



# COMBINED BOP CDEM Group and WDC

## EOC Action Plan

Number: 05

### CONFIDENTIAL

|   |   |
|---|---|
| Coordination facility:                        | Event name:                               |
| Joint operation with Police and Whakatāne EOC | Whakaari/White Island Eruption            |
| Effective date:                               | Controller:                               |
| 12 December 2019                              | Mike Naude (WDC EOC); Matt Harrex (Group) |
| Operational Period – from:                    | Operational Period – to:                  |
| 1900 (7:00pm) - 12 December 2019              | Until superseded by Action Plan #6        |

#### 1. Summary of Incident / Event:

(A summary of the hazard impacts, environment and response actions to date, including the most dangerous and most likely hazard scenarios. This is based on the IPOE and SitReps.)

**BOP CDEM Group Coordination Centre and WDC EOC have combined their response from 1330 12<sup>th</sup> December 2019, which is reflected in this combined Action Plan.**

- Joint response with NZ Police
- At 14:11, 16:30, 17:49 on 9 December 2019 eruptions occurred at Whakaari/White Island
- The initial volcanic eruption was “short-lived and generated an ash plume to ~12,000ft above the vent”.
- At 11:00am Wednesday 11.12.2019, GNS reviewed all available data and calculated the likelihood of an eruption that would impact beyond the vent area occurring within the next 24 hours. Their calculation was that there is a 40-60% chance (medium likelihood) of such an eruption
  - At 10:25am on Thursday 12.12.2019, GNS advised (via a bulletin) that the Volcanic Alert Level has been reduced to Level 2 (previously Level 3) due to no further eruptive activity since Monday. GNS also advised that the likelihood of future eruptive activity in the next 24 hours remains, due to high volcanic tremors overnight.
  - Aviation Colour Code remains at orange.
- White Island Tours boats and helicopter tour provider were around/on the island with 47 people estimated to have been on the island at time of first eruption
- [REDACTED]
- [REDACTED]
- Critically injured moved to hospitals throughout NZ (Christchurch, Wellington, Hutt, Waikato, Tauranga, Middlemore, Auckland). No persons are remaining at Whakatāne Hospital.
- Statement attributable to Deputy Commissioner John Tims, National Operations Commander:
 

*“I can now confirm that we are finalising a plan to recover the bodies from Whakaari / White Island tomorrow morning. Families will be briefed on the*



*operation at 4.30pm [12<sup>th</sup> December] and Deputy Commissioner Mike Clement will speak with media in Whakatāne."*

- A no-fly zone, and maritime exclusion zone is in place at 5 nautical miles around Whakaari/White Island.
- Welfare nationally is being coordinated at a Group welfare level, with the focus for the EOC being for those located within the Whakatāne District. A welfare centre has been set up at 4 Commerce Street, operational from 08:30 11 December 2019 and will remain open 9am-5pm until Sunday 15<sup>th</sup> December [TBC after this date].
- Information management is a key focus to minimise misinformation.
- Aerodrome Road is under security to limit the general public to those with a legitimate need to be at the airport. Whakatāne Heads and the Green Wharf (Game Fishing wharf) is also cordoned off.
- Refer to SitRep #12 for further detail.

## **2. Mission:** (Mission Statement.)

Following the eruptions at Whakaari White Island on 9 December 2019, the mission is to provide appropriate welfare-related support functions. This includes supporting NZ Police and the Defence Force as required, as well as liaising and collaborating with iwi to ensure appropriate tikanga and cultural protocols are respected throughout the operational period.

## **3. Objectives:**

Objectives to be progressed are:

1. Movement of strategic welfare response from Whakatāne to Auckland
2. Support the NZ Police & Defence Force as necessary with recovery efforts
3. Provide welfare for those affected by the incident in the Whakatāne District
4. Provide for ongoing operation of EOC and the welfare of response/support staff
5. Planning for the future needs of the Whakatāne Community

## **4. Intent:** (Give the intent, best stated as a concept, key tasks and end-state. It is a broad statement of what must happen and when.)

**Method:**



The Whakatāne EOC is leading the Whakatāne welfare response functions, the local welfare centre is located at 4 Commerce Street, Whakatāne. The NZ Police are coordinating recovery and reconciliation. Group Welfare are coordinating welfare for those outside of the Whakatāne District.

