

36250 Redacted

TCC Emergency Operations Centre well... needs assessments by phone outreach/ website registration:- Contact Centre, PIM, EOC welfare team process.

Welfare team communicates with contact centre team re:
 - Information to respond to anticipated caller questions.
 - 0800 number activated and tested.
 - Adjustment to this process.
 - Contact centre staff available and ready for calls.

Decision made to activate needs assessments by phone outreach.

PIM develops public messaging - advertising 0800 number/website registration and shares with Welfare and Contact Centre Managers

Welfare manager informs PIM when ready to activate

Website registration page activated. Requests automatically sent to [Redacted]

PIM messaging goes live

Direct caller to the appropriate service/information

Contact centre and welfare team communicate re:
 - Information updates to respond to anticipated caller questions.
 - Further adjustments to this process.
 - Scaling up or down.

Contact Centre starts responding to calls. People register for callbacks via website page.

Does the caller require specific welfare support as a result of the emergency event?

Yes

No

CCM request sent to [Redacted] indicating priority status.

Triage Coordinator refers request to Welfare team Needs Assessor.

Welfare team Needs Assessor calls back client, completes a Survey 123 Needs Assessment and files CCM request email in 'completed' folder.

CCM request automatically closes off after 3 days

End of phone outreach process

- Welfare needs assessment covers the following areas:**
- Disability support needs
 - Clothing, linen, food, fuel, household products, personal sanitary and sanitation items/needs, cooking equipment.
 - Services such as electrician/plumber - help with making contact with service provider)
 - Emergency accommodation
 - Ongoing temporary accommodation
 - Animal welfare- sourcing emergency accommodation for pets, vets, supplies, pet food.
 - Talking to someone about what has happened – psychosocial support
 - Health assistance – prescriptions, mobility assistance, linking to medical support
 - Financial assistance – no access to cash/needing financial support
 - Requiring help with an affected business
 - Primary Industry assistance – agriculture, horticulture, forestry
 - Non-domestic animal assistance – e.g. stock

- Key questions:**
1. **Please tell me what you are needing help with so I can connect you with the best person** (assess if the caller requires a call back from the EOC welfare team or if a referral is required to a different TCC team/agency).
- Initial Priority assessment – use questions 2-4 as appropriate:**
2. **Do you have anyone with you or nearby who can support you with this need – if so for how long?** (Assess level of isolation/level of support from family/friends/community/neighbours – e.g. place to stay at a friend's house/supplies from neighbours).
 3. **When do you need this assistance/support?** Assess level of urgency – need for immediate help (today) or help is needed in the near future – after 1-3 days.
 4. **Is this phone number available for a call back and do you have enough charge in your phone (if mobile)? Is there a backup number we can call you on? (if needed).**

- High priority for call backs**
- A caller who is more vulnerable to the effects of the event - e.g. living with a disability/elderly person with low mobility who has no/ limited available support from family/community.
 - A caller with very high levels of distress/anxiety
 - A caller who is isolated – no nearby available support to help.
 - A caller who has immediate needs which requires a short timeline (e.g. within 12 hours) that are urgent e.g. prescription medicine, no food/water today and no access to neighbourhood help (totally empty cupboards), no supplies to care for children/whānau
 - A caller not able to respond to a callback within one-two hours due to low phone charge/no ongoing phone access.
 - A caller with high and complex needs – multiple compounding issues.
- Lower priority for call backs**
- A caller who requires welfare support in three to four days' time e.g. accommodation needed in 3 days/supplies currently available but no access to further supplies.
 - A caller who is supported by family/friends/neighbourhoods and current needs are met but has future concerns.