# Exercise Tangaroa Welfare Participation Guide

## 1.1 Exercise overview

Exercise Tangaroa 2016 is a Tier 4 (national) exercise led by the Ministry of Civil Defence & Emergency Management (MCDEM) that will be conducted over three days in 2016: 31 August, 14 September, and 28 September. Exercise Tangaroa is based on a **regional source tsunami** (generated less than three hours travel time away from the nearest New Zealand coastline) that impacts the entire New Zealand coastline.

The **overall exercise aim** is to test New Zealand’s arrangements for preparing for, responding to, and recovering from a national tsunami impact. Exercise Tangaroa presents the first opportunity to test the new welfare arrangements per the *National Civil Defence Emergency Management (CDEM) Plan 2015*.

The National Welfare Coordination Group (NWCG) has agreed that responsible and support agencies at the national level (per the National CDEM Plan 2015) will participate in Day One and Day Two of the exercise, and be on standby for Day Three.

Participation at the regional level is at the discretion of the CDEM Group.

*Note that there will also be two additional activities days held at the national level that will inform the official exercise Days Two and Three: development of a* ***National situation Report (Sitrep)*** *on 8 September and a* ***National Action Plan*** *on 22 September. These documents will be made available to participating agencies by MCDEM prior to Days Two and Three respectively.*

## 1.2 National Welfare Manager objectives

In addition to the main Welfare objectives for the exercise, the National Welfare Manager would like to:

1. test the Welfare function in line with arrangements set out in the National CDEM Plan 2015.
2. ensure operational connectivity (co-ordination and communication) between the:
   * National Crisis Management Centre (NCMC) Welfare function and:
     + the NWCG;
     + CDEM Group Welfare Managers (GWM);
     + other NCMC functions at the national level.
   * Emergency Coordination Centre (ECC) Welfare function and:
     + the regional Welfare Coordination Group (WCG)
     + the NCMC Welfare function;
     + other ECC functions at the regional level.
3. test the activation processes, including welfare services sub-functions, of the:
   * NCMC Welfare function and NWCG;
   * ECC Welfare function and WCG.
4. identify gaps/issues and develop recommended actions to address these (following the exercise).

## 1.3 Expectations

National level

DAY ONE (31 August 2016)

It is expected that the NWCG responsible and support agencies will be **available by phone for all of Day One (business hours)** and to actively participate that day as specified in Section 1.4 below.

DAY TWO (14 September 2016)

The NWCG responsible and support agencies will participate for **3-4 hours in a table top discussion on Day Two** and should be **available by phone for all of Day Two (business hours)**.

DAY THREE (28 September 2016)

The NWCG responsible and support agencies are expected to be **on standby on Day Three** to provide support to CDEM Groups if requested/required.

A list of the recommended participating agencies can be found in **Appendix 1.**

After the exercise is completed, each participating agency is expected to complete an evaluation form.

Regional level

Participation at the regional level is at the discretion of the CDEM Group.

DAY ONE (31 August 2016)

The National Welfare Manager (NWM) requests that **all CDEM Group Welfare Managers participate in a teleconference on the afternoon of Day One** (maximum one hour)**.**

DAY TWO (14 September 2016)

The National Welfare Manager (NWM) requests that **all CDEM Group Welfare Managers participate in a teleconference on the afternoon of Day Two** (maximum one hour)**.**

DAY THREE (28 September 2016)

CDEM Groups may wish to complete a simple table top discussion. Some themes/questions to consider are listed in Section 1.7.

## 1.4 Day One[[1]](#footnote-1): Wednesday 31 August 2016 (full scale real-time activation)

National-level welfare activities – test activation process

*Proposed venue: MCDEM to be based in NCMC. NWCG responsible and support agencies to be available by phone/email.*

The NCMC Welfare function will focus on **welfare activation and communication processes,** including:

* Activating the NWCG;
* Initiating contact with CDEM Group Welfare Managers and establishing ongoing contact with the Welfare function at CDEM Group Emergency Coordination Centres (ECCs);
* Holding an afternoon teleconference with CDEM Group Welfare Managers (see below and **Appendix 2**);
* Holding an afternoon teleconference with the NWCG (see **Appendix 3**);
* Providing information to other NCMC functions as requested/required.

All NWCG responsible and support agencies may also wish to activate and test their agency’s internal processes, if appropriate.