**Short term priorities (this action plan operation period):**

The key objectives of the welfare response over this action plan period are to:

1. Move the strategic welfare response to Auckland (**BOP CDEM Group**)
2. Support the NZ Police & Defence Force as necessary with recovery efforts (**both BOP CDEM Group AND WDC EOC**)
3. Provide welfare for those affected by the incident in the Whakatāne District (**WDC EOC**)
4. Provide for ongoing operation of EOC and the welfare of response/support staff (**WDC EOC**)
5. Planning for future needs of the Whakatāne community (**WDC EOC**)

Key tasks to progress these objectives are set out in Section 5 below. By the end of this operational period, these objectives will have been progressed.

**Longer term priorities:**

In the longer term, the intent is to provide ongoing psychosocial support, civic support (including any media support), and other welfare needs as required.

Additionally, as future needs become a focus, planning will be required for the long term wellbeing of the Whakatāne District community, including social, cultural, environmental, and economic wellbeing.

**5. Designated Tasks:** (Specific tasks and timings for each agency under the plan.)

**Key Tasks:**

The objectives for this operational period will be reached or progressed through the below key tasks:

| BOP CDEM Group   |                        |  |
|--|------------------------|--|
| Objective 1: Movement of strategic Welfare response to Auckland including coordinating the support to the victim and families where required.  |                        |  |
| Actions  | Team Responsible       | Notes  |
| Seamless transfer of responsibility to enable continuity of care for victims and whānau and continue standards of service is tasked by CDEM Group<br><br>Operational accountability remains with Controller BOP CDEM Group | BOP CDEM Group Welfare | Auckland CDEM Group to take responsibility for all whānau, deceased / DVI process, repatriation, and coordinate with all relevant DHBs as required as patients |



|  |                        |           |
|--|------------------------|-----------|
| Task Plan to be developed and approved by Group Controller to capture support handover of DVI and patient response Welfare roles to Auckland CDEM Group. |                        |           |
| Supporting the movement of whānau that will be attending the blessing and return of victims  | BOP CDEM Group Welfare |           |
| Develop a system of sharing whānau victim location and status  | BOP CDEM Group Welfare | Completed |
| Determine what patient and whānau information can be shared (the process and to whom)  | BOP CDEM Group Welfare |           |

**BOP CDEM Group and WDC EOC**

**Objective 2: Support the NZ Police & Defence Force as necessary with recovery efforts**

| <b>Actions</b>   | <b>Team Responsible</b>                  | <b>Notes</b>  |
|--|--|---|
| Support lead agency through recovery operation as requested.   | All EOC functions                        | Ongoing - Planning for recovery is being undertaken by NZ Police and Defence Force, and depends on conditions. EOC is on standby to support |
| Support NZ Police and Ngāti Awa as required to ensure iwi participation in the planning for the recovery of tūpāpaku from Whakaari | EOC iwi liaison with Ngāti Awa/NZ Police | Ongoing   |
| Liaise with Intel from NZ Police to be aware of necessary information including monitoring NZ Police communications                | Intel                                    | Ongoing – next briefing TBA   |
| Establish security requirements and deploy as necessary (including road closures if required)                                      | Logistics                                | Ongoing as required.<br><br>Security currently deployed at Airport, WDC Foyer, Mataatua reserve, CDC Centre, The Heads and Wharf            |
|  |  |   |

**WDC EOC ONLY**

**Objective 3: Provide welfare for those affected by the incident in the Whakatāne District**



| Actions  | Team Responsible  | Notes  |
|--|---|--|
| <p>Maintain Commerce Street Civil Defence Centre (CDC) info point.</p> <p>Monitor effectiveness and requirements based on demand.</p>  | Welfare   | <p>CDC opened 11/12/19 at 0900. Will continue to operate until after recovery is complete.</p> <p>BOP CDEM Group has appointed a Welfare person to be stationed at the CDC whilst opened</p> <p>CDC to remain open Saturday 14<sup>th</sup> and Sunday 15<sup>th</sup> December.</p> |
| <p>Consider and advise all teams how we are referring to 4 Commerce Street (do not refer to as Harcourts building)</p>   | PIM   | <p>Building has posters/signage identifying it as the Civil Defence Centre &amp; Welfare Services. Formal branding not necessary at this stage. Building's physical address is also locatable via Google Maps.</p>   |
| <p>Memorial service <b>being</b> considered and will be led by Ngatai Awa; liaise with Ngāti Awa to understand how WDC EOC can assist. Likely to be escalated to Group or National level depending on requirements and Ngāti Awa requirements.</p> | Controller, Ngāti Awa Liaison, Logistics, Operations, Welfare | National memorial under consideration  |
| <p>Consider whether the flowers and offerings placed around Whakatāne need to be collected and transferred to the memorial.</p>  | Welfare   | Not considered appropriate at this stage.  |
| <p>Improve integration of welfare efforts with varying agencies including specifically Ngāti Awa and local police liaison.</p>   | Welfare to liaise with Ngāti Awa and Police                   | Underway and ongoing   |
| <p>Ensure good flow of information to Ngāti Awa</p>  | Intel, Planning, other EOC functions as appropriate           | Ngāti Awa liaison present in EOC – liaising with Ngāti Awa and Te Puna Kokiri to ensure flow.  |
| <p>Provision of psychosocial support for survivors and families, and those effected within the Whakatāne District including; White Island Tour staff and associated persons, other tourism providers.</p>  | Welfare   | CDC operational at 4 Commerce Street with psychosocial support available. Ongoing – but not 24/7 at this time. Focus will transition to providing support to only the local community.   |



