

# 14. Welfare services

**Summary** Welfare services support individuals, families and whānau, and communities in being ready for, responding to, and recovering from emergencies. Welfare includes the following welfare services sub-functions: registration, needs assessment, inquiry, care and protection services for children and young people, psychosocial support, household goods and services, shelter and accommodation, financial assistance, and animal welfare.

**Contents** The section contents are:

14.1 Introduction.....	2
14.2 Objective.....	2
14.3 Principles.....	2
14.4 Role of welfare services agencies during reduction and readiness.....	3
14.5 Role of welfare services agencies during response and recovery.....	5
14.6 Registration sub-function.....	9
14.7 Needs assessment sub-function.....	10
14.7.1 Responsibility and support at the national level.....	10
14.7.2 Responsibility and support at the CDEM Group level.....	11
14.7.3 Further support.....	11
14.8 Inquiry sub-function.....	12
14.9 Care and protection services for children and young people sub-function.....	13
14.9.1 Principles.....	14
14.10 Psychosocial support sub-function.....	14
14.10.1 Responsibility and support at the national level.....	15
14.10.2 Responsibility and support at the CDEM Group level.....	15
14.11 Household goods and services sub-function.....	17
14.11.1 Further support.....	18
14.12 Shelter and accommodation sub-function.....	19
14.12.1 Further support.....	20
14.12.2 Shelter and accommodation options.....	21
14.13 Financial assistance sub-function.....	22
14.13.1 Further support.....	23
14.14 Animal welfare sub-function.....	24
14.14.1 Role of industry organisations in response and recovery.....	25
14.14.2 Role of non-government organisations in response and recovery.....	27
14.14.3 Role of government organisations in response and recovery.....	30
14.15 References and links.....	31

## 14.1 Introduction

### Part 5 Role and Responsibilities Welfare services

#### 62 Introduction

- (1) *Welfare services support individuals, families and whānau, and communities in being ready for, responding to, and recovering from emergencies, which includes the following welfare services sub-functions:*
  - (a) *registration;*
  - (b) *needs assessment;*
  - (c) *inquiry;*
  - (d) *care and protection services for children and young people;*
  - (e) *psychosocial support;*
  - (f) *household goods and services;*
  - (g) *shelter and accommodation;*
  - (h) *financial assistance;*
  - (i) *animal welfare.*
- (2) *Effective welfare planning is based on a good understanding of affected communities, including their cultural and demographic makeup, strengths, and vulnerabilities.*
- (3) *Agencies responsible for the co-ordination of welfare services sub-functions and relevant support agencies are covered in clauses 67 to 75 of this plan.*
- (4) *The MCDEM is the agency responsible at the national level for the co-ordination across welfare services sub-functions, and it appoints a National Welfare Manager to fulfil this function.*
- (5) *The MCDEM is responsible for the appointment of suitable and experienced personnel to be alternative National Welfare Managers and for ensuring that training is provided to enable them to co-ordinate the welfare services function during response and recovery.*
- (6) *Each CDEM Group is responsible for—*
  - (a) *the co-ordination of and arrangements for local delivery of welfare services; and*
  - (b) *the appointment of a suitably senior and experienced CDEM Group Welfare Manager to fulfil that function; and*
  - (c) *the appointment of suitable and experienced personnel to be alternative CDEM Group Welfare Managers and to ensure that training is provided to enable them to co-ordinate the welfare services function during response and recovery.*
- (7) *Welfare services are delivered at the local level and co-ordinated and supported at the CDEM Group and national levels.*

## 14.2 Objective

#### 63 Objective

*The objective of the welfare services function is to carry out activities across the 4 Rs to provide for the needs of people affected by an emergency and to minimise the consequences of the emergency for individuals, families and whānau, and communities.*

## 14.3 Principles

#### 64 Principles

*The principles applying to the delivery of welfare services are to—*

- (a) *recognise the diverse and dynamic nature of communities; and*
- (b) *strengthen self-reliance as the foundation for individual and family and whānau and community resilience; and*
- (c) *ensure that emergency welfare services address the specific welfare needs of individuals, families and whānau, and communities; and*
- (d) *ensure flexibility in the services provided and how they are best delivered; and*
- (e) *integrate and align with local arrangements and existing welfare networks.*

## 14.4 Role of welfare services agencies during reduction and readiness

All agencies	<p><b>65 Role of welfare service agencies during reduction and readiness</b></p> <p>(1) <i>Each agency involved with welfare services responsibilities is to—</i></p> <ul style="list-style-type: none"> <li>(a) <i>develop and review plans to ensure continuity of its essential services and contribution to wider welfare provision; and</i></li> <li>(b) <i>plan collaboratively with agencies responsible for co-ordinating relevant welfare services sub-functions to ensure that arrangements are aligned; and</i></li> <li>(c) <i>develop capacity and capability relevant to its role in an emergency; and</i></li> <li>(d) <i>establish regular communication and reporting lines within its local, regional, and national offices; and</i></li> <li>(e) <i>establish and maintain inter-agency communications.</i></li> </ul>
Agencies responsible for sub functions	<p>(2) <i>Each agency responsible for co-ordinating welfare services sub-functions is to—</i></p> <ul style="list-style-type: none"> <li>(a) <i>provide leadership to support agencies to develop arrangements; and</i></li> <li>(b) <i>develop, maintain, and exercise arrangements for the co-ordination or delivery of relevant welfare services sub-functions; and</i></li> <li>(c) <i>plan co-operatively with all support agencies with a role in delivering the relevant welfare services sub-function to ensure that arrangements are aligned; and</i></li> <li>(d) <i>regularly test and exercise its response and recovery arrangements and participate in the National CDEM Exercise Programme; and</i></li> <li>(e) <i>participate as an active member on—</i> <ul style="list-style-type: none"> <li>(i) <i>the NWCG at the national level; and</i></li> <li>(ii) <i>all Welfare Coordination Groups at the CDEM Group level.</i></li> </ul> </li> </ul>

### 14.4.1 National Welfare Manager and National Welfare Coordination Group (NWCG)

	<p>(3) <i>The National Welfare Manager is to—</i></p> <ul style="list-style-type: none"> <li>(a) <i>co-ordinate the welfare services function during reduction and readiness; and</i></li> <li>(b) <i>chair the NWCG, whose members are the agencies responsible for each of the welfare services sub-functions (the NWCG provides strategic oversight of planning and development of integrated welfare services); and</i></li> <li>(c) <i>in consultation with the NWCG, plan and co-ordinate at the national level the delivery of welfare services across welfare services sub-functions during response and recovery; and</i></li> <li>(d) <i>communicate and report on the progress of readiness activities for the welfare services function to NWCG members, CDEM Groups, and the Director.</i></li> </ul>
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**The NWCG** The National Welfare Coordination Group (NWCG) provides strategic oversight of planning and development of integrated welfare services. The NWCG provides coordination at the national level and support to CDEM Groups at the regional level.

**Core membership of the NWCG** NWCG membership comprises the agencies responsible for each of the welfare services sub-functions. This includes:

- ◆ MCDEM
- ◆ Police
- ◆ Ministry of Social Development
  - Child, Youth and Family
  - Work and Income
- ◆ Ministry of Health
- ◆ Ministry of Business, Innovation and Employment, and
- ◆ Ministry for Primary Industries.

<b>Wider membership of the NWCG</b>	Wider NWCG membership may include any of the agencies who support the welfare services sub-functions.
<b>Member requirements</b>	<p>All representatives of member agencies (core or wider) must be able to actively represent and make decisions on behalf of their agency, provide information and expertise, and participate fully in NWCG meetings and activities.</p> <p><b>Note:</b> Where possible, representatives should be from the senior management level of the agency.</p>
<b>Role of the NWCG in readiness</b>	<p>The NWCG convenes regularly to plan for and ensure a coordinated national welfare response. It brings associated support agencies together to plan for and coordinate each welfare service sub-function.</p> <p>The NWCG participates in national level training and exercising, and integrates national welfare planning and activities with all-of-government readiness activities.</p> <p>NWCG members are responsible for:</p> <ul style="list-style-type: none"> <li>◆ ensuring appropriate representation of their agencies on Welfare Coordination Groups (WCG) (see 14.4.2)</li> <li>◆ establishing and maintaining regular communications with their regional representatives during planning, and during response and recovery, and</li> <li>◆ ensuring WCG representatives are resourced and supported to fulfil their WCG roles.</li> </ul>

#### 14.4.2 CDEM Group Welfare Managers and Welfare Coordination Groups (WCGs)

- (4) The CDEM Group welfare manager is to—
- (a) *co-ordinate the CDEM Group welfare services function during reduction and readiness; and*
  - (b) *chair the CDEM Group's Welfare Co-ordination Group, whose members are the agencies responsible for each of the welfare services sub-functions in the CDEM Group area; and*
  - (c) *oversee the establishment and maintenance of arrangements and plans for—*
    - (i) *delivery of welfare services at the local level during response and recovery; and*
    - (ii) *co-ordination across welfare services sub-functions during response and recovery; and*
  - (d) *communicate and report on the progress of the readiness activities for the welfare services function to the Co-ordinating Executive Group, Welfare Co-ordination Group members, and the National Welfare Manager.*

<b>WCGs</b>	<p>WCGs are collectives of welfare services agencies that are active at the CDEM Group level and/or the local level.</p> <p>WCGs provide a mechanism for collaboration and coordination between agencies, who work together to plan for and establish arrangements for the effective delivery of welfare services, and develop welfare work programmes.</p> <p>They provide planning input and coordination at the CDEM Group level, and support to local level CDEM welfare.</p>
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<b>Core membership of the WCG</b>	<p>Core WCG membership comprises the agencies responsible for each of the welfare services sub-functions in the CDEM Group area. This includes (but is not limited to):</p> <ul style="list-style-type: none"> <li>◆ CDEM Group</li> <li>◆ Police</li> <li>◆ Ministry of Social Development <ul style="list-style-type: none"> <li>– Child, Youth and Family</li> <li>– Work and Income</li> </ul> </li> <li>◆ Ministry of Health/District Health Boards (DHBs)</li> <li>◆ Ministry of Business, Innovation and Employment, and</li> <li>◆ Ministry for Primary Industries.</li> </ul>
<b>Wider membership of the WCG</b>	<p>Wider WCG membership includes any of the agencies who support the welfare services sub-functions, as well as representatives of community-based or volunteer organisations who are active at the regional or local level.</p>
<b>Member requirements</b>	<p>All representatives of member agencies (core or wider) must be able to actively represent and make decisions on behalf of their agency, provide information and expertise, and participate fully in WCG meetings and activities.</p> <p><b>Note:</b> Where possible, representatives should be from the senior management level of the agency.</p>
<b>Role of the WCG in readiness</b>	<p>During readiness, the WCG engages in collaborative planning and relationship building. The WCG may support the development of welfare arrangements at the local level, and develop and oversee the implementation of welfare-related work programmes.</p>

## 14.5 Role of welfare services agencies during response and recovery

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The framework for the delivery of welfare services in response and recovery should be applied by all lead agencies during emergencies.

