



Local Welfare Committee – LWC

Activation of the LWC in the absence of telecommunications in an emergency event

Purpose

The purpose of this document is to provide guidance on how to convene the Local Welfare Committee (LWC) following a sudden-onset emergency event where telecommunication infrastructure within the Bay of Plenty region has been compromised.

A sudden-onset emergency event is one triggered by a hazardous event that emerges quickly or unexpectedly with little or no warning, for example - earthquake, tsunami, volcanic eruption, flash food, slips, or critical infrastructure failure.

Sudden-onset emergency events could result in severe impacts on telecommunications within the Bay of Plenty region.

After such an event the members of the LWC are required to convene as soon as practically possible to ensure there is a coordinated welfare response that meets the needs of the affected individuals, families/whānau, and the community.

Communication Methods

The primary method of communication is through the domestic telephone service (both cell phone and landline) and through email.

Where there has been a failure to the telecommunications infrastructure, Satellite communications will be used as the secondary form of communication between the coordination centres and partner agencies.

Each coordination centre will ensure their satellite phone is turned on and being monitored by their respective operations desk.

Where available the Local Councils will use Starlink satellite internet. Starlink delivers unlimited high-speed broadband internet capable of supporting streaming, video calls and more. This is the optimum in communications and will support the ability to conduct online meetings via Zoom or Teams.

Where Satellite communications are not an option or there is a need to supplement communications capability, VHF radio will be used to communicate between the coordination centres including Civil Defence Centres using channel s 7(2)(a) - Privacy

Responding in an emergency event

Where there has been a telecommunication failure, **self-response** is required as you may not receive messaging from your local Civil Defence office advising of activation.

LWC members are required to self-respond to their closest Local Council - Emergency Operations Centre (EOC)

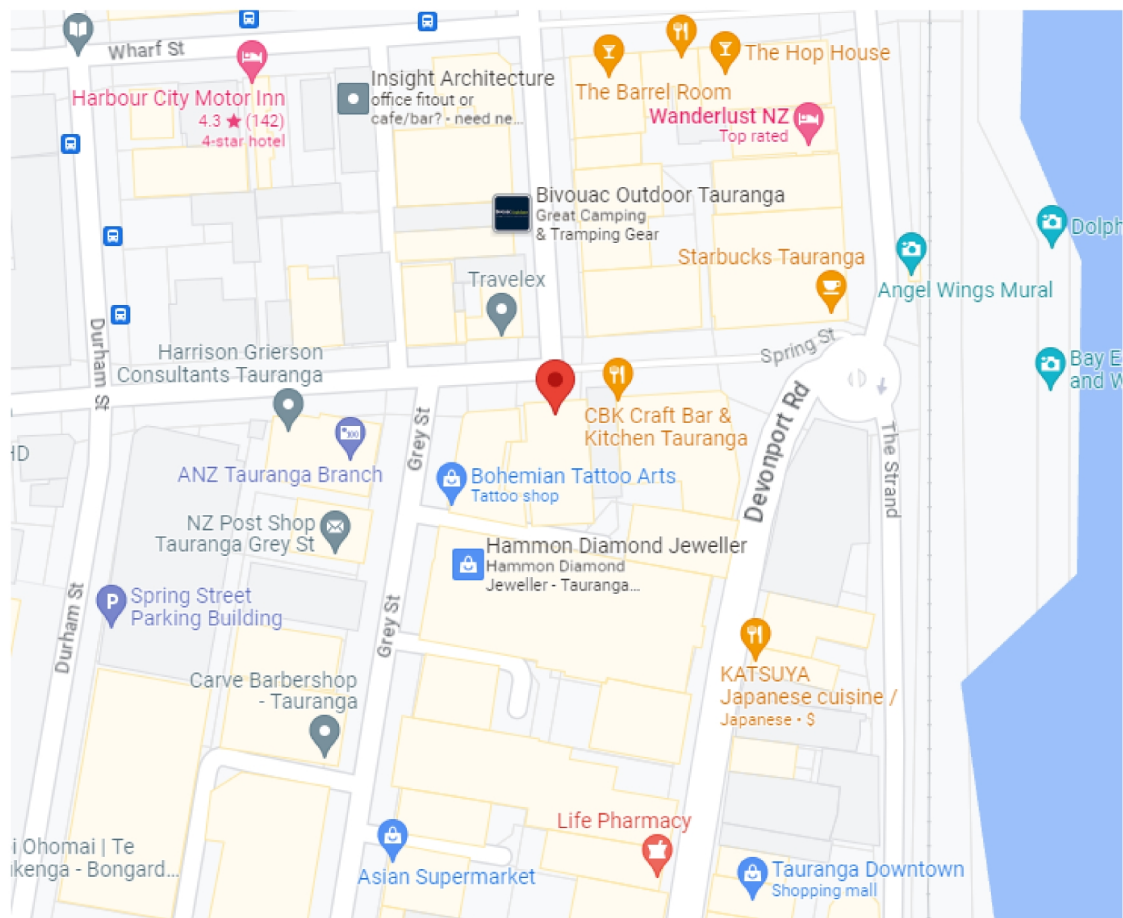
On arrival at the Council or EOC report to the Welfare Manager, Welfare Desk or Response Manager.

