**Attachment 1**

# Wellington Region Civil Defence Emergency Management Group

"Together Wellington Regional Communities are Resilient"

# Group Recovery Plan

**July 2008 – June 2011**

WELLINGTON REGION EMERGENCY MANAGEMENT GROUP

Hutt City Council
Porirua City Council
Upper Hutt City Council
Wellington City Council
Carterton District Council
Masterton District Council
Kapiti Coast District Council
South Wairarapa District Council
Greater Wellington Regional Council

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# 5. Introduction

## 5.1 Purpose

The Wellington Region Civil Defence Emergency Management (CDEM) Group Recovery Plan identifies the processes required to support local disaster recovery management through facilitation, co-ordination and monitoring.

## 5.2 Outcome statement

Recovery activities reduce the potential for the consequences of an emergency to escalate. They rehabilitate the emotional, social, physical and economic wellbeing of the community and promote opportunities to meet future community needs whilst reducing exposure to future hazards and risks.

## 5.3 Scope

The Group Recovery Plan is based on an all hazards approach, whilst recognising that a major earthquake along the Wellington, Ohariu, or Wairarapa fault segments within the Wellington region are hazards of national significance. In addition to this plan, these hazards require specific response and recovery arrangements addressed under a National Contingency Plan and recognising the heavy involvement of central government and national agencies.

This plan does not deal with recovery aspects being undertaken at reduction and readiness phases as these are addressed in the Wellington Region CDEM Group Plan. However, this plan recognises that response and recovery activities are interrelated and the necessary action to achieve one or both is concurrent.

The processes for managing disaster recovery within cities and districts of the Wellington region are not defined in this plan. It is expected that these will be set out and achieved within local recovery plans, developed by the Territorial Authorities.

## 5.4 Recovery in context

Recovery is an enabling and supportive process. It is aimed at allowing the social, built, natural and economic structures of affected communities to attain an appropriate level of functioning. The rehabilitation of these structures is a foundation in restoring community confidence.

CDEM recovery management is community driven. It utilises local capacity, capability and expertise whilst empowering individuals, families, businesses and organisations through the provision of information, specialist services and resources.

Local councils will be fully engaged in recovery activities. They will be under severe pressure to undertake building checks, clear debris and silt, provide welfare support and repair essential services whilst providing information to Central Government, industry, businesses, communities and local agencies.

CDEM Group recovery support and co-ordination is expected with significant regional hazard events as defined by section 17 of the Wellington Region CDEM Group Plan.

The timeframes associated with recovery will vary dependant on the nature and scale of the impact and range from extensive community planning to individual assistance. Formal recovery arrangements will be scaled down or terminated as the community regains the means to manage its own affairs, even though some restoration, rehabilitation or assistance issues remain.

## 5.5 The Wellington Region CDEM Group

In accordance with the CDEM Act 2002, s17(1)(e), the CDEM Group has a statutory function to carry out recovery activities. However, the CDEM Group does not have any statutory powers during recovery.

The Wellington Region CDEM Group Plan, s26.2, states the CDEM Group office will:

- appoint a Group Recovery Manager
- establish a multi-agency recovery management team with particular focus on key recovery issues
- provide advice and support to local recovery personnel
- report to Central Government departments

The Wellington Region CDEM Group has appointed a Group Recovery Manager and alternate Group Recovery Manager. These are detailed in Appendix A.

A Recovery Co-ordinator maybe appointed under the provisions of s29(1) of the CDEM Act 2002, if the Minister of CDEM deems that a CDEM Group is, or is likely to be, unable to ensure the effective carrying out of recovery activities in its area.

## 5.6 Territorial Authorities

In accordance with the CDEM Act 2002, s17(1)(e), each member of a CDEM Group has a statutory function to carry out recovery activities.

The Wellington Region CDEM Group Plan, s26.3, states that each Territorial Authority will:

- appoint a Local Recovery Manager
- establish a local recovery management team to facilitate recovery
- work with the Group Recovery Management Team
- plan for a managed withdrawal so that individuals and organisations within the community can, in the long-term, manage their own recovery processes, albeit with support available if required

The Wellington Region CDEM Group has appointed Local Recovery Managers. These are detailed in Appendix A.

## 5.7 Recovery plan links

This plan has been written in conjunction with the Wellington Region CDEM Group Plan. However, this plan should also be read in conjunction with the:

- Wellington Region CDEM Welfare Plan
- Wellington Region CDEM Public Information and Media Management Plan
- Wellington Region Debris Disposal Plan
- Wellington Region CDEM Group Standard Operating Procedures
- Response and Recovery Protocols for Lifeline Utilities
- National CDEM Plan
- Guide to the National CDEM Plan (The Guide)
- Ministry of Civil Defence Emergency Management (MCDEM) Directors Guideline to Recovery Management [DGL 4/05]

## 5.8 Duration of plan and plan audit

This plan is effective from 1 July 2008 following approval from the Wellington Region CDEM Group.

This plan will be subject to a written audit within three years from the effective date. However, amendments may be made following an exercise or emergency event at any time during the aforementioned period.

# 6. Recovery structure

## 6.1 National recovery management structure

The National CDEM Plan and Guide set out arrangements for recovery at a national level. Figure 2.1 shows the relationship of recovery at national, regional (Group) and local level within the national recovery management structure.

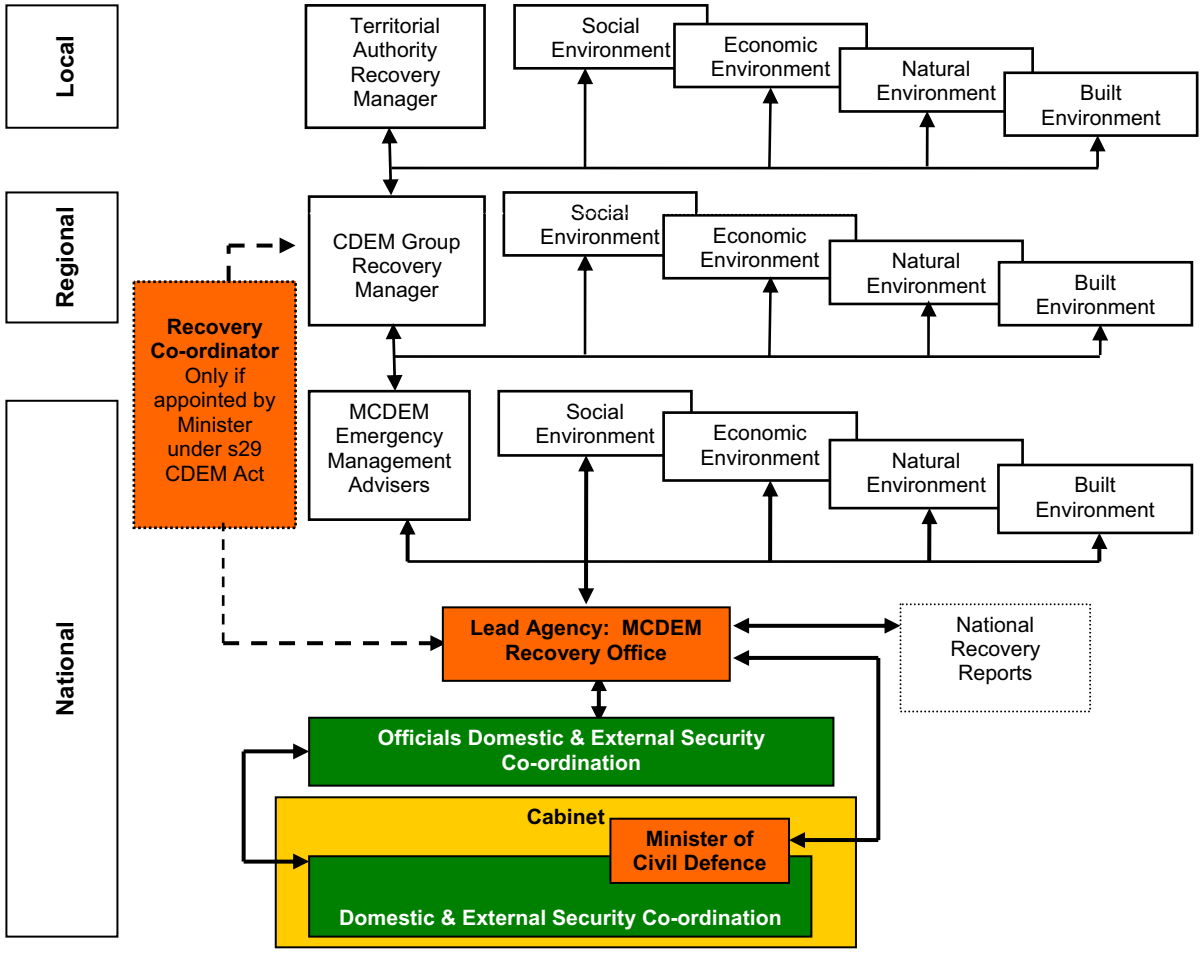


*Figure 2.1 – National Recovery Management Structure*

## 6.2 Wellington Region CDEM Group recovery structure

The Group recovery structure is shown in Figure 2.2. This structure should be established during the response phase of an emergency by the Group Recovery Manager.