### 14.5.1 Framework where CDEM is the lead agency

**Figure 14.1** on the next page shows the government's crisis management arrangements where CDEM is the lead agency. It shows how welfare fits within this structure during or following an emergency. The welfare framework comprises strategic, national, regional, and local levels. The associated roles and entities at each level are shown.

**Note 1:** The Minister of Civil Defence attends the National Security Committee of Cabinet (NSC) during emergency response or recovery, when CDEM is the lead agency.

**Note 2:** The Director, CDEM is a member of the Officials Committee for Domestic and External Security (ODESC) during emergency response or recovery, when CDEM is the lead agency. The Director, CDEM is also a member of ODESC's Hazard Risk Board during business as usual.

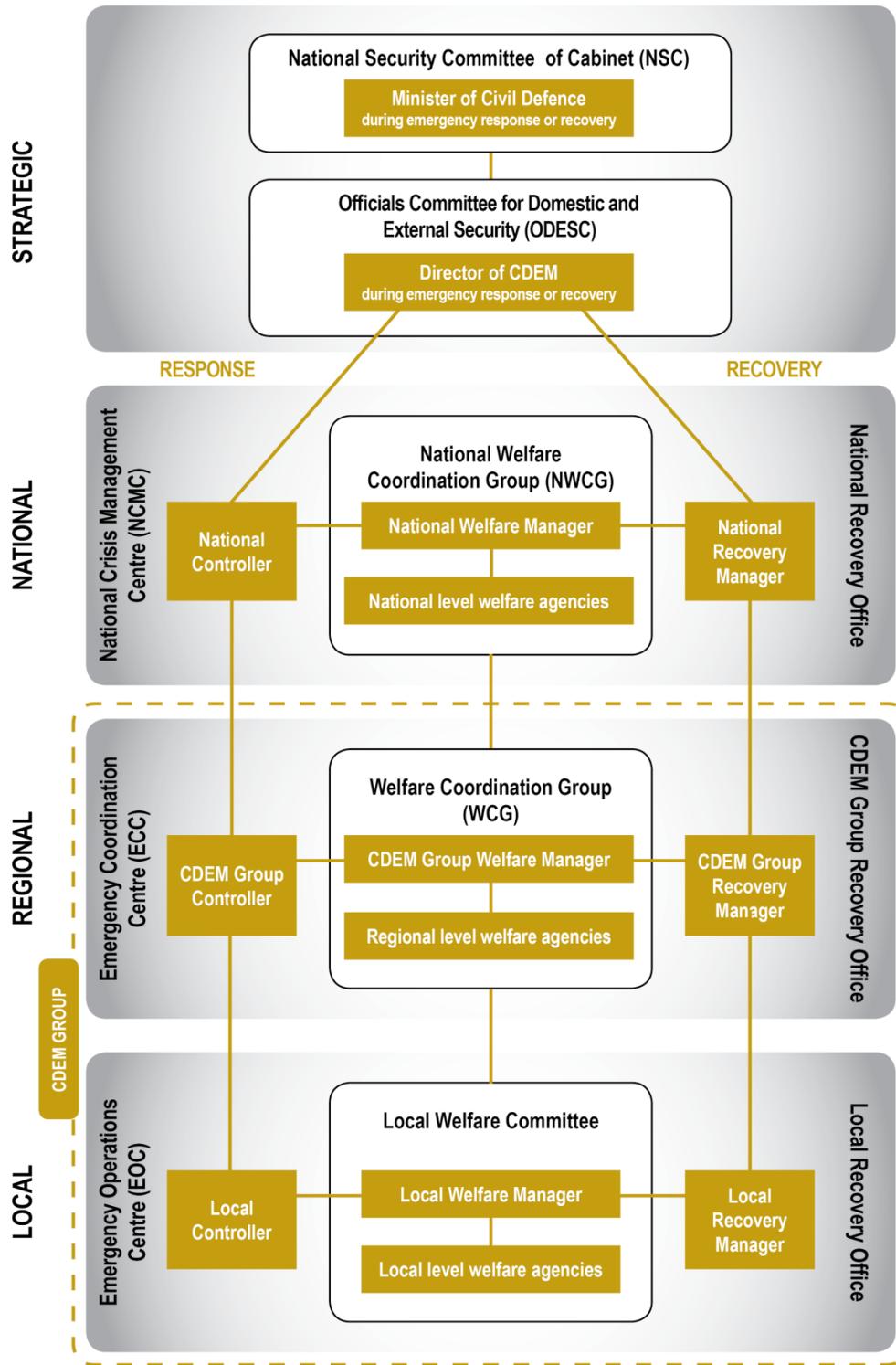


Figure 14.1: The welfare framework for emergencies where CDEM is the lead agency.

For information about welfare support to an agency other than CDEM, see the MCDEM publication *Welfare Services in an Emergency* [DGL 11/15].

## 14.5.1 Responsibilities

All agencies	<p><b>66 Role of welfare services agencies during response and recovery</b></p> <p>(1) <i>Each agency with welfare services responsibilities is to—</i></p> <ul style="list-style-type: none"><li>(a) <i>provide timely services and information on those services to affected communities; and</i></li><li>(b) <i>identify strategies and actions to support effective co-ordination of services, and monitor and report to the agency that is responsible for the relevant welfare services sub-functions on welfare issues and activities; and</i></li><li>(c) <i>establish regular communication and reporting lines within its local, regional, and national offices; and</i></li><li>(d) <i>support the welfare services function with additional personnel at national, CDEM Group, and local levels where a need is identified and it is practicable to do so.</i></li></ul>
Agencies responsible for sub functions	<p>(2) <i>Each agency responsible for co-ordinating welfare services sub-functions is to,—</i></p> <ul style="list-style-type: none"><li>(a) <i>at the national level,—</i><ul style="list-style-type: none"><li>(i) <i>work with the relevant support agencies to ensure community needs are being met and that services and information (for operational and public information purposes) are integrated; and</i></li><li>(ii) <i>collaborate with other agencies with responsibility for the co-ordination of other welfare services sub-functions; and</i></li><li>(iii) <i>report on the relevant welfare services sub-function for which it is responsible to the National Welfare Manager in the NCMC during response or the National Recovery Office during recovery; and</i></li></ul></li><li>(b) <i>at the CDEM Group level,—</i><ul style="list-style-type: none"><li>(i) <i>work with relevant support agencies to ensure that community needs are being met and that services and information (for both operational and public information purposes) are integrated; and</i></li><li>(ii) <i>collaborate with other agencies that are responsible for other welfare services sub-functions to ensure that services and information are co-ordinated, integrated, and aligned to meet community needs; and</i></li><li>(iii) <i>report on the co-ordination and performance of the welfare services sub-function for which it is responsible to the CDEM Group welfare manager in the ECC during response or the CDEM Group recovery office during recovery.</i></li></ul></li></ul>
National Welfare Manager	<p>(3) <i>National welfare co-ordination is provided when a CDEM Group considers that national support would be beneficial, when multiple CDEM Groups are affected, or when the National Controller determines that national co-ordination is required.</i></p> <p>(4) <i>At the national level, during response and recovery, the National Welfare Manager is responsible for co-ordination of the welfare services function.</i></p> <p>(5) <i>The National Welfare Manager is to—</i></p> <ul style="list-style-type: none"><li>(a) <i>be responsible to the National Controller during response or to the National Recovery Manager during recovery for co-ordination of the delivery of welfare services; and</i></li><li>(b) <i>co-ordinate the agencies responsible for welfare services sub-functions during response and recovery to ensure that the delivery of services and information is integrated and aligned to meet community needs; and</i></li><li>(c) <i>co-ordinate with CDEM Group Welfare Managers at ECCs during response or the CDEM Group recovery office during recovery; and</i></li><li>(d) <i>co-ordinate and integrate national welfare activities with other functions and activities in support of the National Controller during response and the National Recovery Manager during recovery; and</i></li><li>(e) <i>communicate and report on the provision of welfare services and provide advice to the National Controller.</i></li></ul>

## The NWCG in response and recovery

The NWCG convenes as required during response and recovery, to:

- ♦ gain a comprehensive overview of the impact of the emergency, and
- ♦ make resources available (through the National Controller) to CDEM Groups and local authorities as requested.

It may also develop welfare strategies, and identify the support its collective members can provide to the National Welfare Manager and National Controller. Depending on the scale of the emergency, the NWCG may be tasked to develop the welfare component of a National Action Plan.

The NWCG liaises closely with the National Crisis Management Centre (NCMC) during response, via the National Welfare Manager.

The NWCG will contribute to a national recovery effort by continuing to coordinate national welfare activities as required.

## CDEM Group Welfare Manager

- (6) *At the CDEM Group level, during response and recovery, the CDEM Group Welfare Manager is responsible for co-ordination of the welfare services function.*
- (7) *The CDEM Group Welfare Manager is to—*
  - (a) *be responsible to the Group Controller in response or the CDEM Group Recovery Manager during recovery for co-ordination of the delivery of services; and*
  - (b) *co-ordinate the agencies responsible for welfare services sub-functions during response and recovery to ensure that the delivery of services and information are integrated and aligned to meet community needs; and*
  - (c) *co-ordinate with local welfare managers (where these arrangements exist) at local EOCs during response or the local recovery office during recovery; and*
  - (d) *co-ordinate and integrate their CDEM Group welfare activities with other ECC functions and activities in support of the Group Controller; and*
  - (e) *communicate and report on the provision of welfare services and provide advice to the Group Controller; and*
  - (f) *co-ordinate with the National Welfare Manager and other CDEM Group Welfare Managers to ensure consistent and co-ordinated delivery of welfare services and information to affected communities; and*
  - (g) *be capable of assisting in welfare services co-ordination at any ECC or, if requested, the NCMC.*

## The WCG in response and recovery

During response, the WCG convenes as frequently as necessary and practicable (determined by the CDEM Group Welfare Manager, in consultation with the Group Controller). Its role is to ensure that each member agency operates as part of a coordinated collective, rather than as an individual agency.

Agencies responsible for a welfare services sub-function:

- ♦ report on their progress in coordinating the delivery of that sub-function
- ♦ receive information on other agencies' activities
- ♦ receive information (via the CDEM Group Welfare Manager) on the wider response and the objectives of the Group Controller, so they can set targets and direct their ongoing activities accordingly.

