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*A safe, strong Bay of Plenty, together
Toi Moana, kia haumarū, kia kaha, mā tātau katoa*

Shelter and Emergency Accommodation Sub-function plan

Welfare coordination in emergencies

June 2023

Version 1.0

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Introduction

This operational plan has been prepared to inform and guide the Welfare function, Group Emergency Coordination Centre (GECC), Emergency Operations Centre (EOC) functions, and agencies responsible for coordinating and supporting the provision of shelter and accommodation to people affected by an emergency in the Bay of Plenty.

This plan outlines:

- The meaning of emergency shelter, emergency accommodation and temporary accommodation
- The principles and considerations applied
- The high-level process of delivery across agencies, other welfare services
- Describes delivery of services across each of the Coordinated Incident Management functions of an emergency response and recovery
- The roles and responsibilities of the welfare service agencies
- Activation of the shelter and accommodation sub-function
- The shelter, emergency accommodation and temporary accommodation options
- Transition shelter and accommodation from response to recovery

This plan is adaptable and can be applied to the delivery of services required for different sizes and types of emergencies.

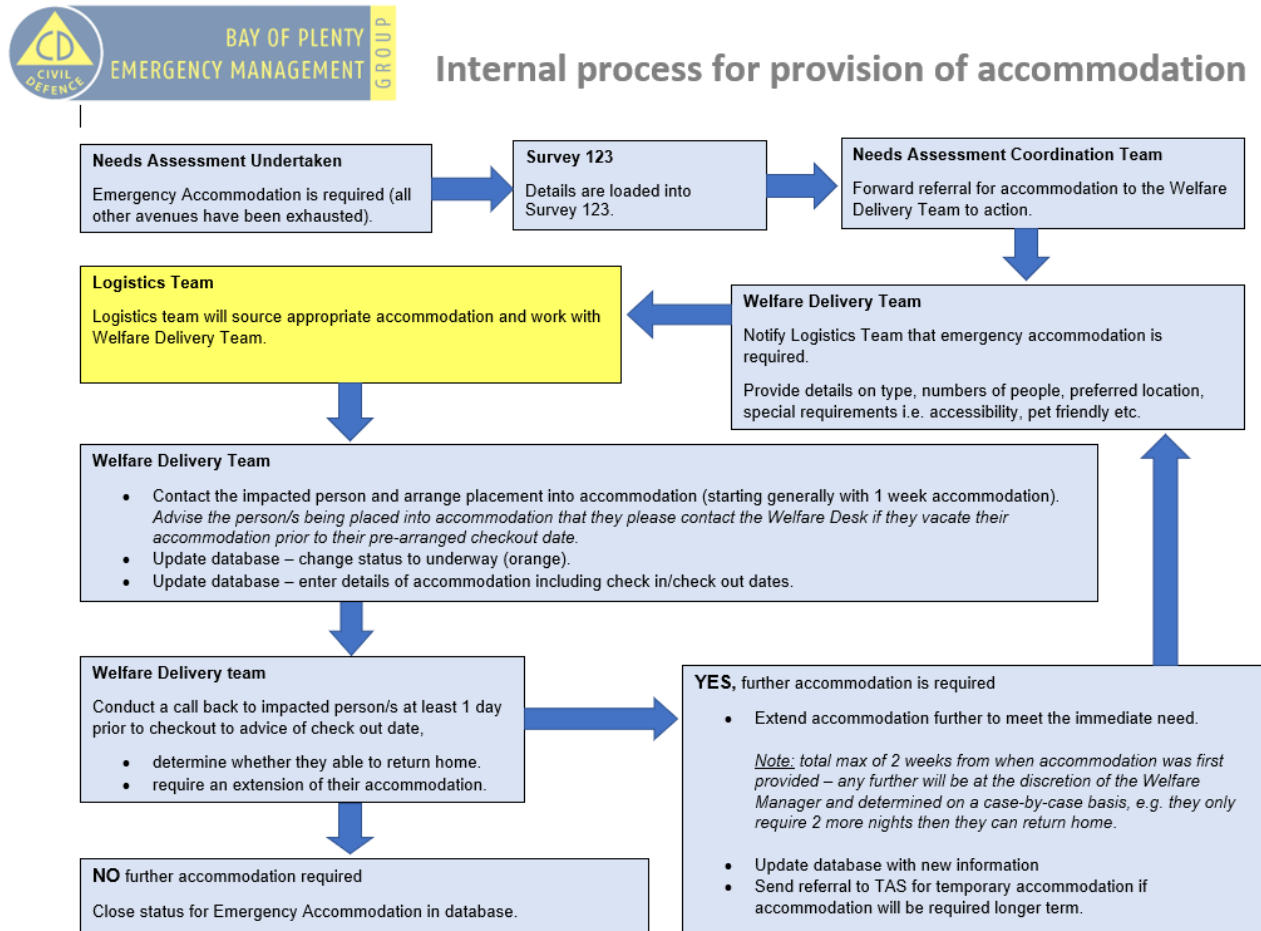
This plan should be read in conjunction with the following key documents or any relevant subsequent document:

- The Bay of Plenty Civil Defence Emergency Management Group Plan 2018/2023
- The Bay of Plenty Civil Defence Emergency Management Group Welfare Plan 2019/2024
- The Civil Defence Emergency Management Act 2002
- The Guide to the National Civil Defence Emergency Management Plan 2015
- Welfare Services in an Emergency Director's Guideline [DGL 11/15].

Shelter and emergency accommodation is a sub-function of the Welfare function. It is one of the sub-function services areas that may be required in an emergency where people have been displaced from their normal place of residence. The Civil Defence Emergency Management (CDEM) Group is the responsible agency for the coordination and delivery of emergency shelter and accommodation.