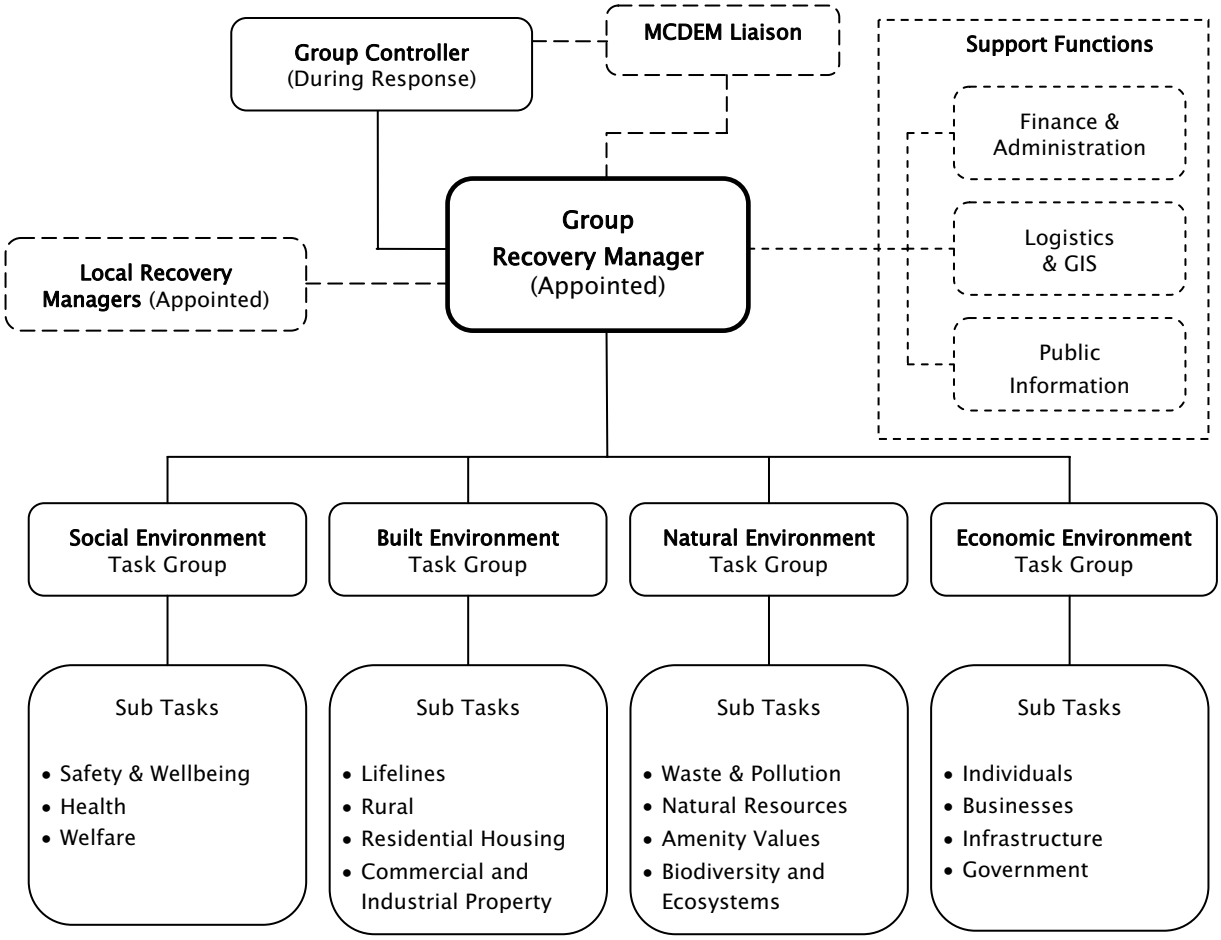


*Figure 2.2 – Group Recovery Structure*

## 6.3 Group Recovery Manager

The Group Recovery Manager is appointed by contractual agreement with the CDEM Group. This position has no statutory powers.

Appendix B is a generic Terms of Reference for the CDEM Group Recovery Manager. This may need to be amended to reflect the nature and scale of the event. Appendix C is the job description for the Group Recovery Manager.

In summary, the Group Recovery Manager will:

- engage the Group Controller, local recovery managers, government recovery agencies and the community to plan recovery activities
- establish response to recovery transitional arrangements
- co-ordinate and manage Group recovery activities
- develop an exit strategy

Subsequent sections of this plan deal with each of these elements.

# 7. Engagement during response

Recovery starts during the response phase, which means the Group Recovery Manager must:

- be familiar with response activities
- establish a Group Recovery Management Team
- establish a Group recovery office including personnel, physical resources and facilities
- engage local recovery managers, key recovery agencies (including central government agencies) and the community to consider recovery issues
- understand and establish damage and needs assessment requirements

## 7.1 Familiarisation with response activities

At the outset of an emergency, the Group Recovery Manager must be involved in the Group Controllers management team briefings to:

- understand response activities and priorities
- provide the Group Controller with advice on matters of importance for recovery
- identify early recovery priorities and public information messages
- establish contact with the key agencies who will be involved in recovery
- identify recovery issues that may require specific powers under a CDEM Group declaration

## 7.2 Group Recovery Management Team

The Group Recovery Manager is responsible for appointing a Group Recovery Management Team in accordance with the Group Recovery Structure (section 2.2). This should reflect the scale and nature of the event. A recommended composition is:

| | |
|---|---|
| **Social Environment Task Group Leader** | As appropriate to the nature and scale of the event *Supported by Group Emergency Management Advisor* |
| **Built Environment Task Group Leader** | |
| **Natural Environment Task Group Leader** | |
| **Economic Environment Task Group Leader** | |
| **Finance & Administration Support** | Greater Wellington Regional Council (GWRC) – Finance |
| **Public Information Manager (PIM)** | Greater Wellington Regional Council – Communications |
| **Logistical & GIS Support** | Greater Wellington Regional Council – CDEM Staff |
| **Other Support Staff as required** | Greater Wellington Regional Council – CDEM Staff |

## 7.3 Group recovery office

The Group recovery office will be located in the Hoyts Room, Level 4, Greater Wellington Regional Council, 142 Wakefield Street, Wellington, unless otherwise stated by the Group Recovery Manager.

The Group recovery office must have support systems and processes in place to co-ordinate and manage recovery activities. The primary tools available to the Group recovery office are:

- Group Emergency Operations Centre (GEOC) Computer Network and Information Management System
- Greater Wellington Regional Council (GWRC) Financial System
- GWRC Geographical Information System (GIS)
- Group emergency management office staff

### 7.3.1 Computer network and information management system

The GEOC utilises an independent emergency computer network. This emergency network should be used for all administration activities relating to recovery.

During response an information management system, Response Management Database (RMD), will be used on the emergency network. This should be used in recovery, allowing the Group Recovery Manager and Group Recovery Management Team access to all response information whilst providing a system for logging and recording all information relating to recovery. Section 5.1 covers information management in more detail whilst GEOC Standard Operating Procedures have been developed for the use of the RMD system.

### 7.3.2 Financial system

The GWRC finance system will be used for managing all Group recovery financial transactions, allowing normal business practices to be utilised during recovery. This system allows multiple recovery projects to be managed and linked to specific recovery activities.

### 7.3.3 Geographical Information System (GIS)

The GWRC ArcMap GIS system will be used for GIS outputs in relation to recovery activities. GWRC staff have access and are trained in the use of this system, allowing normal business practices to be utilised.

### 7.3.4 Group emergency management office staff

The Group emergency management office will provide support and advice to the Group Recovery Manager as required.

## 7.4 Engagement with local recovery and the community

Effective recovery programmes are best delivered by the local community and supported by local, regional and national agencies. Local Recovery Managers and recovery agencies will be actively engaged with communities to assess and identify the needs within their communities.

Where appropriate the Group Recovery Manager should support this engagement by liaising with Local Recovery Managers and recovery agencies to:

- understand community recovery activities and programmes
- participate in community consultation processes and where appropriate facilitate regionally
- promote the implementation of sustainable community recovery activities or frameworks
- provide feedback to central government recovery agencies, where appropriate

## 7.5 Establishing damage and needs assessments

GEOC response activities will be focussed on impact assessments across six critical areas:

- Urban Search & Rescue (USAR)
- Treatment and movement of the injured
- Health
- Sanitation
- Welfare
- Restoration of lifelines

Information gathered from the impact assessments will be used to shape short-term response priorities, whilst identifying the requirement for further, more comprehensive damage and needs assessments.

Damage and needs assessments should be aimed at gaining a thorough understanding of where specific issues are, how limited resources need to be applied in order of priority and the extent and type of losses. Each assessment should be a continual process of assess, prioritise and action, involving the many different agencies involved in recovery, Figure 3.1.

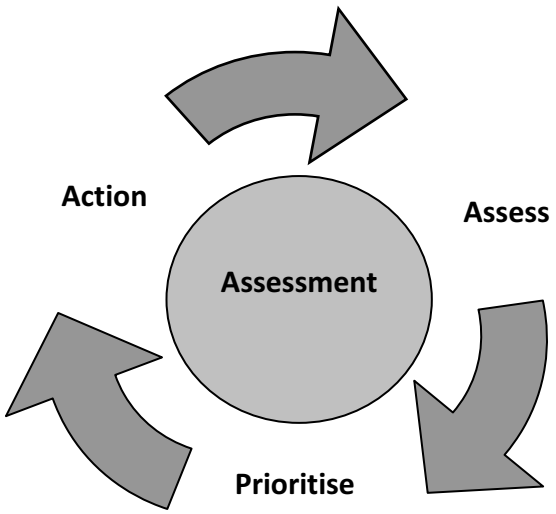


*Figure 3.1 – Assessment Process*

The Directors Guideline to Recovery Management [DGL 4/05] provides a twelve-step methodology, included as Appendix D, as an example of how to develop the assess stage. Appendix E provides a guide on areas where assessment may be required in the context of the social, built, natural and economic environments and the likely organisations involved at the local, regional and national level.

