



AGENDA

Safer Communities Committee Meeting Thursday, 12 December 2024

Date Thursday, 12 December 2024

Time 1pm

Location Meeting Room 1
District Council Building
King George Place
Timaru

File Reference 1728184

Safer Communities Committee

Notice is hereby given that a meeting of the Safer Communities Committee will be held in the Meeting Room 1, District Council Building, King George Place, Timaru, on Thursday 12 December 2024, at 1pm.

Safer Communities Committee Members

Nigel Bowen (Chairperson), Gordon Handy, Ruth Swale, Jackie Williams, Vicki Walker, Craig Chambers, Joel Burgess, Margie Goldsmith, Gavin List, Merali Taylor, Keith Shaw, Rene Templeton, Scott Shannon (Deputy Chairperson), Sandi Abel, Sue Matthews, Rosie Chambers, Graham Dellow, Andrea Grant, Kathryn Robinson, Greg Newton, Tracey Miron, Deidre Dahlberg, Amanda Herewini-Wills, Teressa May, Tina Kavanaugh, Donna Lindsay, Nils Macfarlane, David Duthie, Chris Thomas, Jared Pratt, Katy Houstoun, Kelly Katene and Kenny Diamond

Quorum – no less than 6 members including at least one Elected Member

Local Authorities (Members' Interests) Act 1968

Members are reminded that if they have a pecuniary interest in any item on the agenda, then they must declare this interest and refrain from discussing or voting on this item and are advised to withdraw from the meeting table.

Beth Stewart

Group Manager Community Services

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- 1 Apologies**
- 2 Identification of Items of Urgent Business**
- 3 Identification of Matters of a Minor Nature**
- 4 Declaration of Conflicts of Interest**

5 Confirmation of Minutes

5.1 Minutes of the Safer Communities Committee Meeting held on 10 October 2024

Author: Jessica Hurst, Community Development Advisor

Recommendation

That the Minutes of the Safer Communities Committee Meeting held on 10 October 2024 be confirmed as a true and correct record of that meeting and that the Chairperson's electronic signature be attached.

Attachments

- 1. Minutes of the Safer Communities Committee Meeting held on 10 October 2024**



MINUTES

Safer Communities Committee Meeting Thursday, 10 October 2024

Ref: 1728184

**Minutes of Timaru District Council
Safer Communities Committee Meeting
Held in the Meeting Room 1, District Council Building, King George Place, Timaru
on Thursday, 10 October 2024 at 1pm**

Present: Mayor Nigel Bowen (Chairperson), Scott Shannon (Deputy Chairperson), Jackie Williams, Vicki Walker, Joel Burgess, Margie Goldsmith, Gavin List, Merali Taylor, Rene Templeton, Sandi Abel, Sue Matthews, Andrea Grant, Tracey Miron, Amanda Herewini-Wills, Nils Macfarlane, David Duthie, Chris Thomas, Katy Houstoun, Lamorna Cooper, Deb Whatuira, Darryn Grigsby, Leighton Brehaut, Esra'a Al-Hoot, Rodi Al Mohammad and Hussein Al Haroun.

In Attendance: Jessica Hurst (Community Development Advisor), Naomi Scott (Community Funding Advisor), Stacey Barnett (Mayors Taskforce For Jobs Coordinator)

1 Apologies

1.1 Apologies

Resolution 2024/51

Moved: Mayor Nigel Bowen

Seconded: Member Tracey Miron

That the apologies from Jared Pratt, Deidre Dahlberg, Anne-Marie Chapman and Tina Kavanaugh be accepted.

Carried

2 Identification of Items of Urgent Business

No items of urgent business were received.

3 Identification of Matters of a Minor Nature

3.1 Minor Nature Items for Discussion

The Safer Communities Committee agreed to discuss the following minor nature items:

- Alliance shutdown and community response
- Emergency response welfare plan
- Member updates (as time allows)

4 Declaration of Conflicts of Interest

No conflicts of interest were declared.

5 Confirmation of Minutes**5.1 Minutes of the Safer Communities Committee Meeting held on 4 July 2024****Resolution 2024/52**

Moved: Deputy Chairperson Scott Shannon

Seconded: Member Sandi Abel

Recommendation

That the Minutes of the Safer Communities Committee Meeting held on 4 July 2024 be confirmed as a true and correct record of that meeting and that the Chairperson's electronic signature be attached.

Carried

6 Reports**6.1 Safer Communities Update - October 2024**

The Community Development Advisor spoke to the report to provide the Safer Communities Committee with an operational update on activities and progress in the Safer Communities programme.

The Community Development Team have organised a 'Lets Connect' event in Geraldine to be held on 18 November 2024.

The inaugural Whakanuia Awards is to be held on 16th November. This is a collaboration between Timaru District Council and Parent to Parent to hold an awards ceremony for children and youth with disabilities, neurodivergence, and other health impairments. Registrations are live presently.

Introductions for the new Mayors Taskforce For Jobs Coordinator, Stacey Barnett. The Coordinator has been in the role for seven weeks and has placed two young people into employment already.

Welcoming Week was another success, with a number of events held across the week, and a favourable article in the Courier newspaper.

Resolution 2024/53

Moved: Mayor Nigel Bowen

Seconded: Member Rene Templeton

Recommendation

That the Safer Communities Update – October 2024 report is received and noted.

Carried

7 Consideration of Urgent Business Items

No items of urgent business were received.

8 Consideration of Minor Nature Matters

8.1 Alliance Shutdown Response

Mayor Bowen spoke to this being an important issue for our community with Alliance announcing a proposal for closure of the Timaru Smithfield plant. The final decision will be this Friday the 18th of October 2024.

Mayor Bowen spoke to the social impact this will have on our community and the need for a coordinated response. The community will feel some hurt socially and economically early on and there will be some significant challenges to face. There are a lot of leaders in the room and working together to get people the support they need will be the way forward.

Members of Parliament Miles Anderson and James Meager are working together with Council along with the South Canterbury Chamber of Commerce, Venture Timaru and the local social agencies.

Update from Merali Taylor – MSD Manager

MSD have the labour market team liaising with the Chamber of Commerce to look at the redeployment and redundancy side.

They are preparing for an increase in applications for assistance looking at employing more people in the team once a decision has been made on the closure.