Regional-level welfare activities – test activation process

The ECC Welfare function may focus on activation and communication processes, as outlined above.

AFTERNOON

The National Welfare Manager recommends that all CDEM Group Welfare Managers participate in the teleconference held by the National Welfare Manager the afternoon of Day One (maximum one hour). The time and call-in details will be provided on the day.

## 1.5 Optional testing (self-led exercises) – 1-13 September 2016

For those that would like to, the National Welfare Manager recommends that each welfare services sub-function (national and regional level) conducts a table top discussion exercise to test their activation processes.

National-level welfare services sub-function Chairs (responsible agencies) are also encouraged to engage with their counterparts at the regional level (i.e. you may wish to run a national–regional sub-function Chair teleconference), to capture input at the regional level to prepare for activities on Day Two. A template is attached (see **Appendix 4**) to guide the discussion.

Responsible agencies at all levels may also consider testing other related activities during this time (e.g. business continuity, stakeholder reporting/communication, transition arrangements).

### 1.6 Day Two[[2]](#footnote-2): Wednesday 14 September 2016 (table top discussion exercise)

National-level welfare activities – NWCG workshop

*Proposed venue: MCDEM Conference Room 4.11 and 4.12*

MORNING

Day Two will include a workshop (3-4 hours) with all NWCG responsible and support agencies. The aim of the workshop is to uncover what challenges, issues, or resourcing shortfalls may arise in this scenario, at the national and regional levels, that require further attention.

The outcome of this workshop will feed into a teleconference proposed to be held between the National Welfare Manager and CDEM Group Welfare Managers on the afternoon of Day Two.

Using the National SitRep and the outcome of any optional testing providing contextual information, it is proposed that the NWCG workshop will be conducted as follows:

* National situational overview provided (National SitRep)
* Sub-function Chairs to report back on any optional testing conducted between Day One and Day Two, including the outcome of welfare services sub-function activations;
* Agencies will then break into welfare services sub-function groups where:
  + Sub-function Chairs will identify sub-function challenges, issues, process gaps or resourcing shortfalls e.g. as reported by regional sub-function Chairs via regional teleconferences; and
  + As a collective, the sub-function will brain-storm potential solutions to issues raised.

It is proposed that all welfare services sub-functions will report back to the wider-NWCG, to assist with identifying themes and building a broader national–regional picture of how welfare services sub-functions fared during the exercise.

Please note that all participating agencies are required to complete exercise evaluation forms.

National level welfare activities – NWM-GWM Engagement

AFTERNOON

The National Welfare Manager will hold a teleconference with all CDEM Group Welfare Managers on the afternoon of Day Two of the exercise. Using the template provided (see **Appendix 5**), the aim of the teleconference (maximum of one hour) will be to share pertinent information, ascertain how CDEM Groups are faring with welfare services sub-functions, and examine welfare services challenges, issues, or resourcing shortfalls.

Regional level welfare activities

MORNING

The ECC Welfare function may wish to hold a WCG workshop, but all table top activities are at the CDEM Group’s discretion.

AFTERNOON

The National Welfare Manager recommends that all CDEM Group Welfare Managers participate in the teleconference (see **Appendix 5** for template) held by the National Welfare Manager on the afternoon of Day Two to address issues, challenges, and resource shortfalls raised.

### 1.7 Day Three[[3]](#footnote-3): Wednesday 28 September 2016 (table top discussion exercise)

Day Three will focus on the early elements of recovery.

National level welfare activities – NWCG on standby

The NWCG responsible and support agencies will be on standby for Day Three, in case CDEM Groups require national level support for co-ordination or local delivery of welfare services.

Regional level welfare activities

CDEM Groups that wish to complete a simple table top discussion may wish to consider the following themes/questions:

* How would the Welfare function transition into recovery?
* How would the CDEM Group Welfare Manager role transition into recovery?
* What are the long term social recovery needs?
* Which welfare services sub-functions are likely to continue into immediate-, medium-, and long-term recovery?
* What are the resourcing shortfalls?
* What early recovery planning would be necessary for social recovery?
* Transition arrangements (if applicable), including information and communication flows
* Reporting measures/processes.

### 1.8 Evaluation

Please note that all participating agencies are expected to complete exercise evaluation forms, regardless of the number of days of participation.