The nature and scale of the event will dictate the extent and range of damage and needs assessments, but invariably they will need to be prioritised and conducted at the local level, clearly documented, consistent and replicable to enable validation. The responsibility for undertaking the assessment, the source of the information, the measurement criteria and validation methods must be determined and agreed by the agencies involved. In addition, the priorities and actions resulting from the assessment should be subject to consultation with the affected community and recovery agencies.

To support the local management of damage and needs assessments, the Group Recovery Manager will:

- identify short, medium and long term damage and needs assessment requirements during response and recovery
- support Local Recovery Managers and recovery agencies in the development of damage and needs assessment processes, whilst promoting the use of common tools and standards
- where appropriate and in consultation with Local Recovery Managers and recovery agencies, co-ordinate the resources required for damage and needs assessments
- facilitate and support the gathering, processing and dissemination of information generated by damage and needs assessments across the region
- consult with any Government appointed Recovery Co-ordinator with regard to damage and needs assessments
- liaise with MCDEM Emergency Management Advisors on damage and needs assessment requirements

# 8. Transition from response

The transition from response to recovery will be dependant on a number of factors, including the nature and scale of the event, progress on response activities, the requirement for powers under the CDEM Act 2002 and the functionality of those agencies with a recovery role. The transition process can be complex and will require careful co-ordination and management.

In a declared national emergency or a civil defence emergency of national significance, the transition may be staged and variable across regions and areas, (s) 85(5) of the National CDEM Plan.

In a Wellington Region CDEM Group declared emergency, the termination of the declaration will place the emphasis on recovery activities and this maybe regarded as the formal point of transition. Where a CDEM Group declaration is not in place, the decision to acknowledge the transfer of co-ordination and accountability must be agreed by the Group Controller, the Group Recovery Manager and key response and recovery agencies.

The Group Controller and Group Recovery Manager will formally acknowledge the transfer of co-ordination and accountability for recovery related activities by:

- arranging a transition briefing
- preparing a Group Recovery Action Plan
- communicating the transition

## 8.1 Transition briefing

A transition briefing will be arranged once a decision on the formal transition to recovery has been made.

The aim of the transition briefing is to ensure that all issues and activities currently being carried out are captured and passed on to the Group Recovery Manager and supporting organisations to provide the basis for the development of the initial Group Recovery Action Plan.

The briefing will be chaired by the Group Controller and attended by a representative of responding agencies and those agencies already engaged by the Group Recovery Manager to undertake recovery activities. The briefing will be conducted in a consultative manner and cover, but not be limited to the following:

- the background, nature and scope of the event
- a summary of the situation (last situation report)
- a summary of the actions taken to date
- a summary of the outstanding tasks and requirements
- any observations that will impact on future recovery activities
- identification of short, medium and long-term recovery priorities

Appendix F is a checklist for Group transitional briefings.

The key points of the briefing, including financial statements must be documented and signed off by the Group Controller and Group Recovery Manager.

## 8.2 Group Recovery Action Plan

The Group Recovery Manager is responsible for Group Recovery Action Plans. The initial plan will be established following the Group transitional briefing.

Appendix G is the format for the Group Recovery Action Plan and should be regularly updated and communicated where a shift in recovery priorities, activities or outcomes is made. To aid in the development of the Group Recovery Action Plan consideration must be given to Group recovery priorities and recovery outcomes.

### 8.2.1 Group recovery priorities and outcomes

The Wellington Region CDEM Group Plan, s26.1, defines recovery priorities as:

| | |
|---|---|
| **Safety of individuals** | the safety of people remaining in the disaster area: *Law, order and security, allocation of limited resources, aid management* |
| **Social recovery** | the restoration of material and emotional needs of individuals and groups within the community: *Ongoing welfare requirements, health and physiological issues, psychological impacts and stress management* |
| **Economic recovery** | facilitating the provision to the community of the tools needed to commence their own economic recovery: *Business / commercial sector requirements, rural residents and agricultural needs* |
| **Physical recovery** | restoring the built environment, consistent with appropriate risk management practices and principles: *Restoration of essential lifeline utilities, communications, transport, residential property damage, recovery of educational establishments* |

Ultimately, short, medium and long-term recovery priorities will be dictated by the nature, scale and impacts of the event. Careful analysis of the information generated during the response and from completed damage and needs assessments will assist in determining how recovery activities will be prioritised.

Consideration must be given to the expected recovery outcomes i.e. the point where the social, built, natural and economic environments of the community attain an appropriate level of functioning. The outcomes need to be clear, measurable, achievable, realistic, communicated and documented in the Group Recovery Action Plan.

Table 4.1 provides some examples of recovery outcomes that may be adopted. The Group Recovery Manager will need to develop recovery outcomes in consultation with Local Recovery Managers and recovery agencies.

*Table 4.1 – Recovery outcomes*

| Issue | Desired Outcome |
|---|---|
| Transport | The rail and road transportation network is working in all urban areas and whilst there are some delays people can go to work / school each day. |
| Social Support | The majority of event related evacuees in medium term temporary shelter are back in their own house, which is declared habitable, or a replacement house. |
| | Impacted people, households and businesses are either self-funding or in the benefits support system. |
| | Event traumatised people are within DHB / CYF support systems. |
| | Event related relief funds are being dispersed to target individuals. |
| | Impacted people are able to access the necessary services to ensure they can maintain an acceptable level of health and well-being. |
| Housing Recovery | Silt and / or debris have been completely removed from impacted houses, sections, businesses and urban public spaces. |
| | All impacted occupied buildings are assessed and are being processed for repair, demolition or reconstruction. All uninsured properties are made safe and are being assessed within community support systems. |
| Infrastructure | A level of infrastructure is in place to ensure that any further risk to public health is minimised i.e. access to potable water, safe food and sanitary facilities. |
| Rural Support | Silt and / or debris have been removed to allow the process of rehabilitation and farming activities to recommence. |
| | All impacted occupied buildings are assessed and being processed for repair, demolition or reconstruction. All uninsured properties are made safe and are being assessed within community support systems. |

## 8.3 Communicating the transition

A media briefing should be conducted after the development of the initial Group Recovery Action Plan to communicate the formal transfer of co-ordination and accountability from the Group Controller to the Group Recovery Manager. Key focal points for the media briefing should:

- reflect on the positive aspects of the emergency response
- outline the scope and current priorities for recovery
- reinforce selected key messages to target audiences
- provide the media with new or updated contacts for the recovery office Public Information Manager (PIM)

Public information management is covered in section 5.2. However, the Wellington Region CDEM Group Public Information and Media Management Plan is the primary source of reference.

# 9. Co-ordination and management

## 9.1 Information management

Information management is a key function of the Group recovery office. Establishing communication channels to gather, process and disseminate information to recovery agencies and the affected communities will promote community bonding whilst inform those affected of the recovery services, programmes, resources and aid available.

The processes for managing information in relation to key agencies will be established during the response phase utilising the GEOC information management systems detailed in section 3.3.1. These processes should continue to be used during recovery whilst ensuring that key agencies are receiving the appropriate information. GEOC Standard Operating Procedures cover the operational components of the information management systems.

Information from the Group recovery office to the public is managed by the Group Public Information Manager (PIM).

## 9.2 Public information management

Public information management is a key response and recovery activity.

The processes for the delivery of public information during response will need to be maintained during the transition into and throughout recovery. This includes the provision for a media briefing as part of the transitional arrangements, section 4.3.

The Group PIM will support Local PIM's in the delivery of key public information messages to the affected communities. To achieve this, the Group PIM will not only be actively engaged with Local PIM's, but also a key member of the Group Recovery Management Team to ensure there is an alignment between the Group recovery planning activities, priorities and outcomes and public information messages.

The tools, processes and systems for the delivery of public information are contained in the Wellington Region CDEM Group Public Information and Media Management Plan. This plan should be utilised during response and recovery.

## 9.3 Co-ordination across the four recovery environments

The role of the Group is to facilitate, co-ordinate and support local management of recovery activities. To achieve this across the social, built, natural and economic environment task groups, the task group leaders will:

- engage with the Group Recovery Manager and recovery agencies to determine community based priorities
- identify and co-ordinate resources to assist in damage and needs assessments
- where necessary, co-ordinate the provision of staff and equipment to undertake recovery activities that promote a safe environment
- assist in the promotion of key public information messages regarding the task group

- disseminate task group information to recovery agencies and MCDEM
- assist the Group Recovery Manager in reporting to key stakeholders

### 9.3.1 Social environment task group

The role of the social environment task group is to co-ordinate the recovery activities of those agencies that have a role in the safety and well-being, health and welfare of individuals and communities.

Appendix H is a checklist covering the likely composition of the social environment task group and the issues that may need to be considered dependant on the nature and scale of the event.

### 9.3.2 Built environment task group

The role of the built environment task group is to co-ordinate the recovery activities of those agencies that have a significant role in the repair, reconstruction or relocation of lifelines, residential housing, rural farmland, commercial / industrial facilities and public assets / buildings.

Appendix I is a checklist covering the likely composition of the built environment task group and the issues that may need to be considered dependant on the nature and scale of the event.