A range of workshop sessions are being arranged, including drop in sessions for help with creating a CV, redundancy seminars, as well as a Jobs Fair.

MSD has set up a job vacancies board on site with all available vacancies on display,

Discussions were also had around most GPs having HIPs health coaches, which is a free service; Alliance workers were provided with mental health and wellbeing supports and contact details, redundancy seminars will have a section on wellbeing; a local community member is collecting items and donations for families; some people will not be eligible for a benefit until next year so it is important for people to get assessed and to receive the appropriate information.

Update from Nils Macfarlane and Katy Houstoun

They organised a meeting where a number of community agencies came together to find out what supports they can provide to affected people. Most agencies are already stretched and don't have any funding to provide support. There has been a huge increase in demand for foodbanks.

Family Works have financial mentors to look at people accessing their Kiwisaver, but do not have the staff to handle an increase in demand.

Discussion around whether James Meager should be contacted to request central government funding for a community connector whom could work independently from agencies and provide wraparound support.

8.2 Community Welfare Plan

The Emergency Manager Manager discussed utilising the Safer Communities Committee to develop a local welfare plan. There is a draft copy ready and he is hoping to present this formally at the next Safer Communities meeting. Community Development Advisor to send out the draft for members.

Mayor Bowen discussed the need for the community to be prepared for a major event. The current messaging is to be prepared for 7+ days. It is also important to build relationships with neighbours. The South Canterbury Neighbourhood Support Coordinator mentioned that the distribution of the Let's Get Read booklet has increased their membership.

8.3 Member updates

Sue Mathews – Greypower

Sue had queries around the monitoring of disability carparks and whether speed limits can be put in place for children on scooters. Police said that they have no authority over private carparks (such as supermarkets), and that no enforcement can occur over children on scooters. Road safety education does happen in schools around this.

Chris Thomas – Age Concern

Upcoming event happening in November – an interactive presentation on strength and balance.

David Duthie – TCMA

There are now three free community meals a month. The next 'Game On' for men programme is about to begin.

Rene Templeton – Health NZ

There has been a significant decrease in child immunisations for under 2-year-olds in our region. There is a concern for the community with whooping cough increasing nationally.

Rodi Al Mohammad and Hussein Al Haroun - Syrian Leadership Council

Welcome to Rodi and Hussein, attending their first Safer Communities Committee meeting. Hussein introduced himself as a former refugee from Syria and has lived here for almost 2 ½ years. He works at English Language Partners as a company cleaner currently.

Rodi moved to Timaru last year and works at both Timaru Boys' and Girls' High Schools, working with young people.

Both Rodi and Hussein are members of the Syrian Leadership Council.

The meeting closed at 2.30pm.

.....
Chairperson

6 Reports

6.1 Safer Communities Update - December 2024

Author: Jessica Hurst, Community Development Advisor

Authoriser: Claire Barlow, Community Experience Manager

Recommendation

That the Safer Communities Update – October 2024 report is received and noted.

Purpose of Report

- 1 To provide the Safer Communities Committee with an operational update on activities and progress in the Safer Communities programme.

Assessment of Significance

- 2 This matter is deemed as low significance under the Council's Significance and Engagement Policy as this has ongoing but limited community interest and affects a small number of people in the community.

Discussion

- 3 The Community Development Advisor (CDA) has continued meeting with various community agencies and stakeholders to build relationships.
- 4 The inaugural Whakanuia Awards were held on November 16th. This event was hosted by Timaru District Council and Parent to Parent South Canterbury, to celebrate the achievements of young people with disabilities, neurodivergence, and other health impairments.
- 5 21 young people received recognition and a certificate from the Mayor, and it provided them an opportunity to step into the spotlight and have their friends and family cheering them on, fostering a sense of pride and unity in the community.
- 6 The awards were designed not only to celebrate their achievements but also to raise awareness about the capabilities and contributions of those with disabilities and health impairments and marks a significant step towards promoting inclusivity and understanding within the Timaru District.
- 7 Let's Connect Geraldine, a speed-networking event was held in Geraldine on November 18th. Community groups, Community Board members, agencies and organisations, as well as the MP for Waitaki Miles Anderson, attended the event that gave attendees the opportunity to network and find out more about the services available in Geraldine.
- 8 A verbal update will be provided to the Committee about the Need Help directory, which is about to be sent out for design work. It will be a directory of services available for children, youth, adults and whānau across the Timaru District and will be distributed across the community, including to agencies, organisations, health providers, schools and to individuals that need support.

- 9 Items for the Home Energy Audit Toolkits (HEAT) collaborative project between Timaru District Council and Alpine Energy have begun to be purchased and an information booklet has been drafted.

Mayors Taskforce for Jobs

- 9 The Mayors Taskforce For Jobs (MTFJ) Coordinator has been busy establishing relationships in the community with schools, agencies and organisations, employers, and of course, young people.
- 10 In November, the MTFJ Coordinator and CDA attend the Jobs Fair for Alliance employees whom have been made redundant. Over 400 people attended and it was a successful event with a number of people signing up for support from the MTFJ programme.
- 11 The Coordinator and CDA also presented at the Temuka, Pleasant Point and Geraldine Community Board meetings, to provide an update on the programme, and to ask for their support with community connections.
- 12 At the time of writing the report, 5 young people have been placed into employment, 5 are in employment of some kind, and 2-3 are awaiting their new jobs to start. There are approximately 48 people signed up to the MTFJ programme.
- 13 A significant highlight of the programme this month was the IMPAC forklift training course. Eight young people ended the day of training held in Council Chambers, with a qualification and seven NCEA credits.

Welcoming Communities

- 14 The CDA has been working closely with Refugee Settlement Services to utilise the Meaningful Refugee Participation Fund (received from MBIE). A programme for youth will be designed and implemented by the National Refugee Youth Council and this will start in the new year. This programme will provide youth with leadership and upskilling opportunities.
- 15 The Aoraki Settling-In Collective working group will work as the Welcoming Communities Advisory Group next year, meeting monthly on the eight elements of the Welcoming Communities Standard, to create the Welcoming Plan.

