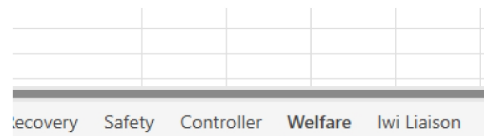
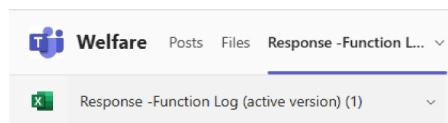


# TASK CARD 1

## Task: Set up of Welfare desk

Responsibility: All Welfare team members

- Sign-in
- Receive instructions from the Logistics Manager for Welfare desk set up location in the EOC.
- Collect:
  - 1 x Welfare box
  - Welfare Cell Phone (turn on and test that the phone is working).
  - Spare laptops (if needed)
  - Portable whiteboard
  - A0 laminated Welfare status board
- Put on your blue Welfare vest and name badge.
- Place blue folder from welfare box in an easily accessible location.
- Allocate stationary as needed.
- Place the Welfare Status Board on the wall (blue-tac and fine tip whiteboard pens are in the welfare box). Fill in initial known information.
- Welfare manager makes initial phone contact with BOP EM Principal Welfare Advisor § 7(2)(f)(ii) or the Alternate Group Welfare Manager to advise them that TCC EOC has activated and to receive initial support and advice.
- Open laptops and locate the Microsoft Teams space for this emergency event. Open the welfare channel. Locate the response-Function Log:



Click on the welfare tab and familiarize yourself with entry headings.

- Ensure you have access to the following function email inboxes (found on the left pane in outlook):



Request access through the EOC Logistics team or Digital Services.

- Test an email to ensure the email you send is working correctly.



## EOC WELFARE ACTIVATION TASK CARDS

- Advise a member of the Digital/ Logistics team re any email issues.
- Use the whiteboard to complete a quick initial analysis of the known situation from a welfare perspective using the impact mapping quadrant. Add information to the impact map as soon as it becomes available.

## IMPACT MAPPING QUADRANT

*(This tool is used to help determine critical information requirements)*

What do we know? (verified information or facts)	What are our assumptions?
What don't we know?	Who are our key stakeholders and/or who might be holding this information?

Diagram description: A 2x2 matrix with red arrows. A red arrow points from the top-right quadrant to the top-left quadrant. Another red arrow points from the bottom-right quadrant to the bottom-left quadrant.

- Under the direction of the Welfare Manager start building the welfare team structure based on size and scale of event (see Appendix 1: Staffing). Record the structure on the whiteboard.
- Welfare Manager starts assigning roles and tasks (see Appendix 2: as support arrives):
  - 2IC – starts working on TASK 3 (can get others to support if required)
  - Administrators – assign TASK 4
- Welfare Manager attends Initial IMT meeting and completes Task 2
- Once initial set up complete Welfare Manager or 2IC bring team together and go through TASK 5 to on-board team members.
- Following initial set up all team members complete Task 6
- Complete Task 7 - Welfare plan



## TASK CARD 2

### Task: Attending initial Incident Management Team (IMT) meeting

Responsibility: Welfare Manager

- Gain situational awareness: (what do we know, what do we need to know, where should we start?)
- Understand Controllers objectives and intent.
- Record Controllers objectives and KPI's/intent on the welfare status board to inform welfare team.
- Gain initial direction for developing the welfare plan.
- Identify meeting times and update the Welfare status board.
- Identify reporting requirements and times and update the Welfare Status board.
- Provide an update to the Welfare Team.



## TASK CARD 3

### Task: Initial communication with WBOPDC Welfare and the Western Bay Local Welfare Committee

Responsibility: Welfare Manager or 2IC

#### Acronyms:

- WBOPDC: Western Bay of Plenty District Council
- 2IC: Second in command
- LWC: Local Welfare Committee
- TCC: Tauranga City Council
- EOC: Emergency Operations Centre
- WCG: Welfare Coordination Group

#### Contact Details:

s 7(2)(f)(ii)

M: s 7(2)(f)(ii) (calls diverted if s 7(2)(f)(ii) is unavailable)

Western Bay of Plenty District Council EOC Welfare phone and email:

s 7(2)(f)(ii)

s 7(2)(f)(ii)

Only use if WBOPDC EOC is activated and operational. This is a cloud-based phone with redundancy.