###### Appendix 1: NWCG Exercise Players List

Responsible agencies

* Ministry of Civil Defence & Emergency Management
* NZ Police
* Ministry of Business, Innovation and Employment
* Ministry of Health
* Ministry of Social Development
  + Child, Youth and Family
  + Work and Income
* Ministry for Primary Industries

Support agencies *(at the request of the NWCG – participation TBC)*

* Ministry of Education
* Housing New Zealand Corporation
* NZ Defence Force
* Te Puni Kōkiri
* Ministry of Foreign Affairs and Trade
* MSD – Office for Disability Issues
* DIA – Office of Ethnic Communities
* Ministry for Pacific Peoples
* NZ Red Cross
* Salvation Army
* Victim Support
* St John
* Save the Children NZ
* NZ Food & Grocery Council
* Inland Revenue
* EQC
* ACC
* Insurance Council of NZ
* Federated Farmers of NZ
* NZ Veterinary Association
* NZ Companion Animal Council
* Royal Society for the Prevention of Cruelty to Animals
* NZ Institute of Animal Control Officers

###### Appendix 2: National Welfare Manager – CDEM Group Welfare Managers Teleconference (Day 1 afternoon)

Tsunami Teleconference Schedule

|  |  |
| --- | --- |
| Topic: | Description |
| **Introduction** | * National Welfare Manager (representing the NWCG) * CDEM Group representatives attending the teleconference (including those listening in) * Any other parties |
| **National Welfare Manager** | * Brief overview of the situation and likely welfare implications * NCMC National SitRep issue time * Update from NWCG and national welfare services sub-functions (if activated) |
| **CDEM Groups** | ***Note:*** *The CDEM Group speaking order will follow North to South*   * **Brief** overview of the response in region, including any **known areas** to be evacuated, **potential** pinch points, and **proposed** prioritisation of welfare services * **Anticipated** communication or information issues * **Anticipated** resource shortfalls for welfare service provision |
| **Summary** | * Any other matters/concerns * Confirm next teleconference arrangements (date, time, attendance) * End call |

#### TELECONFERENCE ATTENDANCE

The following checklist will be used by the National Welfare Manager during the CDEM Group teleconference to ensure that all CDEM Groups have been accounted for in the call.

|  |  |  |
| --- | --- | --- |
| CDEM Group | CDEM Group Welfare Manager | Comments |
| **Northland** |  |  |
| **Auckland** |  |  |
| **Waikato** |  |  |
| **Bay of Plenty** |  |  |
| **Gisborne** |  |  |
| **Taranaki** |  |  |
| **Hawke’s Bay** |  |  |
| **Manawatu-Wanganui** |  |  |
| **Wellington** |  |  |
| **Marlborough** |  |  |
| **Nelson-Tasman** |  |  |
| **West Coast** |  |  |
| **Canterbury** |  |  |
| **Southland** |  |  |
| **Otago** |  |  |
| **Chatham Islands** |  |  |

###### Appendix 3: NWCG Teleconference (Day 1 afternoon)

Tsunami Teleconference Schedule

|  |  |
| --- | --- |
| Topic: | Description |
| **Introduction** | * National Welfare Manager * NWCG representatives attending the teleconference (including those listening in) * Any other parties |
| **National Welfare Manager** | * Brief overview of the situation and likely welfare implications * NCMC National SitRep issue time * Update from GWM and welfare services sub-functions (if appropriate) |
| **NWCG**   * *Registration* * *Needs assessment* * *Inquiry* * *Care & protection services for children & young people* * *Psychosocial support* * *Household goods & services* * *Shelter & accommodation* * *Financial assistance* * *Animal welfare* | ***Note:*** *The NWCG speaking order will follow the template below.*   * **Brief** overview on the welfare services sub-function, including **potential** pinch points, and **proposed** prioritisation of welfare services * **Anticipated** communication or information issues * **Anticipated** resource shortfalls for welfare service provision |
| **Summary** | * Any other matters/concerns * Confirm next teleconference arrangements (date, time, attendance), if applicable * End call |

#### TELECONFERENCE ATTENDANCE

The following checklist will be used by the National Welfare Manager during the NWCG teleconference to ensure that all welfare services sub-functions have been captured.