During recovery, the WCG continues to convene as frequently as necessary, coordinating and aligning their activities with other welfare services agencies, wider recovery activities, and the objectives of the CDEM Group Recovery Manager.

## 14.6 Registration sub-function

### 67 Registration

- (1) *Registration involves collecting information from people to identify who has been directly affected by an emergency and may require emergency welfare services.*
- (2) *Registration information informs the needs assessment sub-function and can be used to support the inquiry sub-function.*

#### The registration process

The registration process is carried out:

- ◆ in a face to face setting in a Civil Defence Centre (including during recovery)
- ◆ in a community setting (by mobile teams), or
- ◆ remotely, such as via self-service online or by telephone.

The first stage of the process is the 'meet and greet', where trained reception personnel make initial decisions about whether a person needs to be registered. At this point, immediate needs are identified and addressed, and any other initial assistance provided.

The official registration process begins when the decision to register an affected person is made; the person presents themselves at the registration desk/area, or to a registrar, or contact is made with a registrar in a community setting (or via self-service in a remote setting).

#### Responsibility

- (3) *At the national level, the MCDEM is the agency responsible for the provision of the CDEM welfare registration system for registering people who are affected by an emergency and who may require emergency welfare services.*
- (4) *At the CDEM Group level, CDEM Groups are responsible for registering people who have been affected by an emergency and who may require emergency welfare services.*

#### Support agencies

Support may be provided by any other government agency or non-government organisation that can provide relevant advice, information, or trained staff.

The Salvation Army may be able to provide 'meet and greet' or reception personnel to welcome people on arrival at a Civil Defence Centre (CDC) and provide them with any initial assistance they may require e.g. access to information. Trained Salvation Army and other personnel can be very helpful in identifying any issues or difficulties that a person may be experiencing or that may arise.

Arrangements can be made with community or voluntary organisations or a neighbouring CDEM Group to assist with welfare registration.

#### Requirements for registration personnel

All personnel working as part of the registration sub-function must be:

- ◆ trained in the use of the *CDEM Emergency Management Information System (EMIS) Welfare Registration System*, and
- ◆ familiar with relevant legislation (see below).

All personnel working as part of the registration sub-function should be Police vetted.

It is recommended that personnel are identified, vetted, and trained during readiness, to allow for rapid deployment during response.

#### Relevant legislation

Legislation relevant to the registration sub-function includes:

- ◆ *Privacy Act 1993*
- ◆ *Civil Defence National Emergencies (Information Sharing) Code 2013*, and
- ◆ *Vulnerable Children Act 2014*.

#### More information

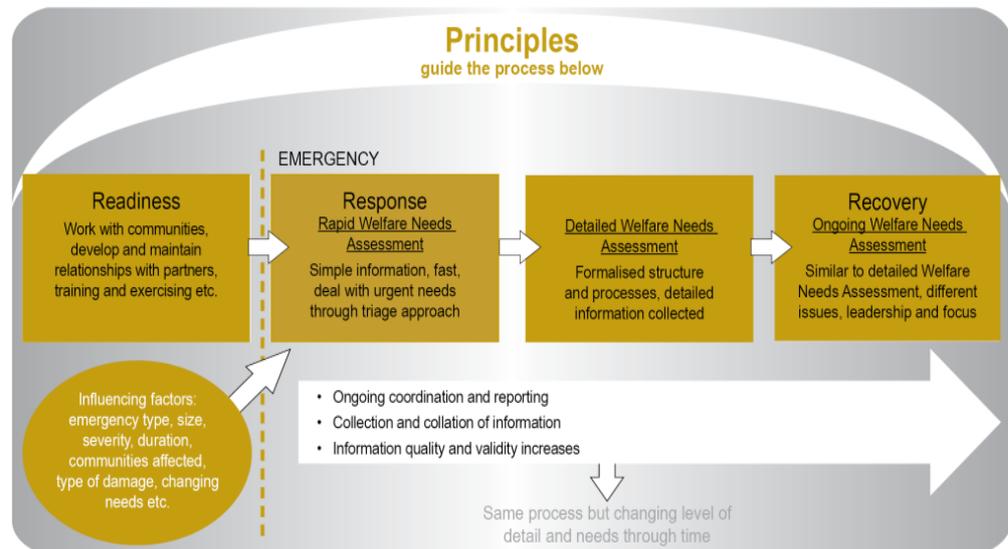
For more information about the registration sub-function, refer to *Welfare Services in an Emergency Director's Guideline [DGL 11/15]*.

## 14.7 Needs assessment sub-function

Needs assessment is the process of understanding the needs of people affected by an emergency. It provides the basis for welfare service delivery.

### The needs assessment framework

Effective needs assessment requires work during readiness, and a flexible response process that can be adapted to any emergency. This is shown in **Figure 14.2**.



**Figure 14.2:** The needs assessment framework.

### 14.7.1 Responsibility and support at the national level

#### Responsibility at the national level

#### 68 Needs assessment

- (1) At the national level, the MCDEM is the agency responsible for providing advice and co-ordinating the needs assessment sub-function.
- (2) Needs assessment includes the provision of a system to assist with meeting immediate and ongoing welfare needs, and co-ordinating the actions required to meet those needs, in an integrated and flexible way.
- (3) At the national level, the MCDEM provides a system to facilitate the collection of data to inform the assessment of immediate and ongoing welfare needs.

#### National support agencies

- (4) At the national level, support from the following agencies may be required to plan for and co-ordinate an integrated approach to needs assessment:
  - (a) the Ministry of Foreign Affairs and Trade, in co-ordination with foreign diplomatic missions accredited to New Zealand, to provide information and advice on foreign nationals; and
  - (b) the Ministry of Health, to co-ordinate a national health service response, including health personnel, and to provide advice on specific human health and disability issues; and
  - (c) the Ministry for Primary Industries, to co-ordinate information—
    - (i) provided by rural support trusts and other stakeholder networks about identified needs on farms and in rural communities; and
    - (ii) about animal welfare; and
  - (d) the Ministry of Social Development, to determine eligibility for—
    - (i) financial assistance; and
    - (ii) temporary accommodation for displaced persons; and
  - (e) the New Zealand Police, to co-ordinate inquiries and provide information; and
  - (f) the Office for Disability Issues, to provide information and advice in support of the co-ordination of assistance to people with disabilities; and

- (g) *Te Puni Kōkiri (national and regional offices), to work with other government agencies and CDEM Groups to facilitate and co-ordinate support to Māori who require assistance, and to engage with iwi, hapū, whānau, and Māori communities to ensure that their needs are met; and*
- (h) *the New Zealand Red Cross, to co-ordinate the provision of trained New Zealand Red Cross personnel to support community-based needs assessment and outreach; and*
- (i) *the Salvation Army, to co-ordinate the provision of its trained personnel to support community-based needs assessment and outreach; and*
- (j) *St John, to co-ordinate the provision of ambulance personnel to support the Ministry of Health response to welfare services; and*
- (k) *Victim Support, to co-ordinate the provision of trained support workers and personnel to support community-based needs assessment and out-reach.*

**Note – Plan clause 68(4)(c)**

In this context, 'rural communities' means farming families and primary producers.

### 14.7.2 Responsibility and support at the CDEM Group level

**Responsibility at the CDEM Group level**

- (5) *At the CDEM Group level, CDEM Groups are responsible for co-ordinating the needs assessment sub-function, including—*
  - (a) *collating and analysing identified welfare needs; and*
  - (b) *working with support agencies, including community-based organisations and networks, to identify and deliver appropriately integrated services and information to address welfare needs.*

**CDEM Group level support agencies**

- (6) *At the CDEM Group level, support from the following agencies may be required to provide the following services:*
  - (a) *DHBs, to co-ordinate a regional health service response, including health personnel and the assessment of health and disability requirements; and*
  - (b) *the Ministry for Primary Industries,—*
    - (i) *to identify needs on farms and in rural communities through rural support trusts and other stakeholder networks; and*
    - (ii) *to identify animal welfare needs; and*
  - (c) *the Ministry of Social Development, to determine eligibility for—*
    - (i) *financial assistance; and*
    - (ii) *temporary accommodation for displaced persons; and*
  - (d) *the New Zealand Police, to co-ordinate inquiries and provide information; and*
  - (e) *Te Puni Kōkiri (national and regional offices), to work with other government agencies and CDEM Groups to facilitate and co-ordinate support to Māori who require assistance, and to engage with iwi, hapū, whānau, and Māori communities to ensure that their needs are met; and*
  - (f) *the New Zealand Red Cross, to provide trained New Zealand Red Cross personnel to support community-based needs assessment and outreach; and*
  - (g) *the Salvation Army, to provide its trained personnel to support community-based needs assessment and outreach; and*
  - (h) *St John, to co-ordinate the provision of ambulance personnel to support the regional health response to welfare needs, in consultation with the Ministry of Health and DHBs; and*
  - (i) *Victim Support, to provide trained personnel to support community-based needs assessment and outreach.*

### 14.7.3 Further support

**Ministry of Health and DHBs**

In addition to the support stated above, the national health service response coordinated by the Ministry of Health includes the provision of psychosocial support. A regional health service response coordinated by District Health Boards (DHBs) also includes psychosocial support services.

<b>Ministry of Foreign Affairs and Trade</b>	The Ministry of Foreign Affairs and Trade coordinates with foreign consular missions (as well as foreign diplomatic missions) to provide information and advice on foreign nationals.
<b>Faith-based organisations</b>	<p>Along with the Salvation Army, other faith-based organisations may be able to:</p> <ul style="list-style-type: none"> <li>◆ (at the national level) coordinate the provision of their trained personnel to support community-based needs assessment and outreach, and</li> <li>◆ (at the regional or local level) provide trained personnel to support community-based needs assessment and outreach.</li> </ul>
<b>The Ministry of Pacific Island Affairs</b>	<p>At the national level, the Ministry of Pacific Island Affairs works with other government and non-government agencies to ensure that the needs of Pacific communities are met, by:</p> <ul style="list-style-type: none"> <li>◆ providing advice and information on Pacific communities</li> <li>◆ engaging with Pacific peoples</li> <li>◆ identifying Pacific community leadership.</li> </ul> <p>The Ministry of Pacific Island Affairs also provides this support at the regional level (where possible), working with CDEM Groups through regional offices (Auckland, Wellington, and Christchurch).</p>
<b>The Office of Ethnic Communities</b>	<p>At the national level the Office of Ethnic Communities works with other government and non-government agencies to ensure that the needs of ethnic communities are met, by:</p> <ul style="list-style-type: none"> <li>◆ providing advice and information on ethnic communities</li> <li>◆ engaging with ethnic groups</li> <li>◆ identifying ethnic community leadership</li> <li>◆ facilitating access to Language Line (a professional telephone-only interpreting service).</li> </ul> <p>The Office of Ethnic Communities also provides this support at the regional level (where possible), working with CDEM Groups through regional offices (Auckland, Hamilton, Wellington, and Christchurch).</p>
<b>Support from other agencies</b>	Support may be provided by any other government agency or non-government organisation (in addition to those listed above) that can provide relevant advice or information.
<b>More information</b>	For more information about the needs assessment sub-function, refer to <i>Welfare Services in an Emergency Director's Guideline [DGL 11/15]</i> .