Liaise with WBOPDC Welfare Manager re the activation email/holding statement to the LWC:

- For a TCC local emergency event only, liaise with s 7(2)(f)(ii) informing her of the decision to activate the LWC.
- For a slow onset event where the LWC has already received monitoring emails contact s 7(2)(f)(ii) to discuss email communication re moving from a monitoring mode to activation mode.
- For a sudden onset event where WBOPDC is also impacted and their EOC is activated, liaise with the Western Bay District Welfare Manager on duty.
- When both EOC's are activated, decide who is sending activation emails to the LWC and contents of the email.
- For TCC responsibility to activate the LWC send an activation email and E-Txt message to the Local Welfare Committee members as follows:



**Email communication:**

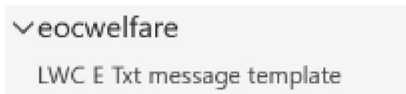
- Locate the LWC activation template in the § 7(2)(f)(ii) email drop down menu:



- Copy and paste the template information into a new draft email.
- Use the template to advise the committee of activation status e.g. 'active and monitoring'. Identify any other appropriate information to include from the template and adjust information as needed.
- Advise of any meetings and times if known and send a Teams link. Ensure LWC meeting times do not clash with WCG meetings if the WCG is activated. Liaise with GECC Welfare desk or § 7(2)(f)(ii) to determine WCG meeting time.
- Send the email to § 7(2)(f)(ii). The full list of LWC contacts can be found in the Local Welfare Committee Contact list in MS Teams Folder - Local Welfare Committee
- Ensure an administrator oversees incoming emails. If there is no response by email or text, follow up with a phone call to ensure the message has been received.
- Record any meeting times in the status board operational schedule.
- Advise the Welfare Manager of any important information or queries that come in from Local Welfare Committee members as they reply.

**E-Txt message communication:****Template Messages:**

- Locate the below template messages in the § 7(2)(f)(ii) email drop down menu:



ACTIVATION ALERT WESTERN BAY LOCAL WELFARE COMMITTEE. The Local Welfare Committee has been activated in response to @@xxxxx@. Refer and respond to email. No Reply via Text.




## EOC WELFARE ACTIVATION TASK CARDS

MONITORING ALERT WESTERN BAY LOCAL WELFARE COMMITTEE. WBOPDC and TCC Emergency Management are actively monitoring @@xxxx@. Refer and respond to email. No Reply via Text.


### Sending an E-TXT

- 1. Open a new email in outlook:** Does not matter what is in the 'from' box.
- 2. Add E-TXT Email addresses into the "To" box:** Find the E-TXT email addresses in the Local Welfare Committee Contact list in MS Teams Folder - Local Welfare Committee Eg: s 7(2)(a) - Privacy Include after business hours contacts if needed.

Click on the icon  in the Outlook ribbon if the email addresses need to be aligned.

Check  
Names

- 3. Add content into the content section:** First remove signature block. Subject line not required. Select from the template messages above. Ensure you replace [@@xxxx@] with the Event name in capitals.
- 4. Hit Send:** Recipient will receive the message as a text message.
- 5. Subject Line Notification Box:** This may appear, just hit "send anyway"

 The following recipient is outside your organization: s 7(2)(a) - Privacy

Send	From	s 7(2)(a) - Privacy
	To	s 7(2)(a) - Privacy
	Cc	
Subject		

ACTIVATION ALERT WESTERN BAY LOCAL WELFARE COMMITTEE. The Local Welfare Committee has been activated in response to CYCLONE WHIRLWIND. Refer and respond to email. No Reply via Text.



## TASK CARD 4

### Task: Notifications to BOP CDEM Welfare and Contact Centre

Responsibility: Welfare Administrator

#### BOP CDEM Welfare Notification:

Send an email to § 7(2)(f)(ii) as follows:

Email title: Tauranga City Council EOC Welfare Team Activation Information

Email content:

The Tauranga City Council Welfare Function team is now active and operational.