Quick Start Guides

Internal process for provision of accommodation

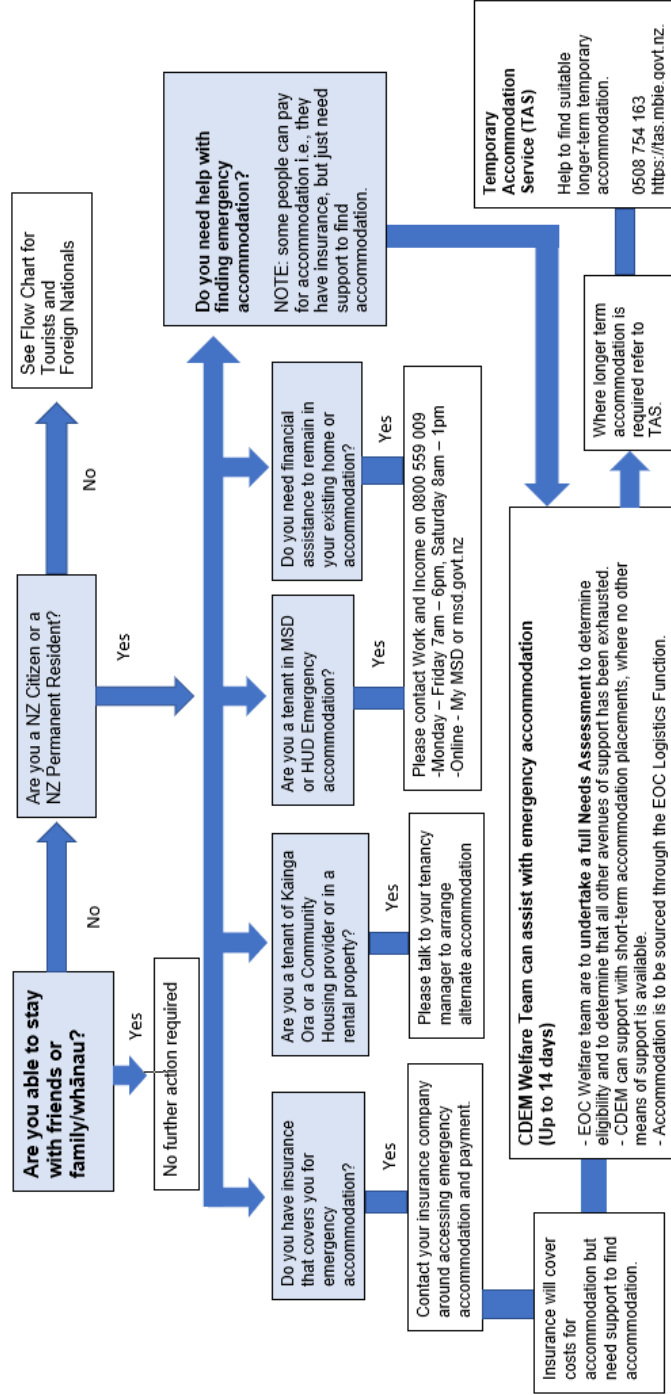


Access to Accommodation – Flow Chart

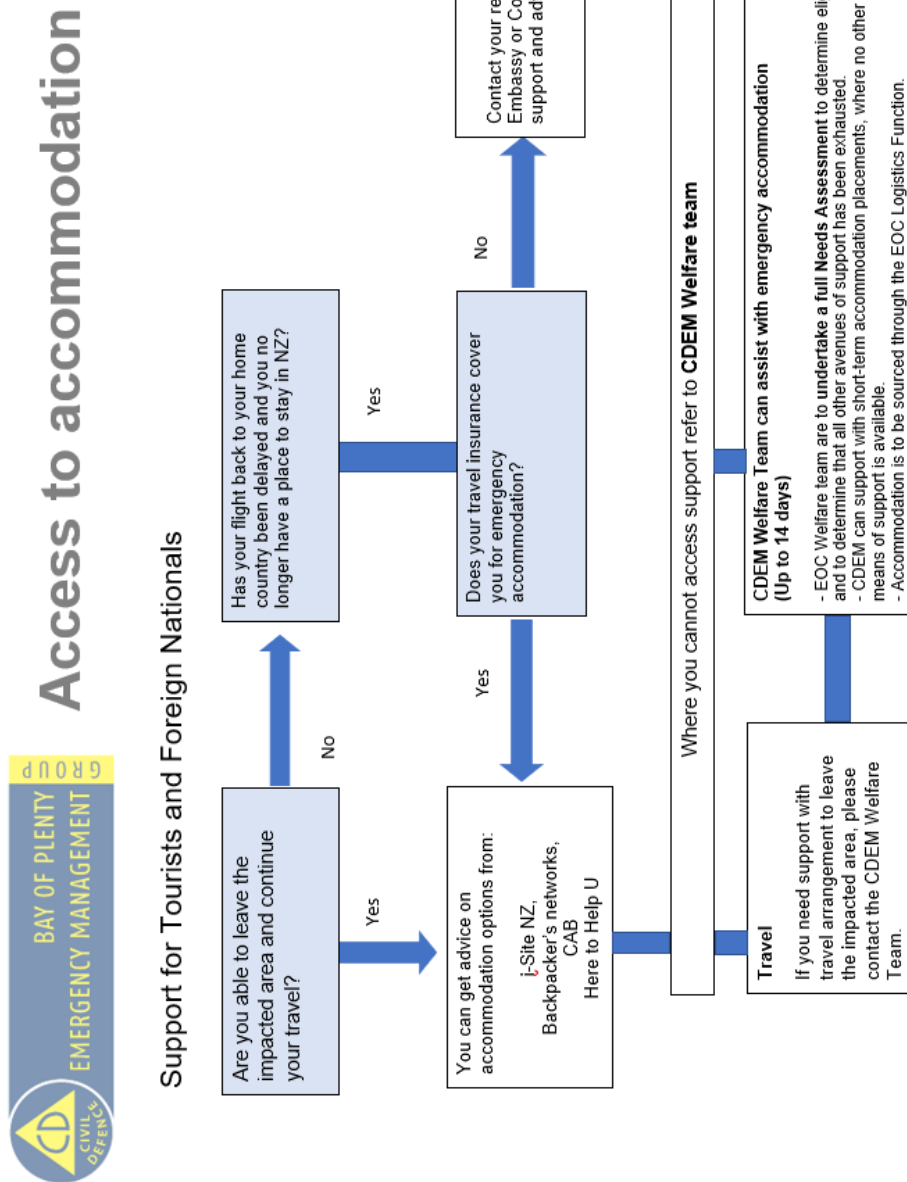


Access to accommodation

The provision of shelter and accommodation is for people who have to leave their homes, or are not able to return home, as a result of an emergency.



Access to Accommodation – Support for Tourists and Foreign Nationals



About shelter and accommodation

During or after an emergency event, impacted people may require welfare services to assist them with the provision of shelter and emergency accommodation. This is generally the case where people have had to leave their homes or are not able to return home as a result of an emergency (displaced people).

Ideally people are encouraged to shelter in place (remaining in usual place of residence or home), when possible and safe to do so. This is best practice, and the preferred option when providing this welfare service, however it may not always be practical or safe for them to do so, therefore alternative solutions need to be sourced.

The provision of shelter and accommodation ensures that people who have lost access to their home, either temporarily or permanently, have somewhere safe to stay. There are three main needs for support, see figure 1:

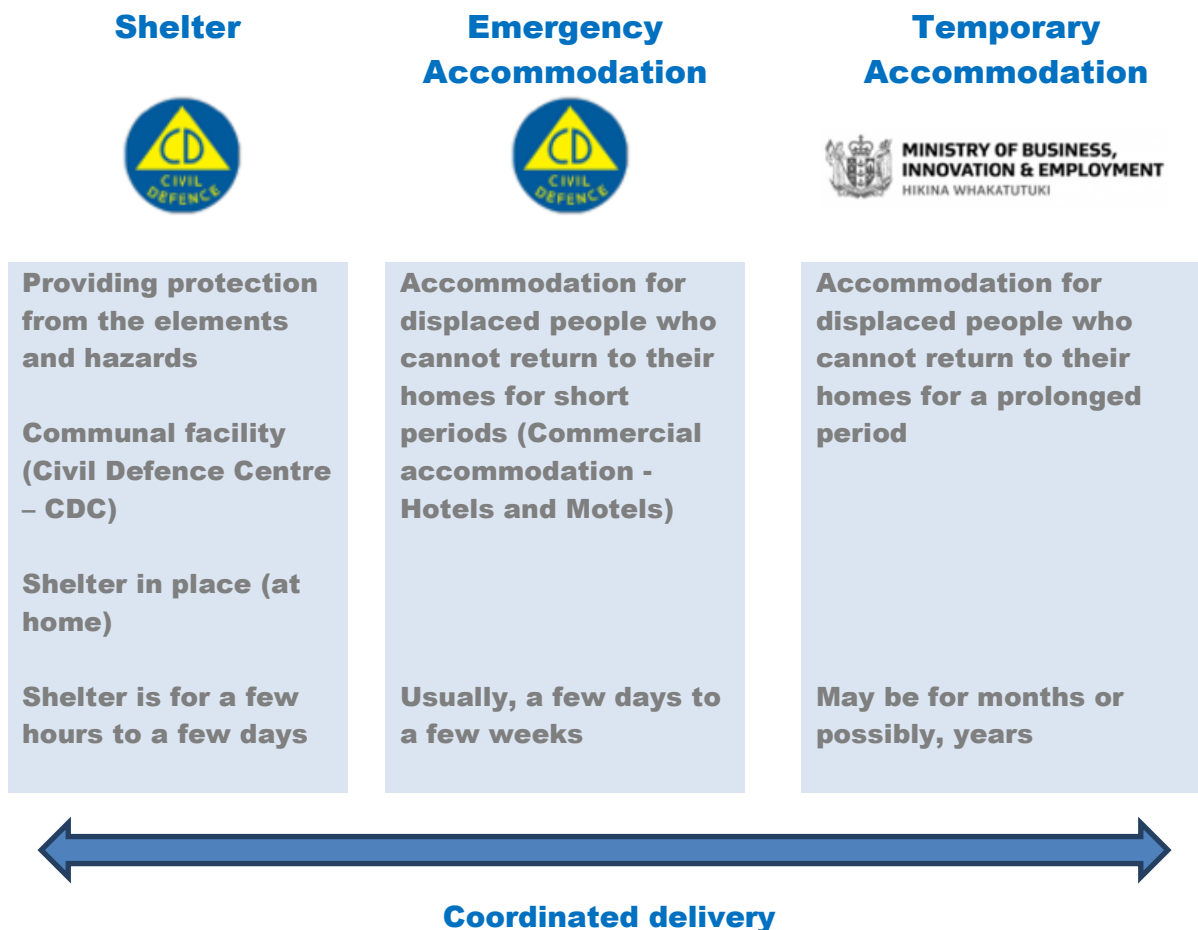


Figure 1: Three types of accommodation support

Shelter

Shelter is generally provided in a communal facility that has been set up by the CDEM Group in response to the emergency event. These facilities are called Civil Defence Centres, often referred to as - CDCs. CDCs are usually set up in Community Halls, Church Halls, or Council owned buildings. Shelter provided through a CDC is intended to protect displaced people from the elements of danger and is anticipated to support people from a few hours to overnight, or a few days (preferably no more than 72 hours) when hosting people overnight.