## 14.8 Inquiry sub-function

<b>69 Inquiry</b>	(1) <i>Inquiry involves identifying people who have been affected by an emergency and assisting family, whānau, and significant others to make contact.</i>
<b>Responsibility</b>	(2) <i>The New Zealand Police is the agency responsible for a process to co-ordinate inquiries.</i>
<b>Usual or pre-planned means of contact</b>	<p>During the first 72 hours of an emergency, all resources (including telecommunications networks and responding agencies) are stretched.</p> <p>The public are encouraged to utilise their usual and pre-planned means of contacting their family, whānau and significant others. Examples of contact methods include usual contact phone numbers; place of residence, social media, planned meeting places or use of websites that may be established during large-scale emergencies.</p> <p>When a member of the public has exhausted these means of contact, and there are genuine fears for the person's safety, an inquiry can be made with Police.</p>

**National level support**

(3) *At the national level, the following agencies are required to plan for and support the New Zealand Police to facilitate the inquiry process:*

- (a) *the MCDEM, as the agency responsible for the provision of the CDEM welfare registration system; and*
- (b) *the Ministry of Education, as the agency responsible for providing enrolment information (when legally able to do so) to the New Zealand Police about the current location of children and their families who have been affected by an emergency; and*
- (c) *the Ministry of Foreign Affairs and Trade, as the agency responsible for the provision of information about foreign nationals; and*
- (d) *the Ministry of Health, via contracts with DHBs and primary care and ambulance services, as the agency responsible for patient registration; and*
- (e) *the New Zealand Red Cross, for the provision of an international tracing facility through International Federation of Red Cross and Red Crescent Societies partners.*

**Ministry of Foreign Affairs and Trade** The Ministry of Foreign Affairs and Trade coordinates with foreign consular missions (as well as foreign diplomatic missions) to provide information and advice on foreign nationals.

**New Zealand Red Cross** In addition to the support described above, the New Zealand Red Cross can provide support to the Inquiry sub-function via Restoring Family Links (RFL); an international service operating in business as usual using social media, telephone directories, club directories, door-to-door visits, or talking to neighbours.

**CDEM Group level support**

(4) *At the CDEM Group level, the following agencies are required to plan for, and support the New Zealand Police to facilitate, the inquiry process:*

- (a) *CDEM Groups, using the CDEM welfare registration system; and*
- (b) *DHBs and primary care and ambulance services, to ensure that patient management systems are maintained and available for inquiry purposes using the National Health Index system (which allows interrogation and enables restricted information to be shared with agencies, such as the New Zealand Police, when requested); and*
- (c) *the Ministry of Education, to provide (when legally able to do so) information to the New Zealand Police that will assist in identifying children and their families who have been affected by an emergency.*

**Support from other agencies** Support may be provided by any other government agency or non-government organisation (in addition to those listed above) that can provide relevant advice or information.

Supporting agencies are to provide information from their own registration systems on a regular basis and in a format as agreed with the Police.

**More information** For more information about the inquiry sub-function refer to *Welfare Services in an Emergency Director's Guideline [DGL 11/15]*.

## 14.9 Care and protection services for children and young people sub-function

Care and protection services for children and young people deliver and coordinate statutory care and protection to children and young people who have been identified (after registration in the *CDEM EMIS Welfare Registration System*) as being unaccompanied/separated from their parents, legal guardians, or usual caregivers during an emergency.

**Definition of child and young person**

A child means a person under the age of 14 years.

A young person is someone aged from 14 years, but under 17 years.

Responsibility	<p><b>70 Care and protection services for children and young people</b></p> <p>(1) <i>At the national and CDEM Group levels, the Ministry of Social Development, through Child, Youth and Family, is the agency responsible for planning the delivery and co-ordination of statutory care and protection services to those children and young people who have been identified (after registration) as being separated from their parents, legal guardians, or usual caregivers during an emergency.</i></p>
National and CDEM Group level support	<p>(2) <i>To provide these services, support from the following agencies at both the national and CDEM Group levels may be required:</i></p> <p>(a) <i>the Ministry of Education, to work with education providers to ensure continuity of care to children and young people at educational facilities during an emergency (a handover of care to the New Zealand Police, or another appropriate agency, will occur for those children and young people who cannot be reunited with their parent, guardian, or other approved person within a reasonable time frame); and</i></p> <p>(b) <i>the New Zealand Police, as the agency responsible for a process to co-ordinate inquiries (where inquiries have been made by responding agencies in relation to establishing contact between a child or young person and their family, whānau, or usual caregiver and have not been successful, and the child's or young person's physical or mental well-being is, or is likely to be, impaired, the New Zealand Police will exercise their powers under section 48 (unaccompanied children and young persons) of the Children, Young Persons, and Their Families Act 1989); and</i></p> <p>(c) <i>the New Zealand Red Cross, to support and supervise unaccompanied children during emergencies, as required, and to notify the New Zealand Police as soon as practicable; and</i></p> <p>(d) <i>Te Puni Kōkiri (national and regional offices), to provide independent advice and support to iwi, hapū, whānau, and other Māori communities and to work with central and local government authorities to reconnect tamariki and rangatahi who have become separated from their usual carers during an emergency.</i></p>

**Support from other agencies** Support may be provided by any other government agency or non-government organisation (in addition to those listed above) that can provide relevant advice or information.

### 14.9.1 Principles

The following principles underpin the delivery and coordination of services to children and young people separated from their parents, legal guardians, or usual caregivers:

1. Children are kept safe and cared for.
2. Children should be reunited with their parent, legal guardian or usual caregiver as soon as possible.
3. All reasonable steps are taken to reunite children with their parent, legal guardian or usual caregiver before referring to Police.
4. Delivery of welfare services relies on having strong relationships with community organisations and a clear understanding of welfare needs of individuals, families and whānau.
5. Any response needs to recognise the diverse and dynamic nature of emergencies and their consequences on children and young people.

For more information about the care and protection services for children and young people sub-function see the MCDEM publication *Welfare Services in an Emergency Director's Guideline [DGL 11/15]*.

## 14.10 Psychosocial support sub-function

Psychosocial support during an emergency and throughout the recovery period (irrespective of the duration) is about easing the physical, psychological and social difficulties for individuals, families/whānau and communities, as well as enhancing wellbeing.

Effective psychosocial recovery ensures that other aspects of the recovery process (e.g. rebuilding) do not result in further harm to individuals or their communities.

### 14.10.1 Responsibility and support at the national level

Responsible agencies	<p><b>71 Psychosocial support</b></p> <p>(1) <i>The Ministry of Health is the agency responsible for co-ordinating the provision of psychosocial support at the national level, and is to provide the required health services by funding, planning, and providing services, including by contracting organisations.</i></p> <p>(2) <i>Psychosocial support following an emergency involves focusing on the psychological and social interventions that will support community recovery.</i></p>
National level support	<p>(3) <i>At the national level, support from the following agencies may be required to co-ordinate the following services:</i></p> <p>(a) <i>the Ministry of Education, to support schools and early childhood providers during the emergency or traumatic incident by working alongside the traumatic incident teams or management teams of those schools and providers to assist them in responding to an emergency or incident and implementing an emergency response plan; and</i></p> <p>(b) <i>the Ministry for Primary Industries, to fund rural support trusts and other organisations to provide psychosocial support to rural communities after an emergency that affects the primary industry sector and that meets the Ministry's funding criteria; and</i></p> <p>(c) <i>the Ministry of Social Development, to provide information and resources to help individuals, families and whānau, and communities to connect to psychosocial support providers; and</i></p> <p>(d) <i>Te Puni Kōkiri (national and regional offices), to provide—</i></p> <p>(i) <i>links to iwi and Māori providers (which can give psychosocial support and work with government agencies, local authorities, and CDEM Groups to ensure that Māori and others are supported); and</i></p> <p>(ii) <i>advice on the most appropriate cultural responses to support Māori affected by an emergency; and</i></p> <p>(e) <i>the New Zealand Red Cross, to provide psychological first aid during emergencies and ongoing psychosocial and bereavement support services as required throughout recovery; and</i></p> <p>(f) <i>the Salvation Army, to provide psychosocial support, including pastoral support, from trained teams; and</i></p> <p>(g) <i>Victim Support, to facilitate access to approved counsellors (who will provide direct support to affected persons during and after an emergency).</i></p>

#### Note – Plan clause 71(3)(b)

In this context, 'rural communities' means farming families and primary producers.

More information	For more information about key national-level support agencies and their activities, see the MCDEM publication <i>Welfare Services in an Emergency Director's Guideline [DGL 11/15]</i> .
Save the Children New Zealand	<p>In addition to the agencies listed above, Save the Children New Zealand also provides support to the psychosocial support sub-function through the setting up and management of Child Friendly Spaces during emergencies.</p> <p>Child Friendly Spaces is a national resource. Any request for this service is to be made to the National Controller. For more information on this programme, search for 'child friendly spaces' at <a href="http://www.savethechildren.org.nz">www.savethechildren.org.nz</a>.</p>
Support from other agencies	Support may be provided by any other government agency or non-government organisation (in addition to those listed above) that can provide relevant advice or information.