The Welfare Manager on duty is: *(provide manager name)*

The following lines of communication are now activated:

1. Welfare email address: § 7(2)(f)(ii)
2. Welfare needs assessment email address: § 7(2)(f)(ii)
3. TCC EOC Welfare Mobile ph. § 7(2)(f)(ii)

We have the following information for you:

*(NB: only use headings below where information is available and relevant to the type of event. Liaise with the Intelligence function to ensure verified information is provided for each relevant heading).*

- People evacuating/or people who will need to be evacuated:
- CDC's activated/intended to be activated:
- Community Emergency Hubs and Marae that are open/intend to open:
- We require the following support from the GECC Welfare Team:  
*(NB Consult the Welfare Manager for completion of support required).*

Please inform us of meeting requirements for Welfare Manager attendance.

- Send email, record the completion of this task in the welfare log and monitor for any response.

#### Contact Centre Notification:

Confirm with the Contact Centre by email to § 7(2)(f)(ii) that initial CCM requests requiring callbacks for welfare needs assessment are to be sent to:

§ 7(2)(f)(ii) A Survey 123 Needs assessment will be carried out when Needs Assessors are activated.



## TASK CARD 5

### Task: Staff Induction

Responsibility: 2IC

Go through this On-boarding process with all team members.

- Evacuation process and health and safety, facility information, breaks.
- Introductions, including strengths.
- Provide a briefing on the current situation for incoming welfare staff.
- Introduce the Welfare Status Board.
- Explain the electronic platforms that Welfare uses
  - MS-Teams – Event site for Log, Templates, Documents etc
  - Outlook – Welfare Inbox and Welfare Needs Assessment inbox
  - Needs Assessment – advise if been activated.
- Assign Roles.



## TASK CARD 6

### Task: Phone and Email setup

Responsibility: All Welfare team members

#### Use of personal/work mobile phones

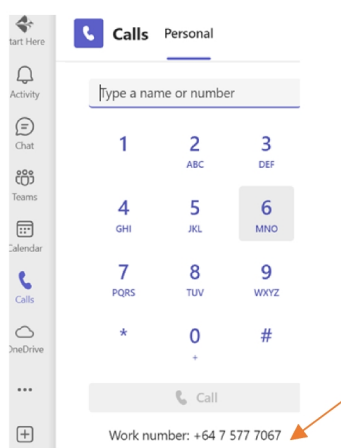
When using a personal work phone for calling, ensure the number is hidden:

- Go to **Settings** > scroll down to **Apps** > scroll down to **Phone** > scroll down to **Show My Caller ID** > tap Show My Caller ID to turn it off.

This will prevent your number from showing on the receiver's phone.

#### Making phone calls from Teams.

On Teams, use 'calls' in work number shown will be your Teams number. When calling from teams the TCC number 07577000 should be the number identified). Make a test call to ensure this is correct.



#### Set email signature.

Locate the email signatures to be used for emails in the outlook email drop down menu and set up:



**Email Signature:** [Redacted]

Ngā mihi,  
(insert your name)

**Emergency Operations Centre Welfare Team**

Tauranga City Council | [Redacted] | [Redacted] | [www.tauranga.govt.nz](http://www.tauranga.govt.nz)



*Kia rite ai te pā, kia haumarū te hapori,  
kia tauranga tonu ai tātou*



EOC WELFARE ACTIVATION TASK CARDS

**Email Signature:** [Redacted]

Ngā mihi,  
(insert your name)

**Emergency Operations Centre Welfare Team**

Tauranga City Council | [Redacted] | [www.tauranga.govt.nz](http://www.tauranga.govt.nz)



# TASK CARD 7

## Task: Welfare Planning

Responsibility: Welfare Manager

### Welfare Planning

The Welfare Manager leads the completion of the [Welfare Plan Template](#). This Welfare Plan informs initial welfare planning based on current situational awareness. Subsequent versions may be developed as needed.

Planning identifies:

- How we support impacted people – e.g., emergency shelter.
- How we know what people need – planning for Needs Assessment.
- How we can get assistance to people – e.g., household goods and services.