### 9.3.3 Natural environment task group

The role of the natural environment task group is to promote sustainable management across all recovery activities and in particular, in relation to the social environment and built environment task groups. Sustainable management is defined by section 5(2) of the Resource Management Act 1991.

Appendix J is a checklist covering the likely composition of the natural environment task group and the issues that may need to be considered dependant on the nature and scale of the event.

### 9.3.4 Economic environment task group

The role of the economic environment task group is to co-ordinate the recovery activities of those agencies that have a significant role in the economic continuity of individuals, businesses, infrastructure and local government.

Appendix K is a checklist covering the likely composition of the economic environment task group and the issues that may need to be considered dependant on the nature and scale of the event.

## 9.4 Financial arrangements

An expenditure management system will be set up during the response phase. This must be closed off at the transition from response to recovery and the details submitted to the Group Recovery Manager and Wellington Region CDEM Group.

During recovery, the GWRC finance system and staff will be used for managing all Group recovery financial transactions.

The Group Recovery Manager will:

- consult with Local Recovery Managers and recovery agencies with regard to expenditure required to support local recovery activities
- where necessary, ascertain legal authority for the CDEM Group to meet costs for recovery activities
- co-ordinate the preparation of emergency expenditure claims for the Wellington Region CDEM Group
- consult with MCDEM Emergency Management Advisors with regard to claims preparation and the process for expenditure claims

Financial assistance from Central Government is covered in section 5.6.

### 9.4.1 Relief Funds

In accordance with the Wellington CDEM Group Plan, section 26.6.1, Territorial Authorities are responsible for establishing and distributing Mayoral relief funds. The Group Recovery Manager will need to obtain the details of these funds, the current dollar values, the application process and the status of applications as part of the Group recovery report, section 5.7.

Donations to these funds are dealt with in section 5.5.1.

## 9.5 Donated goods and services

Donations may come in various forms, each requiring different management arrangements. A specific Donated Goods Management Plan is required by the Wellington Region CDEM Group. Until this plan is effective, the following guidelines are appropriate.

### 9.5.1 Monetary donations

Monetary donations alleviate the need for complex and cost incurring logistical arrangements required for managing donated goods. Therefore, the Group Recovery Manager will:

- ensure the Group recovery office has all the details pertaining to local Mayoral Relief Funds
- promote monetary donations as the preferred method of donation and provide the details of Mayoral Relief Funds through all public information messages
- direct public enquiries regarding monetary donations to the appropriate Territorial Authority
- provide government activated 0800 help / information lines with the appropriate information regarding Mayoral Relief Funds
- report on the status of Mayoral Relief Funds in the Group recovery report

### 9.5.2 Designated goods and services

These are specific donations made to or requested by a specific organisation. It is expected that Local Recovery Managers will advise the Group Recovery Manager of specific donations / services or requests for a donation / service from an agency involved in recovery activities. This ensures the overall recovery process is taken into account.

The Group Recovery Manager will:

- co-ordinate specific requests for donations / services where appropriate and as requested
- where possible, direct designated goods to the requesting / receiving agency who will take responsibility for the acceptance and management of them in accordance with their policies and procedures
- support recovery agencies with the distribution of designated donations

### 9.5.3 Unsolicited goods

In accordance with the Wellington Region CDEM Group Plan, section 26.6.1, Territorial Authorities are responsible for the arrangements of receipt, management, storage and distribution of donated goods.

Whilst public information messages will endeavour to discourage unsolicited donated goods, recovery agencies will receive them. Local Recovery Managers therefore need to ensure that the appropriate arrangements are in place to manage these.

The Group Recovery Manager will:

- support Local Recovery Managers and recovery agencies in the movement of unsolicited goods where appropriate and as requested

### 9.5.4 Corporate donated goods

Local Recovery Managers will determine if accepting corporately donated goods will aid the recovery of local communities.

The Group Recovery Manager will:

- consult with Local Recovery Managers where offers of donated bulk items are made to the Group recovery office by corporations, businesses and companies
- support Local Recovery Managers in publicly acknowledging all corporately donated goods through public information messages
- co-ordinate distribution of bulk items where requested and ensure goods are tracked to their end destination
- where appropriate, ensure the receiving authority or agency acknowledges receipt of goods

### 9.5.5 International donated goods

The National Civil Defence Emergency Management Plan, part 8 (81), sets out arrangements for internationally donated goods. The Group Recovery Manager will:

- assist the National Controller in the co-ordination of internationally donated goods
- advise and consult with Local Recovery Managers and agencies in relation to the distribution of internationally donated goods
- support national public information messages in acknowledging internationally donated goods

### 9.5.6 Donated volunteer services

In accordance with the Wellington Region CDEM Group Plan, (s 25.7.1), Territorial Authorities are responsible for the co-ordination, reception and tasking of spontaneous and trained volunteers.

The Wellington CDEM Group Plan, Appendix 1 - CDEM work programme, states that a management system for spontaneous volunteers will be developed during June 2008 to June 2009. This plan should consider volunteers in response and recovery phases. In the interim, the Group Recovery Manager will:

- support Territorial Authorities in the co-ordination of spontaneous volunteers, where appropriate and as requested

## 9.6 Central Government Involvement

Government involvement in recovery and providing financial assistance is outlined in Part 9 and 10 of the National CDEM Plan Order 2005 and is summarised as follows:

| Part | Section | Summary |
|---|---|---|
| 9 | 84 (8) | Generally, government assistance in recovery will only be considered in circumstances involving emergencies of an unusual type or magnitude and will be made available only when recovery is beyond the capacity of the local community. |
| 9 | 85 (4) | The transition from response to recovery in national emergencies or civil defence emergencies of national significance may be staged and variable across regions and areas. |
| 9 | 85 (5) | Transition from response to recovery, as above, will be discussed and agreed between local, group and national controllers. |
| 10 | 88 (1) | Cabinet determine arrangements for financial support for emergencies. |
| 10 | 88 (2) | Provisions for financial support apply whether or not a state of national emergency or a civil defence emergency of national significance exist. |
| 10 | 89 (2) | Government assistance is contingent upon the expectation that local authorities are responsible for local risks and proper risk management exists. |
| 10 | 89 (3) | Government assistance is aimed at providing the minimum level of assistance to restore the communities' capacity for self-help. |
| 10 | 89 (3)(C) | Initial and primary responsibility for recovery rests with the local community. |
| 10 | 89 (3) (f)(v) | Government policies should encourage government organisations, local authorities, communities, business and individuals in proper risk management practices such as: providing resources for recovery (that is, physical and financial provisions including adequate emergency relief funds and insurance). |

| | | |
|---|---|---|
| 10 | 89 (4) | Government recovery assistance will normally only be provided if –<br>(a) recovery procedures cannot be carried out without government assistance; or<br>(b) there is a statutory requirement for action, or a need to invoke a statute to achieve the ends desired from the recovery process; or<br>(c) government assistance will aid the co-ordination of the recovery process to a significant extent: or<br>(d) there are advantages to the economies of scale. |
| 10 | 89 (5) | Government can normally be expected to provide –<br>(a) emergency feeding, housing, welfare assistance where it is not available from other sources;<br>(b) transportation assistance if evacuation becomes necessary;<br>(c) restoration of services and facilities that are Governments responsibility to provide;<br>(d) assistance in the assessment and restoration of services and facilities of other agencies, where insurance cannot be obtained or the responsible agency cannot effect restoration within an appropriate time frame;<br>(e) technical assistance with other damage (restricted to actions that expedite insurance claims and damage repair, and if necessary, additional labour to expedite clean up operations;<br>(f) appointment of a Recovery Co-ordinator |

A number of government policies and programmes exist that may assist individuals and businesses. How applicable these are will depend on the circumstances of the event, the household or business.

The Group Recovery Manager will:

- consult with MCDEM Emergency Management Advisors for clarity on what assistance is available and how it can be applied
- consult with recovery agencies on specific policies or programmes offered by their organisations
- support Local Recovery Managers with the provision of information on government assistance

## 9.7 Reporting

The Group information management system is the primary source for information in relation to Group response and recovery. The Group Recovery Action Plan provides the details of what, when, who and how this information is translated into recovery activities. The Group Recovery Manager must supplement the Group Recovery Action Plan with formal reports to maintain accountability and transparency.

Appendix L is the Group Recovery Report. The components of this report have been developed over the last 5 years of recovery reporting in New Zealand and must be followed to provide consolidated recovery reporting to Central Government, through MCDEM.

# 10. Exit

CDEM recovery activities are aimed at allowing the social, built, natural and economic environments of individuals and communities to attain an appropriate level of functioning. The withdrawal of the enabling and supporting structures to achieve this need to be planned with clearly documented arrangements for the handover of responsibilities to the agencies who would normally deliver the specific service.

Local Recovery Managers and recovery agencies are best placed to determine when CDEM recovery can be reduced or withdrawn. However, community participation in this process and the information provided to the affected communities is a key factor.

The Group Recovery Action Plan, Appendix G, has a section to encourage the early identification of arrangements for the managed withdrawal from recovery. This should be completed and developed as each action plan is reviewed to enable the development of the exit strategy.

