

26. National Crisis Management Centre (NCMC)

Summary The National Crisis Management Centre (NCMC) is an all-of-government facility that can be used by MCDEM when it is the lead agency in emergencies. The NCMC can also be used by other lead agencies to coordinate national response arrangements.

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26.1 Introduction

Part 8 Response NCMC

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- (1) *The NCMC is a facility established by the Government to enable the national co-ordination and management of the response to and recovery from emergencies.*
- (2) *The MCDEM is responsible for the management, development, and maintenance of the generic NCMC facilities and reports to the ODESC in this regard.*

26.2 Objective

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The objective of the NCMC is to facilitate an all-of-government response in support of government crisis management arrangements by providing a secure, centralised facility for information gathering and information management, strategic-level oversight, decision making, and co-ordination of national responses.

26.3 Principles

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- The principles underlying the maintenance, development, and use of the NCMC are to—*
- (a) *keep the NCMC in a constant state of readiness for activation, with the understanding that emergencies requiring an all-of-government response may require activation of the NCMC by the lead agency or the ODESC; and*
 - (b) *ensure that the relevant lead agency, when responding to an imminent threat or emergency, initiates the appropriate government crisis management arrangements at a speed and to a level commensurate with the threat or emergency; and*
 - (c) *ensure that agencies with supporting roles examine the nature of the emergency or threat and activate their emergency arrangements in co-ordination with the lead agency (those agencies may be required to provide representation and support at the NCMC); and*
 - (d) *understand that the NCMC may be activated without a declaration of a state of local or national emergency; and*
 - (e) *ensure that all lead agencies are responsible for the maintenance of their own unique infrastructure, processes, and staffing arrangements (including provision for support agencies); and*
 - (f) *understand that responding to any emergency has precedence over exercising and testing in the NCMC.*

26.4 MCDEM use of NCMC

MCDEM when lead agency

124 MCDEM use of NCMC when lead agency

- (1) *The MCDEM, when the lead agency, uses the NCMC to support the National Controller and to co-ordinate an all-of-government response.*
- (2) *The NCMC is used to—*
 - (a) *gather, collate, assess, and produce information; and*
 - (b) *co-ordinate and direct response operations and support; and*
 - (c) *issue public information and conduct media liaison; and*
 - (d) *inform and advise Ministers, Cabinet, and agencies; and*
 - (e) *co-ordinate national resources and international assistance (if required).*
- (3) *The nature of the emergency determines the model of activation (the NCMC may operate in any of the modes indicated in Appendix 2).*

Activating the NCMC

- (4) *Activating the NCMC for an emergency when the MCDEM is the lead agency involves links with—*
 - (a) *ECCs; and*
 - (b) *support agencies; and*
 - (c) *national lifeline utilities; and*
 - (d) *news media.*
- (5) *When the MCDEM is the lead agency, other agencies may perform the role of support agency and provide liaison officers to the NCMC to assist with co-ordination at the national level in accordance with agency roles and responsibilities as set out in this plan.*

Support agencies in the NCMC

- (6) *When the MCDEM is the lead agency, support agencies for the NCMC may include—*
 - (a) *GNS Science;*
 - (b) *the DPMC;*
 - (c) *the Meteorological Service of New Zealand Limited;*
 - (d) *the Ministry of Business, Innovation, and Employment;*
 - (e) *the Ministry of Foreign Affairs and Trade;*
 - (f) *the Ministry of Health;*
 - (g) *the Ministry for Primary Industries;*
 - (h) *the Ministry of Social Development;*
 - (i) *the Ministry of Transport;*
 - (j) *the New Zealand Customs Service;*
 - (k) *the New Zealand Defence Force;*
 - (l) *the New Zealand Fire Service;*
 - (m) *the New Zealand Police;*
 - (n) *Transpower.*

NCMC modes

Mode	Roles	Scale
1 Monitor	<i>Monitor and assess threats and incidents that may lead to a local emergency.</i>	<i>Lead agency: on standby Minimal staffing to monitor impending or actual emergency Support agencies: on standby</i>
2 Engage	<i>In addition to monitoring activities: collect, analyse, and disseminate information on emergencies; report to or advise Government; provide public information service</i>	<i>Lead agency: increased staffing Support agencies: kept informed, some activated</i>
3 Assist	<i>In addition to engagement activities: process or co-ordinate requests for support from regional and local organisations, including assistance from overseas, and international liaison; report to or advise Government</i>	<i>Lead agency: partial to full staffing Support agencies: most activated NCMC: fully operational</i>
4 Direct	<i>In addition to assisting activities: control and direct the overall response.</i>	<i>Lead agency: full staffing Support agencies: all activated NCMC: fully operational</i>

26.5 Use of NCMC by other lead agencies

The NCMC can also be used by other lead agencies to coordinate national responses, supported by other agencies. MCDEM will provide support to any lead agency as detailed in clause 125 of the *National CDEM Plan 2015*.

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When a lead agency other than the MCDEM is using the NCMC to co-ordinate the response to an emergency, the MCDEM will—

- (a) co-ordinate the CDEM response from an alternative location; and*
- (b) provide a liaison officer to the NCMC; and*
- (c) provide NCMC facilities to support the lead agency.*

26.6 Readiness

Readiness	The NCMC is an all-of-government facility, and the Officials' Committee for Domestic and External Security Coordination (ODESC) is responsible for the general management, development, and maintenance of the facility. ODESC has delegated day-to-day responsibilities for this to MCDEM. The NCMC is kept in a constant state of readiness for activation by a lead agency.
NCMC Working Group	A Working Group consisting of representatives from all the user agencies is chaired by MCDEM. The NCMC Working Group facilitates inter-agency collaboration across the facility including network, infrastructure and operational procedures. The NCMC Working Group reports to ODESC.

26.7 Response

Procedures	<p>The NCMC operating procedures for an emergency led by MCDEM are described in the MCDEM standard operating procedures for:</p> <ul style="list-style-type: none">◆ NCMC Response Activation◆ Concept of Operations: CDEM Response and Recovery, and◆ specific NCMC functions. <p>MCDEM operations in the NCMC are based on the Coordinated Incident Management System (CIMS).</p>
CDEM Groups	<p>When the NCMC is activated, relevant Emergency Coordination Centres (ECCs) may also be activated. If not already activated, CDEM Groups may be requested by the National Controller to activate their ECCs. Links with relevant CDEM Groups are established and maintained in accordance with NCMC procedures.</p>
NCMC Support agencies	<p>When operating the NCMC, MCDEM may call upon any government agency, or lifeline utilities whose function or expertise may be required to support the national CDEM response.</p>

26.8 References and links

- Other sections of the Guide**
- ◆ Section 3, Management of emergencies
 - ◆ Section 4, General roles and responsibilities
 - ◆ Section 5, Ministry of Civil Defence & Emergency Management (MCDEM)
 - ◆ Section 6, Civil Defence Emergency Management Groups (CDEM Groups)
 - ◆ Sections 8 – 16, for specific roles of agencies and sectors
 - ◆ Section 24, Response
 - ◆ Section 25, National warnings and advisories
 - ◆ Section 27, Emergency information management
 - ◆ Section 28, Public information management
 - ◆ Section 29, Logistics
 - ◆ Section 30, Mass evacuation
 - ◆ Section 31, International assistance for New Zealand
 - ◆ Section 32, Recovery
 - ◆ Section 33, Government financial support to local authorities
- Other documents**
- ◆ MCDEM Operating Procedures for:
 - NCMC Response Activation
 - Concept of Operations: CDEM Response and Recovery
 - NCMC Access Procedure for User Agencies
 - specific NCMC functions