|  |  |  |
| --- | --- | --- |
| Responsible agency | Welfare services  sub-function | Comments |
| MCDEM | **Registration** |  |
| MCDEM | **Needs Assessment** |  |
| NZ Police | **Inquiry** |  |
| Child, Youth and Family | **Care & protection services for children & and young people** |  |
| Ministry of Health | **Psychosocial support** |  |
| MCDEM | **Household goods & services** |  |
| MCDEM / Ministry of Business, Employment and Innovation | **Shelter & accommodation** |  |
| Ministry of Social Development | **Financial assistance** |  |
| Ministry for Primary Industries | **Animal welfare** |  |

###### Appendix 4: Sub-function Chairs Teleconference – optional testing (self-led exercises) – 1-13 September 2016

Tsunami Teleconference Schedule

|  |  |
| --- | --- |
| Topic: | Description |
| **Introduction** | * Sub-function Chair * Sub-function regional representatives attending the teleconference (including those listening in) * Any other parties |
| **Sub-Function Chair** | * Brief general overview of the situation and national-level sub-function implications |
| **Sub-Function Reps** | ***Note:*** *The speaking order will follow North to South*   * **Brief** overview of the response in region, including **potential** pinch points, **likely** scale of the sub-function response, and **proposed** prioritisation of welfare services * **Anticipated** communication or information issues * **Anticipated** resource shortfalls sought for welfare service provision |
| **Summary** | * Any other matters/concerns * End call |

#### TELECONFERENCE ATTENDANCE

The following checklist may be used by the sub-function Chair during the regional teleconference to ensure that all regions have been accounted for in the call.

|  |  |  |
| --- | --- | --- |
| Region | Agency | Comments |
| **Northland** |  |  |
| **Auckland** |  |  |
| **Waikato** |  |  |
| **Bay of Plenty** |  |  |
| **Gisborne** |  |  |
| **Taranaki** |  |  |
| **Hawke’s Bay** |  |  |
| **Manawatu-Wanganui** |  |  |
| **Wellington** |  |  |
| **Marlborough** |  |  |
| **Nelson-Tasman** |  |  |
| **West Coast** |  |  |
| **Canterbury** |  |  |
| **Southland** |  |  |
| **Otago** |  |  |
| **Chatham Islands** |  |  |

###### Appendix 5: National Welfare Manager – CDEM Group Welfare Managers Teleconference (Day 2)

Tsunami Teleconference Schedule

|  |  |
| --- | --- |
| Topic: | Description |
| **Introduction** | * National Welfare Manager (representing the NWCG) * CDEM Group representatives attending the teleconference (including those listening in) * Any other parties |
| **National Welfare Manager** | * Brief overview on the exercise * Update on NWCG workshop, including challenges, issues, or resourcing shortfalls raised |
| **CDEM Groups** | ***Note:*** *The CDEM Group speaking order will follow North to South*   * **Brief** overview on how the exercise is going (to date), including whether the following anticipated issues became a reality (or were likely to) including:   + pinch points, and prioritisation of welfare services   + communication or information issues   + resource shortfalls sought for welfare service provision |
| **Summary** | * How CDEM Group challenges, issues, or resource shortfalls align with national feedback * Any other matters/concerns * End call |

#### TELECONFERENCE ATTENDANCE

The following checklist will be used by the National Welfare Manager during the CDEM Group teleconference to ensure that all CDEM Groups have been accounted for in the call.

|  |  |  |
| --- | --- | --- |
| CDEM Group | CDEM Group Welfare Manager | Comments |
| **Northland** |  |  |
| **Auckland** |  |  |
| **Waikato** |  |  |
| **Bay of Plenty** |  |  |
| **Gisborne** |  |  |
| **Taranaki** |  |  |
| **Hawke’s Bay** |  |  |
| **Manawatu-Wanganui** |  |  |
| **Wellington** |  |  |
| **Marlborough** |  |  |
| **Nelson-Tasman** |  |  |
| **West Coast** |  |  |
| **Canterbury** |  |  |
| **Southland** |  |  |
| **Otago** |  |  |
| **Chatham Islands** |  |  |

1. Day of impact [↑](#footnote-ref-1)
2. Notionally the day after impact (i.e. pretending that it is 1 September 2016) [↑](#footnote-ref-2)
3. Notionally two weeks after day of impact (i.e. pretending that it is 14 September 2016) [↑](#footnote-ref-3)