Attachments

Nil

6.2 Adoption of CDEM Local Welfare Plan

Author: Darryn Grigsby, Manager - Emergency Management

Authoriser: Paul Cooper, Group Manager Environmental Services

Recommendation

That the Safer Communities Committee

1. Receives and notes the scope for Local Welfare Plan; and
2. Agrees to adopt the Local Welfare Plan; and
3. Review the Terms of Reference of the Safer Communities Committee to align with the

Purpose of Report

- 1 To provide welfare support and delivery in an emergency through the local Welfare Plan with the support of the Safer Communities Committee.

Assessment of Significance

- 2 This matter has been assessed as low significance in terms of the Timaru District Council Significance and Engagement Policy, as it is consistent with the commitment to welfare in emergency management.

Background

- 3 The welfare plan exists to meet our requirement to deliver welfare services and link to other agencies who have responsibilities under the CDEM Act. It is a strategic view of what welfare is and who needs to participate in it. As the safer communities committee already meets with many of the key agencies, it was decided to utilise this as the local welfare committee.

Discussion

- 4 The delivery of welfare services needs coordination of Responsible and Support Agencies. The Safer Communities Committee has many of these agencies present on a regular basis. As discussed previously at this committee, our intent for the Local Welfare Plan is to utilise this committee and the relationships that already exist within it to efficiently plan for welfare delivery. The plan outlines this structure and defines some of the roles and responsibilities required. The plan has moved through draft versions and feedback and is now ready to be adopted by this committee.

Options and Preferred Option

- 5 This plan is the current version, and it is recommended that it is adopted. The plan will continue to be reviewed, and any changes incorporated into new versions.

Consultation

- 6 Work is still required to define Standard Operating Procedures (SOP) and tactical plans to provide clear actions for various welfare scenarios. These will be developed by the CDEM team along with Support Agencies.

- 7 The plan has been developed after discussions with the Local Welfare Manager and the CDEM Group Welfare Manager. It has been presented at the safer communities committee and gone to that group for feedback.
- 8 Feedback from stakeholders will be actively sought to refine and enhance the plan over time.

Relevant Legislation, Council Policy and Plans

- 9 The plan has been aligned with the CDEM Act 2002, the Canterbury CDEM group plan, and the Canterbury CDEM Group Welfare plan, as well as the NEMA welfare services guidelines.

Financial and Funding Implications

- 10 There are no financial implications to consider.

Other Considerations

- 11 There are no additional considerations.

Attachments

1. **Final Local Welfare Plan Timaru - September 2024** [↓](#) 

Local Welfare Plan for the Timaru District

January 2025

CM #1725765



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Introduction

Within the Civil Defence Emergency Management (CDEM) framework, welfare entails addressing the needs of individuals, families, whānau, and communities both during and after an emergency. It involves an organized agency response that aims to empower individuals and communities to manage their own care. The welfare plan should enhance self-sufficiency and supplement, rather than replace, individual efforts.

An effective emergency welfare response will ensure that people receive timely information and have easy access to the necessary range of emergency welfare services during and following an emergency. This success hinges on well-planned, coordinated, and integrated emergency welfare arrangements at every level, both before and throughout all emergency phases.

Welfare is a multifaceted process involving various organizations, including local and central government and non-government community-based groups. Under New Zealand legislation, local government is tasked with leading the planning and coordination of welfare services for local communities. Therefore, in the Timaru District, it is the Timaru District Council's responsibility to ensure that emergency welfare is effectively planned. This involves collaborating with multiple agencies and following a detailed process that includes:

- Identifying the risks and hazards that may impact a community and developing strategies to manage and mitigate these risks.
- Ensuring welfare delivery is coordinated through integrated planning, training, and exercises, as well as by building and strengthening relationships with relevant agencies and communities.
- Supporting the provision of welfare services during an emergency.
- Recognizing and addressing the ongoing wellbeing needs of affected communities and coordinating appropriate Social Recovery services.

Purpose

This plan aims to outline how CDEM welfare support will be organized, managed, and provided in the Timaru District before, during, and after an emergency. It details the welfare arrangements specific to the Timaru District, includes insights about local communities, and identifies hazards for the district to estimate the potential needs of people during a major event when resources could be limited. The creation of this plan is mandated by the Canterbury CDEM Group Welfare Plan.

Intended Audience

This plan is designed to inform the local Council, Civil Defence Emergency Management (CDEM), and the Responsible and Support Agencies. It is not intended to be an advisory document for communities.

The intended audience of this Plan are:

- Timaru Local Welfare Committee
- Safer Communities Committee members
- Timaru District Controllers
- Timaru District Council Senior Leadership Team
- Emergency Management Officers in Mid and South Canterbury
- Canterbury Group Welfare Manager
- Canterbury Group Welfare Coordination Group (WCG) members
- All welfare services agencies that have welfare responsibilities under the National CDEM Plan Order 2015.
- Canterbury CDEM Group Joint Committee
- Coordinating Executive Group (CEG) members
- Community Support and Response Teams
- Other local and regional stakeholders.

Linkages

This plan should be read in conjunction with current plans and any that are developed in the future including:

- Canterbury CDEM Group Welfare Plan
- Timaru District CDEM Welfare Standard Operating Procedures (works in progress)
- Responsible agency Welfare Services Plans (works in progress)

Document	Link
Welfare Services in an Emergency Directors Guideline [DGL11/15]	Welfare Services in an Emergency Director's Guideline » National Emergency Management Agency
Guide to the National Civil Defence Emergency Management Plan 2015 Section 14, Welfare Services	Guide to the National CDEM Plan 2015, Section 14, Welfare services
Canterbury CDEM Group Plan	canterbury-cdem-group-plan-2022-08.pdf
Canterbury CDEM Group Welfare Plan	Canterbury CDEM - Group Welfare Plan - 2016.pdf
Timaru District CDEM Local Welfare Standard Operating Procedures	works in progress
Responsible agency Welfare Services Plans	works in progress
Timaru District CDEM Recovery Plan	works in progress

What is welfare in an emergency?

Communities can be affected by emergencies in diverse ways and may need different types of support to help them recover. The type of support that people need in an emergency are:

- Shelter and emergency accommodation
- Food, water, clothing
- Assistance with contacting family, whanau, or significant others
- Wellbeing support
- Financial assistance
- Medication, and assistance with health needs
- Veterinary assistance, food and shelter for animals

These needs have been defined as nine Welfare Services to support the coordination and delivery of assistance to people affected by an emergency. Further detail of Welfare Services and the agencies involved in their delivery is in Section Three.