|  |   |  |
|--|---|--|
| Work with Ngāti Awa to ensure appropriate tikanga adhered to and identify and support welfare needs for local people, specifically including affected whānau, colleagues and wider community | EOC Iwi liaison with Welfare, Ngāti Awa   | In progress and ongoing.   |
| Support EOC and CDC with regular briefings providing the latest information and updates  | PIM to liase with Police for updated info |  |
| Establish accommodation requirements for affected people, and response support staff   | Logistics                                 | Working with Welfare and iSite. Majority of accommodation in Whakatāne but also offers from Hamilton and Tauranga.<br><br>Little in the way of requests but has a list of available accommodation to draw on. Further accommodation likely to be needed depending on recovery process. |
| Ensure regular key messages are provided in liaison with Police and other agencies/ organisations – and disseminate the messages as appropriate  | PIM                                       | Ongoing. Police is concentrating all communications.   |
| Clarify opportunity and process for those people wanting to make financial donations   | Welfare                                   | Complete: Financial donations are to be made through Red Cross website <a href="http://www.redcross.org.nz/donate/where-the-need-greatest/">www.redcross.org.nz/donate/where-the-need-greatest/</a><br><br>Contacting local whānau to encourage creation of GiveALittle Page.          |
| Consider implications of delay in recovery from the island   | Planning                                  | To be considered through Long Term Plan and possibly Contingency Plan (see Objective 5)  |
| WDC EOC  |   |  |
| Objective 4: Provide for ongoing operation of EOC and the welfare of response/support staff  |   |  |
| <b>Actions</b>   | <b>Team Responsible</b>                   | <b>Notes</b>   |



|   |                                   |   |
|---|-----------------------------------|---|
| Establish and maintain EOC roster   | Logistics                         | Ongoing for length of EOC. 8 hour roster (3 shifts) in place).<br><br>Roster released up to Friday 13 <sup>th</sup> 2019; expected to have Saturday-Sunday roster available by 2200 12 <sup>th</sup> December |
| Provide Iwi liaison function support within the EOC   | Iwi Liaison                       | Ongoing   |
| Establish ongoing catering requirements and delivery of foods   | Logistics                         | Ongoing   |
| Strengthen inter-agency communication channels<br><br>Ensure SitReps, Action Plans, and updates are provided to agencies. | Intel, Welfare, Planning          | Ongoing   |
| Contingency planning  | Planning                          | Underway and ongoing  |
| Action Planning   | Planning                          | Underway and ongoing  |
| Continue to establish facts and information   | Intel                             | Ongoing   |
| Develop SitReps as required (two per shift)   | Intel                             | Ongoing   |
| Monitor weather and geological info and distribution of key facts from other agencies                                     | Intel                             | Ongoing   |
| Maintain operational log  | Logistics                         | Ongoing   |
| EAP personnel to be available to staff within the EOC and Civic Centre.   | Logistics and Welfare             | Continues to be available.  |
| <b>WDC EOC</b>  |                                   |   |
| <b>Objective 5: Planning for future needs of the Whakatāne community</b>  |                                   |   |
| <b>Actions</b>  | <b>Team Responsible</b>           | <b>Notes</b>  |
| Develop Long Term/ Demobilisation Plan  | Planning                          | Being drafted - Release time to be established after the recovery of remaining people on Whakaari.  |
| Draft Contingency Plan  | Planning                          | To be released if/when required   |
| Determine key media messaging that start to address the future wellbeing of the Whakatāne District                        | PIM/ Campbell Squared Consultants | PIM liaising with consultants   |



|  |              |   |
|--|--------------|---|
| Prepare and deliver media releases   | PIM          | As required/ongoing. Media release times to be defined. |
| Media Briefing   | PIM          | Ongoing support   |
| Brief ministers and politicians  | PIM          | Ongoing support   |
| Monitor media environment  | PIM          | Ongoing   |
| Develop longer term communications plan  | PIM          | Ongoing   |
| Work with other partners to provide ongoing support as required, including Ngāti Awa | Welfare, PIM | Ongoing   |
|  |              |   |