CDCs can range in styles and sizes, depending on the type of event, the level of need, the numbers of impacted people or the size of the impacted community. A CDC could be a drop-in style centre or hub, where people can go to access information and basic shelter from the elements. A larger scale CDC may provide information, including services offered through a range of Government agencies and community organisations. As well as a place where impacted people can go to seek shelter, warmth and safety, a CDC may also provide food/water, dry clothing, bedding, first aid and psychological support and if required, immediate shelter and support for companion animals.

In some cases, a CDC may provide overnight accommodation for displaced people where alternative accommodation is limited or has been exhausted. A CDC of this type might be required where large numbers of people have been displaced. CDCs serve well for supporting people with immediate emergency shelter needs until more suitable arrangements can be made, or they can safely return home.

Iwi/Māori particularly in coastal and rural areas quickly mobilise in emergency events to assist with emergency shelter and accommodation and by opening Marae to support the community. Marae are ideal places for providing shelter and emergency accommodation as they are equipped with bedding, toilets and showers, cooking facilities, first aid and other essential items.

Community-led centres may be set up by community-based organisations or Community Response Groups to support the need for immediate shelter. These Community Response Groups have prepared Response Plan but may be spontaneously activated. The Centre leaders or organisers should liaise with the Local Welfare Manager providing information around number of evacuees they are supporting etc.

Emergency accommodation

Emergency accommodation is provided to displaced people who cannot return to their homes for short periods, generally a few days and no more than two weeks (noting the 2 week period can be extended at the discretion of the Welfare Manager on a case by case basis). While people are encouraged to seek emergency accommodation through friends/family/whanau first, this may not always be an option. Before accommodating impacted people in a CDC, it is preferable to place people in commercial accommodation, for example, motels, hotels, campgrounds, hostels, and backpackers.

Commercial accommodation provides impacted people with a level of independence and privacy, as opposed to being accommodated in a large, open plan, communal CDC environment. Commercial accommodation is an ideal solution for people with babies and young children, elderly, and those with specific cultural requirements. Commercial accommodation providers generally have at least one unit on site that meets the NZS disability standards. People with disabilities who are reliant on wheelchairs or other mobility devices should be prioritised for these units. A few providers will allow animals to be accommodated on site.

Temporary accommodation

Temporary accommodation is provided to displaced people who cannot return to their homes for a prolonged period of time, for example - several weeks, months or possibly years. Temporary accommodation solutions could involve existing accommodation options that have not been impacted by the emergency, for example, commercial accommodation - Motels/Hotels etc, through to rental properties, relocatable accommodation such as portable cabins or build solutions such as villages or joint investments, where whole new residential areas have been created.

Temporary accommodation is coordinated by the Temporary Accommodation Service (TAS) of the Ministry of Business Innovation and Employment (MBIE). The Bay of Plenty Civil Defence Emergency Management (CDEM) Group (the Group) and the MBIE work together to ensure a seamless transition between shelter or emergency accommodation into temporary accommodation. TAS arrangements are outlined in further detail in this plan.

Principles and considerations

The following **principles** should be followed when planning for and providing shelter and accommodation:

- maintain family and community connections by keeping families and communities together or as close to their home/community as possible
- consider the needs of displaced people beyond shelter, emergency accommodation or temporary accommodation. This could include education facilities, play groups, healthcare, sports, cultural and interest groups, the need to be close to pets and animals or homes if they are being restored
- consider the complexity, vulnerability, and diversity of individual and household needs (i.e. age, gender, religion, ethnicity, disabilities, language barriers, differing family structures, addictions, and dependencies)
- where possible avoid moving people multiple times
- ensure shelter and accommodation is safe, secure, and as accessible as possible.

There are a number of **considerations** to factor in when placing people in shelter and accommodation options, such as:

- the nature and magnitude of the emergency (impact on the built environment)
- environmental factors such as season/weather
- community characteristics and demographics
- how many people, estimated or known, are displaced, or sheltering in place
- duration of need, based on extent of damage to property - estimated or known
- activating and resourcing the shelter and accommodation sub-function
- accommodation supply issues – noting the challenges with housing availability in the Bay of Plenty and the level of availability of commercial accommodation
- damage assessments of potential accommodation options including availability of lifelines utility services
- access to and level of insurance cover i.e. does their insurance cover accommodation and is so, for how long?
- public information including location of CDCs and/or access to other welfare services
- shelter and accommodation for pets, companion animals and other animal welfare needs
- potential for geographical isolation
- transport accessibility, availability and disruption of services and infrastructure.

All shelter and accommodation solutions for displaced people are required to meet New Zealand's national and international human rights obligations and must fulfil Treaty of Waitangi principles.

Welfare relationships

The coordination and delivery of Shelter and Emergency Accommodation sits with the Welfare Function as per the CIMS 3rd Edition structure. See figure 2.

CIMS functions

Welfare is one of the functions within the Coordinated Incident Management System (CIMS). CIMS is used throughout New Zealand to manage emergency events. The use of CIMS ensures effective coordination between responding agencies through a set of common principles, defined roles and responsibilities, common structures, and common terminology.

Relationships with the other CIMS functions are critical to enabling effective delivery of welfare to people impacted by an event. Each function can support the Welfare function in different ways and requires different information from the welfare function to ensure they provide the necessary support.

The Welfare function is responsible for:

“Ensuring planned, coordinated, and effective delivery of welfare services to affected individuals, whanau and communities, including animals, effected by an incident”. (CIMS 3rd Edition)

There are two sub-functions within the Welfare function, these being Needs Assessment and Welfare Delivery Coordination, as shown in figure 2.

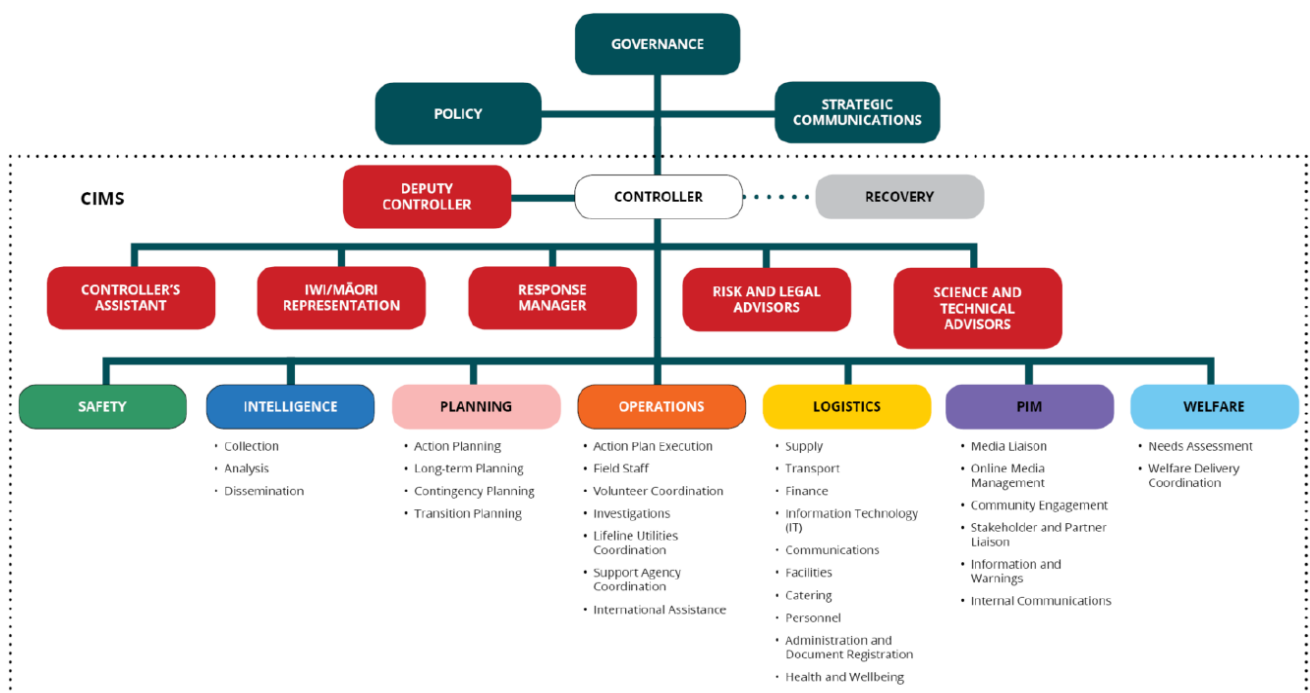


Figure 2: Coordinated Incident Management System (CIMS) Structure

Working with other CIMS functions

CIMS Function Area Interface

There are several CIMS function areas based within the GECC/EOC that will interface with the shelter and accommodation sub-function of Welfare. Figure 3 sets out a range of tasks and areas of support.