Welfare Delivery

Welfare services may be accessed by or delivered to the public in a number of ways. A flexible approach is required and may be achieved by some or all the following:

- via outreach (mobile services or teams' door to door, or set up of a mobile facility)
- via community-based organisations and facilities
- at a Civil Defence Centre (CDC) established during response
- via existing agency offices, service centres, or call centres.
- by telephone, or
- online via internet services

One of the aims of emergency welfare services is to support people in the safest and most appropriate location possible. This may be in their home, workplace, holiday accommodation, emergency shelter, or emergency or temporary accommodation.

The mode of delivery will depend on a variety of influencing factors, including:

- size and scope of the emergency,
- location (for example, rural or urban communities, easily accessible or isolated places), and
- timeframe (from immediate needs, to needs that occur later or are ongoing).

Principles of CDEM Welfare
<p>The key principles applicable to the delivery of welfare services and resources are:</p> <ul style="list-style-type: none">(a) recognise the diverse and dynamic nature of communities(b) strengthen self-reliance as the foundation for individual, family/whānau, and community resilience(c) ensure that emergency welfare services address the specific welfare needs of individuals, families/ whānau, and communities(d) ensure flexibility in the services provided and how they are best delivered, and(e) integrate and align with local arrangements and existing welfare networks.

Figure One – Principles of Welfare (from the Welfare Services in an Emergency Directors Guideline [DGL11/15])

Social Profile of the Timaru District

Effective welfare delivery necessitates understanding hazards, risks, and community vulnerabilities to sufficiently mitigate risk and effectively prepare for, respond to, and recover from emergencies. Details about hazards and risks are available in the Canterbury CDEM Group Plan from August 2022.

Understanding the social context of the Timaru District is crucial when planning welfare services. This ensures not only the identification of potential community needs but also how to deliver support in a culturally appropriate, prompt manner that addresses these needs and empowers individuals to recover from an emergency autonomously.

Timaru District features a central urban population along with smaller rural and semi-rural communities surrounding it.

The usually resident population, based off the 2023 census is 47547. The population has grown 2.7% since the 2018 census.

Comparison between previous census results and the 2023 data shows that Timaru District is becoming a more diverse district.

Ethnic Group	2013	2013 %	2023	2023 %
European	39219	92.5	41508	87.3
Māori	3132	7.4	4953	10.4
Pacific peoples	480	1.1	1650	3.5
Asian	981	2.3	2772	5.8
Middle Eastern/Latin American/African	189	0.4	441	0.9
Other	942	2.2	699	1.5

Timaru also has a higher population over 65 years compared to the overall Canterbury region. Additionally, the total percentage of population over sixty-five continues to increase.

Area	2013	2013 %	2023	2023 %
Canterbury	83841	15.54	113520	17.44
Timaru	9006	20.5	10902	22.93

Culturally and Linguistically Diverse (CALD) communities and the elderly are disproportionately at risk of impact on social disruptions and need to be considered in welfare planning.

Data taken from Stats NZ 2023 Census results.

Other considerations**Important Industries and Infrastructure**

Key industries in the area include agriculture, manufacturing, fishing, and tourism. These are an important source of employment for many people and contribute significantly to the economy.

Timaru has a regional airport, services regular Air New Zealand flights and small fixed wing and helicopter aircraft.

There is a port that provides international access to exporters and imports Bulk fuel terminals, while not strictly part of the port operations, are housed in the same area.

State Highway 1 connects Timaru District to Christchurch and Dunedin and is reliant on bridge access over several rivers, notably the Waitaki to the south and Rangitata and Rakaia to the north. SH8 runs from SH1 inland and is the main route to Pleasant Point and onwards through Cave to Fairlie in the Mackenzie District. SH 79 also connects Geraldine to Fairlie and provides an alternative route to head inland and through to Twizel and Queenstown.

Events, particularly weather events, can cause significant disruption to critical infrastructure and access to fast moving consumer goods. This can lead to extended power and communication outages and reduce the ability to replace stock.

Potentially Isolated Communities

Rural areas and smaller towns within the Timaru District, such as Geraldine, Pleasant Point, and Temuka, have the potential to become isolated during emergencies, especially flooding and snow events. Those communities with higher levels of residual risk are supported to develop specific response plans.

Community Planning

Community planning initiatives in Timaru include the South Canterbury Neighbourhood Support Gets Ready platform, which helps communities prepare for emergencies by connecting residents and sharing resources, Community Response Plans for individual communities and the Are You Ready booklet supplied to everyone in Timaru District.

Welfare in Civil Defence Emergency Management

The CDEM Act 2002 and its regulations detail the structure, roles, and responsibilities for emergency welfare. It specifies which services are provided and by which agencies. This plan is part of national, regional, and local welfare arrangements, facilitating collaborative support during emergencies. The table below outlines the relevant hierarchy of legislation and plans for welfare in the Timaru District.

Legislation	Civil Defence Emergency Management (CDEM) Act 2002	Outlines the welfare response for CDEM Groups during an emergency in the form of providing for the relief of distress, including emergency food, clothing and shelter (section 85 (d)).
National Plans	National CDEM Plan Order 2015	The specific provision of welfare is outlined in the National CDEM Plan and guide including welfare principles, processes, roles and responsibilities in an emergency.
	The Guide to the National CDEM Plan Order 2015 (s14 Welfare)	This section of the National CDEM plan outlines the specific requirements of Welfare Services
	Welfare Services in an Emergency [DGL11/15]	The Welfare Services in an Emergency Directors Guideline describes the function of welfare and provides guidance to support the coordination and delivery of welfare services in an emergency
Regional Plans	Canterbury CDEM Group Plan 2022	The Canterbury CDEM Group Plan August 2022 is the overarching document for CDEM in the Canterbury area, describing and prioritising the Canterbury hazards and risk and must be read in conjunction with this plan.
	Canterbury CDEM Group Welfare Plan 2016	The Canterbury CDEM Group Welfare Plan gives strategic direction and clarity through outlining how the CDEM Group will plan for and provide welfare services to both people and animals during an emergency.
Local Plans	Local Welfare Plans	Local Welfare Plans contain information that is specific for that area, including the structure of welfare and information on the welfare impacts of a maximum credible event.
	Standard Operating Procedures	Standard Operating Procedures for the Welfare Services define how a welfare service will be delivered in a local area (Works in progress)

CDEM Welfare in the Timaru District

Timaru District Welfare Structure

Local Authorities have overall responsibility for planning and delivery of welfare to people and animals affected by an emergency.