### 14.10.2 Responsibility and support at the CDEM Group level

CDEM Group level	<p>(4) <i>At the CDEM Group level, DHBs are responsible for co-ordinating the provision of psychosocial support services (DHBs advise non-government organisations and primary health organisations on the type and nature of services needed for ongoing psychosocial support).</i></p>
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## CDEM Group level support

- (5) *At the CDEM Group level, support from the following agencies may be required to provide the following services:*
- (a) *DHBs, to provide specialist public health, mental health, and addiction services; and*
  - (b) *primary health organisations, to provide general practice and primary care services; and*
  - (c) *the Ministry of Education, to support schools and early childhood providers during an emergency or a traumatic incident by working alongside the traumatic incident teams or management teams of those schools and providers to assist them in responding to the emergency or incident and implementing an emergency response plan; and*
  - (d) *the Ministry for Primary Industries, to fund rural support trusts and other organisations to provide psychosocial support to rural communities following an emergency that affects the primary industry sector and that meets the Ministry's funding criteria; and*
  - (e) *the Ministry of Social Development, to provide information and resources to help individuals, families and whānau, and communities to connect to psychosocial support providers; and*
  - (f) *Te Puni Kōkiri (national and regional offices), to provide—*
    - (i) *links to iwi and Māori providers (which can give psychosocial support and work with government agencies, local authorities, and CDEM Groups to ensure that Māori and others are supported); and*
    - (ii) *advice on the most appropriate cultural responses to support Māori affected by an emergency; and*
  - (g) *the New Zealand Red Cross, to provide psychological first aid during emergencies and ongoing psychosocial and bereavement support services as required throughout recovery; and*
  - (h) *the Salvation Army, to provide psychosocial support, including pastoral support, from trained teams; and*
  - (i) *Victim Support, to provide access in an emergency to trained support workers who deliver direct emotional and practical support, information, and personal advocacy to affected persons during and after emergencies, crime, and trauma, and to facilitate access to approved counsellors as required; and*
  - (j) *community-based organisations and networks to assist affected persons to connect with social support and services; and*
  - (k) *agencies and organisations that provide employee assistance programmes, to consider what support those agencies and organisations require in an emergency.*

### Note – Plan clause 71(5)(d)

In this context, 'rural communities' means farming families and primary producers.

## Support from other agencies

Support may be provided by any other government agency or non-government organisation (in addition to those listed above) that can provide relevant advice or information.

## More information

For more information about key CDEM Group-level support agencies and their activities, see the MCDEM publication *Welfare Services in an Emergency Director's Guideline [DGL 11/15]*.

### 14.10.3 Psychosocial support partners

In addition to the support agencies identified in the *National CDEM Plan 2015*, the psychosocial support sub-function will need to work closely with internal and external partner agencies.

Relationships with these agencies need to be well developed and maintained prior to an emergency.

## Internal partners

Internal partners within a DHB include:

- ♦ the Public Health Medical Officer of Health, and
- ♦ the DHB Incident Management Team (IMT) which includes key representatives from emergency services and support agencies.

<b>External partners</b>	<p>External partners include:</p> <ul style="list-style-type: none"> <li>◆ emergency services</li> <li>◆ iwi organisations</li> <li>◆ hapū and iwi Māori, and marae communities</li> <li>◆ Māori health providers</li> <li>◆ funded community-based organisations and voluntary community groups, including (but not limited to): <ul style="list-style-type: none"> <li>– faith-based groups</li> <li>– culturally and linguistically diverse (CALD) community groups</li> <li>– service organisations</li> <li>– groups supporting vulnerable people, and people with disabilities (including those for whānau/families), and</li> <li>– rural support networks, providers, or groups.</li> </ul> </li> </ul>
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## 14.11 Household goods and services sub-function

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Basic household goods and services are provided to people who have been displaced or who are sheltering in their usual place of residence as a result of an emergency.

<b>National level responsibility</b>	<p><b>72 Household goods and services</b></p> <p>(1) <i>At the national level, the MCDEM is the agency responsible for providing advice and co-ordinating the provision of household goods and services and other essential items (including food, water, groceries, medication, cooking fuel, clothing, bedding, sanitation, and pet food) to people who have been displaced or who are sheltering in place.</i></p>
<b>Definition of basic goods and services</b>	<p>Basic household goods and services include food, water, clothing, bedding, and other items or services necessary for warmth, cleaning, preparing food, or general health and hygiene. They are only needed if normal providers are unavailable, unsuitable, or unable to meet demand, for example:</p> <ul style="list-style-type: none"> <li>◆ shops are closed</li> <li>◆ electricity is unavailable or unreliable, or</li> <li>◆ water/sewerage systems are unavailable or otherwise unreliable.</li> </ul> <p>Basic household goods and services may be required by people who are:</p> <ul style="list-style-type: none"> <li>◆ isolated from normal goods or service providers as a result of the emergency, or</li> <li>◆ unable to make purchases themselves because usual payment methods or services are unavailable (internet, Eftpos, Automatic Teller Machines (ATMs) etc).</li> </ul> <p>Basic household goods and services are provided until other methods of supply can be put in place (e.g. local businesses resume and/or usual payment options are available).</p>
<b>National level support</b>	<p>(2) <i>At the national level, the following is a selection of agencies that may be required to co-ordinate advice and assistance on the provision of specific services:</i></p> <ul style="list-style-type: none"> <li>(a) <i>the Ministry of Health, to provide advice on health considerations; and</i></li> <li>(b) <i>the Ministry for Primary Industries, to provide advice on food safety; and</i></li> <li>(c) <i>the New Zealand Defence Force, to provide advice on the co-ordination of the provision and distribution of water, food, and other essential items (including sanitation facilities); and</i></li> <li>(d) <i>the New Zealand Food &amp; Grocery Council Incorporated, to provide advice on the provision and distribution of food and grocery items; and</i></li> <li>(e) <i>the New Zealand Red Cross, to provide advice on the distribution of water, food, and other essential items; and</i></li> <li>(f) <i>the Salvation Army, to support the distribution of household goods and services, especially food, clothing, and furnishings.</i></li> </ul>

CDEM Group level (3) *At the CDEM Group level, CDEM Groups are responsible for planning and co-ordinating the provision of household goods and services and other essential items to people who have been displaced or who are sheltering in place.*

CDEM Group level support (4) *At the CDEM Group level, support from the following agencies may be required to provide the following services:*

- (a) *DHBs, to provide medication and other items to support primary care and pharmacies and PHUs (supported by territorial authority environmental health officers), and to provide advice on public health issues; and*
- (b) *local authorities, to procure, and co-ordinate the distribution of, household goods and services; and*
- (c) *the Ministry for Primary Industries, to provide advice on food safety; and*
- (d) *the New Zealand Defence Force, to support the provision and distribution of water, food, and other essential items (including sanitation facilities); and*
- (e) *the New Zealand Food & Grocery Council Incorporated, to provide advice on the provision and distribution of food and grocery items; and*
- (f) *the New Zealand Red Cross, to support the distribution of household goods and services; and*
- (g) *the Salvation Army, to support the distribution of household goods and services, especially food, clothing, and furnishings.*

### 14.11.1 Further support

In addition to the support stated above, the following agencies can provide further support to the household goods and services sub-function:

- ◆ **Ministry of Health:** advice on ongoing healthcare provisions
- ◆ **DHBs:** advice, resources, and services for affected communities
- ◆ **Public Health Units:** advice (including safety of water) and public health services (supported by local authority Environmental Health Officers) to the health and CDEM sectors and affected communities
- ◆ **Local authorities:** Environmental Health Officers to provide advice (including safety of water) and public health services (in support of PHUs) to the health and CDEM sectors and affected communities.

Support for the household goods and services sub-function may also be provided by:

- ◆ **Local community organisations:** Support in the provision and distribution of household goods and services in line with local planning arrangements.
- ◆ **Local businesses:** Support in the provision and distribution of household goods and services in line with local planning arrangements.

**Support from other agencies** Support may be provided by any other government agency or non-government organisation (in addition to those listed above) that can provide relevant advice or information.

CDEM Groups/local authorities may collaborate with other agencies and organisations on the provision of household goods and services at the local and regional level, as shown in **Table 14.1**.

*Table 14.1 Further support for household goods and services.*

Agency	Nature of collaboration
Ministry of Social Development	To understand the needs of those affected to ensure that they are met through the most appropriate channel, avoiding duplication of services and assistance.

## 14.11.2 Donated goods

Donated goods are not considered part of the household goods and services sub function. Donations of goods are discouraged in favour of financial donations. However, donation of services (such as delivery, trade services and access to facilities) may be of benefit to the response.

The management of unsolicited donated goods can interfere with the response effort, waste time and resources, create negative public relations and hinder longer-term recovery efforts.

CDEM Groups and local authorities should have arrangements in place, including partnerships with other agencies, to manage any donated goods.

See the MCDEM publication *Donated Goods Management Planning: Best Practice Guide [BPG 2/06]* to assist CDEM Groups and local authorities to plan for the management of donated goods after an emergency.

## 14.12 Shelter and accommodation sub-function

The provision of shelter and accommodation is for people who have to leave their homes as a result of an emergency (displaced people).

Sheltering in place (remaining in usual place of residence or home), when possible and safe to do so, is best practice, and the preferred option when providing this welfare service.

People affected by an emergency should only be sheltered or accommodated elsewhere when it is impractical or unsafe for them to remain in their own home.

### Provision of shelter and accommodation

#### 73 Shelter and accommodation

- (1) *The provision of shelter and accommodation is for people who have to leave their homes as a result of an emergency (displaced people).*
- (2) *This sub-function is divided into the following categories:*
  - (a) *shelter, provided, usually in a communal facility (possibly, but not necessarily, a pre-designated civil defence centre), for only a few days to protect displaced people from the elements and danger (some basic welfare services may be provided at the facility); and*
  - (b) *emergency accommodation, provided to displaced people who cannot return to their homes for short periods, generally only a few days and not more than about 2 weeks; and*
  - (c) *temporary accommodation, provided to displaced people who cannot return to their homes for a prolonged period (generally several weeks, months, or, possibly, years).*

### Responsibilities

- (3) *At the national level, the MCDEM is the agency responsible for providing advice and co-ordinating the provision of shelter and emergency accommodation.*
- (4) *The Ministry of Business, Innovation, and Employment is the agency responsible for the co-ordination of the provision of temporary accommodation, in particular,—*
  - (a) *planning in advance for service delivery and technical support systems; and*
  - (b) *prompting information gathering and analysis to ascertain the likely temporary accommodation demand and the most appropriate supply options for the affected populations; and*
  - (c) *encouraging operational partnerships at both national and CDEM Group level for successful implementation of temporary accommodation plans.*

### Agency support

- (5) *Support from the following agencies is required to plan for and co-ordinate the provision of shelter and accommodation services:*
  - (a) *CDEM Groups,—*
    - (i) *to assess, within their CDEM Group area, the need for shelter and emergency accommodation for displaced people, including displaced people from another region; and*
    - (ii) *to co-ordinate the provision of shelter and emergency accommodation within their CDEM Group area for displaced people, including displaced people from another region; and*

- (iii) to provide the Ministry of Business, Innovation, and Employment with advice, information, and access to council-controlled temporary accommodation facility options; and
- (b) Housing New Zealand Corporation, to provide the Ministry of Business, Innovation, and Employment with advice, information, and access to Housing New Zealand Corporation temporary accommodation options (buildings and landholdings); and
- (c) the Ministry of Education, to link CDEM Groups with appropriate school boards of trustees for advice, information, and access to shelter or emergency accommodation options (buildings and landholdings); and
- (d) the Ministry of Health, to link CDEM Groups or the Ministry of Business, Innovation, and Employment, or both, with DHBs for advice and information about managing any environmental health or communicable disease risks to public health associated with shelter, emergency accommodation, and temporary accommodation facilities; and
- (e) the Ministry of Social Development, to determine eligibility for temporary accommodation for displaced persons; and
- (f) the New Zealand Defence Force, to provide the MCDEM, CDEM Groups, and the Ministry of Business, Innovation, and Employment with advice, information, and access to shelter, emergency accommodation, and temporary accommodation options (buildings and landholdings) in accordance with section 9 of the Defence Act 1990; and
- (g) Te Puni Kōkiri national and regional offices, to provide—
  - (i) advice and assistance to CDEM Groups to link with marae that can assist with shelter and emergency accommodation and manaa-kitanga (care and support); and
  - (ii) advice to the Ministry of Social Development so that appropriate assessments of needs are undertaken for temporary accommodation for displaced Māori; and
  - (iii) advice and assistance to the Ministry of Business, Innovation, and Employment so that appropriate matching and placement case management for temporary accommodation for displaced Māori are undertaken; and
  - (iv) advice and assistance to the Ministry of Business, Innovation, and Employment to link with marae and appropriate marae trustees for advice, information, and access to marae temporary accommodation options (buildings and landholdings); and
- (h) the Salvation Army, to provide CDEM Groups with advice, information, and access to Salvation Army shelter and emergency accommodation, and to support displaced people living in shelter or emergency accommodation.