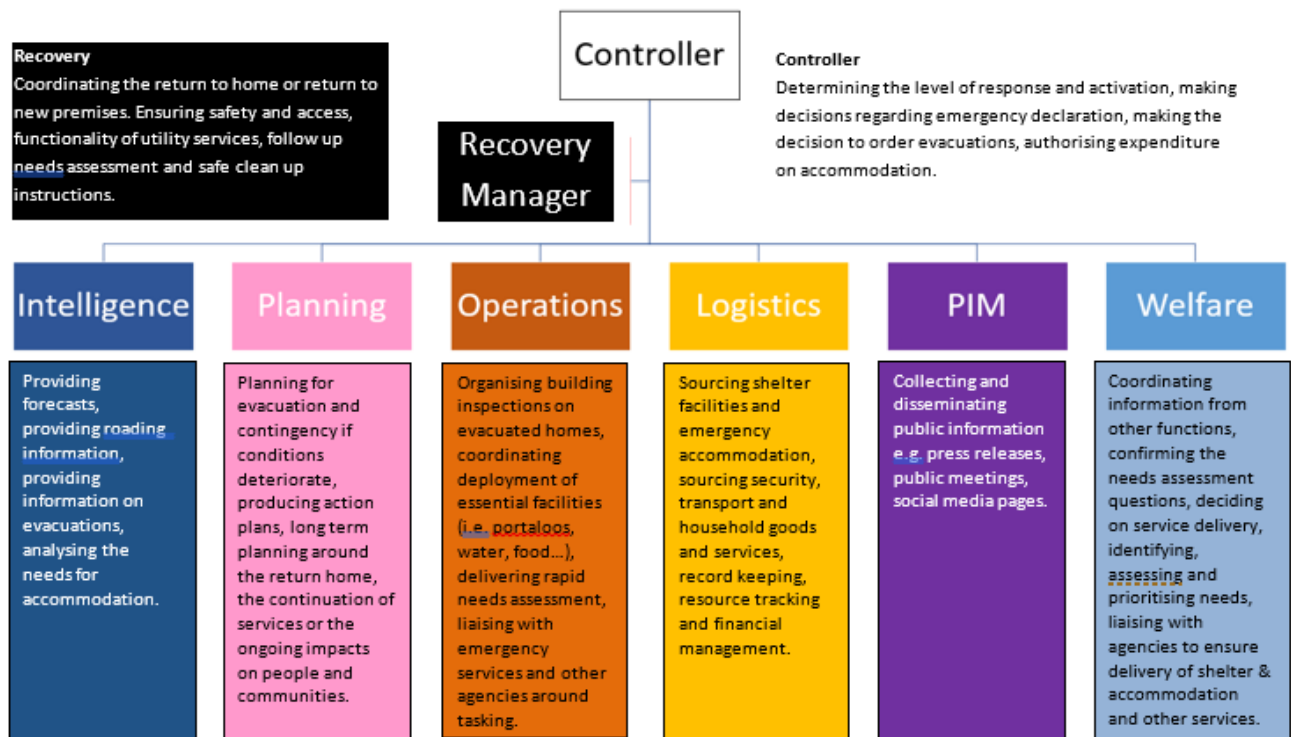


Figure 3: Interaction with other Coordinated Incident Management (CIMS) functions

The welfare team should work closely with the GECC or EOC Logistics, Operations and PIM teams when considering setting up a CDC and sourcing suitable commercial accommodation.

Operations

The Operations function is responsible for the day-to-day coordination of response actions, including supporting the Welfare function or welfare agencies to deliver welfare services. The Welfare team will need to work closely with the operations team particularly where a Civil Defence Centre needs to be set up. The Operations team will support the welfare function by coordinating the set up and delivery of goods to the CDC. All requests for resources from the Welfare team are to go to the Operations team for tracking and coordinating. Requests for resources will then be forwarded to the relevant function team for action, i.e. Logistics where for example, it might be a request for available accommodation in a particular area.

Logistics

The logistics function provides and tracks resources to support the response and the affected communities and provides resource advice to other CIMS functions. Resources may include personnel, equipment, supplies, services, facilities, and finance.

The logistics team supports the Welfare response effort by arranging catering, goods, and accommodation (in coordination with the Operations function) for affected people, communities, and animals (in cooperation with the Welfare function).

The logistics team will also collate a list/register of available commercial accommodation for the Welfare delivery team.

Considerations when planning for the delivery of shelter and accommodation should include but may not be limited to the following:

Emergency Shelter – Civil Defence Centre

- Availability of resources (including staffing of a CDC)
- Number of impacted people
- Requirements of impacted people
- Suitability for companion animals
- Ability to offer other services (e.g. support etc.)
- Transitioning to long term arrangements
- Funding (e.g. emergency payments for rent etc.)

Emergency Accommodation – Commercial Accommodation

- Availability of resources
- Location of resources
- Number of impacted people
- Requirements of impacted people i.e. accessibility
- Suitability for companion animals
- Ability to offer other services (e.g. support etc.)
- Transitioning to long term arrangements
- Funding (e.g. emergency payments for rent etc.)

Once the accommodation has been sourced, Logistics will notify the Welfare Delivery Coordination team of the available accommodation and details. It is noted that the logistics team can also support with arranging transport options to get people to their accommodation if they are not able to do so by themselves.

Public Information Management

The Public Information Management (PIM) function supports the welfare team with communications related to welfare matters. The PIM team can support the welfare team with disseminating public information around sheltering in place and how to access supplies, or how to access alternative accommodation where people are not able to return home.

Where a CDC has been set up and is ready to receive evacuees or impacted people, the PIM team can socialise the relevant information with the public, advising on the location, hours of operation and any other important details. The PIM team can support the welfare function through gathering intelligence around impacted areas and welfare needs through the monitoring of social media sites.

The PIM function is likely to be balancing requests and demands from numerous other functions, so if PIM support is required, it is important to work with the PIM manager and relevant response leader (Response Manager or Controller) to clarify how welfare messaging will be prioritised and what practical support PIM is able to deliver. If existing PIM resources and channels are insufficient, PIM may be able to suggest additional messaging options (e.g. paid notices in newspapers).

Welfare function structure

As shown in figure 2, the Welfare function as outlined in CIMS 3rd Edition, has two primary sub-functions - Needs Assessment Coordination, and Welfare Delivery Coordination. Shelter and Accommodation sits within the Welfare Delivery sub-function. It is one of the sub-function service areas that will most likely be required in an emergency where people are displaced.

People seeking assistance with accessing emergency accommodation will first be required to undertake a needs assessment with a CDEM trained need’s assessor. This process is designed to determine eligibility and the level of need, particularly around requirements to appropriately be able to support the impacted individuals. The relevant information is then passed to the Welfare Delivery Coordination team who will coordinate accommodation and placements.

In emergencies where CDCs are activated it might be necessary to create an additional role separating out Welfare Facility Coordination. This role would focus on the coordination and running of the CDCs including shelter for people and animals. This may extend to overnight accommodation being provided within the CDC where no other options are viable. The Welfare Delivery Coordination role would then focus on the coordination of emergency accommodation (commercial) to impacted people. See figure 4.