As a part of the Canterbury CDEM Group, the flow of welfare services during an emergency in the Timaru District can be visualized through a hierarchical structure that ensures clear communication and efficient service delivery. Here is a description of the flow chart:

1. ****Impacted Community****: At the heart of the welfare service structure, the impacted community seeks assistance during an emergency. Needs are identified by local authorities and community members.
2. ****Local Emergency Operations Centre (EOC) / Local Welfare Committee****: The local EOC, supported by the Local Welfare Committee, activates to coordinate immediate response efforts. They gather information, deploy resources, and communicate needs up the chain.
3. ****Regional Emergency Coordination Centre (ECC) / Welfare Coordination Group****: The Regional ECC, with the Welfare Coordination Group, receives updates from the local EOC. They provide additional resources and support, ensuring that the local response is adequately managed and that broader regional issues are addressed.
4. ****National Crisis Management Centre (NCMC) / National Welfare Coordination Group****: At the national level, the NCMC and the National Welfare Coordination Group oversee the larger picture, coordinating efforts across regions and ensuring that national resources are available to support local and regional responses as necessary.

This structured approach allows for an organized and scalable response to emergencies, ensuring that welfare services are delivered efficiently and effectively to those in need.

Responsible and Support agencies, as outlined in the Canterbury CDEM Group Welfare Plan 2016, are tasked with providing their assigned Welfare Services and must collaborate with Local Authorities to ensure these services are well-coordinated. The Canterbury CDEM Group Welfare Services plans should clearly detail how each specific welfare service will be implemented within each district.

In the Timaru District, the welfare team consists of:

- Local Welfare Manager and alternates
- Local Welfare Function team based in the Emergency Operations Centre
- Local Welfare Committee, operating through the Safer Communities Committee membership.
- Volunteer Civil Defence Community Support and Response Team members who can set up a CDC and support outreach.
- Trained staff from the Timaru District Council who can set up, manage a Civil Defence Centre, and support outreach.

Timaru Local Welfare Committee

The Timaru District does not operate a separate Local Welfare Committee. Instead, most responsible and supporting agencies participate in quarterly meetings under the Safer Communities Committee, where welfare planning and actions are routinely discussed. For this plan's purposes, the Local Welfare Committee (LWC) is comprised of agencies with welfare responsibilities designated in the Director General Guidelines or the Group Welfare plan, operating through the Safer Communities Committee and its members.

This group of responsible agencies will utilise the Safer Communities Committee to prepare for and manage the provision of welfare services to those affected within the Timaru District. Responsible agencies who are not members of the Safer Communities Committee will be invited to join by the Local Welfare Managers, who are also members of this committee. The LWC will also be supported by those agencies who contribute social and welfare services as part of their membership to the Safer Communities Committee.

Operational membership of the LWC will vary depending on the planning required or the actual event and will utilise the Responsible and Supporting agencies specified by legislation, with other community-based organisations familiar with the Timaru District contributing as required.

It is acknowledged that many agencies responsible for providing welfare services operate across Territorial Authorities boundaries in the wider South Canterbury area. Therefore, Mackenzie, Waimate, Ashburton, and Timaru Councils should collaborate where feasible to align the service delivery and outreach of partner agencies and this arrangement should help facilitate that.

To prepare, the Timaru Local Welfare Committee should:

- Convene regularly throughout the year.
- Aim to comprehend the potential needs of the Timaru District community during emergencies.
- Strive to understand the nine Welfare Services and the roles of Responsible and Supporting agencies.
- Workshop welfare scenarios and this plan
- Provide feedback on this plan.
- Create a Terms of Reference
- Develop standard operating procedures.
- Engage in exercises when requested.

During response and recovery phases, the Timaru District Local Welfare Committee should:

- Convene as needed, at the discretion of the Local Welfare Manager (this may occur daily during a response)
- Collaborate with other agencies on the Local Welfare Committee to ensure a unified welfare response.
- Align and integrate their actions with the broader emergency response efforts.
- Have each member agency provide regular Status Reports outlining key tasks, issues, and information to the Local Welfare Manager.

- Serve as an information channel between the coordinated response, the community, and their home agency.

The Timaru Local Welfare Manager

The Local Welfare Manager is responsible for planning and managing the delivery of welfare services during an emergency. This requires dedicating time to welfare planning before an emergency occurs.

To distribute the workload and boost resilience, the LWM is supported by alternate Local Welfare Managers. While the Local Welfare Manager has overall responsibility of the Welfare Function, the alternate Local Welfare Managers hold delegated authority from the Local Welfare Manager.

See Appendix 3 for Local Welfare Manager details.

During readiness, the Local Welfare Managers:

- Ensure welfare service delivery plans are in place for Timaru District.
- Build relationships with welfare agencies, both statutory and community based.
- Attend Safer Communities Committee meetings to advocate for Local Welfare Committee functions.
- Participate in the Canterbury annual Welfare Forum and Workshop.
- Collaborate closely with the Group Welfare Manager.

During response and recovery, the Local Welfare Managers:

- Activate and coordinate local welfare arrangements.
- Help manage the welfare function in the Emergency Operations Centre.
- Provide advice on welfare matters to the Local Controller.
- Liaise with and integrate activities with other functions in the Emergency Operations Centre.
- If necessary, advise the Local Recovery Manager on welfare issues.
- Communicate with the Canterbury Group Welfare Manager and seek guidance if needed.

During response, the Local Welfare Managers report to the Local Controller. They also collaborate closely with the Group Welfare Manager and any other active Local Welfare Managers, as appropriate.

Emergency Operations Centre Welfare Team

The Emergency Operations Centre structure includes a welfare function. This welfare team supports the Local Welfare Manager with a team whose size is tailored to the event's scale and complexity. This team may comprise staff from within the council, the local community, or other districts.

The Local Welfare Manager and Response Manager are responsible for coordinating with the Group Welfare Manager to identify additional resources as needed.

The EOC Welfare Team participates in training and exercises to remain prepared.