**6. Limiting Factors:** (Matters that may or will limit options, timeframes, or outcomes.)

- Ongoing uncertainty of further eruptions without warning
- Smaller eruptions have been experienced but need to consider possibility of larger eruptions
- Muddy and dirty rescue conditions
- Relying on boats, difficult conditions for helicopters – exclusion zone in place for boats and planes
- Dangerous recovery conditions on Whakaari
- GNS has advised activity has increased at Whakaari/White Island over the past 24 hours.

**7. Coordination Measures:** (Times, locations, boundaries, and other measures designed to coordinate the response.)

**MONDAY 9 DECEMBER**

- ~ 2:50pm - Whakatāne IOC activated
- 4:00pm - IMT meeting and IAP developed
- 5:15pm - SitRep1 completed
- 6:30pm - Briefing
- 7:10pm - IAP sent to Clinton Naude at Group Operations
- 9:00pm - Action Plan #1 due
- 9:24pm - SitRep2 completed
- 10:00pm - Action plan #1 distributed
- 10:00pm - Shift changeover

**TUESDAY 10 DECEMBER**

- 4:00am - Action Plan #1 signed by Mike Naude and Police
- 4:38am - SitRep3 completed
- 6:00am - Shift changeover
- 7:00am - Prime Minister and Mayor press briefing at Lightning Hub
- 8:00am - SitRep #4 completed
- 9:30am - Action Plan #2 signed by Nicholas Woodley





9:30am – IMT briefing  
2:50pm – SitRep #5 completed  
2:30pm – EOC briefing  
4.30pm – IMT briefing  
5:15pm – Media Statement/Briefing  
6:00pm – EOC briefing/ Shift change  
10:00pm – Shift end – EOC closed for the night

**WEDNESDAY 11 DECEMBER:**

6:00am – FOC reopened, shift started  
7:00am – IMT meeting  
10:00am - Action Plan #3 due  
10:00am – SitRep7 due  
2:00pm - EOC briefing/shift change  
3:30pm – Situation Report  
5:00pm National Police Briefing  
6:00pm IMT briefing  
9pm – IMT briefing  
10:00pm – End of shift/skeleton staff

**THURSDAY 12 DECEMBER:**

6:00am – EOC briefing/shift change  
11.00am – SitRep11 due  
11:00am – Action Plan #4 due (approved and distributed 12:20pm)  
1:30pm – IMT Briefing  
2:00pm – Shift Change  
3:30: National Media Stand up (Wellington)  
4:00pm – SitRep due (approved and distributed 5pm)  
5:00pm – Media Briefing (Whakatāne)  
6:00pm – EOC briefing / Controller Shift Change  
7:00pm – IMT Briefing  
10:00pm – Shift change to skeleton staff overnight

**FRIDAY 13 DECEMBER:**

6:00 am – EOC Briefing / shift change  
1100am – SitRep due  
1:30pm – IMT Briefing  
2:00pm – Shift Change  
6:00pm – EOC Controller Shift Change  
7:00pm – IMT Briefing



10:00pm – Shift change to skeleton staff overnight  
 Media briefings to occur as required and liaison with NZPolice

**8. Resource Needs:** (Who will provide what and when they will do it – including: information, supply, personnel, equipment and transport.)

- We need to know how we can support NZ Police through recovery process
- Also need to ensure smooth information flow between NCC, GECC, EOC, AGH, Ngāti Awa and Police
- Planning need personnel to progress the Long Term Plan

**9. Information Flow:** (Who needs to know and who has information we need? May include key information requirements, or they may be attached.)

- Information being shared across function teams on an ongoing basis
- Regular SitReps being developed and disseminated (2 per shift, excepting skeleton staff)
- Regular IMT briefings
- Watching brief kept on media and Comms from Police
- Briefings from NZ Police as required

**10. Communications Plan:** (Frequencies / purpose / coverage, role cell phone numbers communications schedule, etc..)

Communications are being led by Bay of Plenty CDEM Group and assisted by NZ Police.