Welfare Plan guidelines:

- Form a planning team. Identify staff to be involved in welfare planning. Include the 2IC and all supervisors.
- Meet with the Iwi Liaison to identify support for marae.
- Identify if neighbouring Council areas such as Western Bay have been activated. Liaise to identify shared resources (e.g., Racecourse CDC location, Local Welfare Committee support).
- The Welfare Coordination Group (WCG) is activated by the EMBOP 'Group' Welfare Manager. WCG members include mandated agencies who have a role in welfare support including BOP Regional leads for MSD, MPI, Health NZ/Te Whatu Ora, NZ Police, MBIE, Oranga Tamariki. The Welfare Manager liaises with the s 7(2)(f)(ii) Alternate GECC Welfare Managers to identify any initial plans for agency support.
- Work with Operations and Logistics functions to ensure the plan is fit for purpose. Liaise with the Planning function to help inform the Action Plan.
- Ensure equity is built into the planning process.
- Ensure the Controller approves the welfare plan arrangements.
- This plan can also be shared with responsible agencies as appropriate.



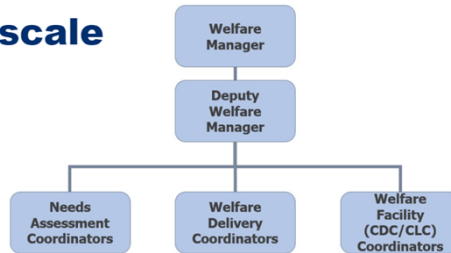
# Appendix 1

## Title: Staffing

The following should be considered:

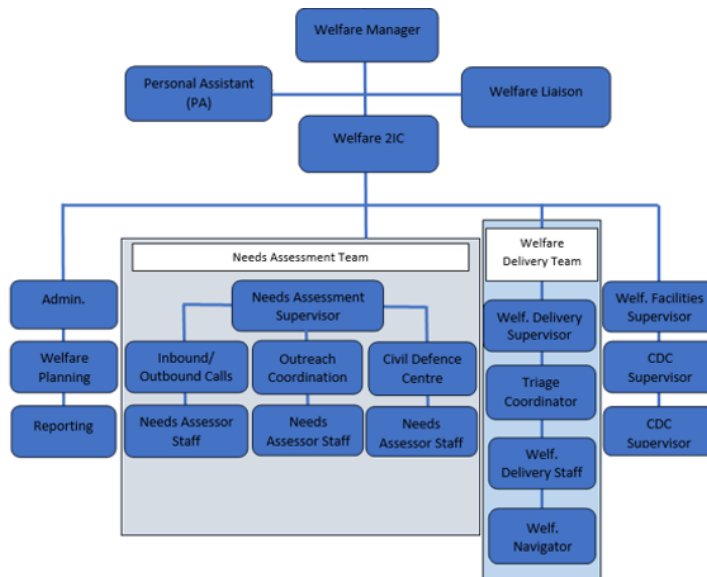
- What is the impact of this event?
- What is the scope and scale?
- What is the shift schedule – 1 x 12hr shift per day, 2 x 8hr shifts per day, etc. (may need to plan for two teams).
- What welfare key areas of responsibility are needed: Needs assessment, welfare delivery, welfare facilities?
- Identify early if surge staff might be required.

### Small scale event



### Medium to large event

(Scalable to meet welfare needs – the below example highlighting Needs Assessment and Emergency Shelter sub function - led by the Welfare Facilities Supervisor).