Welfare Volunteers

The Timaru District relies on a trained volunteers to deliver welfare support during emergencies. These teams can be mobilised at any time to set up a Civil Defence Centre, conduct needs assessments, and offer emergency welfare services for people and animals impacted by the crisis.

In Response, these teams report to the Local Welfare Manager at the Emergency Operations Centre and collaborate with local welfare agencies to provide necessary services. To keep current, volunteers participate in training sessions and exercises as directed by the Welfare Manager or Emergency Manager.

Regional and National Structures

The local welfare structure is mirrored by the regional and national welfare frameworks, each overseen by a Welfare Manager and supported by a Welfare Committee. Their functions are primarily strategic, emphasizing coordination and support over direct welfare delivery.

For preparedness, regional and national Welfare Managers and Committees should:

- Convene regularly throughout the year.
- Develop agreements, procedures, and plans at both regional and national levels.
- Foster welfare capabilities across regions and nationally
- Clarify the roles and responsibilities of all involved agencies.

During response and recovery phases, regional and national Welfare Managers and Committees should:

- Meet as needed, based on the discretion of the relevant Welfare Manager (potentially daily during a response)
- Report to the designated controller.
- Collaborate to ensure a coordinated welfare response.
- Synchronize their efforts with the broader emergency response.
- Provide the best possible support for local welfare delivery.

Canterbury Group Welfare Manager

An essential relationship for local welfare work is with the Group Welfare Manager. The responsibilities of the Group Welfare Manager include:

- Ensuring local welfare arrangements are established.
- Verifying that agencies responsible for delivering welfare services have sufficient plans in place.
- Guaranteeing that the Regional Emergency Coordination Centre's welfare team is prepared to respond effectively.

A significant aspect of the Group Welfare Manager's role is to support and represent councils operating at the local level in welfare, liaising with government departments, the CEG and Joint Committee, and broadly within the CDEM sector.

Welfare services in readiness and response

The CIMS Welfare function is made up of nine welfare services, which are based on assisting people to meet their basic needs during an emergency. The services are:

- Shelter and accommodation
- Household Goods and Services (such as food, clothing and medication)
- Financial Assistance
- Psychosocial Support
- Animal Welfare
- Inquiry
- Care and Protection Services for Children and Young People

The delivery of these services is supported by:

- Registration
- Needs Assessment

Every welfare service is overseen by a designated responsible agency, supported by other agencies. These responsible agencies are required to lead and coordinate the planning for their services in collaboration with their supporting agencies, Local Welfare Managers, and Emergency Managers.

The table below outlines the emergency welfare services or agencies and a brief description of each. For more details, including supporting agencies, refer to the Welfare Services in an Emergency Directors Guideline [DGL11/15]. Local Welfare Managers and the Timaru Local Welfare Committee should review these welfare service objectives beforehand to understand the responsibilities of each agency.

Welfare Services	Responsible Agency: Local Level	Task
Registration	Timaru District Council	Involves collecting information from people who have been directly affected by an emergency and require emergency welfare services
Needs Assessment	Timaru District Council	Used to identify the needs of people affected by an emergency and refer them onto the appropriate agencies
Inquiry	NZ Police	Identifying people who have been affected by an emergency and assisting family, whanau and significant other to make contact.
Care and Protection Services for Children and Young People	Oranga Tamariki	Statutory care and protection services for children and young people separated from their parent, legal guardian or usual caregiver during an emergency
Psychosocial Support	Health New Zealand	The social and psychological interventions that will ease the physical, psychological and social difficulties for individuals, families, whanau and communities.
Household Goods and Services	Timaru District Council	Aimed at supporting some of the basic, essential needs of people such as food and clothing, medicines and personal sanitary needs, among others. Support is given when normal providers are unavailable, unsuitable, or unable to meet demand.
Financial Assistance	Ministry for Social Development	Information about and access to the range of financial assistance available to people affected by an emergency.
Shelter and Emergency Accommodation	Timaru District Council	Shelter is provided, usually in a communal facility for a few hours to a few days, when people are unable to access other suitable accommodation options. Emergency Accommodation is provided to displaced people who cannot return to their homes for short periods generally a few days to no more than two weeks.
Temporary Accommodation	MBIE	Temporary Accommodation is for displaced people who cannot return to their home for a prolonged period of time.
Animal Welfare	Ministry for Primary Industries	The provision of animal rescue, animal shelter, food, water husbandry and veterinary care and other essentials for all animals.

This table illustrates that CDEM, alongside local councils, oversees four key welfare services: Registration, Needs Assessment, Household Goods and Services, and Shelter and Accommodation. While detailed SOPs will be created for each CDEM welfare service, below is a brief overview of these services:

Registration

Registration involves logging evacuees, displaced individuals, and those needing welfare services into a database to track their needs, movements, and received services during the CDEM response. New Zealand primarily uses a web-based tool called Survey 123 and

ArcGIS, but paper forms can be used temporarily if the internet is unavailable. Once connectivity is restored, this information must be promptly uploaded. Trained Welfare volunteers or staff usually handle registration at Civil Defence Centres, over the phone, at homes, or service centres.

Needs Assessment is the procedure of documenting the assistance (services) requested by those impacted, facilitated by CDEM. This involves trained professionals or qualified personnel who interview affected individuals and document their findings. This written record serves as the foundational document for initiating the subsequent process of identifying and providing the necessary assistance (services). A standardized minimum dataset has been adopted nationally for use in needs assessments. The questions included in this dataset are provided in an appendix at the end of the document.

Registration and Needs Assessment are usually done at the same time, as part of the same process. The decision of when and how this is done is made by the Local Welfare Manager, in consultation with the Controller and the Local Welfare Committee.

Household Goods and Services

The Timaru District Council primarily oversees this service. Its aim is to support fundamental needs such as food and clothing, provide alternate access to urgent medications usually kept at home, and offer personal sanitary resources. Additionally, it ensures temporary access to essential utilities like electricity, drinking water, and restroom and shower facilities (where applicable) at Civil Defence Centres. The food services can range from simple beverages for small emergencies to three full meals a day during large-scale crises. This may include delivering food to homes, feeding people temporarily housed elsewhere during an emergency, or providing meals at a Civil Defence Centre.

