

Operational Communications Plan

Purpose

The purpose of this communications plan is to outline how the Bay of Plenty GECC and EOC's will communicate information both between themselves and key stakeholders during a response

Primary Communication Methods

The primary methods of communication between the coordination centres and partner agencies will be through the domestic telephone service (both Cell Phone and landline) and through email.

The primary point of contact, and therefore triage for all communications coming into the GECC should be through the Operations Team either via phone or email. These specific phone or email details can be seen in appendices A.

Notification of an Activation

Where a coordination centre is activated in response to an event, it is the responsibility of the coordination centres Local Controller to ensure that the Group Duty Manager is notified of the activation. It will then be the responsibility of the Duty Manager to ensure all Bay of Plenty local authorities/coordination centres are notified of the event in case support for the activation is required.

Dedicated Coordination Centre Contact Details

Each coordination centre is required to have dedicated points of contact while activated. These points of contact are to be used for activation purposes only and should not be an individual's personal contact detail's or those used for other Council functional purposes.

The dedicated coordination centre contact details for each of the Bay of Plenty coordination centres are detailed in Appendices A.

Information Distribution

Where the GECC is required to distribute information (e.g. sitreps, action plans) the operations desk will distribute these directly to the operations function of the activated coordination centres as required in accordance with the principles of CIMS3 doctrine.

Where a coordination centre is not activated, correspondence will only be sent to the organisations dedicated duty contact. It will be the responsibility of each organisation to coordinated distribution within their respective organisation.

Secondary Communications

Where there is an impact on the telecommunications infrastructure, Satellite communications will be used as the secondary form of communication between coordination centres and partner agencies.

Coordination Centre	Sat Phone Number
Group ECC	s 7(2)(a) - Privacy
Western BOP EOC	
Rotorua EOC	
Whakatāne EOC	
Opotiki EOC	
Kawerau EOC	
Tauranga EOC	

When there is a telecommunications failure, each coordination centre will ensure their satellite phone is turned on and being monitored by their respective operations desk.

Tertiary Communications

Where Satellite communications are not an option or there is a need to supplement the communications capability, VHF will be used to communicate between the coordination centres.

Communication between the GECC and the respective Coordination centres will be done using the ES148 radio channel. VHF communications within Local areas i.e. EOC outbound to Communities and/or Welfare centres etc, remain the responsibility of Local EOC arrangements and are outside of the purview of this SOP.

Communication with Iwi/Māori

Communication with Iwi should initially be directed through respective EOC's as primary relationship owners. In the event the primary point of contact at the respective EOC are unavailable, all correspondence should be coordinated through the GECC Iwi Technical Advisor.

Public Communications Plan

To ensure that a coordinated approach is taken to public engagement, the Lead agency will be responsible for the development and dissemination of the responses Public Communications plan. Any support agency developing an organisation Public Communications plan will align their respective Communications plan to the lead agencies arrangements.

Appendices A: Coordination Centre Numbers

Group Emergency Coordination Centre Contact Details	
Primary Point of contact	
Operations	s 7(2)(a) - Privacy
GECC Function Contacts	
Controller	s 7(2)(a) - Privacy
Response Manager	
Welfare	
Iwi Technical Advisor	
Intelligence	
Logistics	
PIM	
Planning	

Mission Clarity

Due to the nature and purpose of the GECC it is important that these contact details are not public facing, that these details are not shared publically. Should the GECC in an event specific instance require a public interface a number will be provided and publicised specific to the need at that time.

Calls Only

Due to record keeping requirements and the potential impact on travel (i.e. need to divert phones), the dedicated GECC phones will only be used for calls and not texts. All written communications should be sent via email.



Tauranga Emergency Operations Centre Contact Details

Primary Point of contact	
Operations Manager	s 7(2)(a) - Privacy
EOC Function Phones	
Controller	s 7(2)(a) - Privacy
PA to Controller	
Response Manager	
Planning	
Intelligence	
PIM	
Operations Team	
Logistics	
Welfare	

Mission Clarity

Due to the nature and purpose of the GECC EOC it is important that these contact details are not public facing, that these details are not shared with the public. Should the GECC in an event specific instance require public interface a number will be provided and publicised specific to the need at that time.