### 14.12.1 Further support

Support may be provided by any other government agency, non-government organisation, or business (in addition to those listed above) that can provide relevant advice, information, or services. **Table 14.2** shows some examples.

**Table 14.2** Further support to the shelter and accommodation sub-function.

Agency	Support
Local authorities	Providing access to buildings, land and other infrastructure and/or expediting regulatory approvals to ensure timely delivery of temporary accommodation solutions. Delivering shelter and emergency accommodation.
Commercial providers	Provision of temporary accommodation solutions, e.g. hotel/motel operators, building and construction and property management services
Community-based organisations	Assisting with the provision of pastoral care and recovery support services for displaced people seeking or occupying temporary accommodation.

## 14.12.2 Shelter and accommodation options

Figure 14.3 shows some of the options affected people may take, resulting in either displacement or sheltering in place. Pathways may not be linear and will depend on the circumstances of the emergency.

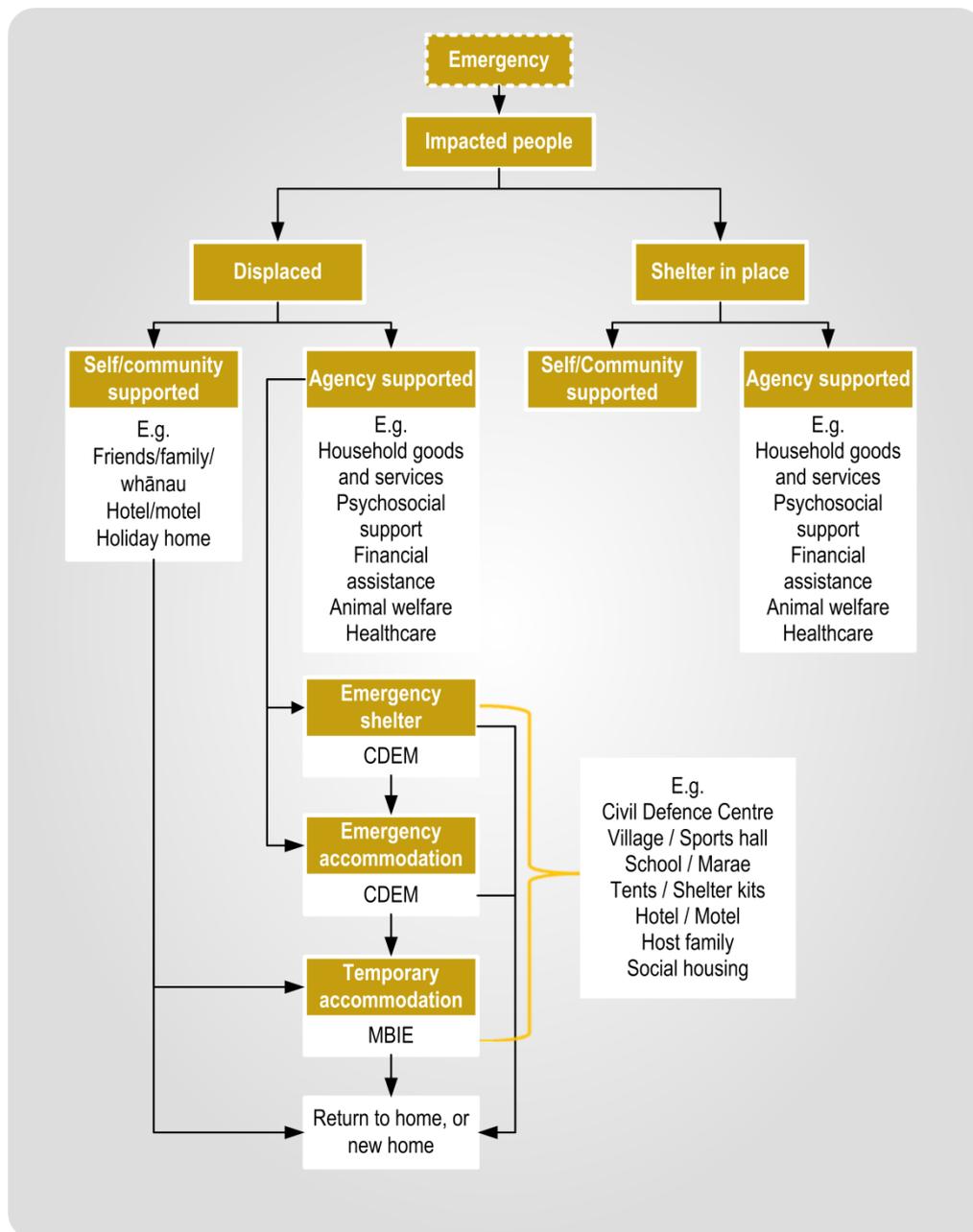


Figure 14.3: Shelter and accommodation options.

### More information

For more information about the shelter and accommodation sub-function, refer to *Welfare Services in an Emergency Director's Guideline [DGL 11/15]*.

## 14.13 Financial assistance sub-function

Financial assistance involves the provision of information about, and access to, the range of financial assistance available to people affected by an emergency.

### Responsibility

#### 74 Financial assistance

- (1) *The Ministry of Social Development is the agency responsible at the national and CDEM Group levels for the co-ordination of the financial assistance subfunction.*
- (2) *The Ministry of Social Development co-ordinates the provision of information about, and access to, the range of financial assistance available to people affected by an emergency.*

### National level support

- (3) *At the national level, support from the following agencies may be required to plan for and co-ordinate the following services:*
  - (a) *the Accident Compensation Corporation, to ensure—*
    - (i) *claimants who are unable to work because of a covered injury receive, or continue to receive, weekly compensation payments (in lieu of their salary); and*
    - (ii) *the continuation of payments to treatment providers or the deferral of levy payments in certain circumstances; and*
  - (b) *the Earthquake Commission, to provide information about—*
    - (i) *claim lodgement and the settlement processes for natural disaster damage as defined in the Earthquake Commission Act 1993; and*
    - (ii) *settlement of valid claims under the Earthquake Commission Act 1993 by way of payment, reinstatement, or replacement at the Earthquake Commission's discretion; and*
  - (c) *the Inland Revenue Department, to provide tax relief and income assistance through a range of measures; and*
  - (d) *the Insurance Council of New Zealand, to provide specific disaster recovery information to assist with minimising loss, information on how to lodge insurance claims, and insurance company contacts; and*
  - (e) *the Ministry of Business, Innovation, and Employment, to help businesses to recover by providing information and support; and*
  - (f) *the Ministry for Primary Industries, to provide, after an emergency affecting primary industry sector producers, on-farm relief that meets the Ministry's funding criteria; and*
  - (g) *the New Zealand Red Cross, to manage a national relief appeal and financial support services in the form of an independent relief or recovery cash grant process; and*
  - (h) *the Salvation Army, to manage a relief appeal to assist affected persons in the most appropriate way.*

**CDEM Group level support**

- (4) *At the CDEM Group level, support may be required by the following organisations:*
- (a) *local authorities,—*
    - (i) *to participate in a disaster relief fund trust (if such a trust has been established in the region); and*
    - (ii) *to manage and administer mayoral relief funds; and*
  - (b) *the Accident Compensation Corporation,—*
    - (i) *to provide compensation to claimants with a covered injury as a result of the emergency; and*
    - (ii) *to ensure the continuation of payments to treatment providers or the deferral of levy payments in certain circumstances; and*
  - (c) *the Earthquake Commission, to provide information about—*
    - (i) *claim lodgement and the settlement processes for natural disaster damage as defined in the Earthquake Commission Act 1993; and*
    - (ii) *settlement of valid claims under the Earthquake Commission Act 1993 by way of payment, reinstatement, or replacement at the Earthquake Commission’s discretion; and*
  - (d) *the Inland Revenue Department, to deliver tax relief and income assistance; and*
  - (e) *the Ministry of Business, Innovation, and Employment, to help businesses to recover by providing information and support; and*
  - (f) *the Ministry for Primary Industries, to provide, after an emergency affecting primary industry sector producers, on-farm relief that meets the Ministry’s funding criteria; and*
  - (g) *the Salvation Army, to manage a relief financial appeal to assist affected persons in the most appropriate way; and*
  - (h) *community-based organisations and networks, to assist affected persons to connect with financial assistance and services.*

**Extra measures of assistance**

- (5) *Depending on the consequences of an emergency, the Government may authorise extra measures of assistance.*

**14.13.1 Further support**

Support may be provided by any other government agency or non-government organisation (in addition to those listed above) that can provide relevant advice or information. **Table 14.3** shows some examples.

**Table 14. 3** *Further support to the financial assistance sub-function.*

Agency	Support
Community based organisations and networks	e.g. Some Rural Support Trusts can take a lead role coordinating rural recovery. In classified medium and large-scale events MPI funds agreed activities of Rural Support Trusts in support of farming families and primary producers’ recovery. MPI does not cover funding for localised scale events.
Industry organisations	e.g. Dairy NZ, Beef + Lamb New Zealand, and Rural Women New Zealand (among others) - provide information to help farmers cope with and recover from adverse events including financial planning and farm management advice.
Business groups	e.g. Chambers of Commerce mentoring activities
Banks and financial organisations	e.g. financial planning advice for customers.

For more information about the financial assistance sub-function, refer to *Welfare Services in an Emergency Director’s Guideline [DGL 11/15]*.