## Appendix 2

### Title: Welfare Roles Overview

<i>Note: Depending on the size and scale of the event, roles can be expanded or compressed.</i>		
Roles	Key tasks	Compressed in smaller events
Welfare Manager	<ul style="list-style-type: none"> <li>• Manage welfare team.</li> <li>• Determine welfare team roles.</li> <li>• Prioritize tasks with the team.</li> <li>• Brief and update the team, including the big picture.</li> <li>• Convene the Local Welfare Committee and chair meetings.</li> <li>• Attend Welfare Coordination Group Meetings.</li> <li>• Attend Incident Management Team meeting (IMT).</li> <li>• Lead identification of and planning for welfare needs (Welfare Action Plan template in MS-Teams).</li> <li>• Support/advise the Controller on welfare matters.</li> </ul>	
Second in charge (2IC)	<ul style="list-style-type: none"> <li>• Support the welfare manager and team</li> <li>• Support the team with advice and guidance including supervisor roles</li> <li>• Induct new incoming welfare staff</li> <li>• Keep a wellness check across the welfare team</li> <li>• Liaise with the Local Welfare Committee (when welfare manager is unavailable).</li> <li>• Support development of welfare action plans</li> </ul>	<i>Can be combined with Administration 2 role.</i>
Administration x 1	<ul style="list-style-type: none"> <li>• Maintain Status board (A0 hardcopy + filing photographed copies in MS-Teams)</li> <li>• Maintain welfare situational awareness information including impact mapping quadrant and the development of new information boards. Liaise with the Intelligence function as required.</li> <li>• Draft Status Reports (template in MS-Teams)</li> <li>• Draft Shift Handover Briefing sheet (template in MS-Teams)</li> </ul>	Can be combined with the PA role or Administration 2 role.
Administration x 2	<ul style="list-style-type: none"> <li>• Monitor and manage welfare emails</li> <li>• Receive incoming calls</li> <li>• Liaise with Community Emergency Hubs (if needed)</li> </ul>	Can be combined with the 2IC or Welfare Facilities Coordinator role.
Personal Assistant (PA)	<ul style="list-style-type: none"> <li>• Support the welfare manager and 2IC,</li> <li>• Schedule meetings</li> <li>• Take minutes for Local Welfare Committee meetings, (minutes template in MS-Teams)</li> </ul>	PA tasks could be combined with the Administration roles.



## EOC WELFARE ACTIVATION TASK CARDS

	<ul style="list-style-type: none"> <li>• Take incoming calls for Welfare Manager/2IC where required.</li> </ul>	
Welfare Facilities Supervisor	<ul style="list-style-type: none"> <li>• Undertakes responsibilities as outlined in the <a href="#">TCC Emergency Shelter and Accommodation Roles and Responsibilities</a> document</li> <li>• Support the Welfare Manager in Civil Defence Centre (CDC) planning.</li> <li>• Be the key liaison and support for CDC Supervisors</li> <li>• Support CDC Supervisors with resourcing requirements.</li> <li>• Lead welfare responses to Community Emergency Hub needs</li> </ul>	<p>Only required when - Civil Defence Centre's/marae/Community Emergency Hub's have been activated.</p> <p>Can be combined with the Administrator roles.</p>
Needs Assessment Supervisor	<ul style="list-style-type: none"> <li>• Undertakes responsibilities as outlined in the <a href="#">Guide to Processing Needs Assessment BOPCDEM document</a>.</li> <li>• Support the Welfare Manager with the needs assessment plan.</li> <li>• Coordinates the needs assessment process.</li> <li>• Provides support and management to needs assessment staff.</li> </ul>	<p>Can be combined with the Welfare Delivery Coordinator role.</p>
Welfare Delivery Supervisor	<ul style="list-style-type: none"> <li>• Undertakes responsibilities as outlined in the <a href="#">Guide to Processing Needs Assessment BOPCDEM document</a></li> <li>• Supports the welfare manager with implementation of welfare delivery.</li> <li>• Provides support and management to welfare delivery staff.</li> <li>• Oversees the delivery of identified needs to those impacted by the event.</li> </ul>	<p>Required when Needs Assessments sub function is activated</p> <p>Can be combined with the Needs Assessment Coordinator role.</p>



## Appendix 3

### Title: Key Contacts

BOP CDEM Welfare Contacts	
s 7(2)(f)(ii)	
TCC Welfare Managers	
s 7(2)(f)(ii)	
Key Local Welfare Committee Contacts	
All Contact Details	In Teams see Tauranga Emergency Operations – Welfare – Files – Local Welfare Committee Folder – Western Bay of Plenty Local Welfare Committee List for all contact details <a href="#">Western Bay of Plenty Local Welfare Committee list.xlsx</a>
Temporary Accommodation Support (TAS)	
All Contact Details	In the aftermath of a CDEM event, if demand for temporary accommodation is identified, TAS will establish a Response Manager who will become the key point of contact for the relevant CDEM Group(s). The s 7(2)(f)(ii) should be the key CDEM contact after an emergency until the specific response appointment is made. AIR (Accommodation and Insurance Response team).