The exit strategy should aim to capture, document and plan:

- arrangements for completing outstanding tasks e.g. lead and support agencies, timeframes
- assistance required to carry out those tasks e.g. resources, central government assistance
- remedial actions and reduction measures requiring special policy
- arrangements for communicating the scale down of CDEM activities and where the affected communities can go for future assistance
- opportunities for communities to discuss unresolved issues and continue to participate in recovery activities
- opportunities to learn from emergencies whilst maintaining confidentiality issues e.g. organisational debriefings and staff support mechanisms
- considerations for long term acknowledgement of the event

The Directors Guideline to Recovery Management [DGL 4/05], section 9, provides an example of how an exit strategy may be developed.

# Recovery Manager Appointments

## Group Recovery Managers

| | | |
|---|---|---|
| **Group Recovery Manager** | To Be Determined | - |
| **Alternate Group Recovery Manager** | Barry Leonard, GWRC | 5 May 2005 |

## Local Recovery Managers

| Territorial Authority | Name | Appointment Date |
|---|---|---|
| Carterton District Council | Milan Haulter | 5 May 2005 |
| Hutt City Council | Stuart Duncan | 2 Oct 2006 |
| Kapiti Coast District Council | Bernie Goedhart | 8 May 2008 |
| Masterton District Council | George Butcher | 5 May 2005 |
| Porirua City Council | Sue Veart | 5 May 2005 |
| South Wairarapa District Council | Griff Page | 5 May 2005 |
| Upper Hutt City Council | Lachlan Wallach | 5 May 2005 |
| Wellington City Council | To Be Determined | - |

# Terms of Reference for the Group Recovery Manager

## Terms of Reference

1 In consultation with the chair of the Wellington Region CDEM Group, establish a management structure to co-ordinate recovery measures for the participating central and local government agencies concerned with the community of: *To be completed*

and it's surrounding districts in circumstances where they have not been able to establish themselves.

2 Support local recovery priorities through the facilitation and co-ordination of the recovery activities of agencies involved. In particular to:

- Set up recovery structures as deemed necessary
- Identify long-term solutions through a consultative manner involving all the affected parties

3 Provide regular reports on recovery priorities and activities to the Wellington Region CDEM Group and those agencies involved in recovery, including central and local government.

4 Identify areas where local government need to make decisions beyond existing policies and procedures and advise on recommended options.

5 Provide a financial report at the end of the appointment detailing expenditure committed, actions taken, lessons learned and any recommendations.

## Authorisation

| | | |
|---|---|---|
| **Date:** | | |
| **Group Recovery Manager:** | Name | Signature |
| **Wellington Region CDEM Group:** | Name | Signature |

# Job description for the Group Recovery Manager

| | |
|---|---|
| **Job Title** | Wellington Region CDEM Group Recovery Manager |
| **Location** | Wellington Region |
| **Reporting To** | Group Controller (prior to official transition from response to recovery)<br>Wellington Region CDEM Group (during recovery) |
| **Direct Reports** | Staff directly reporting to the Group Recovery office.<br>As determined by the management structure appropriate to the nature and scale of the event. |

## Authorisation

The position of Group Recovery Manager does not carry any statutory powers, unless delegated by specific agencies.

The Group Recovery Manager is accountable to the Group Controller prior to the official transition from response to recovery. During the recovery phase, they report to the Wellington Region CDEM Group.

A generic Terms of Reference for the Group Recovery Manager is included as **Appendix B** of the Group Recovery Plan, which may require amendment to reflect the nature of the event. Any Terms of Reference will require approval by the Group Recovery Manager and Wellington Region CDEM Group.

The Wellington Region CDEM Group has already appointed Group Recovery Managers. In the instance that a Group Recovery Manager will need to be appointed, the Wellington Region CDEM Group will undertake this within 24 hours of the event.

## Description

The Civil Defence Emergency Management (CDEM) Act 2002 requires local authorities to coordinate, through regional CDEM Groups, planning, programmes and activities across the areas of reduction, readiness, response and recovery, and encourage cooperation and joint action within these regional groups. Part 2, (s17) of the CDEM Act 2002 states that as part of their function CDEM Groups must carry out recovery activities.

## Purpose of the position

The Group Recovery Manager's role is to facilitate and coordinate the short and medium term recovery activities for the affected communities within the Wellington region.

## Key Results

- The immediate safety, health and welfare needs of those affected have been met
- Systems have been established or re-established to assist individual and community self-sufficiency (including those agencies with statutory responsibility)
- Essential services have been restored to minimum operating levels
- New measures to reduce hazards and risks have been considered and recommended
- Ongoing training and development, including exercises and simulations, have been undertaken

## Functions

In order to facilitate and co-ordinate short and medium term recovery activities the Group Recovery Manager will undertake the following functions:

- Liaise with the Group Controller and Local Recovery Managers during the response phase
- Establish or re-establish systems to assist individual and community self-sufficiency, including those agencies with statutory responsibilities
- Facilitate and co-ordinate the CDEM Group's recovery operations, including the assessment of tasks, setting priorities and the allocation of resources
- Support recovery agencies with the provision of public information messages
- The Group Recovery Manager is accountable for ensuring that expenditure is not for services or purposes which under normal circumstances would be borne by an agency or government department. Provisions to account for such expenditure should be made
- Establish and maintain regular dialogue with key stakeholders to ensure their participation in and awareness of the intended recovery process
- Mediate where conflicts emerge during the recovery process
- Ensure a system for undertaking damage and needs assessments of the affected communities has been agreed upon and is being undertaken
- Assist with facilitation and co-ordination of central, local government and non-government agency services involved in the recovery process
- Identify areas where existing policy provisions are unlikely to be sufficient to achieve the required level of recovery and, where appropriate, suggest special policies that may need to be applied
- Provide sufficient information to the central government agency responsible for recovery to allow central government to make timely and co-ordinated decisions to assist recovery activities
- At the conclusion of the official recovery phase, provide a report to the Wellington Region CDEM Group detailing actions taken, expenditure, predicted further expenditure required, lessons learned and recommended reduction measures to prevent or mitigate the impacts of future hazard events

## Key Relationships

- Wellington Region CDEM Group in conjunction with Territorial Authorities
- Wellington Region CDEM Group Controllers
- Territorial Authority Local Recovery Managers
- Group Recovery Managers in adjoining regions
- Central Government (Ministry of Civil Defence Emergency Management, Ministry of Social Development, Department for Child, Youth and Family Services, Te Puni Kokiri, Housing NZ)
- Police, Fire and all Health agencies
- Lifeline utility co-ordinators / organisations
- Commercial, industrial and rural representatives
- Voluntary and community organisations / groups

# Establishing damage and needs assessments

This checklist for damage and needs assessment has been adopted from the Directors Guidelines to Recovery management [DGL 4/05].

| Step | Comment | Check |
|---|---|---|
| **1. Identify the purpose of the assessment** | Define what the assessment is intended to be used for | |
| | Define what problems its results might address | |
| | Determine what level of accuracy needs to be achieved | |
| **2. Organise consultation and information collection** | Who are the agencies involved | |
| | Who is the lead agency and where is the central collecting, processing and reporting centre | |
| | Develop a set work plan with milestones for consultation, assessment, feedback and reporting | |
| | Consider budget limitations that need to be set and observed | |
| **3. Define the area and timeframe of the assessment** | Determine the geographical boundary to be assessed *(Territorial Authority boundaries allow pre-event statistics to be overlaid e.g. demographics)* | |
| | Determine how long into recovery the assessment will take place | |
| | Determine an overall timeframe and timeframe for certain activities | |
| **4. Select the type of assessment** | A rapid assessment is based on pre-existing data or estimations from historical data | |
| | A synthetic approach is based on model estimations using average building types, population distributions, economic models and assumptions for time or time span of the event | |
| | A survey approach establishes actual losses. Commonly used for post event community needs assessment. They can be used in conjunction with a synthetic approach. (*See MCDEM Directors Guideline for Recovery Management, Annex D for an example survey)* | |
| **5. Obtain information about the hazard event** | What are the key aspects of the hazard event | |
| | Consider the extent of the affected area | |
| | Consider scientific information such as flood depths, projected rainfall, intensity, wind etc | |
| | Consider the secondary impacts of the event, such as lifeline failure, contamination of water | |
| **6. Obtain information about the people, assets and activities at risk** | Aim to get a database of everything likely to be affected by the hazard event | |
| | Consider number dead, injured, displaced, buildings and facilities damaged or destroyed | |

| | | |
|---|---|---|
| **7. Identify the types of impacts** | Using information obtained in steps 5 and 6 separate impacts into categories:<br>**direct losses** *resulting from direct contact with the hazard e.g. flood damage to a house, or;*<br>**indirect losses** *resulting from the emergency but not from a direct impact e.g. non recoverable business loss*<br>In addition, losses will be either:<br>**tangible** - *loss of things that have a monetary (replacement) value, or;*<br>**intangible** - loss of things that can not be replaced such as lives, memorabilia | |
| | Identify major impact components | |
| | Identify what measurement techniques will be required, in conjunction with step 4 | |
| **8. Measure the extent of losses from all sources** | This step is the start point for counting the losses | |
| | Consider losses by the item or component e.g. residential, rural, industrial, retail, tourism and infrastructure. Use the social, built, natural and economic environments as a guide | |
| | Consider each of the above items or components in terms of direct, indirect and either tangible or intangible losses | |
| **9. Decide whether to count 'actual' or 'potential' losses** | Consider the benefits and disadvantages of using actual losses (resulting from surveys or direct indicators) against potential losses (forecasts dependant of the effectiveness of recovery activities) | |
| | Consider the value of actual losses for those communities that have fewer assets and less economic activity against those communities that are more economically active | |
| **10. Calculate annual average damages (AAD) if required** | This is generally used for detailing the economic impact to a region, by plotting loss estimates for a given hazard at a range of magnitudes against the probability of occurrence | |
| | Consider the required investment for recovery redevelopment | |
| | Consider the investment required for disaster mitigation | |
| **11. Assess benefits to region of analysis** | Normally only relevant to economic loss assessment | |
| | Measures net loss to the economy by subtracting any benefits to the economy as a result of the event from the assessed losses | |
| **12. Collate and present the results of the assessment** | Use a simple format to present the results. Use maps, tables to detail and document the steps taken | |
| | Identify the risk assessment required, benefits, mitigation measures, tangibles and intangibles | |

# Damage & needs assessment in the four recovery environments

The following tables are a guide to establishing requirements for damage and needs assessment within the context of the four environment task groups.