Local Council details

Tauranga City Council

90 Devonport Rd, Tauranga
07 577 7000

s 6(c) - Maintenance of Law



Western Bay of Plenty District Council

Barkes Corner, 1484 Cameron Road, Greerton, Tauranga
0800 926 732

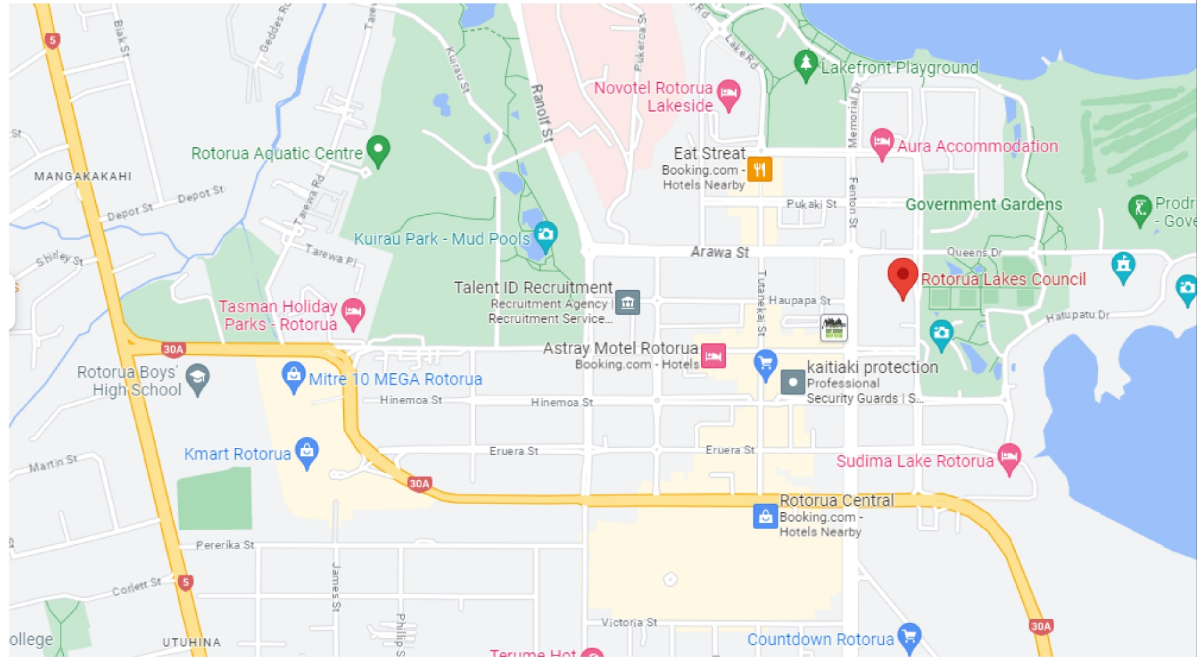
s 7(2)(f)(ii)



