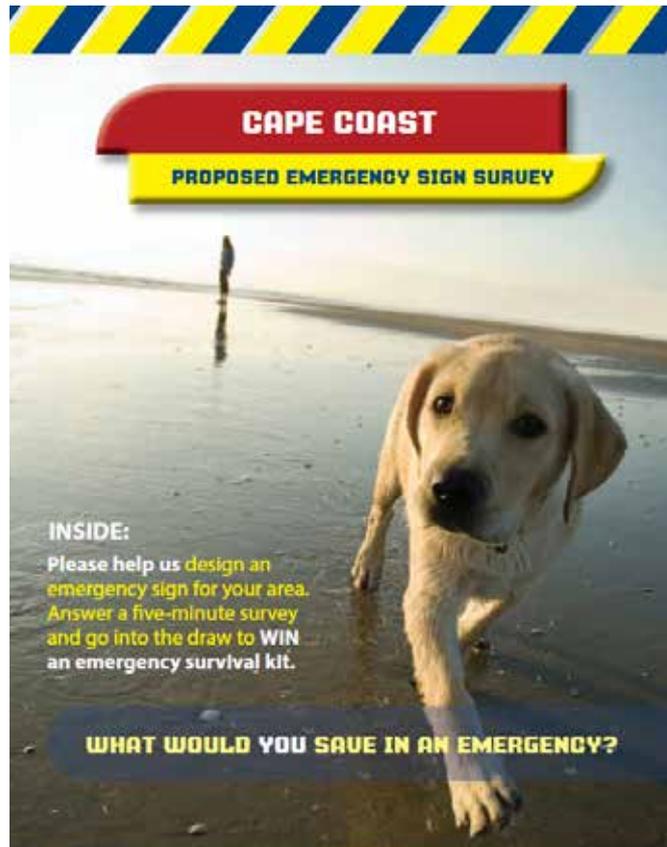
The new sign has been designed by Hastings Emergency Management and will display a CD logo when it is closed. In times of emergency the sign will be opened to reveal three reflective slides which can be changed to display the appropriate warning message depending on the type of emergency.

The messages that can be displayed include emergency, tsunami warning, flooding, high sea swells, evacuation in progress and landslide. The bottom slide will display the details of local radio stations that will carry emergency information.

If the feedback from the trial proves positive, permanent signs will be erected at two points on the major roads that carry the majority of the traffic into the Cape Coast area. These points have been used as cordon positions during past emergencies.

Team leader Emergency Management, Trevor Mitchell, says “We are hoping that the new signs will be endorsed by community feedback. They are not stand alone but have been designed to compliment the existing public alert systems which include stinger mobile public alerting (broadcasts the CD sting tone and then a voice message), phone trees, point phone contacts, and media messages.”

In addition to the trial sign, Hastings civil defence has also created a series of portable signs which can be placed on the roadside at strategic points during an emergency. The signs display messages which reflect the current emergency including listen to the radio and evacuation in progress messages. ■



Exercise Te Ripahapa – a South Island-wide event

The Te Ripahapa exercise simulated a magnitude 8 earthquake on the Alpine Fault, causing strong shaking across the entire South Island and lower North Island. The simulated earthquake struck at 3:00am on Wednesday 29 May, with the weather and conditions whatever occurred on the day.

Civil Defence Emergency Management Groups across the South Island took part in the exercise, which started at 9am, six hours after the earthquake struck. Participants were given a pre-exercise pack of information with details on what had happened in the six hours before the exercise shift started.



Canterbury Regional Group Controller Neville Reilly (left) addresses reporters at a media conference held during Exercise Te Ripahapa. The exercise scenario was based on work from Tom Robinson (right), a PhD student at the University of Canterbury.

Canterbury Regional CD Group Controller, Neville Reilly, provides his account of the day:

The Te Ripahapa exercise gave us the opportunity to practice a Group coordinated response to a large event. This was the first time we had really made such use of our temporary emergency control centre in Christchurch as we were forced to move from our bunker (in the old Environment Canterbury building) after the February 2011 Christchurch earthquakes.

It confirmed some of the shortcomings we have in this facility and we are looking forward to moving to a new facility in the planned Christchurch Justice and Emergency services Precinct (CJESP).

A lot of work was done by James Thompson (Team Leader Regional Emergency Management) in planning the exercise. The scenario was very realistic and was based on work done by Tom Robinson, a PhD student at Canterbury University.

It challenged us to think how we might work with and support other South Island CDEM Groups. There were a number of incidents for local authorities to consider during the exercise. There was also very good participation from partner agencies, such as NZ Police, NZ Fire Service and St John.

We rely on willing volunteers who give up their time from other work duties to take on roles in the emergency control centre and all worked enthusiastically and reacted well under pressure.

It was apparent the people involved had gained experience from the Christchurch earthquakes and were able to draw on this as they carried out their duties during the exercise.

We were also able to think more about some of the lessons from the Christchurch earthquakes, such as how best to manage and make use of spontaneous volunteers.

The exercise reinforced the importance of relationships – between the Group Controller and Local Controllers and all key staff. The need for all staff to be proactive in communications was again reinforced – staff realised they needed to reach out and make contact with stakeholders to gather information rather than waiting for it to be provided. ■