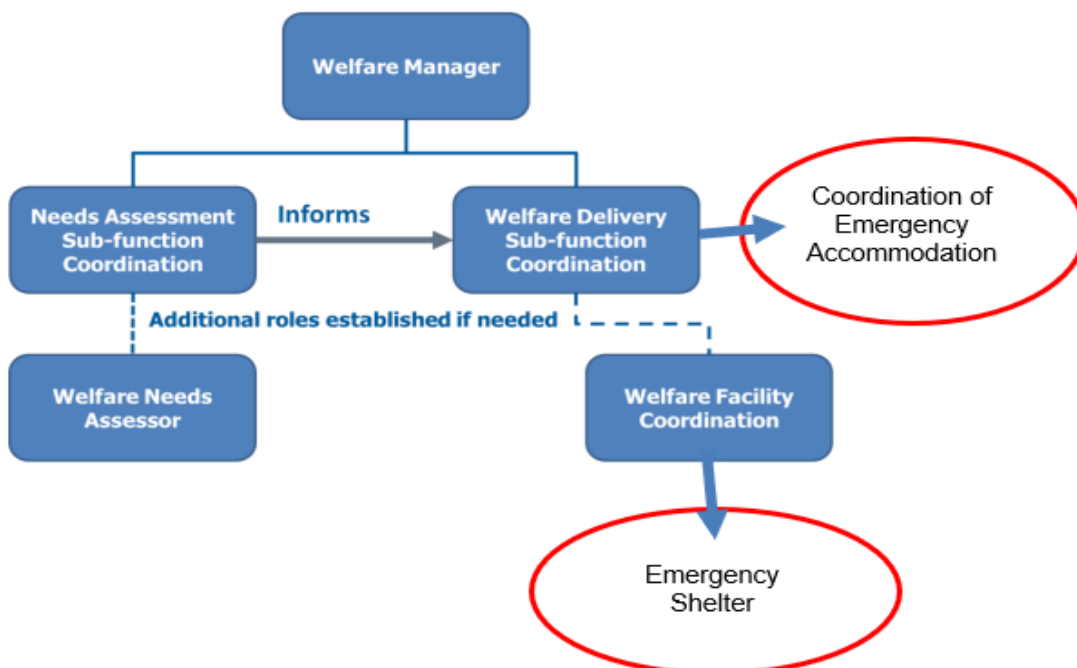


Figure 4: Welfare team structure

The Welfare Cycle

The delivery of Welfare in an emergency is a three-step cycle. Diagram 5 from CIMS 3rd Edition guidelines depicts this cycle.

Needs Assessment is:

“The systematic process of analysing, prioritising, and understanding the interdependencies of the identified needs of affected people and animals. Before welfare services can be delivered, the needs of affected people and animals must be identified and assessed in a timely and coordinated way.” CIMS 3rd Edition

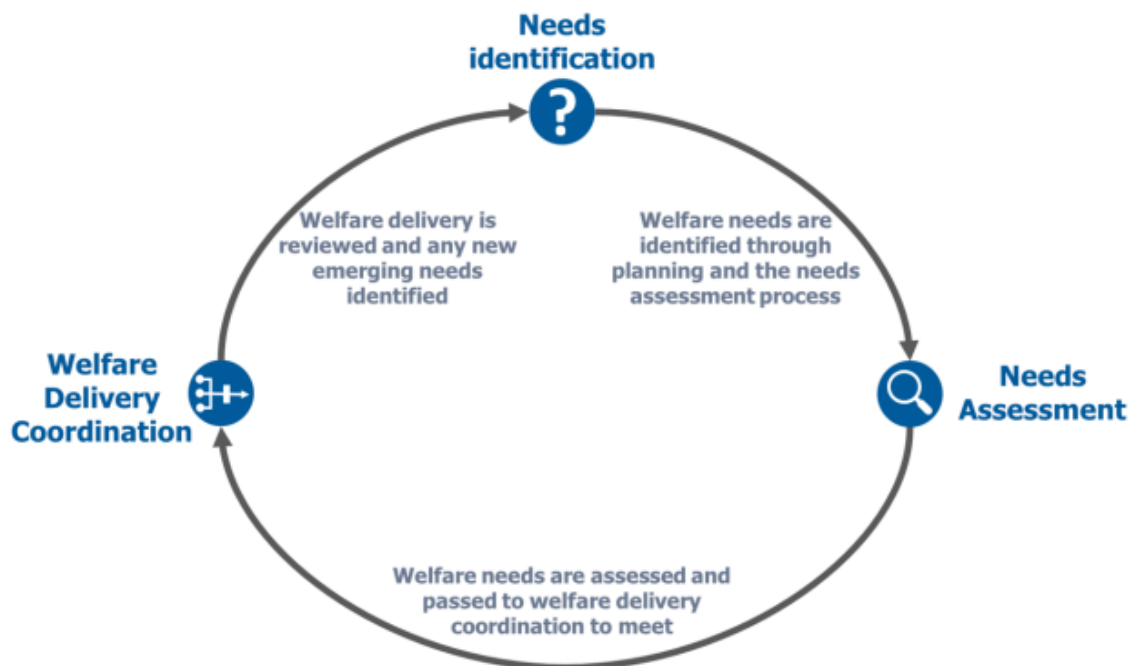


Figure 5: Welfare Cycle

Identifying Needs

The needs assessment process works with impacted people to help determine their needs through a series of questions. Depending on the type, and scope and scale of event, the assessments are conducted either by face-to-face, by phone or virtually, or a combination of these examples.

Roles and Responsibilities of welfare service agencies

There are several agencies and organisations that can support the welfare function with accommodation. The below table sets out the lead and support roles and responsibilities for shelter and accommodation in the event of an emergency in the Bay of Plenty.

Lead Agencies

| Agency | Role | Area |
|---|---|-------------------------------------|
| National Level National Emergency Management Agency (NEMA) | The principle role of the NEMA is to provide advice and coordinate the provision of shelter and emergency accommodation to support the Bay of Plenty region | Shelter and Emergency Accommodation |
| Regional Level Bay of Plenty CDEM Group | The principle role of the BOP CDEM Group is to provide advice and coordinate the provision of shelter and emergency accommodation for the Bay of Plenty region and to support the Territorial Authorities | Shelter and Emergency Accommodation |
| Tauranga City Council Western Bay of Plenty District Council Whakatāne District Council Ōpōtiki District Council Kawerau District Council Rotorua Lakes District Council | The principle role of the BOP CDEM Group territorial authorities is to provide advice and coordinate and deliver shelter and emergency accommodation to the impacted area. | Shelter and Emergency Accommodation |
| Ministry of Business and Innovation and Employment (TAS – Temporary Accommodation Service) | The principle role of MBIE is to coordinate the provision of temporary accommodation at both the National and Bay of Plenty CDEM Group level. Following a natural disaster, MBIE will activate TAS to manage the applications for assistance and the provision of temporary accommodation for eligible households. | Temporary Accommodation |

Table 1: Lead Agency for shelter and emergency accommodation

Support Agencies

| Agency | Role | Area |
|--------------------------------|--|---|
| Commercial providers | Can provide emergency solutions e.g., Hotel/motel/backpackers and other commercial operators. | Emergency Accommodation |
| Territorial Authorities | Can provide emergency solutions e.g., Council owned properties and campgrounds. | Emergency Accommodation |
| Ministry of Social Development | Is to determine eligibility for emergency accommodation for displaced people who are existing MSD clients. MSD to support existing clients already in MSD placed emergency accommodation during an emergency event. MSD also had a lead role coordinating the financial assistance sub-function. | Emergency Accommodation and Temporary Accommodation |
| New Zealand Red Cross | Can assist in the provision of support for displaced people in shelter or emergency accommodation | Shelter And Support |
| Ministry of Education | Link the Group to appropriate school boards of trustees for advice, information and access to shelter or emergency accommodation options (buildings and landholdings). | Shelter and Emergency Accommodation |
| Ministry of Health | Is to provide advice and information to manage any environmental health or communicable disease risks to public health associated with accommodation options | Advice and support |
| Te Puni Kokiri | National and regional offices to provide: <ul style="list-style-type: none"> • advice and assistance to the BOP CDEM Group to link to marae that can assist with shelter and emergency accommodation and manaakitanga (care and support) • advice to MSD so that appropriate assessments of needs are undertaken for temporary accommodation for displaced Māori • advice to MBIE so that appropriate matching and placement case management for temporary | |

| | | |
|-------------------------------|--|-------------------------------------|
| | accommodation for displaced Māori are undertaken, and • advice and assist MBIE to link with marae and appropriate marae trustees for advice, information, and access to marae temporary accommodation options (buildings and landholdings). | |
| Salvation Army | Can provide advice, information and access to Salvation Army shelter and accommodation, and supporting displaced people living in shelter or emergency accommodation. | Shelter and Emergency Accommodation |
| Community based organisations | Can assist with pastoral care and recovery support services for displaced people seeking or occupying temporary accommodation | Advice and support |

Table 2: Supporting agencies for shelter and emergency accommodation

Further support may be provided by any organisation or business that can provide relevant advice, information of services. For more information refer to the Welfare in an Emergency Director's Guideline [DGL 11/15].