Emergency clothing includes tops, bottoms, socks, basic toiletries, and a blanket, typically for those who arrive in torn, heavily soiled, or wet clothes needing immediate warmth and protection. Civil Defence Centre staff will source these items from donations or local purchases if emergency funding is available through Work and Income or emergency disbursements by the Council. The Emergency Operations Centre Welfare Team will coordinate with staff at Civil Defence Centres to address all clothing needs.

Accommodation

Accommodation is divided into three categories:

- Emergency shelter for a few days – provided by CDEM.
- Emergency accommodation for up to 14 days – provided by CDEM.
- Temporary accommodation for more than 14 days – provided by MBIE.

Timaru District Council oversees managing emergency shelter and emergency accommodation. This will be arranged through an activated Civil Defence Centre or the Emergency Operations Centre.

The preferred order of accommodation options is:

- Encourage individuals in need to stay with family, friends, or neighbours if possible.
- If staying with family or friends is not an option, commercial accommodation (e.g., hotels, motels, bed & breakfasts, camping grounds) can be used, subject to approval from the Emergency Operations Centre.
- If commercial options are unavailable, consider local billet options where community members offer accommodation. Both billets and guests will be carefully vetted to ensure safety and compatibility. Billets are typically local but may come from other districts.
- As a last resort, people can be accommodated temporarily in a Civil Defence Centre that has provisions for accommodation.

The EOC Welfare Team will handle the transition of accommodation responsibility from CDEM to MBIE. Accommodation staff will collect information about individuals still needing assistance, readying it for handover to MBIE. The Emergency Operations Centre will oversee this handover process.

Civil Defence Centres in the Timaru District

Several sites in the Timaru District have been identified as potential Civil Defence Centre locations. These sites have undergone pre-emergency evaluations to determine their suitability. However, the decision to open a Civil Defence Centre will only occur when it is necessary. The public will be informed once the centre has passed all required checks (structural and public health) and is prepared to welcome people.

The details for these sites will be stored and accessed through the Timaru Council D4H Operations module. If required, a hard copy may be exported from D4H for offline storage.

Staffing a Civil Defence Centre

In the Timaru District, Civil Defence Centres are supported by teams of staff and volunteers. Training in welfare delivery within a CDC is provided to both staff and volunteers. Staff are generally drawn from business units with a community support focus.

Risk Based Welfare Planning

For a comprehensive hazard and risk assessment, refer to the Canterbury CDEM Group plan.

Within Timaru District, several hazards identified in the Group plan could cause disruption to lifeline utilities and social cohesion, necessitating the need to provide welfare services.

Welfare planning should include consideration of these generic impacts, including the potential outcome of the maximum credible event:

Earthquake and Structural Damage

Severe shaking: The earthquake could result in intense shaking for several minutes, causing extensive damage to buildings, infrastructure, and homes.

Building collapses: Older constructions and those not built to current earthquake standards are more likely to collapse.

Infrastructure Disruption

Roads and bridges: Major roads and bridges could suffer damage or be destroyed, isolating communities and complicating transportation.

Utilities: Services like power, water, and telecommunications might see severe disruption, potentially lasting for extended periods.

Electricity: Considerable damage to power lines, substations, and other key infrastructure, could result in widespread and extended power outages.

Restoration Challenges: Repairing and reinstating electricity services may be a lengthy process, particularly if damaged areas are difficult to access.

Impact on Services: Extended power outages could adversely affect water supply, sewage systems, and telecommunications, further hindering recovery efforts.

Fast-Moving Consumer Goods (FMCGs)

Supply Chain Disruption: Any impairment of roads, bridges, and distribution centres will complicate the transport of goods to and from the affected area.

Stock Shortages: Supermarkets and other retail outlets might face shortages of vital products such as food, water, and hygiene items due to interruptions in supply chains.

Price Increases: A limited supply combined with heightened demand for essential goods could drive up prices, making them less affordable for residents.

Landslides and Liquefaction

Landslides: Earthquakes or weather events may trigger landslides, especially in hilly or mountainous regions, blocking roads and damaging properties.

Liquefaction: Low-lying areas with loose, water-saturated soils could undergo liquefaction, causing the ground to act like a liquid and inflicting substantial damage on buildings and infrastructure.

Tsunami Risk

Tsunami: Although Timaru is not in the highest risk zone, there is still a potential threat of tsunami waves, particularly if an earthquake induces underwater landslides.

There are designated red, orange, and yellow tsunami evacuation zones. While specific population percentages for these zones are not detailed, they encompass coastal and low-lying areas.

Social and Economic Impacts

Displacement: Numerous residents may have to leave their homes due to damage or safety concerns.

Economic disruption: Vital industries such as agriculture and manufacturing could experience significant disruptions, impacting the local economy.

Emergency Response Challenges

Isolation: Some communities, especially rural areas, might become isolated because of road damage and landslides.

Resource strain: Emergency services and resources could be overwhelmed, making it difficult to provide timely assistance to all affected areas.

Physical and Mental Health

Injuries and Fatalities: Events, in particular an Alpine Fault or Tsunami could lead to numerous injuries and potentially fatalities.

Mental Health: The trauma of experiencing a major event and the subsequent stress of recovery could result in increased mental health issues such as anxiety, depression, and PTSD.

Housing and Shelter

Displacement: Many residents might be forced out of their homes due to damage or destruction, necessitating temporary shelter and long-term housing solutions.

Overcrowding: Emergency shelters and temporary housing could become overcrowded,

contributing to additional stress and health concerns.

Access to Essential Services

Healthcare: Disruptions to healthcare facilities and services could impede access to medical care, exacerbating health issues.

Utilities: Loss of power, water, and sanitation services could affect daily living conditions and hygiene.

Economic Impact

Employment: Job losses and economic instability might result from damage to businesses and key industries.

Financial Stress: The cost of repairs, rebuilding, and loss of income could place substantial financial strain on individuals and families.

Social and Community Support

Community Cohesion: The disaster could both challenge and strengthen community bonds, as people come together to support each other but also face the stress of recovery.

Support Services: Increased demand for social services, including food, clothing, and financial assistance, could overwhelm local support systems.

Vulnerable Populations

Elderly and Disabled: These groups may encounter additional challenges in evacuating, accessing services, and coping with the aftermath of an emergency.

Children: The disruption to schooling and the trauma of an event could have long-term impacts on children's well-being and development.