**11. Organisation:** (List / Organisation chart of key roles, contact details and rosters of people assigned to the roles.)

**EOC Roster 12/12 (contact details available from Logistics):**

**The Roster shown below is accurate as at 1540 12/12/2019.**

| Thursday 12 DECEMBER 2019 |               |                  |               |
|---------------------------|---------------|------------------|---------------|
| SHIFT 6AM - 6PM           |               | SHIFT 6PM - 6AM  |               |
| Controller                | [Redacted]    | Controller       | Mike Neude    |
| PA to Controller          | [Redacted]    | PA to Controller | [Redacted]    |
| Resource Manager          | [Redacted]    | Response Manager | [Redacted]    |
| Recovery Manager          | Julie Gardner | Recovery Manager | Julie Gardner |

  

| SHIFT 6AM - 2PM             |                  | SHIFT 2 - 2PM - 10PM        |               | SHIFT 5 - 10PM - 6AM        |                      |
|-----------------------------|------------------|-----------------------------|---------------|-----------------------------|----------------------|
| POSITION                    | Name             | POSITION                    | Name          | POSITION                    | Name                 |
| Public Information Manager  | Tracy Poole      | Public Information Manager  | [Redacted]    | Public Information Manager  | Frank Roddy          |
| Public Information Media    | [Redacted]       | Public Information Media    | [Redacted]    | Public Information Media    | [Redacted]           |
| Public Information - Social | [Redacted]       | Public Information - Social | [Redacted]    | Public Information - Social | [Redacted]           |
| Operations Team Manager     | Nancy Tommy      | Operations Team Manager     | Glen Cooper   | Operations Team Manager     | Chris King-Hazel     |
| Welfare Manager             | Transmerline Bui | Welfare Manager             | Jan Pryor     | Welfare Manager             | Erinula Kerr         |
| Welfare Officer             | [Redacted]       | Welfare Officer             | [Redacted]    | Welfare Officer             | [Redacted]           |
| Welfare Officer             | [Redacted]       | Welfare Officer             | [Redacted]    | Welfare Officer             | [Redacted]           |
| Logistics Team Manager      | Gary Searle      | Logistics Team Manager      | Melanie Sturt | Logistics Team Manager      | N/A - Covered By Ops |
| Logistics Officer 1         | [Redacted]       | Logistics Officer 1         | [Redacted]    | Logistics Officer 1         | [Redacted]           |
| Logistics Officer 2         | [Redacted]       | Logistics Officer 2         | [Redacted]    | Logistics Officer 2         | [Redacted]           |
| Planning Team Manager       | Kevie Manton     | Planning Team Manager       | Trevil Lester | Planning Team Manager       | Jodie Storey         |
| Site in EOC1                | [Redacted]       | Site in EOC1                | [Redacted]    | Site in EOC1                | [Redacted]           |
| Building monitor            | [Redacted]       | Building monitor            | [Redacted]    | Building monitor            | [Redacted]           |
| Welfare monitor             | [Redacted]       | Welfare monitor             | [Redacted]    | Welfare monitor             | [Redacted]           |



**Friday 13 DECEMBER 2019**

| SHIFT 6AM - 6PM  |                  | SHIFT 6PM - 6AM  |               |
|------------------|------------------|------------------|---------------|
| Controller       | Michelle Woodley | Controller       | [REDACTED]    |
| PA to Controller | [REDACTED]       | PA to Controller | [REDACTED]    |
| Response Manager | [REDACTED]       | Response Manager | [REDACTED]    |
| Recovery Manager | Julie Gardyne    | Recovery Manager | Julie Gardyne |

  