## Social Environment Task Group

| Sub Task Group | Recovery Component / Assessment | Local (Management) | Regional (Co-ordination) | National (Support) |
|---|---|---|---|---|
| Wellbeing / Safety | | Police<br>Fire Service<br>Territorial Authorities<br>Local Contractors | Police<br>Fire Service<br>GWRC | Police<br>Fire Service<br>Defence Force |
| Welfare | Temporary Shelter | Housing NZ<br>Local Welfare Advisory Group / Committee<br>Local Recovery Manager | RWAG<br>Group Recovery Manager | Ministry of Social Development |
| | Fast Moving Consumer Goods | Local Welfare Advisory Group / Committee<br>Local Recovery Manager<br>Local Distributors / Retailers<br>Trade Associations | RWAG<br>Group Recovery Manager | National Food Agencies |
| | Psychosocial (Community) | District Health Boards<br>Child Youth & Family<br>Primary Health and Social Service Organisations<br>Local Welfare Advisory Group / Committee | RWAG<br>Group Recovery Manager | Ministry of Social Development<br>Ministry of Education<br>Ministry of Health |
| | Psychological (Individuals) | District Health Boards<br>Child Youth & Family<br>Primary Health and Social Service Organisations<br>Salvation Army / Church Groups / Private Providers, Plunket | RWAG<br>Group Recovery Manager | Ministry of Health<br>Ministry of Education |

Social Environment Task Group *(continued)*

| Sub Task Group | Recovery Component / Assessment | Local (Management) | Regional (Co-ordination) | National (Support) |
|---|---|---|---|---|
| Welfare | Living Expenses | Work & Income<br>Local Welfare Advisory Group / Committee<br>Local Recovery Manager | RWAG<br>Group Recovery Manager | Ministry of Social Development |
| | Benefits | Work & Income<br>Local Welfare Advisory Group / Committee<br>Local Recovery Manager | RWAG<br>Group Recovery Manager | Ministry of Social Development |
| | Mayoral Relief Funds | T.A's<br>Local Recovery Manager<br>Local Welfare Advisory Group / Committee | Group Recovery Manager | MCDEM |
| Primary Health | GPs / Medical Centres | District Health Boards | District Health Boards | Ministry of Health |
| Tertiary Health | Hospitals (Public & Private) | District Health Boards | District Health Boards | Ministry of Health |
| Public Health | Disease Assessments | | Regional Public Health | Ministry of Health |
| | Environmental Health | Territorial Authorities | Regional Public Health | Ministry of Health |
| | Health Needs Assessments | | Regional Public Health | Ministry of Health |

## Built Environment Task Group

| Sub Task Group | Recovery Component / Assessment | Local (Management) | Regional (Co-ordination) | National (Support) |
|---|---|---|---|---|
| Lifelines (Transport) | Passenger Rail | On Track<br>Toll NZ | GWRC – Transport<br>Lifelines Co-ordinator | Ministry of Transport |
| | State Highways | Contractors | Transit NZ<br>Lifelines Co-ordinator | Ministry of Transport<br>LTNZ |
| | Urban / Rural Roads | Territorial Authorities | Contractors | |
| | Seaport | Centreport | GWRC – Harbours<br>Lifelines Co-ordinator | Maritime New Zealand |
| | Airport | Wellington International Airport | Lifelines Co-ordinator | Civil Aviation Authority (CAA) |
| Lifelines (Utilities) | Power | Vector<br>PowerCo<br>Electra | Lifelines Co-ordinator | Vector<br>PowerCo<br>Electra |
| | Water / Wastewater | Territorial Authorities<br>Contractor | GWRC<br>Lifelines Co-ordinator | |
| | Fuel | Local Retailers | Lifelines Co-ordinator | National Companies |
| | Telecommunication | Telecom<br>Vodafone<br>Telstra Clear<br>Kordia | Lifelines Co-ordinator | Telecom<br>Vodafone<br>Telstra Clear<br>Kordia |
| Rural | Information & Advice | Federated Farmers<br>AgriQuality NZ Ltd<br>Local Welfare Manager<br>Local Recovery Manager<br>Rural Support Trusts<br>Farm Service Consultants and Contractors<br>SPCA | GWRC – Catchment Management Division<br>Group Recovery Manager<br>RWAG | MAF<br>Ministry of Social Development |

Built Environment Task Group *(continued)*

| Sub Task Group | Recovery Component / Assessment | Local (Management) | Regional (Co-ordination) | National (Support) |
|---|---|---|---|---|
| Residential Housing | Clean Up | Insurance Companies<br>Work & Income<br>Territorial Authorities<br>Local Welfare Manager<br>Local Recovery Manager<br>Housing NZ | Group Recovery Manager | Ministry of Social Development<br>EQC<br>Insurance Council |
| | House Repair | Insurance Companies<br>Work & Income<br>Territorial Authorities<br>Local Welfare Manager<br>Local Recovery Manager<br>Housing NZ | Group Recovery Manager | Ministry of Social Development<br>Insurance Council |
| | Reconstruction | Insurance Companies<br>Work & Income<br>Territorial Authorities<br>Local Welfare Manager<br>Local Recovery Manager<br>Housing NZ | Group Recovery Manager<br>GWRC – Environment Division | Ministry of Social Development<br>Insurance Council |
| | Demolition | Insurance Companies<br>Territorial Authorities<br>Local Welfare Manager<br>Local Recovery Manager<br>Housing NZ | Group Recovery Manager<br>GWRC – Environment Division | |

Built Environment Task Group *(continued)*

| Sub Task Group | Recovery Component / Assessment | Local (Management) | Regional (Co-ordination) | National (Support) |
|---|---|---|---|---|
| Commercial / Industrial Property | Clean Up | Insurance Companies<br>Territorial Authorities<br>Local Recovery Manager<br>Work & Income | Group Recovery Manager | Ministry of Social Development<br>Insurance Council |
| | Repair | Insurance Companies<br>Work & Income<br>Territorial Authorities<br>Local Recovery Manager | Group Recovery Manager | Ministry of Economic Development<br>Insurance Council |
| | Reconstruction | Insurance Companies<br>Work & Income<br>Territorial Authorities<br>Local Recovery Manager<br>Chamber of Commerce | Group Recovery Manager<br>GWRC – Environment Division | Ministry of Economic Development<br>Insurance Council |
| | Demolition | Insurance Companies<br>Territorial Authorities<br>Local Recovery Manager | Group Recovery Manager<br>GWRC – Environment Division | Ministry of Economic Development<br>Insurance Council |

## Natural Environment Task Group

| Sub Task Group | Recovery Component / Assessment | Local (Management) | Regional (Co-ordination) | National (Support) |
|---|---|---|---|---|
| Waste & Pollution | Debris Disposal | Territorial Authorities<br>Local Recovery Manager | Group Recovery Manager<br>GWRC - Environment | Ministry for the Environment |
| | River Pollution | Local Companies | GWRC – Environment | Ministry for the Environment |
| | Air Pollution | Local Companies | GWRC – Environment | Ministry for the Environment |
| | Water Pollution | Territorial Authorities | GWRC – Environment | Ministry for the Environment |
| Natural Resources | | Local Contractors<br>Territorial Authorities | GWRC – Environment<br>GWRC – Catchment Management<br>Iwi | Ministry for the Environment |
| Amenity Values | | Territorial Authorities<br>Iwi<br>Local Groups | GWRC – Environment<br>GWRC – Catchment Management<br>Iwi | Ministry for the Environment<br>Te Puni Kokiri |
| Biodiversity and Ecosystems | | Territorial Authorities<br>Iwi<br>Local Groups | GWRC – Environment<br>GWRC – Catchment Management<br>Iwi | Ministry for the Environment<br>Te Puni Kokiri |

## Economic Environment Task Group

| Sub Task Group | Recovery Component / Assessment | Local (Management) | Regional (Co-ordination) | National (Support) |
|---|---|---|---|---|
| Businesses | | Retail Trade Representatives<br>Inland Revenue<br>Federated Farmers<br>Territorial Authorities | Chamber of Commerce | Department of Labour<br>Bankers Association<br>Ministry of Tourism<br>Ministry of Economic Development<br>Insurance Council |

# Checklist for Group transitional briefings

It is important the transitional briefing is documented, approved and signed off by the Group Controller and the Group Recovery Manager.