Activation of the shelter and accommodation sub-function

The shelter and accommodation sub-function can be activated when it has been established that:

- evacuation from an emergency is taking place and displaced people are known to require assistance finding immediate shelter and accommodation
- there has been a request from another agency to help with providing accommodation for displaced people i.e. New Zealand Police or Fire and Emergency New Zealand (FENZ) in response to an emergency where people need to be evacuated or cannot access their normal place of residence.
- people are self-evacuating in response to an emergency and may need assistance
- the need for shelter and accommodation has been verified following information from community members or community-based organisations.

Activation of this sub-function is authorised by the Bay of Plenty Group Controller or the Local Controller upon the advice of the Group or Local Welfare Manager or other source of verified information. Controller approval is needed as the following partners will be required:

- The Bay of Plenty CDEM Group Emergency Coordination Centre (GECC) and/or the relevant Emergency Operations Centre (EOC),
- The Coordinated Incident Management function teams that interface with Welfare, to support the coordination and provision of shelter and accommodation as shown in figure 3. (The level and number of functional areas that are needed to support the response will depend on the size, type and scale of the emergency).
- The Bay of Plenty Welfare Coordination Group (WCG). Refer to the Bay of Plenty Welfare Coordination Group Terms of Reference.
- The relevant Local Welfare Committee/s (LWC). Refer to the Local Welfare Committee Terms of Reference.
- Responsible and supporting agencies who can assist with the coordination of shelter and accommodation, as per the Roles and Responsibilities listed in Tables 1 and 2.
- The Group Welfare Manager will ensure that MBIE - TAS (as a co-lead for this sub function), the relevant welfare support agencies and National Emergency Management Agency are informed that the sub-function is on standby or has been activated.
- The Ministry of Business, Innovation and Employment – Temporary Accommodation Services (MBIE – TAS). The Group Welfare Manager will ensure that MBIE - TAS (as a co-lead for this sub-function and responsible for the provision of Temporary Accommodation), is notified as soon as the CDEM Group Emergency Accommodation plan is activated as support may be required.

Activating the Welfare Cycle

Needs Assessment

The Welfare Manager working with the Operations and Logistics team, will determine the level of staffing, the facilities and tools required to resource the needs assessment function and the potential ongoing engagement with affected people requiring shelter and accommodation.

Where affected people have a need for welfare assistance, the welfare team will undertake a needs assessment with them. This is a conversation to determine what needs they have. The relevant information will be captured via the Survey 123 - Welfare Needs Assessment system or where online technology is not available or not suitable, the hardcopy Needs Assessment form can be used. Where the hardcopy forms have been used, the welfare team will backload the data as soon as possible into the database where the information collected will be managed. Data captured in Survey 123 will inform the Needs Assessment Coordination team who will make the relevant referrals.

The options for shelter and accommodation outlined in this plan will be continuously assessed throughout an emergency response and into recovery. The Welfare function will continue to work with the relevant CIMS functions and support partners to enable the provision of shelter and accommodation as required.

Where there is evidence from needs assessments undertaken, building assessments, and/or health/sanitation notices, that properties and more so dwellings have been severely damaged, and it is likely that the residents will be out of their home for an extended period of time, the Welfare Manager will notify MBIE-TAS. The Welfare manager will provide MBIE-TAS with the relevant details in order to support MBIE-TAS to activate the Temporary Accommodation Service (TAS), with longer term accommodation support for displaced people.

Welfare Delivery Coordination

Placement into emergency accommodation

The Needs Assessment Coordination team will manage the Needs Assessment database and will forward requests for accommodation to the Welfare Delivery Coordination team who work alongside the logistics team to action. The Welfare Delivery Coordination team will contact the impacted person and will make the relevant placement arrangements.

The Welfare Delivery team may also choose to create and manage a separate accommodation database populated with relevant details for example - person's name and contacts details, name of accommodation provider e.g. motel, check-in/check-out dates, number of displaced people adults/children/animals being housed in that accommodation i.e. 2 adults, 3 children, ethnicity, accessibility, and insurance yes/no, etc. The database can be used for reporting purposes. The MBIE TAS Critical Info spreadsheet is an example of critical information that should be recorded, see Figure 6.

| | A | B | C | D | E | F | G | H | I | J |
|---|------------|-----------|-------------------|-------|---------------------------|--|---|--|-----------------------------------|------------------------|
| 1 | First Name | Last Name | Phone (Must have) | Email | Affected property Address | Additional needs info (i.e. accessibility needs, kitchenette/cooking facilities needed, no stairs etc) | Household composition (i.e. 2 adults 2 children (aged 4&6)) | Notes Placard status, pets, insurance if known | Where are they currently staying? | Date they have to exit |
| 2 | | | | | | | | | | |
| 3 | | | | | | | | | | |
| 4 | | | | | | | | | | |
| 5 | | | | | | | | | | |
| 6 | | | | | | | | | | |
| 7 | | | | | | | | | | |
| 8 | | | | | | | | | | |
| 9 | | | | | | | | | | |

Figure 6: Example of the MBIE TAS Critical Info spreadsheet.

The Welfare Delivery Team will undertake ongoing needs assessments of those people placed in emergency accommodation.

Ongoing Needs Assessment

Continued contact with people in emergency accommodation is required as they are only able to stay for a set duration, generally only a few days and no more than about two weeks. Ideally people are only put in accommodation for a few days at a time.

It is best practice to contact the people in emergency accommodation at least 3 days prior to check out to determine whether they can return home safely, or whether they have been able to source alternative accommodation themselves. This will also determine whether they need to have their accommodation extended – noting no longer than two weeks in total if reimbursement is expected from NEMA, or in exceptional situations with the approval from the Welfare Manager. In cases where emergency accommodation is required for more than two weeks, and where TAS have not activated, it is best practice to contact the Duty REMA (NEMA Regional Emergency Management Advisor) to discuss eligibility for reimbursement for these more complex cases.

The Welfare Delivery Coordination team will continue to maintain the Needs Assessment database, updating it to reflect the current situation and whether the case is Open or Closed.

Where it is safe for people to return to their homes, or where people need to move into more longer-term accommodation, where the individual is not able to source alternative transport the Welfare team will work with the logistics team to coordinate transport.

Shelter and accommodation options

Shelter in Place - Support people to stay or return to their own homes

Where it is safe for people to do so, this is option number one. This could involve the supply of household goods and services based on need i.e.

- A porta-loo and drinking water to support sanitation
- Any special requirements for those with disability, mobility or other issues.

Some people may be able to stay in caravans or mobile homes on their own properties if appropriate:

The advantages of this option are:

- being better connected to the community
- access to belongings
- access to local suppliers of goods and services
- reduction in anxiety around the security risk of leaving properties empty
- pets and livestock can be care for
- it is a cost-effective solution

This is not an option if the standard of living or damage is such that it could affect or endanger the health and safety of people remaining or returning to their home.

The disadvantage of this option is that people who live in geographically remote areas may not be able to access welfare services. A follow up welfare needs assessment may be required.

Family/whānau and friends

This option involves public messaging and needs assessment prompts to encourage people to approach friends and family in the first instance as an accommodation option.

This will alleviate pressure on many of the other accommodation options listed.

The advantages of this option are:

- People may already be familiar staying with friends and family
- People could potentially take their companion animals with them
- There is access to better emotional support than being on their own
- Friends and family may live close to the displaced persons home and community
- People who are providing accommodation for displaced people may be eligible to receive an allowance through the Ministry of Social Development (MSD).

The disadvantages of this option are:

- Staying with friends and family can put stress and strain on relationships
- This can be a short-term solution, and further assistance may be required from welfare
- Pressure can be put on existing property facilities (i.e. sewerage systems and water supply).

Civil Defence Centre (CDC)

A CDC is set up to provide people with an initial place of safety to shelter until they can either return home or go to friends and family/whanau, or are able to move to alternative emergency accommodation once it is sourced. The Bay of Plenty CDEM Group maintain a database of potential facilities across the region that could be used as a CDC. Before a CDC can be opened to the public, the facility must be assessed and deemed safe and habitable.

- A CDC will be run by a Civil Defence Centre Supervisor approved by the BOP CDEM Group or Local Welfare Manager, with support from a welfare team.
- Establish and maintain continued liaison between the CDC and the Emergency Operations Centre (EOC).
- Welfare services support agencies will be asked to have a presence at the CDC as required and depending on the emerging needs of affected people.

Marae

Iwi and hapū are experienced at supporting and feeding whanau in their Marae community at short notice and can give people a sense of safety and community. (Manaakitanga and Whanaungatanga). They are well connected to their surrounding environment and community so have a very good understanding of the potential impacts of the emergency and the resulting needs. In an emergency a marae may prioritise the care, protection, and support of their local whānau, hapū or community.