| SHIFT 6AM - 2PM             |                 | SHIFT 2 - 2PM - 10PM        |                  | SHIFT 2 - 10PM - 6AM        |                      |
|-----------------------------|-----------------|-----------------------------|------------------|-----------------------------|----------------------|
| POSITION                    | Name            | POSITION                    | Name             | POSITION                    | Name                 |
| Public Information Manager  | [REDACTED]      | Public Information Manager  | [REDACTED]       | Public Information Manager  | [REDACTED]           |
| Public Information Media    | [REDACTED]      | Public Information Media    | [REDACTED]       | Public Information Media    | [REDACTED]           |
| Public Information - Social | [REDACTED]      | Public Information - Social | [REDACTED]       | Public Information - Social | [REDACTED]           |
| Operations Team Manager     | Dean Finley     | Operations Team Manager     | Wesley Stasivsky | Operations Team Manager     | Chris King-Meyl      |
| Welfare Manager             | Tangimelina Riu | Welfare Manager             | Kristina Kerr    | Welfare Manager             | Christi Whalley      |
| Welfare Officer             | [REDACTED]      | Welfare Officer             | [REDACTED]       | Welfare Officer             | [REDACTED]           |
| Welfare Officer             | [REDACTED]      | Welfare Officer             | [REDACTED]       | Welfare Officer             | [REDACTED]           |
| Logistics Team Manager      | Dary Searle     | Logistics Team Manager      | Melvone Surtees  | Logistics Team Manager      | N/A - Covered By Ops |
| Logistics Officer 1         | [REDACTED]      | Logistics Officer 1         | [REDACTED]       | Logistics Officer 1         | [REDACTED]           |
| Logistics Officer 2         | [REDACTED]      | Logistics Officer 2         | [REDACTED]       | Logistics Officer 2         | [REDACTED]           |
| Planning Team               | Kyle Manson     | Planning Team               | Cathy Bell       | Planning Team               | Jodie Macey          |
| Plan Team                   | [REDACTED]      | Plan Team                   | [REDACTED]       | Plan Team                   | [REDACTED]           |
| Slut in (EOC)               | [REDACTED]      | Slut in (EOC)               | [REDACTED]       | Slut in (EOC)               | [REDACTED]           |
| Building monitor            | [REDACTED]      | Building monitor            | [REDACTED]       | Building monitor            | [REDACTED]           |
| Welfare monitor             | [REDACTED]      | Welfare monitor             | [REDACTED]       | Welfare monitor             | [REDACTED]           |

See contact details below for partner agencies and other groups involved:

As at 0930 12 December 2019, this is a list of other contacts being held. Note that these may change as shifts and rosters change.

| Service Group                  | Name of Contact | Contact Number |
|--------------------------------|-----------------|----------------|
| DHB Duty Manager               | Julie Chapman   | [REDACTED]     |
|                                | Lois Austin     | [REDACTED]     |
| DHB Incident Controller        | Jo Peters       | [REDACTED]     |
| DHB EOC Rep                    | Kim McClure     | [REDACTED]     |
| NZ Defence Force               | Captain Coombes | [REDACTED]     |
| Welfare (Group)                | Angela Reade    | [REDACTED]     |
| White Island tours             | [REDACTED]      | [REDACTED]     |
| Ngāti Awa                      | [REDACTED]      | [REDACTED]     |
|                                | [REDACTED]      | [REDACTED]     |
|                                | [REDACTED]      | [REDACTED]     |
| Te Puni Kōkiri                 | Shaneen Simpson | [REDACTED]     |
| Royal Caribbean – Cruise liner | [REDACTED]      | [REDACTED]     |
| Iwi Liaison for EOC            | [REDACTED]      | [REDACTED]     |
|                                | [REDACTED]      | [REDACTED]     |
| St Johns                       | [REDACTED]      | [REDACTED]     |
| MFAT                           | Caroline        | [REDACTED]     |
|                                | Rebecca         | [REDACTED]     |



|                                 |   |            |
|---------------------------------|---|------------|
| Te Whare Wānanga o Awanuiarangi | [REDACTED]  | [REDACTED] |
| Coastguard                      | [REDACTED]  | [REDACTED] |
| Victim Support liaison          | [REDACTED]  | [REDACTED] |
| Police                          | Changes according to shift – org chart available at Whakatāne EOC<br><br>Anaru Pewhairangi (cultural)<br><br>Don Te Maipi (Iwi Liaison) | [REDACTED] |
| Red Cross                       | [REDACTED]  | [REDACTED] |
| Salvation Army                  | [REDACTED]  | [REDACTED] |
| Ministry of Social Development  | Dominick Lepa   | [REDACTED] |
| Te Mānuka Tūtahi marae          |   | [REDACTED] |

|  |                             |                       |
|--|-----------------------------|-----------------------|
| Prepared by: <i>Terrell Lepper</i><br>Planning | Signed: <i>T-LEPPER</i>     | Date/time: 12/12/2019 |
| Approved by: <i>[Signature]</i>                | Signed: <i>MIKE NAWO</i>    | Date/time: 12/12/2019 |
| Approved by: <i>[Signature]</i>                | Signed: <i>Matt Horvath</i> | Date/time: 12/12/2019 |