| Headline | Task / Consideration *(requires what, when, where and how questions)* | Check |
|---|---|---|
| General | Obtain background information on the hazard event | |
| | Establish the current situation *(latest situation report)* | |
| | Check existing administration arrangements, including GIS and RMD | |
| Incident Action Plan (IAP) | Key actions taken during response, by whom | |
| | Progress reports on objectives from last IAP | |
| | Outstanding response activities, lead agency | |
| Finance | Obtain a reconciliation of finances at termination of Declaration, including calculation of emergency expenditure | |
| | Costs relating to restoration of council owned assets | |
| | Mayor relief funds – current $, bank details, call lines, application process | |
| | Rural support funds – current $, bank details, call lines, application process | |
| | Central government assistance funds | |
| Logistics | Donated goods systems and processes | |
| | Current resource allocation | |
| | Committed future resource allocation | |
| | Future resources required | |
| | Specialist staff and equipment needs | |
| Public Information | Latest key messages being delivered | |
| | Communication channels established with local PIM, recovery agencies | |
| | Identified future messages | |
| | Communications plan arrangements, process, issues, review | |
| | Details of next media briefing, website update | |
| | Arrangements for transitional media briefing | |
| Social Environment | Brief from Group Welfare Manager and RWAG liaison on welfare status across affected areas | |
| | Issues with primary health services – GP's, medical centres, prevention | |
| | Issues with tertiary health services – hospitals, staff, medical supplies, equipment | |
| | Issues with public health - (disease control, epidemiological studies, vector control, public information, food safety, immunisation programmes) | |
| | Outstanding or required damage and needs assessments | |
| | Details of completed damage and needs assessments | |

| Headline | Task / Consideration *(requires what, when, where and how questions)* | Check |
|---|---|---|
| Social Environment | Specialist staff and equipment needs (see logistics) | |
| | One stop shops established, locations, issues, information management | |
| | 0800 activation and progress | |
| | Details of any risk reduction measures that have or need to be implemented | |
| Built Environment | Brief from lifelines co-ordinator covering transport, water, wastewater, power and fuel | |
| | Residential housing concerns, demolition, repair, reconstruction | |
| | Rural issues, animal welfare, stock feed | |
| | Commercial / industrial site issues | |
| | Details of completed damage and needs assessments | |
| | Outstanding or required damage and needs assessments | |
| | Details of any risk reduction measures / strategies that have or need to be implemented | |
| | Specialist staff and equipment needs (see logistics) | |
| | Activation of debris disposal arrangements | |
| Natural Environment | Issues with solid waste management (domestic waste, debris disposal, vector control, public information) | |
| | Land use change issues (including the effect of landslips) | |
| | Details of completed damage and needs assessments | |
| | Outstanding or required damage and needs assessments | |
| | Details of any risk reduction measures / strategies that have or need to be implemented | |
| | Specialist staff and equipment needs (see logistics) | |
| Economic Environment | Current economic impacts | |
| | Likely economic impacts | |
| | Details of completed damage and needs assessments | |
| | Outstanding or required damage and needs assessments | |
| | Details of any risk reduction measures / strategies that have or need to be implemented | |

# Group Recovery Action Plan

| | | | | |
|---|---|---|---|---|
| **Group Recovery Manager** | Name | | Signature | |
| **Action Plan number** | | | | |
| **Date of issue** | | | | |
| **Date to be reviewed** | | | | |
| **Plan circulation** | Group Controller | | Emergency Services | |
| | NCMC | | Local Recovery Managers | |
| | Social Environment Task Group | | Built Environment Task Group | |
| | Natural Environment Task Group | | Economic Environment Task Group | |
| | Public Information Manager | | Regional Welfare Advisory Group | |
| | Recovery Co-ordinator | | Group Manager | |
| | Group EMA's | | MCDEM EMA's | |
| | Lifelines Co-ordinator | | District Health Boards | |
| | Regional Public Health | | TA Emergency Management Officers | |
| | | | | |
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## Schedule of Meetings

| Date | Time | Location | Task Group / Sub Task Group | Agencies To Attend |
|---|---|---|---|---|
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Event Information

| | |
|---|---|
| **Date of event** | |
| **Hazard type & location** | |
| **Affected Territorial Authorities** | |

| | Group | CDC | HCC | KCDC | MDC | PCC | SWDC | UHCC | WCC |
|---|---|---|---|---|---|---|---|---|---|
| **Date of Declaration** | | | | | | | | | |
| **Date of Termination** | | | | | | | | | |

Key Situation Details

Transitional Activities

| Response activity / objective | Lead agency | Risk identified / actions taken | Resources committed / required | Transition date | Date to be completed | Date completed |
|---|---|---|---|---|---|---|
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Damage Assessment and Needs Assessment

| Assessment type | Lead agency | Key results | Actions / resources required | Date to be completed | Date completed |
|---|---|---|---|---|---|
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Short Term Recovery Priorities

| Short term priority | Required outcome | Lead agency | Risk assessment / resources / actions required | Date to be completed | Date completed |
|---|---|---|---|---|---|
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Medium Term Recovery Priorities

| Medium term priority | Required outcome | Lead agency | Risk assessment / resources / actions required | Date to be completed | Date completed |
|---|---|---|---|---|---|
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Long Term Recovery Priorities

| Long term priority | Required outcome | Lead agency | Risk assessment / resources / actions required | Date to be completed | Date completed |
|---|---|---|---|---|---|
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Exit Strategy

| Objective | Activities | Agency responsible |
|---|---|---|
| **Identification of assistance required in the longer term** | | |
| **A transition to business as usual to manage long term recovery activities** | | |
| **Planning and reporting in the longer term** | | |
| **Management of public information and communications** | | |
| **Opportunities for communities to discuss unresolved issues and continue to participate in their recovery** | | |

| | | |
|---|---|---|
| **Changes to organisational arrangements including need for subcommittees and contact lists** | | |
| **Learning from the event: debriefing and reviewing** | | |
| | | |
| | | |

# Checklist for the Social Environment Task Group

| **Social environment task or sub task group agencies**<br>*(composition and task group leader are dependant on nature, scale, impacts of the event and availability of representatives)* | | | |
|---|---|---|---|
| Group Emergency Management office | | Group Welfare Manager | |
| Child, Youth & Family | | Housing New Zealand | |
| Work & Income | | District Health Board | |
| Regional Public Health | | Ministry of Education | |
| Ministry of Social Development | | Te Puni Kokiri *(Ministry of Maori Development)* | |
| Insurance Council | | Police | |
| Salvation Army | | Chair of RWAG | |
| SPCA | | Fire Service | |
| Ministry of Health | | Ministry of Agriculture and Forestry | |
| Department of Labour | | Built Environment Task Group | |
| GNS Science *(Social Scientist)* | | EQC | |
| | | | |
| | | | |

| **Task or Considerations** | **Check** |
|---|---|
| Establish communication channels with local social environment task groups, where appropriate. | |
| Establish composition of the social environment task group, or communication channels with those required agencies | |
| Select a chair of the social environment task group based on the most appropriate for the situation | |
| Details of impact assessments undertaken in response | |
| What are the requirements for further damage and needs assessments | |
| Security, law and order issues | |
| Status on the provision of temporary shelter, food and water arrangements | |
| Status on one-stop shops through the affected areas *(where, staffing, access to information)* | |
| 0800 helpline status *(staffing, updated messages from the various agencies)* | |
| Status on school services, education programmes | |
| Status on donated goods management | |
| Status on mayoral relief funds | |
| Safe demolition processes and the requirements for public information *(where, when, by whom)* | |
| Pharmaceutical supply needs | |
| Repair of sanitation and hygiene facilities | |

| Task or Considerations | Check |
|---|---|
| Identifying vulnerable groups for post event specialist care (e.g. children, elderly) | |
| Primary health care services status (GP's, medical facilities) | |
| Tertiary health care services status (hospitals) | |
| Surveillance measures on communicable diseases | |
| Hygiene promotion development, issues, programmes | |
| Ongoing, new vaccination programmes (status, resources, promotion) | |
| Environmental health surveillance, issues, programmes | |
| Stress support, counselling, support services for psychological issues | |
| Cultural issues to be considered | |
| Language barriers for transient population (interpreters, basic shelter, food, water or relocation) | |
| Social environment public information messages | |
| Liaise with other environment task groups on key issues | |
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# Checklist for the Built Environment Task Group

| **Built environment task or sub task group agencies**<br>*(composition and task group leader are dependant on nature, scale, impacts of the event and availability of representatives)* | | | |
|---|---|---|---|
| Group Emergency Management office | | Federated Farmers | |
| Lifelines Co-ordinator *(to co-ordinate lifeline utilities where lifelines sub task group is not established)* | | Ministry of Agriculture and Forestry | |
| AgriQuality NZ Ltd | | Iwi Representatives | |
| Housing New Zealand | | Fonterra | |
| Telecommunications | | GWRC Water | |
| Power | | Transportation | |
| Regional Public Heath | | Fuel Companies | |
| Ministry of Transport | | Ministry of Education | |
| Master Builders | | Senior Building Inspector | |
| EQC | | Chamber of Commerce | |
| GWRC Resource Planning & Consents | | Insurance Council | |
| Ministry of Social Development | | GNS Science | |
| Insurance Council | | Te Puni Kokiri *(Ministry of Maori Development)* | |
| Land Transport New Zealand | | Social Environment Task Group | |
| | | | |
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| **Task or Considerations** | **Check** |
|---|---|
| Establish communication channels with local built environment task groups, where appropriate. | |
| Establish composition of the built environment task group, or communication channels with those agencies | |
| Details of impact assessments undertaken in response | |
| What are the requirements for further damage and needs assessments | |
| Co-ordination of post earthquake building safety evaluations, securing, staff and equipment | |
| Process for authorisation of demolition works | |
| Co-ordination of heavy lifting and demolition equipment and staff to use these | |
| Co-ordination of building materials, equipment and skilled staff | |
| Status and implementation of debris disposal plans (Group and Territorial Authorities) | |
| Disposal of contaminated waste | |
| Land use planning and resource consents issues, consultation processes | |
| Maximise local resources, contractors and employment | |