Rotorua Lakes Council

1061 Haupapa Street, Rotorua
07 348 4199

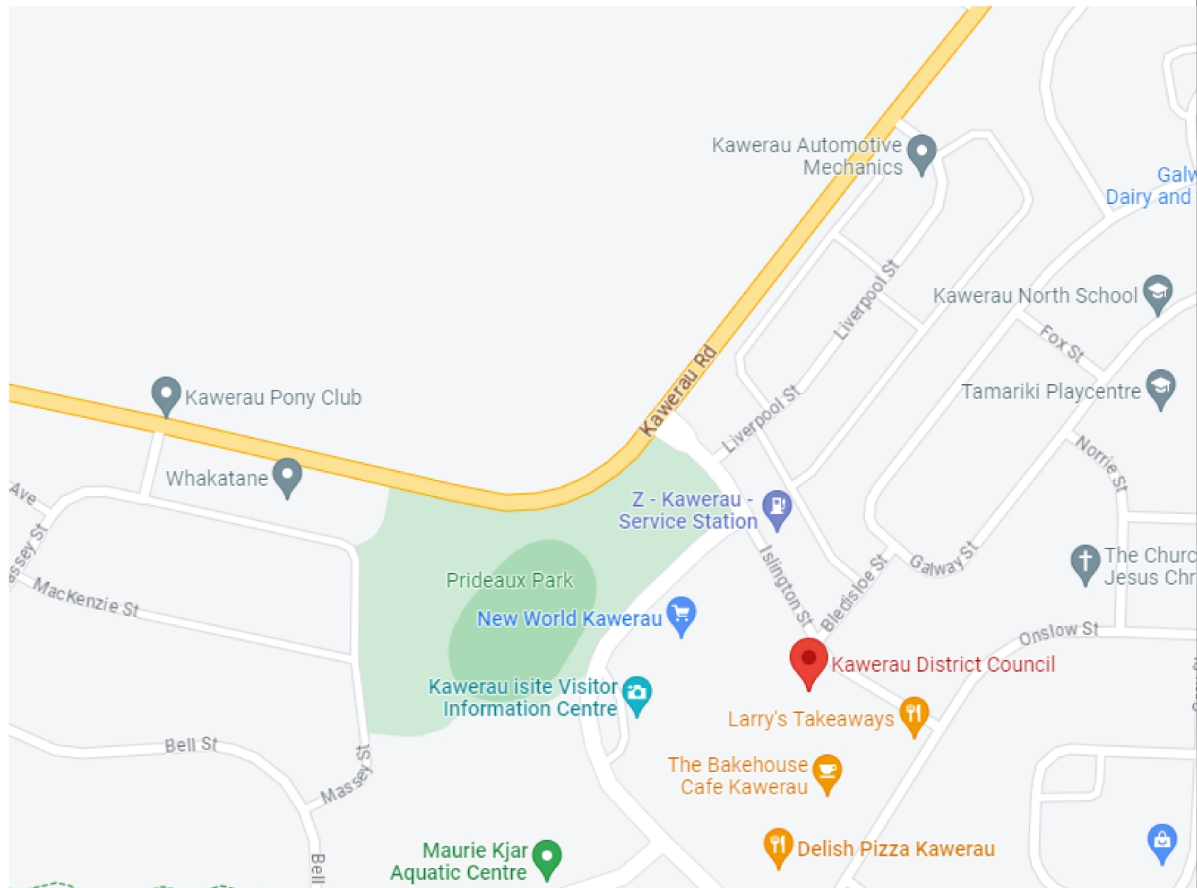
s 7(2)(f)(ii)



Kawerau District Council

2 Ranfurly Court, Kawerau
07 306 9009

s 7(2)(f)(ii)



Whakatāne District Council

14 Commerce Street Whakatāne
07 306 0500

s 7(2)(f)(ii)



Ōpōtiki District Council

108 Saint John Street, Ōpōtiki
07 315 3030

s 7(2)(f)(ii)