The following might be considerations if a marae offers to provide shelter and accommodation:

- Timeframes, resourcing, and the reimbursement of costs for resources for accommodating and catering for people (where CDEM support requested?).
- Communal sleeping, living and reciprocity arrangements.
- Adherence to tikanga and cultural practices.
- Marae availability and changes that could occur on short notice i.e. a tangihanga.

Community solutions

In emergency events, communities often stand up to support impacted people. These are referred to as Community-led centres. Community members and/or community-based organisations may establish and operate local facilities e.g. sports clubs, church halls, community centres and temples, offering shelter to their affected community. Some areas around the Bay of Plenty region have well established Community Response Groups who have specific response plans that can be activated when required. Potential locations of centres may be identified in a local community response plan. The level of support provided within the centres may differ but generally will provide emergency shelter, food, and warmth. For people requiring emergency accommodation, they would need to undergo a CDEM needs assessment at the nearest CDC or advertised location. The BOP CDEM Group Welfare team would provide welfare advice and information to any community-led centres that become known to the Group.

Emergency accommodation options

Commercial providers

Commercial accommodation suitable for emergency accommodation generally range from hotels, motels, backpackers, hostels, lodges, camping grounds, book a bach and other commercial facilities.

This involves working with the logistics team to identify available accommodation and requires a good understanding of the needs of the family to best match with available commercial accommodation.

The advantages of staying with commercial providers are:

- they are of a certain standard
- they have upfront costs, security, and parking
- they can include several other facilities and services such as laundries, kitchens, entertainment areas, storage, and access to leisure activities.

The following should be considered:

- adequate cooking or laundry facilities
- most commercial providers will not accept pets
- prevent access to costed services not included for example - mini bar, pay TV, restaurant and bar, room service, phone, and Wi-Fi services (to minimise expenditure for CDEM and/or TAS, ensure that the provider puts measures in place to prevent the sale of these items).
- implementing meal allowances if there are restaurant services
- issues around numbers of visitors or extended family staying
- temptation for the accommodation to be sub-let
- the state that the room(s) are left in when occupants depart and who is responsible for any damage.

Some of the issues above can be resolved by clearly stating the terms and conditions within the accommodation agreement contract between the occupant and the accommodation provider

Public offers of accommodation and billeting

Members of the public may offer accommodation or billeting either in their own homes or other properties as a form of spontaneous assistance, often via social media.

- People making these offers do so at their own volition.
- Risks include the potential for overstayers, additional people staying over and visiting, damage and theft, and personal safety issues for the affected people or host.

The BOPCDEM Group won't have a formal role in coordinating the matching of people with public offers of accommodation and billeting.

Evacuating to another area

This option should only be considered when all other practical solutions to keep people within the region have been exhausted. Discussions would need to occur with the National Emergency Management Agency and relevant neighbouring region's Welfare managers.

Temporary accommodation options

Temporary Accommodation Services (TAS)

The Temporary Accommodation Service (TAS) assists households affected by a natural disaster to find safe, secure, and accessible temporary accommodation while their homes are repaired or rebuilt. TAS, in consultation with the National Emergency Management Agency (NEMA) will determine whether to activate the service. In order to do this, it is key for TAS to gather good intelligence to make an informed decision.

Considerations for TAS activation:

- The size of the affected area.
- Number of households affected.
- Likely length of time that houses will be uninhabitable.
- Ability of the private market to meet additional demand.
- The resilience of displaced people to self-manage their housing needs.

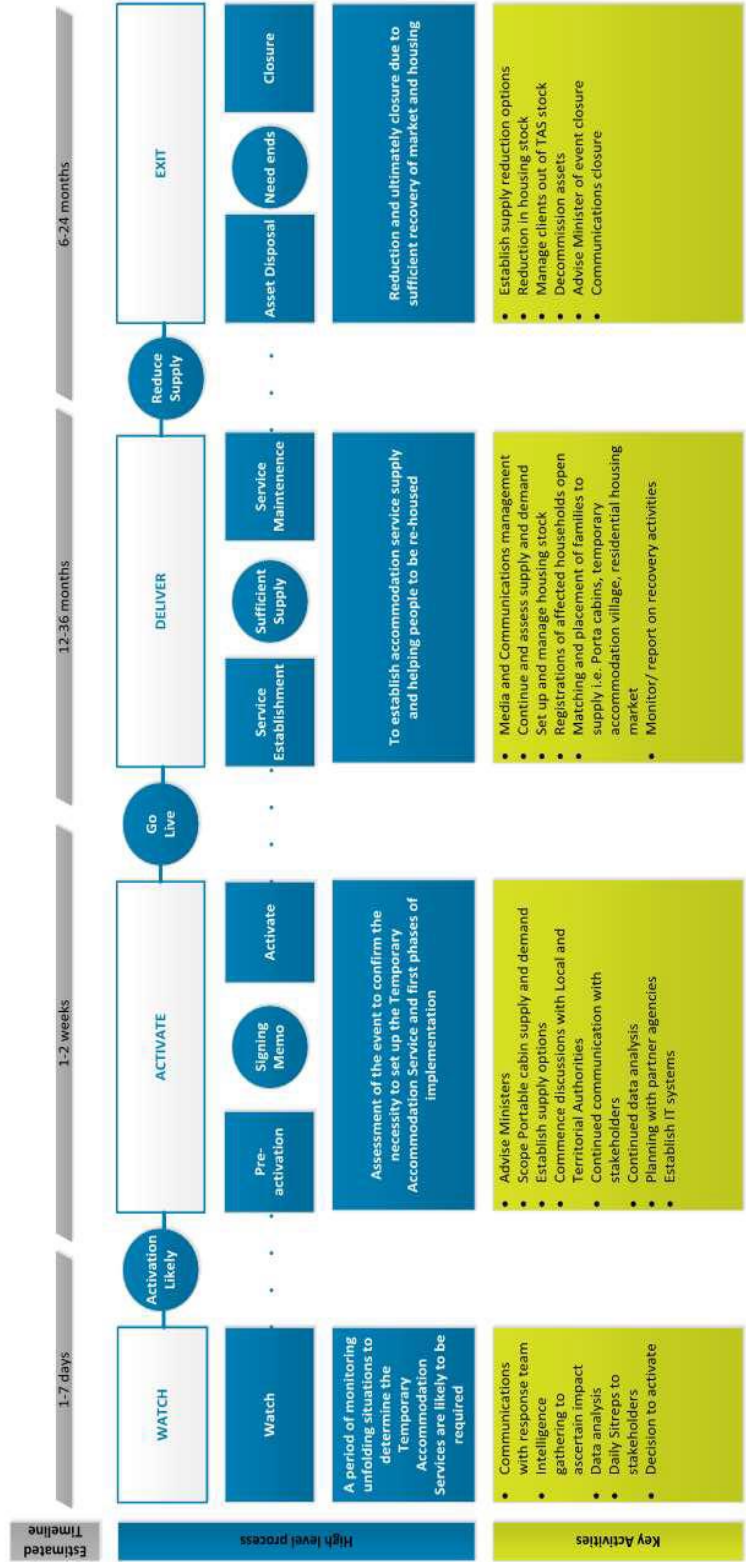
TAS supports households who are displaced following a natural disaster to find warm, safe and dry accommodation. Options may include existing undamaged residential housing stock, tourist accommodation, or portable cabins. In major events entire villages and communities can be built.

The Temporary Accommodation Service is not income or asset tested, but there generally is a cost to access temporary accommodation options. People seeking assistance should check their insurance policies as some insurers will cover temporary accommodation and associated costs. For those who are uninsured, or where insurance doesn't cover temporary accommodation, the applicant may be eligible for financial assistance through MSD.

TEMPORARY ACCOMMODATION SERVICE

TAS Event Process diagram

Provides an overview of the high level phases and key activities involved in TAS



Transition from Response to Recovery

To support the recovery phase, CDEM Group Welfare Managers work closely with Recovery Managers. This gives recovery teams the opportunity to develop in-depth oversight and understanding of the community and their needs.

Case management transfer - Response to Recovery

Before the recovery phase formally begins, all cases should be resolved or referred to external agencies prior to transition by the welfare team. However, this is not always possible: complex cases may require in-depth support to resolve.