| Task or Considerations | Check |
|---|---|
| Risk management and mitigation measures for reconstruction | |
| Status and issues on insurance claims | |
| Advice on animal welfare | |
| Co-ordination of animal movement and / or welfare | |
| Development of drought recovery strategies | |
| Status of transport, power, fuel, water, waste water and telecommunications | |
| Transfund engagement with road recovery | |
| Safe demolition processes and the requirements for public information *(where, when, by whom)* | |
| Cultural issues to be considered | |
| Built environment public information messages | |
| Liaise with other environment task groups on key issues | |
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# Checklist for the Natural Environment Task Group

| **Natural environment task or sub task group agencies**<br>*(composition and task group leader are dependant on nature, scale, impacts of the event and availability of representatives)* | | | |
|---|---|---|---|
| Group Emergency Management office | | GWRC Environment Division | |
| Environmental Risk Management Agency | | Ministry of Agriculture and Forestry | |
| Department of Conservation | | Iwi Representatives | |
| Ministry of Economic Development | | Ministry for the Environment | |
| Built Environment Task Group | | Conservation Trusts | |
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| **Task or Considerations** | **Check** |
|---|---|
| Establish communication channels with local natural environment task groups, where appropriate. | |
| Establish composition of the natural environment task group, or communication channels with those agencies | |
| Details of impact assessments undertaken in response | |
| What are the requirements for further damage and needs assessments | |
| Identify and provide advice on waste and or pollution issues that negatively affect the natural environment | |
| Co-ordinate the preservation of community assets such as parks, reserves and other community amenities | |
| Identify threatened or endangered species known to be on or near to affected communities | |
| Provide advice on any future plans, development, reconstruction or activity connected to the are under consideration | |
| Consider the preservation and improvement to the natural environment | |
| Cultural issues to be considered | |
| Built environment public information messages | |
| Liaise with other environment task groups on key issues | |
| Consider the implications for land use changes, including the affects of landslips on the natural environment | |
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# Checklist for the Economic Environment Task Group

| **Economic environment task or sub task group agencies**<br>*(composition and task group leader are dependant on nature, scale, impacts of the event and availability of representatives)* | | | |
|---|---|---|---|
| Group Emergency Management office | | Work & Income | |
| Inland Revenue | | Department of Labour | |
| Federated Farmers | | GWRC | |
| Retail Trade | | Chamber of Commerce | |
| Insurance Council | | Bankers Association | |
| Ministry of Economic Development | | Ministry of Tourism | |
| Grow Wellington | | Employers and Manufactures Association | |
| Territorial Authority Business Development Unit | | | |
| | | | |

| **Task or Considerations** | **Check** |
|---|---|
| Establish communication channels with local economic environment task groups, where appropriate. | |
| Establish composition of the economic environment task group, or communication channels with those agencies | |
| Details of impact assessments undertaken in response | |
| What are the requirements for further damage and needs assessments | |
| Prioritisation of essential services to community economic assets | |
| Restoration of banking and other financial services | |
| Support and restore businesses through business assistance centres, where necessary | |
| Establish communication strategies to assist reopened businesses | |
| Co-ordinated insurance sector response and adequacy of cover for reconstruction | |
| Maximise local resources, contractors and employment | |
| Facilitate and co-ordinate resources to aid reconstruction to meet community business and manufacturing requirements | |
| Economic environment public information messages | |
| Liaise with other environment task groups on key issues | |
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# Group Recovery Report

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|---|---|---|---|---|
| **Group Recovery Manager** | Name | | Signature | |
| **Report number** | | | | |
| **Date of issue** | | | | |
| **Filed By** | | | | |
| **Report submitted to** | CDEM Group | | CDEM CEG | |
| | MCDEM EMA's | | Group Controller | |
| | Recovery Co-ordinator | | National Recovery Manager | |
| | Group Manager | | Local Recovery Managers | |
| | Public Information Manager | | Emergency Services | |
| | Social Environment Task Group | | Group EMA's | |
| | Natural Environment Task Group | | Regional Welfare Advisory Group | |
| | Economic Environment Task Group | | Built Environment Task Group | |
| | Lifelines Co-ordinator | | TA Emergency Management Officers | |
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## Recovery Managers / Office Contact Details

| | Recovery Manager | Email address | Mobile No. | DDI No. | Office No. | Fax No. |
|---|---|---|---|---|---|---|
| **Group** | | | | | | |
| **CDC** | | | | | | |
| **HCC** | | | | | | |
| **KCDC** | | | | | | |
| **MDC** | | | | | | |
| **PCC** | | | | | | |
| **SWDC** | | | | | | |
| **UHCC** | | | | | | |
| **WCC** | | | | | | |

## Background

| | |
|---|---|
| **Date of event** | |
| **Hazard type & location** | |
| **Affected Territorial Authorities** | |

| | Group | CDC | HCC | KCDC | MDC | PCC | SWDC | UHCC | WCC |
|---|---|---|---|---|---|---|---|---|---|
| **Date of Declaration** | | | | | | | | | |
| **Date of Termination** | | | | | | | | | |

## Key Situation Details

## Key Group Recovery Priorities

| Key priority | Required outcome | Lead agency | Risk assessment / resources / actions required | Date to be completed | Date completed |
|---|---|---|---|---|---|
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## Summary of Territorial Authority Recovery Priorities

| Territorial Authority | Priority / Need / Issue / Concern | Required outcome | Date to be completed | Date completed |
|---|---|---|---|---|
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## Community Support

### General

Include a statement about all efforts and actions being undertaken by responding agencies to support the community.

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| *For Example: Property visits, Community meetings / public meetings, Community events / street parties, Council open days, Radio and print advertisements regarding assistance available, Information about school/education facilities closures / issues, Rates relief (if relevant)* |

### Service Delivery

Provide detail about the actions of responding non-government and government agencies, noting where they are working together and what is being done.

| |
|---|
| *Include information provided by local government agencies such as numbers of people seen, calls to help-lines, payments etc. This information will also be collected at national level.* |

## Insurance / EQC

Provide any details known about insurance and non-insurance issues, responses from insurance agencies and EQC response. In addition, provide some details on claims received, processed and value using the table below:

Note: To track progress, please add the new figures below the previous reported figures.

| Insurance Company | Claims Received | Claims Processed | $Value | Comments |
|---|---|---|---|---|
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## Mayoral Relief Fund

Provide any details known about Mayoral Relief Funds (if applicable).

| | Contact Number | Bank | A/C Number | $MRF | Applications | $Value |
|---|---|---|---|---|---|---|
| **CDC** | | | | | | |
| **HCC** | | | | | | |
| **KCDC** | | | | | | |
| **MDC** | | | | | | |
| **PCC** | | | | | | |
| **SWDC** | | | | | | |
| **UHCC** | | | | | | |
| **WCC** | | | | | | |
| **TOTAL** | | | | | | |

## Social Environment

### Welfare

| |
|---|
| *Provide a summary of key Welfare issues and concerns across all the recovery agencies.* |

### Displaced People

Note: To track progress, please add the new figures below the previous reported figures.

| Date | Number in Emergency Shelter | Number in Temp Shelter (Individuals) | Number in Temp Shelter (Households) | Number Registered for Welfare Support |
|---|---|---|---|---|
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### Health

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| *Provide a summary of key Health issues and concerns across all the recovery agencies. Include details on health assessments, disease control etc.* |

## Built Environment

### Housing

Include comment and figures on all residential housing issues and other building damage that is significant.

Note: To track progress, please add the new figures below the previous reported figures.

| Date | Number homes inspected | Number homes inspected and uninhabitable | Number unsafe | Number can be repaired | Number can't be repaired |
|---|---|---|---|---|---|
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## Commercial / Industrial

Note: To track progress, please add the new figures below the previous reported figures.

| Date | Number properties affected | Number considered 'active' | Properties with 'uninhabitable' notices | Properties with 'at risk' notices | Properties with 'unsanitary' notices |
|---|---|---|---|---|---|
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## Transport

Include details about all transport issues and related costs where known.

| Transport | Details |
|---|---|
| Roading | |
| Rail | |
| Airports | |
| Ports | |

## Utilities

Include details about all infrastructures and related costs where known.

| Utility | Details |
|---|---|
| Power | |
| Telecommunication | |
| Water and Wastewater | |
| Fuel | |
| Council and Community services | |

### Rural

Provide information about all responses occurring in the Rural Sector (if applicable).

| |
|---|
| *Include actions such as shed meetings for farmers, enhanced task force green information, and any issues arising. If loss to the rural sector is known include it here. This information may include input from a Rural Support Network or MAF Rural Coordinator (if appointed and relevant).* |

## Natural Environment

Include information about damage to and costs to the natural environment such as council land and Department of Conservation estate.

| |
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| *Specify any issues, concerns and costs relating to pollution and waste management measures that have been / likely to be implemented.* |

## Economic Environment

Include any overall statements about economic impacts if known. If known detail the cost to council/s of the event/recovery actions to date.

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