## 14.14 Animal welfare sub-function

All animal owners, or persons in charge of animals, should develop their own plans to care for their animals during emergencies.

The role of the animal welfare sub-function is to help provide for the needs of animals when their owners (or persons in charge) are not able to do so themselves, because of the consequences of the emergency.

The animal welfare sub-function includes the provision of animal rescue, animal shelter, food, water, husbandry, and veterinary care and other essentials for all animals.

### Responsibilities

#### 75 Animal welfare

- (1) *All animal owners, or persons in charge of animals, should develop their own plans to care for their animals during emergencies.*
- (2) *At the national and CDEM Group levels, the Ministry for Primary Industries is the agency responsible for—*
  - (a) *co-ordinating the provision of the animal welfare services sub-function (including animal rescue, animal shelter, food, water, husbandry, and veterinary care and other essentials) for all animals, including companion animals, production animals, animals in research, testing, and teaching facilities, zoo and circus animals, and wildlife; and*
  - (b) *co-ordinating the planning for animal welfare in emergencies; and*
  - (c) *maintaining the Government's reporting and advisory capability on animal welfare in an emergency.*

### Agency support

- (3) *To provide those services, support from the following agencies at both the national and CDEM Group levels may be required:*
  - (a) *Federated Farmers of New Zealand, to provide direct support and co-ordination services to commercial livestock owners to assist in mitigating animal suffering as a result of an emergency; and*
  - (b) *the New Zealand Companion Animal Council, to provide support services to companion animal owners to assist in mitigating animal suffering as a result of an emergency and returning animals to their owners; and*
  - (c) *the New Zealand Veterinary Association,—*
    - (i) *to provide advice on where veterinary treatment can be obtained; and*
    - (ii) *to provide assistance in alleviating animal suffering through the co-ordination of the provision of advice, feeding, relocation, or sheltering of animals during and after an emergency; and*
    - (iii) *to co-ordinate the provision of trained veterinary personnel to assist in affected areas; and*
    - (iv) *to ensure rapid communication of relevant information to veterinary members and branches, especially to and from affected areas; and*
  - (d) *the Royal New Zealand Society for the Prevention of Cruelty to Animals, to provide direct support and co-ordination services to companion animal owners to assist in mitigating animal suffering as a result of an emergency; and*
  - (e) *territorial authorities, through animal control or animal services, to provide direct support and co-ordination services to companion animal owners to assist with the care, relocation, and housing of companion animals, and other animals, in response to an emergency; and*
  - (f) *World Animal Protection, which may provide support in the event of a national emergency, if formally requested, in the form of an animal emergency management response (which could take the form of veterinary support, help with setting up and running temporary animal shelters, and provision of animal food).*
- (4) *Additional agencies listed in The Guide may be required at the national and CDEM Group level to provide animal welfare services.*

### Support from other agencies

Support may also be provided by any other agencies or individuals that can provide relevant advice or information at national, regional, or local levels.

**Death and disposal of animals**

- (5) *The Ministry for Primary Industries will advise local authorities on the disposal of dead animals.*
- (6) *Medical officers of health and health protection officers will advise local authorities on the public health issues that may result from the death and disposal of animals.*

### 14.14.1 Role of industry organisations in response and recovery

Many industry organisations may contribute to the animal welfare sub-function in response and recovery. These organisations, and details of the activities they carry out in response and recovery, are shown below.

**Federated Farmers of New Zealand**

Federated Farmers of New Zealand has a National Office based in Wellington, and 12 Regional Offices.

Federated Farmers receives Met-Service weather warnings and other warnings of emergencies from CDEM Groups and will activate a response service at the discretion of provincial executives and the National Office. The response service operates as follows:

- ◆ activation of the 0800 FARMING number
- ◆ Notification of the emergency via SMS service to members that can also be used to request information about immediate needs.

This information is reported to relevant agencies including MPI.

Federated Farmers has a network of members that can access heavy equipment such as diggers and tractors, and volunteers and field officers are available to assist with meeting animal welfare needs during and following an emergency.

For further information, visit [www.fedfarm.org.nz](http://www.fedfarm.org.nz) (search for 'adverse events').

**Fonterra**

Fonterra have dedicated Emergency Response Teams for each of their 26 sites. The major focus of the teams is the response and restoration of the Fonterra sites, but they may be deployed as required to support the 10,500 Fonterra suppliers. Multiple teams may be deployed to provide a larger team in a given area.

Support in an emergency ranges from technical advice to water tankers and sandbagging, and has included sourcing and supplying dozens of generators to keep milking sheds operating during and following a flood.

Response coordination is via Fonterra area managers, who act as key coordination points across Fonterra's business sectors and with other organisations.

For further information, visit [www.fonterra.com](http://www.fonterra.com).

**Dairy NZ**

Dairy NZ works closely with all dairy companies, including Fonterra. Fonterra has a direct relationship with each supplier, and Dairy NZ has an industry focus. Regional Dairy NZ teams of 5-6 people are based in nine regions. In addition there are five regionally based Animal Husbandry Extension Specialists.

Communication channels with members include prompt email and SMS alerts, both to and from farmers and rural professionals. The Dairy NZ website contains resources and information for managing during an adverse event as well as for recovery activities.

Dairy NZ works with animal welfare practitioners and is supported by the New Zealand Veterinary Association, Federated Farmers of New Zealand, banks and Rural Support Trusts with the aim to restore farms to a more resilient position following an emergency.

For further information, visit [www.dairynz.co.nz](http://www.dairynz.co.nz) (search for 'adverse events').

**Beef and Lamb New Zealand** Beef and Lamb New Zealand provide technical advice to farmers about adverse weather events where stock are likely to be impacted, and also offer extensive information on managing stock following a volcanic eruption.

Beef and Lamb New Zealand communications channels can be used to reach sheep and beef farmers across New Zealand or target particular regions.

For further information, visit [www.beeflambnz.co.nz/farm](http://www.beeflambnz.co.nz/farm) (select 'farm facts & resources').

**Deer Industry New Zealand** Deer Industry New Zealand can act as a rapid communication channel to reach deer farmers during an emergency.

For further information, visit [www.deernz.org.nz](http://www.deernz.org.nz) (search for 'welfare' and 'codes of welfare').

**NZ Pork** NZ Pork provides a communication network to and from commercial pig farmers. NZ Pork has a central and regional structure and can aggregate information and communicate as needed.

NZ Pork is an affiliated member of Federated Farmers, has close links with industry veterinarians, and can link to Rural Support Trusts as appropriate.

For further information, visit [www.nzpork.co.nz](http://www.nzpork.co.nz) (search for 'welfare resources').

**NZ Equine Health Association** The New Zealand Equine Health Association (NZEHA) is a pan-equine industry coordinating group on matters relating to the health and welfare of equine animals in New Zealand.

In an emergency affecting horses, the NZEHA could convene and mount an equine response module if there were serious equine issues to be addressed. The response would follow a simple CIMS structure in line with plans for biological responses.

The NZEHA is the source of information regarding the status of equine issues. Within NZEHA representative sectors there is capability to undertake:

- ◆ response leadership and coordination
- ◆ communication
- ◆ needs assessment
- ◆ warnings/notifications/alerts
- ◆ resource facilitation (people and products).

NZEHA could call upon a number of facilities to act as coordination points, depending on location and scale of response, including:

- ◆ NZ Racing (Wellington)
- ◆ NZ Thoroughbred Racing (Wellington)
- ◆ Harness Racing (Christchurch)
- ◆ Equestrian Sports NZ (Wellington)
- ◆ NZ Thoroughbred Breeders (Auckland)
- ◆ Royal Agricultural Society (Christchurch)
- ◆ NZ Pony Club (Hawkes Bay)
- ◆ Service Sector offices (Auckland)
- ◆ NZ Veterinary Association Equine Branch member facilities – nationwide.

For further information, visit [www.nzeha.com](http://www.nzeha.com).

**Meat Industry Association** All meat processing plants have their own emergency response plans and procedures for evacuation. Trained rescue squads liaise with local specialist emergency services. All processing plants have veterinarians, and staff and equipment able to carry out humane slaughter of animals. Grazing land and stock yards adjacent to the plants could be used as animal holding facilities if required.

For further information, visit [www.mia.co.nz](http://www.mia.co.nz) (see section 13 of Health and Safety Guidelines.)

<b>Poultry Industry Association of New Zealand</b>	The Poultry Industry Association of New Zealand is the organization that represents the interests of poultry meat producers in New Zealand. For further information, visit <a href="http://www.pianz.org.nz">www.pianz.org.nz</a> .
<b>Egg Producers Federation of New Zealand</b>	The Egg Producers Federation of New Zealand represents all commercial egg farmers across all farming types. For further information, visit <a href="http://www.eggfarmers.org.nz">www.eggfarmers.org.nz</a> .
<b>Road Transport Forum New Zealand</b>	The Road Transport Forum is the national body representing the commercial road freight industry. Membership comprises over 80% of road freight operators in New Zealand. For further information, visit <a href="http://www.rtfnz.co.nz">www.rtfnz.co.nz</a> .

#### 14.14.2 Role of non-government organisations in response and recovery

Many non-government organisations may contribute to the animal welfare sub-function in response and recovery. These organisations, and details of the activities they carry out in response and recovery, are shown below.

<b>World Animal Protection</b>	<p>World Animal Protection has one New Zealand office in Auckland which is in regular communication with global and regional offices and the International Head Office in London.</p> <p>In a national emergency, if formally requested by the New Zealand Government, World Animal Protection can activate its disaster response teams based in Thailand, Costa Rica, India and England. The teams of 20 consist of veterinarians and technical support personnel (including logistics, communications, disaster response managers, project officers).</p> <p>Disaster Response Teams can generally be deployed within 72 hours of a request being approved by World Animal Protection International Head Office for up to a month, depending on personnel availability and resources. Team Members can provide the following 24/7 response services:</p> <ul style="list-style-type: none"> <li>◆ animal rescue</li> <li>◆ veterinary care</li> <li>◆ response management</li> <li>◆ provision of animal food and veterinary medication</li> <li>◆ establishment and short term management of temporary animal shelters</li> <li>◆ establishment and short term management of mobile veterinary clinics</li> <li>◆ crisis communication assistance, and</li> <li>◆ animal welfare needs assessment (e.g. identify at risk and vulnerable animals).</li> </ul> <p>For further information, visit <a href="http://www.worldanimalprotection.org">www.worldanimalprotection.org</a>.</p>
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**New Zealand  
Companion Animal  
Council**

New Zealand Companion Animal Council (NZCAC) membership is comprised of over 80 organisations and individuals. Several NZCAC members (both organisations and individuals) have emergency management plans in place.