Firstly, in preparation to transition, a follow up needs assessment will be required to further support people that are still in emergency accommodation. A discussion should be had with the Recovery Manager to advise of ongoing accommodation needs. This should be clearly indicated in the Welfare Transition report. MBIE TAS will also need to be provided with data where temporary accommodation is required.

Where there are complex ongoing cases particularly around ongoing needs for accommodation because of damage, a navigator service may need to be put in place to support the community through the recovery process. There may be ongoing linkages with other welfare providers in the more complex cases e.g. psychosocial, financial, animal welfare etc.

Cases that cannot be resolved in the short term should be handed to the Recovery Office. These would normally be managed by the Social Recovery Environment Team as shown in figure 6. The sooner navigators are in place, the sooner a holistic case management approach can be put in place for these cases. By establishing a team of navigators at the earliest stages of recovery, we can offer support more quickly and ensure people don't 'fall through the gaps'.

Any transfer of data and information requires confidentiality and comprehensive client agreement processes.

Note that although a case may be closed before the recovery phase, there may be ongoing need for navigator services. This typically occurs with ongoing temporary housing need and insurance matters. Navigators and the Recovery Office will work with MBIE TAS throughout the recovery phase to ensure that accommodation needs are being appropriately met.

Flow chart in figure 6 outlines the transition of active cases to the recovery agency. Note that there are strict confidentiality requirements to be observed before and during handover of any cases.

Further information on Recovery Navigators can be found in the CDEM Publication 2022/01 – Recovery Navigators' Guide 2022.

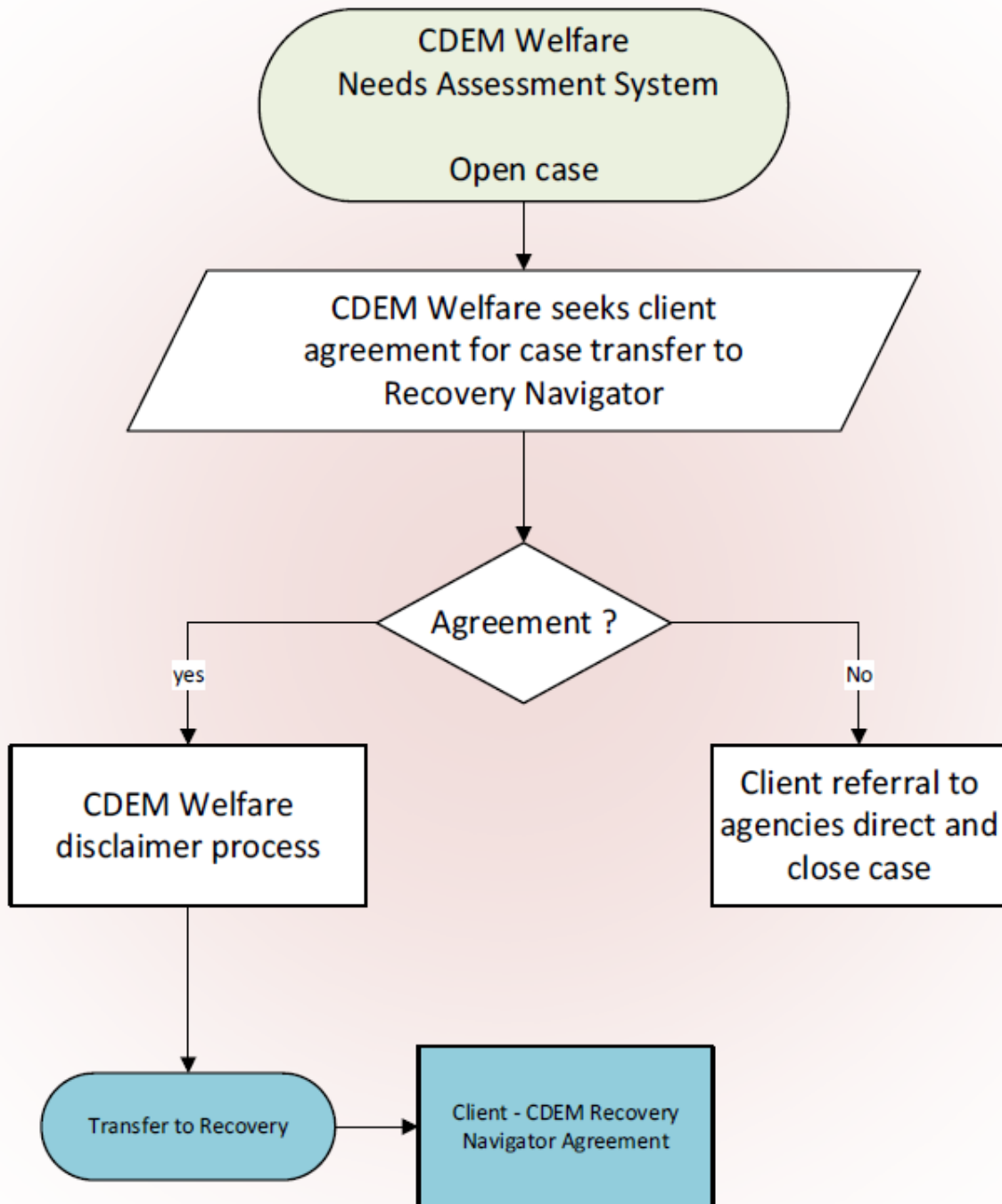


Figure 6 – CDEM Welfare case handover to CDEM Recovery

Reimbursement

Agreements and records are kept throughout response and recovery periods to track the actions taken to ensure people receive the support they need, and to aid cost recovery – refer to Section 33 of the Guide to the National CDEM Plan. National guidance stipulates that the eligible welfare response costs will be 100 per cent funded by the Government e.g. caring for directly affected people (accommodating, transporting, feeding, and clothing people as a result of an emergency).

However, to apply for a refund under Section 33 of the Guide to the National CDEM Plan 2015, a Needs Assessment must be undertaken to support reimbursement eligibility. Below are the extracts taken from the guide that sets out provisions for reimbursement:

Notation 73 of Section 14.12 Shelter and accommodation sub-function, from Sec 14 Welfare Services, of the Guide to the National Civil Defence Emergency Management Plan 2015 states:

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

The **Access to Accommodation flow charts** are designed to meet Section 14.12 (1),(2) where people are displaced, this means that as a result of the emergency event they are not able to continue residing in their normal place of residence or are not able to return home to their normal place of residence.

In the first instance displaced people are encouraged to initially stay with friends, family or whanau, to reduce the demand on commercial accommodation which in many instances will fast become a limited resource.

People are also encouraged to check with their insurers to determine if emergency accommodation is included in their policies. Where this is the case CDEM can support by location appropriate accommodation where all other avenues have been exhausted, however the insurance company is to pay for the accommodation.

Notation 162 of Section 33.4 – Government Financial Support to Local Authorities, of the Guide to the National Civil Defence Emergency Management Plan 2015 states:

Government financial support to local authorities during response Government financial support for response activities focuses on costs incurred by local authorities to –

- (a) Care for directly affected people, including the costs of accommodation, transporting, feeding, and clothing people as a result of an emergency, and*
- (b) Take the necessary precautions or preventive action (whether by construction, demolition, or any other means) to reduce the immediate danger to human life, where those precautions or actions were begun during the response period; and*
- (c) Take precautions or preventative actions aimed at reducing the potential consequences of an emergency, where those precautions or actions were begun in the period immediately before the emergency.*

Section 33.4.1 Caring for the displaced and those required to self-isolate due to the COVID-19 pandemic (CDEM Expense Claim) states:

*Government will **fully reimburse local authorities for costs incurred in caring for displaced people** and for those required to self-isolate due to the COVID-19 pandemic as described below.*

*Eligible costs include the full direct costs of **accommodating, transporting, feeding (including pet food for companion animals) and clothing people** who either*

- (a) **Cannot continue to live in their usual place of residence as a result of an emergency,** or who*
- (b) **Are required to confine themselves or self-isolate in-situ (either in their own residence or more suitable alternative accommodation) due to having or being exposed to the COVID-19 virus, or under measures taken as par to the COVID-19 pandemic response – particularly at COVID-19 Alert Levels 3 or 4.***

This applies while displaced people are en route to, or in, emergency accommodation such as halls or marae.

***Marae and other organisations** providing such accommodation, can invoice local authorities who will then claim reimbursement from NEMA. Where a marae considered it culturally inappropriate to invoice a local authority for providing this service, the local authority may seek reimbursement of any koha provided to the marae for the provision of emergency accommodation.*

Section 33.7 of the guide sets out the CDEM expense Claims preparation and process.