Appendices

1. Glossary of Terms

Term	Abbreviation	Definition
Canterbury CDEM Group		The regional office where CDEM functions are carried out on behalf of the CDEM Group before an incident occurs.
Co-ordinating Executive Group	CEG	The chief executive officers or senior managers of local authorities, emergency services, or other agencies appointed by the CDEM Group. The CEG provides the strategic leadership to the CDEM Group.
Civil Defence Emergency Management	CDEM	Civil Defence Emergency Management
CDEM Group Plan		Each CDEM Group is required under the CDEM Act 2002 to have a CDEM Group Plan, which is regularly reviewed. The CDEM Group Plan sets the strategic direction for the CDEM Group. It describes and prioritises the hazards and risks particular to the CDEM Groups area and provides objectives and a framework for activities across the four Rs.
Co-ordinated Incident Management system	CIMS	The primary reference for incident management in New Zealand. The purpose of CIMS is to achieve effective coordinated incident management across responding agencies for all emergencies regardless of hazard, size and complexity.
Emergency Operations Centre	EOC	A co-ordination centre that operates at a local level to manage the response to an emergency
Joint Committee		The committee of elected representatives of local authorities within the region, formed under the Local Government Act 2002, pursuant to section 12 of the CDEM Act 2002.
Local Authority	LA	A territorial local authority, regional council or unitary authority
Local Welfare Committee	LWC	A collection of welfare agencies that plan for the delivery of local emergency welfare services to communities affected by a disaster, chaired by the Local Welfare Manager at the local authority.
Local Welfare Manager	LWM	A person or persons appointed to oversee and coordination Welfare readiness and response within a local authority
Maximum Credible Event	MCE	Hypothetical planning process based on identifying the likely consequences of a known hazard scenario

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Responsible agency		Agency tasked with planning for and coordinating a welfare service. Responsible Agencies must lead and coordinate the planning for their welfare sub function at the national, regional and local levels.
Social Recovery		Recovery means the coordinated efforts and processes to bring about the immediate, medium- and long-term holistic regeneration of a community following an emergency. Social recovery supports the cultural and physical wellbeing of individuals and communities.
Support agency		Any agency that assists the responsible agency by providing services, resources, information, or otherwise contributing to the response.
Welfare Co-ordination Group	WCG	Provides strategic oversight for the planning and development of integrated emergency welfare services. The Welfare Coordination Group provides co-ordination at the national level, and support to CDEM Groups at the regional level. Membership comprises of the agencies responsible for each of the emergency welfare services, as listed in the National CDEM Plan 2015.
Welfare Services		Are there to provide for the needs of people affected by an emergency and minimise the consequences of emergencies for individuals, families, and whanau. CDEM has defined nine types of welfare service, including registration, needs assessment, shelter and accommodation, household goods and services, psychosocial support, financial assistance, inquiry, protection of children and young people, animal welfare.
Welfare Sub-function		A component of the Welfare Function under CIMS, the incident management system used in New Zealand.

2. Welfare Services responsible and support agencies

Welfare Sub-function	Responsible Agency – national level	Responsible Agency – regional level	Responsible Agency – local level	Support Agencies
Registration	MCDEM	CDEM Group	CDEM Local	Support maybe provided by other government agency or non-government organisation that can provide relevant advice, information or trained staff
Needs Assessment	MCDEM	CDEM Group	CDEM Local	Ministry of Foreign Affairs and Trade, DHB's, St John, Ministry for Primary Industries Ministry of Social Development, Police, The Office of Disability Issues Te Puni Kokiri, New Zealand Red Cross, Salvation Army, Victim Support, Ministry of Pacific Island Affairs, Office of Ethnic Communities
Inquiry	Police	Police	Police	CDEM Group, Local Authority, Ministry of Education, Ministry of Foreign Affairs and Trade, Ministry of Health/DHB's/Primary Care/Ambulance Services, New Zealand Red Cross
Care and protection of children and young people	Child Youth and Family	Child Youth and Family	Child Youth and Family	Ministry of Education, Police, New Zealand Red Cross, Te Puni Kokiri
Psychosocial support	Ministry of Health	District Health Board	District Health Board	DHB's Primary Health Organisations, Ministry of Education, Ministry for Primary Industries, Ministry of Social Development, Te Puni Kokiri, New Zealand Red Cross, Salvation Army, Victim Support, Community based organisations and networks, Agencies and organisations that provide employee assistance programmes
Household goods and services	MCDEM	CDEM Group	CDEM Local	DHB's, Public Health Units, Local Authorities, Ministry for Primary Industries, New Zealand Defence Force, New Zealand Food and Grocery Council Incorporated, New Zealand Red Cross, Salvation Army, local community organisations and local businesses
Financial assistance	Ministry of Social Development – Work and Income	Ministry of Social Development – Work and Income	Ministry of Social Development – Work and Income	ACC, Earthquake Commission, Inland Revenue, Insurance Council of New Zealand, Ministry of Business, Innovation and Employment, Ministry for Primary Industries, New Zealand Red Cross, Salvation Army, community based organisations, local authorities
Shelter and emergency accommodation	MCDEM: shelter and emergency accommodation	CDEM Group: shelter and emergency accommodation	CDEM Local: shelter and emergency accommodation	CDEM Groups, Housing New Zealand Corporation, Ministry of Education, Ministry of Health, Ministry of Social Development, New Zealand Defence Force, Te Puni Kokiri, The Salvation Army, Community based organisations and networks, local authorities
	MBIE: temporary accommodation	MBIE: temporary accommodation	MBIE: temporary accommodation	Housing NZ Corporation, Ministry of Education, Ministry of Health, MSD, NZDF, TPK, Salvation Army
Animal welfare	Ministry for Primary Industries - Local Animal Welfare Co-ordinator	Ministry for Primary Industries - Local Animal Welfare Co-ordinator	Ministry for Primary Industries - Local Animal Welfare Co-ordinator	Federated Farmers of New Zealand, New Zealand Companion Animal Council, New Zealand Veterinary Association, The Royal New Zealand Society for the Prevention of Cruelty of Animals, Territorial authorities, through animal control or animal services, World Animal Protection, Medical officers of health and health protection officers

3. Key Contacts

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7 Consideration of Urgent Business Items

8 Consideration of Minor Nature Matters