NZCAC has a 24/7 response capability as follows:

- ◆ Provision of coordinated assistance, advice and support
- ◆ Rapid communication updates with all members
- ◆ Activation and support of the New Zealand Companion Animal Register (NZCAR), the largest New Zealand based repatriation database for microchipped animals (over 300,000 records on file). The NZCAR is backed up offshore, can be accessed by landline and mobile devices and is available 24/7. Normal operation via 0800 telephone support from 8.00am-10.00pm can also be increased to 24/7 in a national emergency.
- ◆ NZCAR work in partnership with other agencies such as PetsontheNet, National Dog Database, as well as overseas databases including the Australasian Animal Registry (AAR).
- ◆ NZCAR has substantial capacity to assist with a wide range of companion animals in relation to an emergency ranging from Auckland to Christchurch, with:
  - resources such as crates, cages, temporary housing, fostering, animal medication, pet food
  - animal welfare
  - veterinary and veterinary nursing support, and
  - advice.

For further information, visit [www.nzcac.org.nz](http://www.nzcac.org.nz).

**Massey University,  
Palmerston North:  
Institute of  
Veterinary, Animal  
and Biomedical  
Sciences**

The Institute of Veterinary, Animal and Biomedical Sciences is a world leader in its field. Work includes:

- ◆ advancing knowledge in animal health and welfare, biosecurity, conservation and sustainable productivity
- ◆ working with governments, other universities, international and national organisations and companies to improve animal and human health.

For further information, visit [www.massey.ac.nz](http://www.massey.ac.nz) (search for 'veterinary and animal sciences').

**Massey University  
Palmerston North:  
Wildbase Hospital,  
Veterinary  
Teaching Hospital**

Wildbase Hospital is New Zealand's only dedicated wildlife hospital, providing medical and surgical care and rehabilitation to sick and injured native animals so they can be returned to the wild.

For further information, visit [www.massey.ac.nz](http://www.massey.ac.nz) (search for 'wildbase hospital').

**New Zealand  
Veterinary  
Association (NZVA)**

The New Zealand Veterinary Association head office is in Wellington and coordinates a number of regional branches and species and specialisation branches.

If formally requested, NZVA can coordinate and direct response actions from veterinarians, veterinary support staff, and veterinary practices throughout New Zealand at either local, regional or national level.

Services available include:

- ◆ emergency veterinary services
- ◆ animal rescue
- ◆ assessment of animal needs
- ◆ animal medication and treatments
- ◆ animal care and husbandry
- ◆ management and assistance in animal shelters
- ◆ assistance with relevant communications
- ◆ coordination of veterinary input into disaster locations
- ◆ a register of veterinarians able to provide specialised services e.g. wildlife, equine, companion animal, production animal
- ◆ a register of veterinarians and support staff trained in emergency work e.g. Urban Search and Rescue, Veterinary Emergency Response Teams.

For further information, visit [www.nzva.org.nz](http://www.nzva.org.nz).

**Royal Society for  
the Prevention of  
Cruelty to Animals  
(RNZSPCA)**

RNZSPCA may be able to perform a support role in the response and recovery phases of an emergency. Response capability is dependent on the location of RNZSPCA centres.

National coordination of response and recovery efforts is via the network of RNZSPCA centres.

Services which may be available (depending on the location and scale of the emergency) include:

- ◆ housing animals in need
- ◆ transportation
- ◆ Animal rescue response, and
- ◆ providing assistance to animal owners.

For further information, visit [www.rnzspca.org.nz](http://www.rnzspca.org.nz).

**Rural Women New  
Zealand**

Rural Women New Zealand is a charitable, membership-based organisation which supports people in rural communities through opportunities, advocacy and connections.

Rural Women New Zealand has a diverse membership and is a leading representative body providing information, support, practical learning and leadership opportunities. Activities include promoting and advocating on rural health, education, land and social issues.

For further information, visit [www.ruralwomen.org.nz](http://www.ruralwomen.org.nz).

**Zoo and Aquarium  
Association (ZAA)**

The Zoo and Aquarium Association (ZAA) is the peak body representing the zoo and aquarium community throughout Australasia. The Association has 99 member organizations; 94 of these are zoos, aquariums and museums with the remainder consisting of universities, TAFEs and government departments.

The Association manages the coordination of breeding programs and sets the level of professional standards and practice for its members. It also provides general support and advice where required to its members and governments on a range of issues such as biosecurity, wildlife disease and species knowledge.

The ZAA collaborates on a broad range of topics, including disease preparedness and emergency planning.

For further information, visit [www.zooaquarium.org](http://www.zooaquarium.org).

**American Association for Laboratory Animal Science (AALAS)**

The American Association for Laboratory Animal Science (AALAS) is a membership association of professionals employed around the world in academia, government, and private industry who are dedicated to the humane care and treatment of laboratory animals, as well as the quality research that leads to scientific gains that benefit people and animals. AALAS provides educational materials to laboratory animal care professionals and researchers, administers certification programs for laboratory animal technicians and managers, publishes scholarly journals, supports laboratory animal science research, and serves as the premier forum for the exchange of information and expertise in the care and use of laboratory animals.

Some New Zealand research, testing and teaching facilities have developed response plans specific to each facility.

For further information on disaster preparedness, visit [www.aalas.org/iacuc](http://www.aalas.org/iacuc) for useful resources, including disaster preparedness.

### 14.14.3 Role of government organisations in response and recovery

Many government organisations may contribute to the animal welfare sub-function in response and recovery. These organisations, and details of the activities they carry out in response and recovery, are shown below.

**Territorial authorities through animal control or services**

Animal Control or Animal Services, at each territorial authority, provide assistance and support for displaced animals through transportation, sheltering and welfare needs with temporary animal shelters.

For further information, visit [www.animalcontrol.org](http://www.animalcontrol.org) and local authority websites.

**National Oiled Wildlife Response Team (established by Maritime New Zealand)**

New Zealand has a National Oiled Wildlife Response Team (NOWRT) that services birds and other oil affected shoreline animals. The NOWRT is comprised of personnel from every region in New Zealand; the core members being located at Massey University, Palmerston North. The core members at Massey University would lead the oiled wildlife response in the event of a national scale (TEIR 3) marine oil spill. At all other times they ensure New Zealand's continued oiled wildlife preparedness through planning, maintenance of the national equipment stockpile and two mobile oiled wildlife wash containers located at Massey University, maintenance of the NOWRT responder list, training of NOWRT members, and exercising national and regional oiled wildlife response plans. The NOWRT has national coverage with the ability to establish oiled wildlife response facilities in any region of New Zealand.

The NOWRT was established by Maritime New Zealand specifically for oil polluted marine environments but it could also be utilised in the event of a liquid chemical spill due to a natural hazard or other emergency. For further information refer to chapter 9 of the *National Marine Oil Spill Contingency Plan*, available at [www.maritimenz.govt.nz](http://www.maritimenz.govt.nz) (search for 'national contingency plan').

**Department of Conservation**

The Department of Conservation, through an operational structure at both regional and national levels for the management of wildlife, can respond if required in natural or human-induced emergencies. The Department of Conservation undertakes emergency management using the Coordinated Incident Management System (CIMS) and many staff are CIMS trained.

Emergency response experience includes wildfire, whale stranding, oil spills and earthquakes.

Operational field skills include logistics and planning, boat handling, all-terrain vehicles (ATVs), four wheeled drive (4WD), back country travel and camping, outdoor health and safety.

Department of Conservation staff can provide technical advice on native wildlife and animal related field skills include bird, lizard, frog and bat identification, catching, handling, transport and husbandry.

For further information, visit [www.doc.govt.nz](http://www.doc.govt.nz).

## 14.15 References and links

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- Other sections of the Guide**
- ◆ Section 5, Ministry of Civil Defence & Emergency Management (MCDEM)
  - ◆ Section 6, Civil Defence Emergency Management Groups (CDEM Groups)
  - ◆ Section 7, Clusters
  - ◆ Section 9, New Zealand Police
  - ◆ Section 11, Health and disability services
  - ◆ Section 17, Reduction
  - ◆ Section 18, Readiness
  - ◆ Section 19, Planning
  - ◆ Section 21, Exercising and testing
  - ◆ Section 24, Response
  - ◆ Section 26, National Crisis Management Centre
  - ◆ Section 28, Public information management
  - ◆ Section 29, Logistics
  - ◆ Section 32, Recovery
- Other documents**
- ◆ Ministry of Civil Defence & Emergency Management (2015) *Welfare Services in an Emergency Director's Guideline for Civil Defence Emergency Management Groups [DGL 11/15]*; ISBN 978-0-478-43513-9 ([www.civildefence.govt.nz](http://www.civildefence.govt.nz) – search for 'welfare services in an emergency')
  - ◆ Ministry for Primary Industries (2015) *Animal Welfare Emergency Management technical reference document* (yet to be published)
  - ◆ Ministry for Primary Industries *Primary Sector Recovery Policy*. This Policy guides any additional central Government recovery assistance to severely impacted rural communities and individuals following adverse events, including natural disasters, severe weather, and biosecurity incursions. ([www.mpi.govt.nz](http://www.mpi.govt.nz) – search for 'adverse events')
  - ◆ The Sphere Project (2011) *The Sphere Handbook 2011: Humanitarian Charter And Minimum Standards In Humanitarian Response 2011 Edition*; ISBN 1908176016 ([www.spherehandbook.org](http://www.spherehandbook.org))
  - ◆ *Privacy Act 1993* ([www.legislation.govt.nz](http://www.legislation.govt.nz))
  - ◆ *Civil Defence National Emergencies (Information Sharing) Code 2013* ([www.privacy.org.nz](http://www.privacy.org.nz))
  - ◆ *Vulnerable Children Act 2014* ([www.legislation.govt.nz](http://www.legislation.govt.nz))
  - ◆ Ministry of Civil Defence & Emergency Management (2013) *Volunteer Coordination in CDEM Director's Guideline for CDEM Groups [DGL 15/13]*; ISBN 978-0-478-36802-2 ([www.civildefence.govt.nz](http://www.civildefence.govt.nz) – search for 'volunteer coordination')
  - ◆ Ministry of Civil Defence & Emergency Management (2013) *Including people with disabilities: Information for the CDEM Sector [IS 13/13]*; ISBN 978-0-478-35574-1 ([www.civildefence.govt.nz](http://www.civildefence.govt.nz) – search for 'including people with disabilities')
  - ◆ Ministry of Civil Defence & Emergency Management (2013) *Including culturally and linguistically diverse (CALD) communities: Information for the CDEM Sector [IS12/13]*; ISBN 978-0-478-35573-4 ([www.civildefence.govt.nz](http://www.civildefence.govt.nz) – search for 'CALD')

